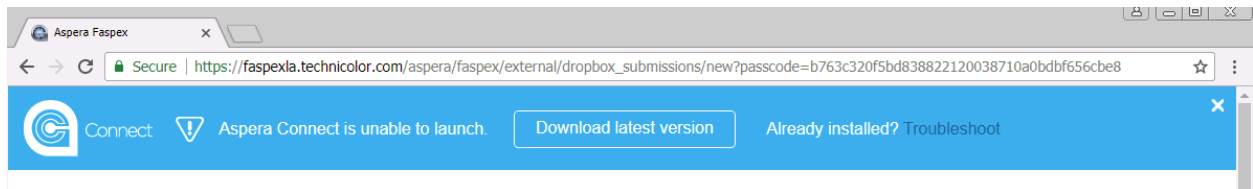




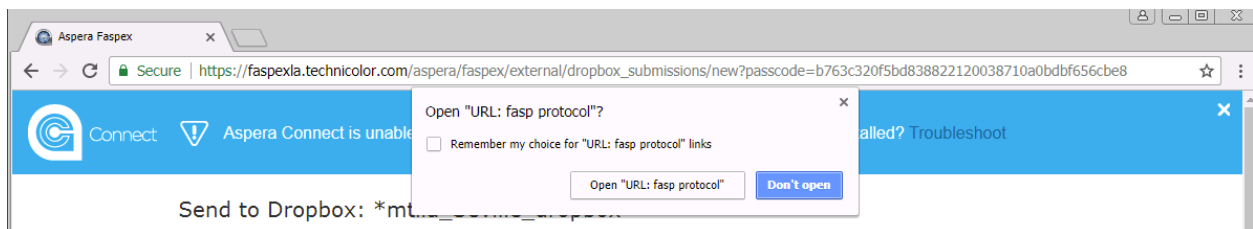
## How To Enable Aspera Connect

When logging into Aspera, the user should be automatically prompted to install or enable the Plug In **Aspera Connect**.



In the event that the user is not prompted upon log in, they need to ensure that pop ups are enabled on the browser they are working from i.e. Chrome, Firefox, Internet Explorer, Safari.

Once pop ups are enabled, the browser should prompt to either install or Run/Allow the Plug-in **Aspera Connect**. The user will need to install if it has not been installed previously. If already installed, they should allow it to run. See below:



If the user is not prompted, they can manually Unblock and Allow the plug-in to run as follows for a few different browsers:

### Chrome

- From the Chrome menu, click on **Preferences/Settings**
- Scroll down to **Show advanced settings...**
- Under Privacy, choose **Content settings...**
- Scroll down to **Plugins** or **Plugin Access** and click on **Manage exceptions...**
- Next to the Aspera Plugin in the list, make sure it says "Allow"

### Firefox

- In the Firefox menu at the top of the page, click on **Tools** and go to **Add-ons**. The Add-ons Manager tab will open.
- Under **Plugins** on the left, find the Aspera Web listing
- Make sure the drop-down menu to the right says **Always Activate**

### Safari

- From the main Safari menu, click on Safari and go to **Preferences**
- Select the **Security** tab
- Next to "Internet plug-ins", check "Allow Plug-ins", then click on "Plug-in Settings..."
- Find the **Aspera Web Plug-in** in the list on the left
- In the right pane, next to *app.globaledit.com*, make sure the drop-down menu says **On**

After the plug-in is installed and/or running on the browser, the user should see that the Download button are now activated (not greyed out). At this point, they should be able to download spots as needed.