I'm Having Trouble With my Video Player. Please Help!

If you find your videos freezing or jumbled, first try switching browsers. If that doesn't solve the problem, then we'd suggest clearing your browser's cache/cookies.

Not familiar with refreshing the cache? No problem, we'll show you the steps. Browsers speed up page load times by taking "snapshots" of a page. If the page has not completely loaded when this happens, you'll experience issues with the videos not playing properly. So, we recommend you empty your cache, to have your video player work better.

Look below to find the name of your browser. Then follow the steps below to refresh the cache.

Be sure to CLOSE your browser completely once you've completed the steps and open it back up.

WINDOWS	Apple/MAC
Internet Explorer 1. Click on the gear wheel in the top right corner 2. Click on Safety in the menu 3. Click on Delete browsing history in the submenu 4. Select Temporary Internet files and website files from the list 5. Click on Delete	**Safari** 1. First click on Safari in the top menu bar, and then click on Preferences 2. Click on the Privacy icon 3. Click on Remove All Website Data 4. Click Remove Now to confirm
Google Chrome 1. Click on the three dashes in the top right corner 2. Click on settings in the menu 3. Click on History in the menu on the left 4. Click on Clear browsing data 5. Select Empty the cache from the list 6. Click Clear browsing data Alternative Method: Force Refresh Usually a "force refresh" is enough. You can achieve this by pressing the following key combination: Shift + Ctrl + F5	**Chrome** 1. Click on the three dashes in the top right corner 2. Click on settings in the menu 3. Click on History in the menu on the left 4. Click on Clear browsing data 5. Select Empty the cache from the list 6. Click Clear browsing data
Firefox 1. Click on the orange Firefox button in the top left corner 2. Move the mouse to Options and click on Options in the submenu 3. Click on Advanced icon in the upper right 4. Click on the Network tab 5. Click on Clear Now in the Cached Web Content section.	**Firefox** 1. Click on Firefox in the top menu bar 2. Click on preferences 3. Click on Advanced icon in the upper right 4. Click on the Network tab 5. Click on Clear Now in the Cached Web Content section.

REMEMBER: Don't forget to close and reopen your browser once you completed the above steps!

If you need further assistance, <u>contact us</u> and we're happy to help you out.