**Error: Chat Box is Getting Smaller and unreadable**

Solution: This error is a result of having the incorrect version of Java installed.

Step 1: open the control panel.

Windows 7: Start > Control Panel

Windows 8: Select the windows key and W at the same time to bring up the search box

Once you’re in the search box, ensure you are searching in Apps (as selected below) and type in “control panel”. The control panel icon will appear on the left hand side –

Select it.

Step 2: view by: Category and click on “uninstall a Program”

Step 3: Find Java. If there are two versions, uninstall the newer version and leave 7.79. If you are using anything other than 7.79, uninstall it:
Step 4: Install Java (After you have uninstalled all versions).

Go to:


Step 5: Select your operating system, highlighted below is what you will need to select if you are using Windows.
Step 6: Follow the installation prompts to install and accept any security questions in the installation process.
Once the installation has completed, restart your computer and try to access the session again.