

This article describes how to disable Adobe Flash Player in IE settings for compatibility with Virtual Terminal.

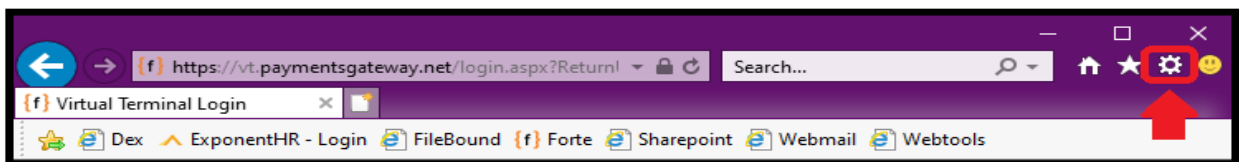
Flash Player is no longer supported by Adobe as of 12/31/2020. More information from Adobe is available by visiting:

- [Adobe Flash Player EOL General Information Page](#)

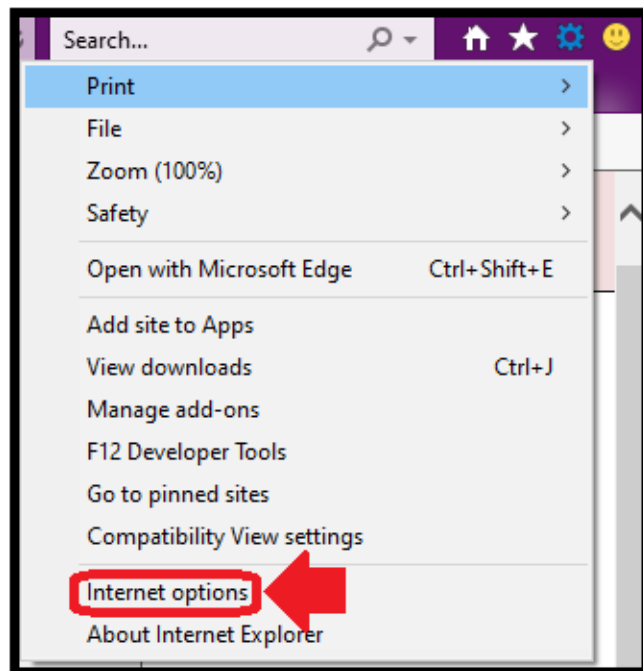
When logging into Virtual Terminal, <https://vt.paymentsgateway.net>, IE will continuously load with a spinning circle if Adobe Flash Player is enabled.

To resolve, the steps to disable Adobe Flash Player are:

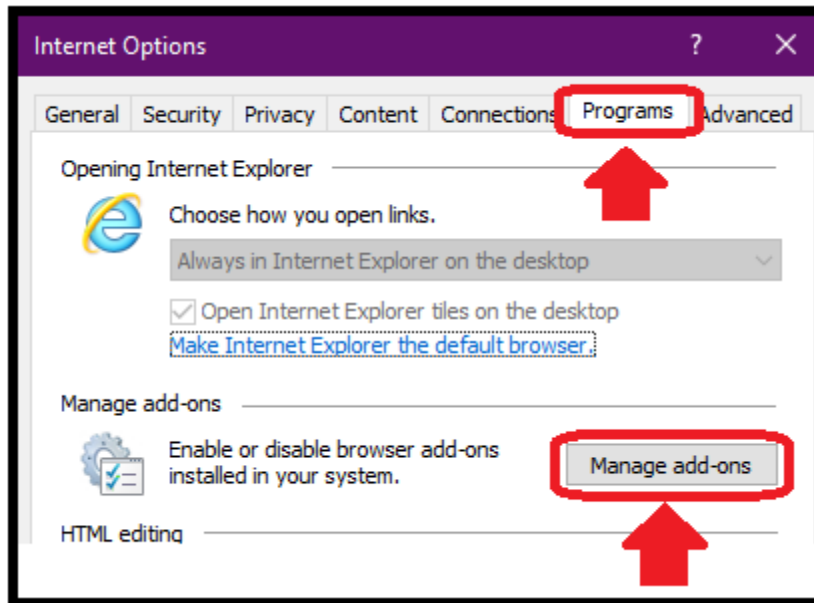
1. Click the cog in upper right of the window



