

# Idaho Legal Aid Services, Inc.

Advocacy. Education. Representation.

[www.idaholegalaid.org](http://www.idaholegalaid.org)

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## Why can't I see the interview? [1]

I Keep Getting an Error Message: "There's a problem. Could not find question. Unable to proceed."

 [Download the Interactive Forms brochure](#) [2]

Adobe Flash Player MUST be installed on the computer you are using in order to view the interviews. If Flash is not installed, you will get an error message at the beginning of your interview indicating there's a problem. If you are using your own computer it's safe, easy to install, and free.

Download the latest version of Flash: [Adobe Flash Player](#) [3]

Scroll down and select "Install Now". You do not need the free McAfee Security Scan Plus and should uncheck that box if you don't want to install it.



[3]

**Please Note:** If you are using a public computer, check with the organization to find out if Adobe Flash Player is already installed. You may need to restart your computer after installation.

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<http://www.idaholegalaid.org/node/2184/why-can't-i-see-interview>

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