



Preparing Your Computer to Use the ASA24® System with Safari/Mac OS (All Versions Prior to ASA24-2016)

This document contains information about preparing your computer to complete ASA24 if you are using Safari/Mac OS to browse the internet.

Microsoft® Silverlight™

Microsoft Silverlight™ is a free program called a plug-in. Plug-ins allow you to experience a website's full set of features, such as animation. You may already be familiar with a similar plug-in called Flash from Adobe. Flash has been around for much longer and most computers already have it installed. Silverlight is newer, but you may not have yet had a chance to install it on your computer.

Silverlight version 4.0 or higher is needed to complete ASA24 food recalls. If you do not already have it installed on your computer, you will need to install it before you will be able to log in to the ASA24 system. You will only need to install Silverlight once in the browser you will be using. But if you use a different browser (e.g., Internet Explorer or Firefox) the next time you use ASA24 on your computer or use a different computer to complete ASA24 food recalls, you may have to install it again. It takes less than one minute to install Silverlight.

Note regarding Apple computers, iPhones, and iPads: Silverlight will run on Intel-based Macintosh computers (also known as Macs) but **not** on older Mac PowerPCs. Intel-based Macs have been around for over five years so if you have a Mac, chances are it is an Intel-based Mac. ASA24™ cannot be completed on Apple's iPhones or iPads because they do not support Silverlight.

Please note: the ASA24 system displays a lot of information at once so it is best viewed on a monitor that supports a minimum resolution of 1024x768 or greater. While the ASA24 system will proportionally scale to lower resolutions, you may find it difficult to use.

Known Issues When Using MacOS and Safari to Run Silverlight Applications Like the ASA24 System

There have been reports of Mac users using Safari on recent MacOS versions 10.7 and 10.8 not being able to type in the meal hour and minute text boxes when reporting their meal times. Users should try typing the hour in a document or file and cutting and pasting it into the hour text box on the Meal Detail screen. Do the same for the minutes.

On some Mac computers, the delete key may be interpreted by the Safari internet browser as a "previous page" navigation key. When the delete key is used while entering text into a text box (e.g., to describe the food or drink consumed if "other" or "unfound"), the user may be taken back to the landing page. The use of the delete key is discouraged. Advanced users can visit the [Apple Support Communities discussion forum](#) for further information.

How Do I Know If I Have Silverlight Installed?

There are a few ways you can check to find out if the plug-in is enabled in your browser. The easiest way is to let the ASA24 system check for you.

When you are notified to complete ASA24 food recalls, [log in](#) to using the username and password assigned to you. Click **Begin ASA24** (Figure 1) to get started.

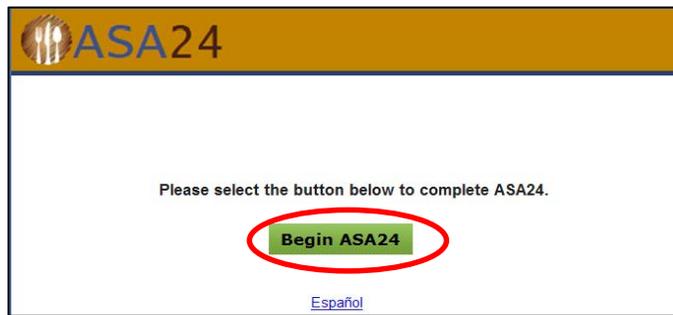


Figure 1

If you have the Silverlight plug-in installed, the ASA24 system will launch.

If you do not have the Silverlight plug-in installed, you will see the message displayed below in Figure 2.



Figure 2

Step 1: To install Silverlight, click or select the **Install Now** button shown in Figure 2.

Step 2: The installation package will be downloaded.

If using Safari on MacOS, you will see a download window similar to the one shown in Figure 3.

