

## **Are you using Firefox browser to search the web?**

The Firefox browser by default disables the “autoplay” feature. This is to keep annoying audio and video from automatically starting when you go to certain websites. Unfortunately, this default setting also affects the Chat feature on this website.

While using our Chat feature, when one of your contacts wishes to get your attention by typing out a message to you, normally you will hear a “chime” sound (even if you are not looking at the screen or even working on something else at the time). In our Chat feature, this sound will not play with the "autoplay" turned off, and you will not know that one of your contacts has reached out to you

### **To turn autoplay back on:**

Click (Firefox menu) Looks like three parallel lines, on the right side of your tool bar.

Click (Options)

Click (Privacy and Security) on left hand side of screen.

Scroll down to Autoplay

Click (Settings) to the right of the word Autoplay.

Choose (Allow audio and video)

Click (Save Changes)