

# Contact Technical Support

Military Family Link Technical Support Team works to solve your problems quickly and efficiently. To contact the Technical Support Team with technical questions or problems: Send an Email to [support@MilitaryFamilyLink.com](mailto:support@MilitaryFamilyLink.com)

## Computer/Internet Browser Questions

What are the system requirements needed for my computer in order for my child to play on MilitaryFamilyLink.com?

**Processor:** Pentium III

**Speed:** 500MHz

**Modem Speed:** 56K modem or better

**Operating System:** Windows 98, NT, 2000, ME, XP, or Vista

**Web Browser:** Internet Explorer 7, Netscape 7.2, or Firefox 3

**Flash Player:** Adobe Flash Player 9

**Processor:** PowerPC G3, G4, G5, or Intel core

**Memory:** 256MB RAM

**Modem speed:** 56K or better

**Operating System:** Mac OS X 10.3

**Web Browser:** Firefox 1.0.3 or better, Safari 2.0.4

**Flash Player:** Adobe Flash Player 9

## Account Questions

### How do I change my password?

To change your password, log in using your username and password, click "Settings/Options," select "Change Your Password" tab and provide the information requested and click submit.

### How do I add a user to my account?

To add a user to your account, log in using your username and password, click "Upgrade Account," and then select "Settings/Options". Complete the required information.

### Can I add a new member to my account?

To add a member to a Military Family Support, log in using your username and password used to create the account, click "Settings/Options" select "Update your Family Account" and provide the requested information.

## Technical Questions

### Resource Links

These links are offered as a convenience and for informational purposes only. WiseHealth, Inc. is not responsible for the credibility or technical proficiency of any embedded link offer through MilitaryFamilyLink.com.

### I've found a bug (problem). What do I do?

If you've encounter a bug on MilitaryFamilyLink.com, please complete a WebForm above, or contact [support@MilitaryFamilyLink.com](mailto:support@MilitaryFamilyLink.com).

### **Why does it take so long to load when I'm on MilitaryFamilyLink.com?**

Slow loading could be a result of a number of issues. Check to confirm that your computer meets the minimum system requirements listed above. Make sure that you have a broadband Internet connection (i.e. DSL, cable, fiber optic, etc.). Try closing all other programs on your computer when using MilitaryFamilyLink.com. Remember, the first time you load MilitaryFamilyLink.com it may take a little longer than normal because of the number of images that your computer has to recognize for the first time.

### **How do I fix a slow connection?**

Check all cable connections - if the problem persists, contact your Internet Service Provider. How fast does my connection need to be when I'm on MilitaryFamilyLink.com? To access change the point to hel.com, you need to have a broadband Internet connection (i.e.DSL, cable, fiber optic, etc.).

### **How do I clear my cache?**

#### *Internet Explorer 7*

1. From the Tools menu, select Internet Options
2. Choose the General tab
3. Under Browsing history, click Delete
4. Next to "Temporary Internet Files", click Delete files
5. Select Close, and then click OK to exit

#### *Firefox 3 for Windows and Mac OS X*

1. From the Tools menu, select Clear Private Data
2. Check Cache
3. Click Clear Private Data Now

#### *Safari*

1. From the From the Safari menu, select Empty Cache
2. When prompted, click Empty to confirm that you want to empty the cache

### **Why am I asked to clear my cache?**

Each time you access a file through your web browser, the browser caches (or stores) the information from the webpage so that the files(including any images on the page) do not have to be retrieved from the remote web site each time you click the "Back" or "Forward" buttons. Clearing your cache periodically will allow you to see the most updated version of the webpage.

### **When do I need to clear my cache?**

You should clear your cache every few weeks to allow your browser to function more efficiently. If images and content don't seem to be appearing as they should, try clearing your cache to access the latest files.

### **I've cleared my cache, and I'm still having problems. What do I do?**

Make sure you have the latest software versions of Flash and Internet browser.