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Step 1.

Click on the 3 horizontal lines in the upper right section of Firefox, and choose "Add-ons" from the pop-up menu.

Step 2.

On the left hand side of the "Add-ons" window, click "Plugins" and determine if there is a listing for "Shockwave Flash" on the page.

Step 3.

If "Shockwave Flash" is listed, click on the dropdown menu on the right hand side of the page and choose "Always Activate". If "Shockwave Flash" is not listed, got to this link <https://get.adobe.com/flashplayer/> and download "Flash Player".
