



Video will play, but you experience extensive buffering issues:

- Our newer courses now feature the ability to adjust video quality. If you are on a slower network, or if there is a lot of competing traffic on your network, try clicking on the gear button at the bottom right corner of the video player and reducing the video resolution.
- If you are still experiencing buffering after reducing the resolution of the video, you may want to make sure no other electronics are competing for bandwidth on your network. For example, if there are other people utilizing your network to download files, stream videos, or play games that utilize online internet connectivity, you may experience more video buffering issues. You may also wish to make sure no other programs, tabs, or browser windows are open on the computer or device that you are using.
- You might also try letting the video play for a few minutes and then moving the video slider back to the beginning.

Video will not play:

- Ensure that video playback is not being blocked by a pop-up blocker, a browser extension, or other security software on the computer or on the network.
- Try using a different internet browser, such as Internet Explorer, Firefox, Safari, or Chrome. You might also wish to try using a different computer, tablet, or mobile device.
- It may help to log out and clear your cache, then log back in and try again.

Audio Issues:

- Check to make sure that audio is being ported to the correct wired, wireless, or Bluetooth speakers, and that any connectivity issues have been resolved.
- Check to make sure that the speakers are on and the volume is turned up both at the location of the speakers themselves and in all of the following places on the computer or device:
 - Within the video player's audio settings in the browser window
 - In the computer's audio settings