

**When submitting issues to the PMRN Help Desk, knowing the technical specifications of your PC 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.**

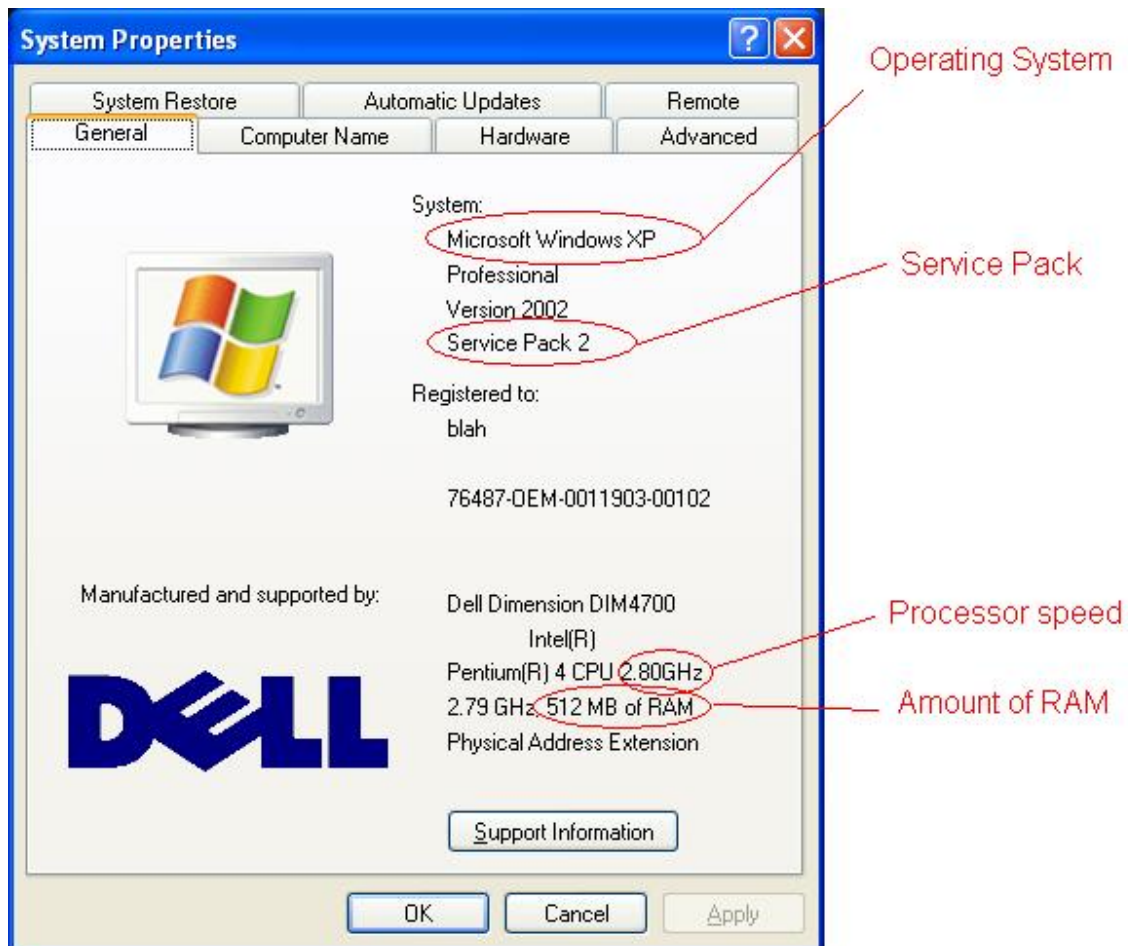
### **Finding System Specifications:**

Method 1:

1. Right click on the “My Computer” icon on your desktop. If “My Computer” is not on the desktop, click the Start button, and right click the “My Computer” icon.
2. Click on “Properties.”
3. Refer to the screenshot below to find your operating system, service pack, processor speed, and amount of RAM.

Method 2:

1. Click the “Start” button and go to “My Computer.”
2. Click the “Control Panel.”
3. Click “System.”



**Finding Your Browser Version:**

1. Open either Internet Explorer or Mozilla Firefox (whichever one you use).
2. In the menu at the top, click "Help," and then click "About Internet Explorer" or "About Mozilla Firefox."
3. A window should pop-up. Look for the word "version." The number next to it is your browser version.

If you are connected to the Internet, the easiest way to find the Flash version is through the link given in the instructions below. If you do not have a working connection to the Internet, you can still find your Flash version using either Internet Explorer or Mozilla Firefox.

**Finding Your Flash Version using the Internet:**

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: WIN ##,##,##,##" where the # represent numbers. The string of numbers is your Flash version.

**Finding Your Flash Version using Mozilla Firefox:**

1. Click the "Tools" menu at the top and then click "Add-ons."
2. A window should pop-up. Click "Plugins" at the top.
3. Scroll down and look for "Shockwave Flash." The number next to it is the Flash version.

**Finding Your Flash Version using Internet Explorer:**

1. Click the "Tools" menu at the top and then click Manage Add-ons.
2. A window should pop-up. Make sure "Toolbars and Extensions" is selected on the left.
3. Look for "Adobe Systems Incorporated." Right below that is "Shockwave Flash Object." The version is displayed to the far right under the "Version" column.