

On-Line Video Course Computer and Internet Tips

The On-Line Video Course is hosted on our website but is streamed from the Wistia video hosting website.

If you are having problems viewing the video, for example, the video does not load or screen is blank or black, or the wheel keeps spinning but does not load, your system may be blocking Wistia or you may either have low internet speed or out of date software.

Please try the following solutions to resolve the issue or please share these solutions with your IT department to assist you:

Firewall or Security Issues: To unblock access to streamed video, please create permissions/access or “whitelist” the following domains on your computer

- *.wistia.com
- fast.wistia.net
- embedwistia-a.akamaihd.net

If your IT department is assisting you, they may attempt this solution to assist you:

Determining whether or not it's a firewall issue usually comes down to looking in the viewer's Javascript console within their browser to see if there is a descriptive error which indicates streaming is blocked -- this is typically an advanced step.

Operating System Issues: Older versions of Microsoft Windows may not support HTML5 players to stream our video. Your IT department can provide you with more information about new versions of operating systems to accommodate streaming video. You may also be able to view the video on a tablet or ipad.

Internet speed: The minimum viable connection speed to stream video reliably without pauses in the streaming is about 768 kilobits per second (equal to .768 megabits per second). We recommend a connection speed of at least 5 megabits per second.

Buffering Issues: If you are viewing the video and have low WiFi speed and range or using a WiFi network with multiple users, you may find that the video pauses while streaming. A solution to this is to pause the video after it begins and permit the video to buffer (download data).

You may want to try this solution if the video is taking a long time to buffer:

- If the video fails to load or is taking a while to buffer, one simple step is to clear the browser cache, restart the browser, and try again:
<https://www.lifewire.com/how-to-clear-cache-2617980>

Finally, if none of the above solutions work, please follow the instructions below to report the problem to our host site Wistia:

Right-click on the player and select "**Report a Problem**" to send Wistia diagnostics and they will assist you.

Thank you