

## Video Viewing Problems

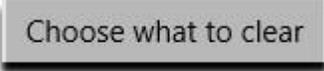
If your video segments are slow, stuck or buffering, it's very possible that your directories of "temporary internet files" and RAM (sometimes known as "cache") are close to the maximum and just cannot take anymore, the end result being any of the above scenarios or videos that: A) come to a complete freeze; B) start/stop/start/stop in a choppy way; or C) never even make it onto your screen. *Temporary internet files are tiny bits of webpages that get permanently put on your hard-drive. They will remain forever on your computer, gradually plugging it up like hair stuck in a sink drain, until you finally get rid of them -- or "clear your cache" of "temporary internet files", "cookies", and "history".* Here are some things you can try to see if you can get your computer to cooperate:

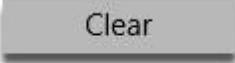
- Allow the video segment to load – it may take several seconds for the video to start.
- Close all windows that you don't need. Having too many windows open will slow the loading process.
- Go to your internet browser and clear/delete the history, temporary internet files and cookies by doing the following:  
***(keyboard tip: a shortcut for bringing up computer/browser maintenance menu in most browsers is to press CTRL+SHIFT+DELETE simultaneously – this skips the steps below and takes you right to the exact menu needed).***

### ➤ In Microsoft Edge:

How do I clear cookies in Microsoft edge?

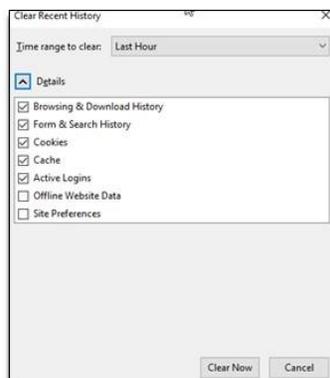
- ✓ Open Microsoft Edge.
- ✓ Click on ... symbol on the top right corner of the browser.
- ✓ Select **SETTINGS** from the drop down menu.

✓ Under  click on 

✓ Click  to start the process.

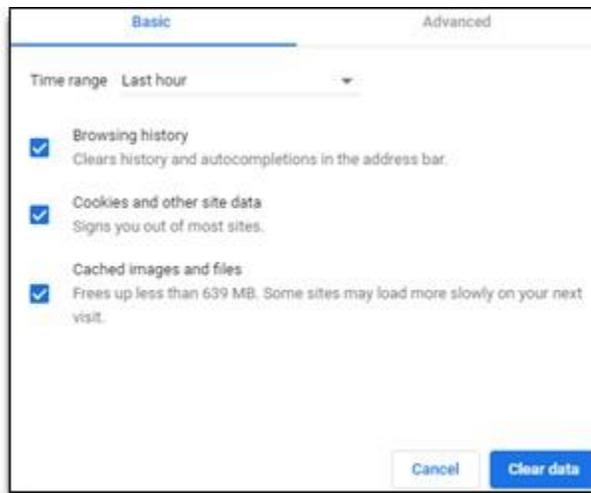
### ➤ In Firefox:

- ✓ Click on  symbol on the top right corner of the browser.
- ✓ Click on **HISTORY**
- ✓ Click on **CLEAR RECENT HISTORY**
- ✓ Click in ATLEAST top 4 boxes and click **CLEAR NOW** button at the bottom of the menu.



➤ **In Chrome:**

- ✓ click on the  and select Settings
- ✓ Scroll all the way to the bottom and click on the word **ADVANCED**
- ✓ Under PRIVACY AND SECURITY click on 
- ✓ Click each checkbox and click the CLEAR DATA button.



- Shut down the computer and reboot it.

**If all that fails:**

- Try a different computer in the same place you are at, if possible.
- Try viewing the videos at a different location.
- Change your web browser – please be sure you are not confusing a web browser with a SEARCH ENGINE
  - ❖ WEB *BROWSER* - applications on your computer that allows you to visit websites
  - ❖ *SEARCH ENGINE* – sites used by web browsers that search the internet for specified keywords and returns a list of sites that contain the keywords - such as Google, Ask, or Bing.
    - This is a short video briefly describing the difference:  
<http://googleblog.blogspot.com/2009/10/what-is-browser.html>
- Below are 3 web browsers you can download for free.
  - ❖ Internet Explorer - <https://www.microsoft.com/en-us/download/internet-explorer.aspx>
  - ❖ Chrome - <http://www.google.com/chrome/>
  - ❖ Firefox - <https://www.mozilla.org/en-US/firefox/new/>