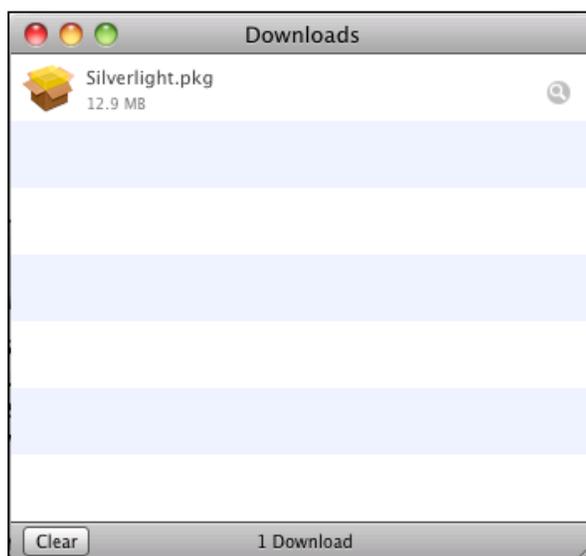


Figure 3

Step 3: Next, you will be prompted to install the software. Click **Continue** to begin the installation (Figure 4).

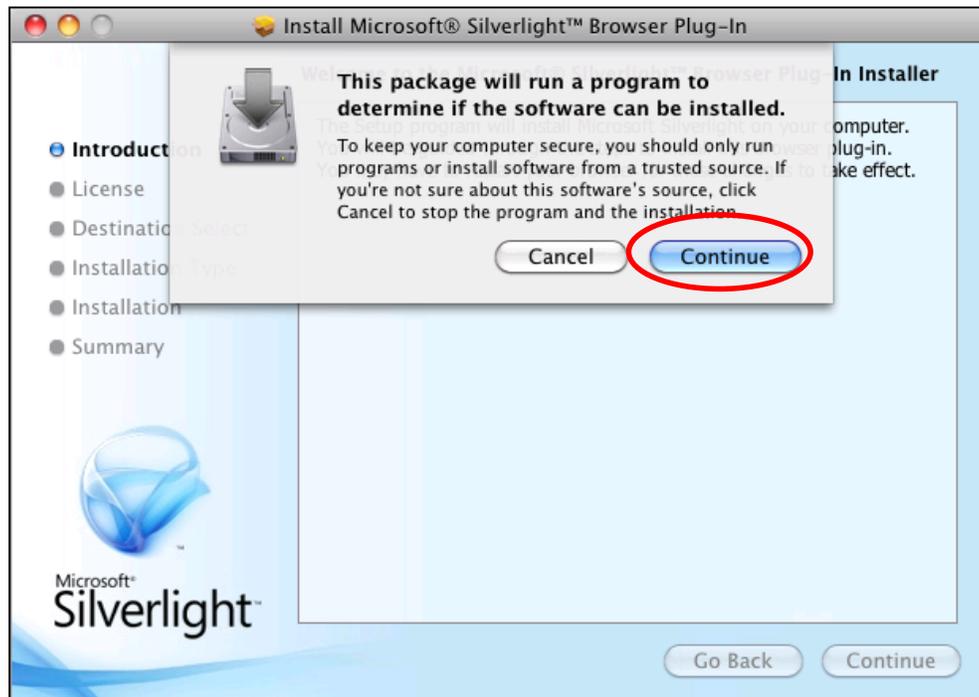


Figure 4

Step 4: Read each screen and click **Continue** to proceed with the installation (Figure 5).



Figure 5

Step 5: As part of the installation process, you will be asked to review the software license agreement; click **Continue** to proceed (Figure 6).



Figure 6

Step 6: Once you have read the license agreement, you will need to click **Agree** to accept the terms and continue with the installation. (Figure 7)



Figure 7

Step 7: Next you will be prompted to select a destination (Figure 8). Click **Continue**.



Figure 8

Step 8: Select the type of installation (Standard installation is recommended) and click **Install** to begin (Figure 9).

