

**When submitting issues to the PMRN Help Desk, knowing the technical specifications of your Macintosh computer will be crucial. Providing this information will facilitate the quickest possible resolution to the issue. Please note that you may need Administrative Privileges to view this information.**

**Finding System Specifications:**

1. Click the Apple Icon in the upper right corner of your screen.
2. Select “About this Mac”
3. Refer to the screenshot below to find your operating system (listed directly under the Apple logo), processor speed, and amount of RAM



**Finding Your Browser Version:**

1. Open either Mozilla Firefox or Safari (whichever one you use).
2. Click “Firefox” or “Safari” in the upper right corner
3. Select “About Firefox” or “About Safari”
4. A new window displaying the version will appear

**Finding Your Flash Version:**

1. If you are connected to the Internet you can go to the following website to find out which version of Flash you use:  
[http://kb2.adobe.com/cps/155/tn\\_15507.html](http://kb2.adobe.com/cps/155/tn_15507.html)
2. If you have version 4.0.12.0 or later, you should see the text “Your Player Version: MAC ##,##,##,##” where the # represent numbers. The string of numbers is your Flash version.