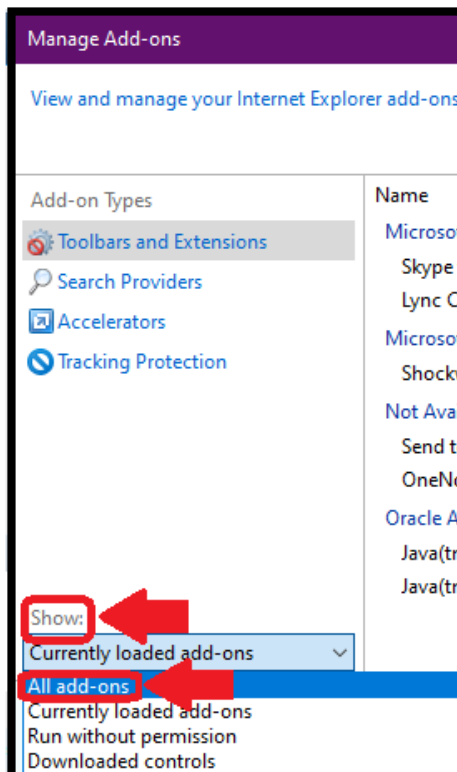
2. Click Internet Options



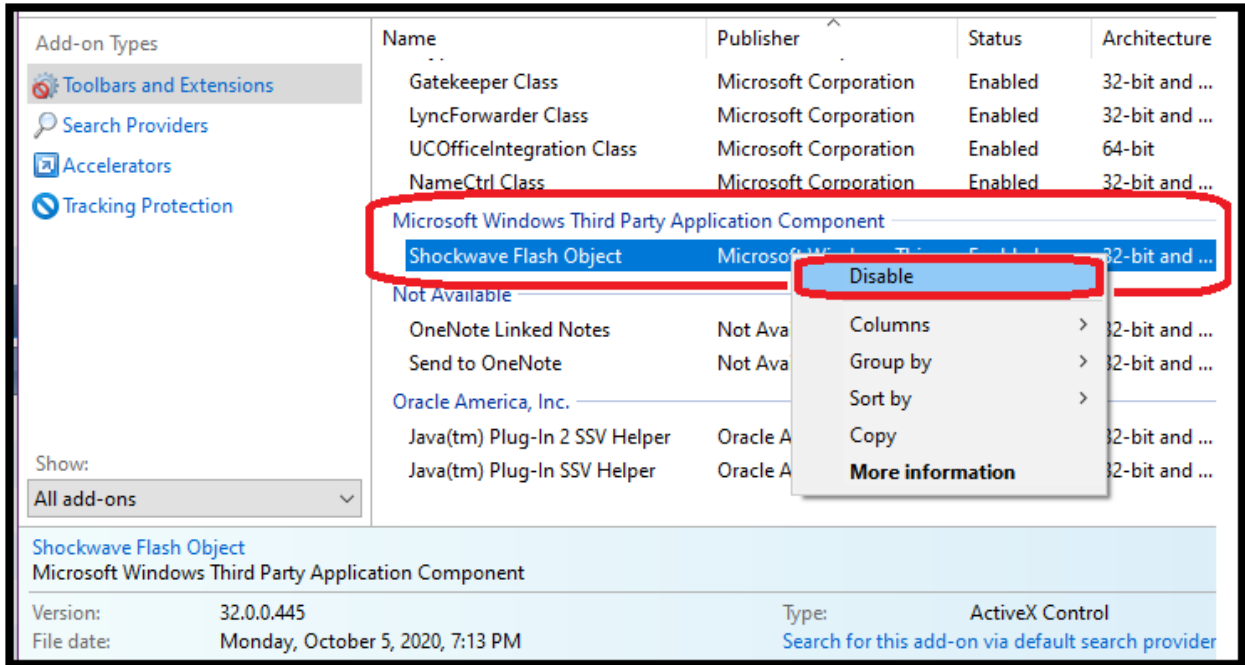
3. Click the Programs tab at the top of the Internet Options window
4. Click Manage Add-ons



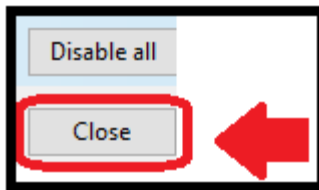
5. In the left panel at the bottom change Show: to All add-ons



6. In the right panel under Microsoft Windows Third Party Application Component right click on the Shockwave Flash Object and disable



7. Click Close



8. Click OK