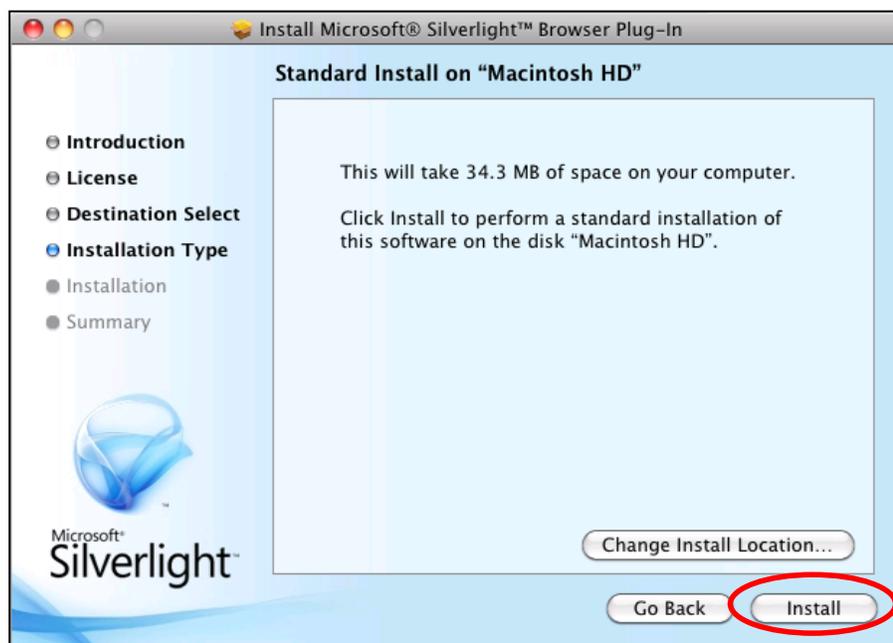


Figure 9

Step 9: The installation program will display screens indicating the progress of the installation package and will notify you once installation is complete (Figure 10 and Figure 11).



Figure 10

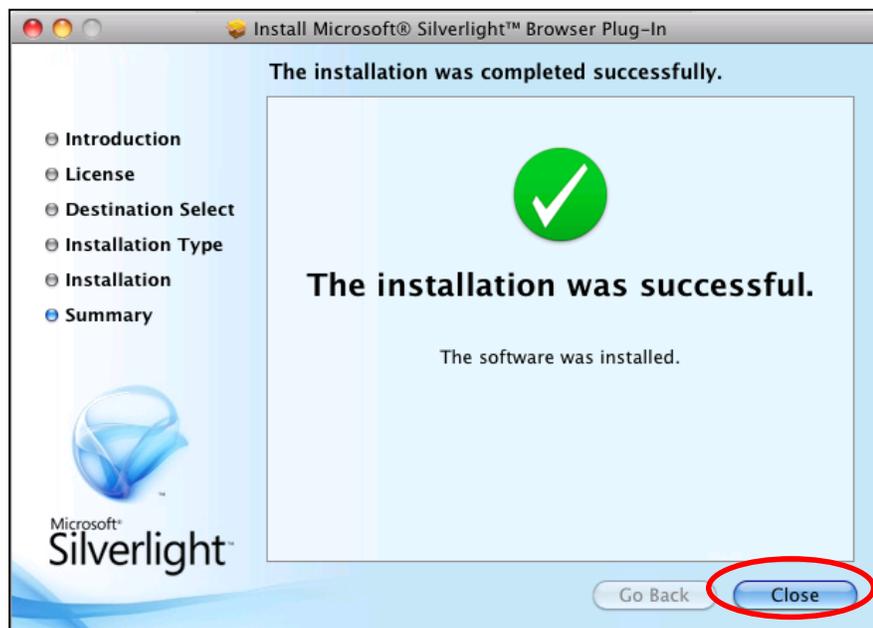
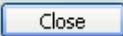


Figure 11

Select the  button in Figure 11 to return to the ASA24 system.

Step 10: You can now return to your browser and select the **Begin ASA24** button (Figure 1) to start completing ASA24 food recalls.