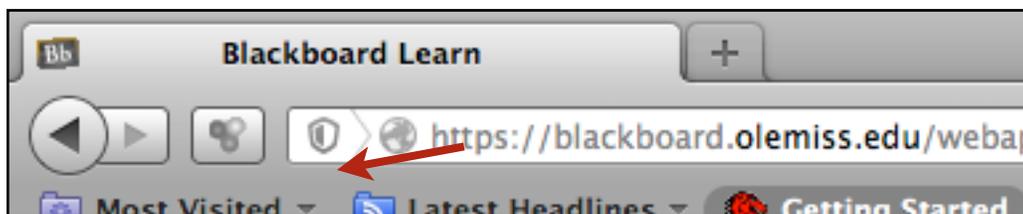


Help! I can't view the videos in my Blackboard course.

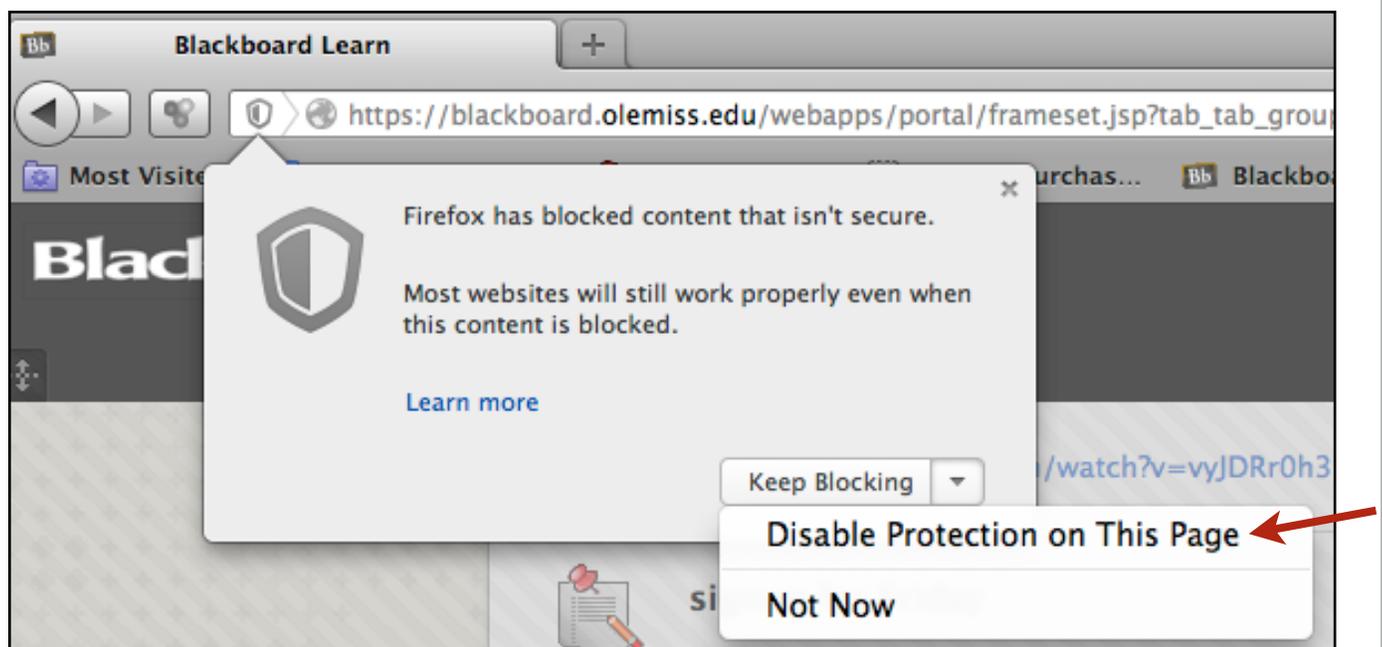
With the latest upgrades to some browsers, you may find that you can no longer view or see the players for audio and video content (and perhaps other content) that are embedded in your Blackboard course, most specifically, Youtube videos that are embedded within the course. This is a new web security feature that many browsers are implementing. This document will present workarounds for Firefox and Chrome browsers that will allow you to see the audio and video in your course.

Firefox Version 23+

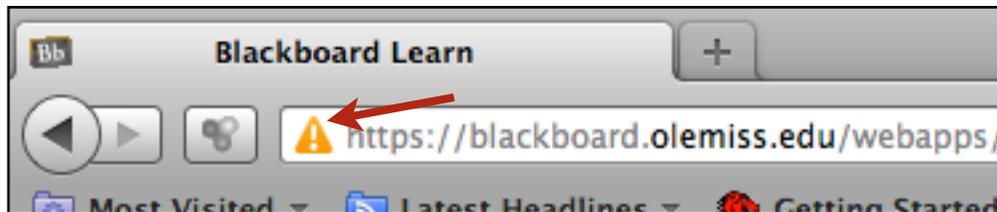
When Firefox loads a page that contains secure and insecure content, it will default to blocking the insecure content on the page. In Firefox, a shield icon in the address bar is what you will see that tells you the page has insecure content:



To allow the insecure content to show on the page, you'll need to click on the shield icon which will display a dialogue box like the one below:



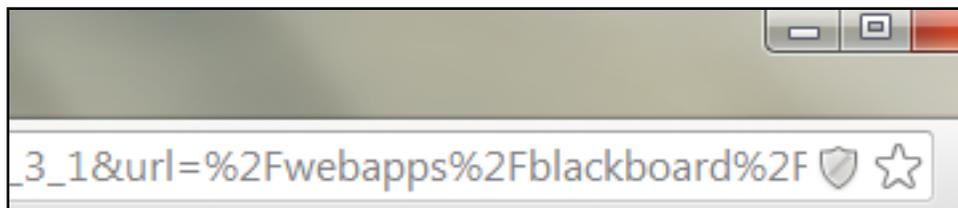
Click on the dropdown button next to Keep Blocking, and then click on Disable Protection on This Page. The page will refresh and you should be able to see the content. (Note that your browser may take you back to the main page of your Blackboard course, and you may need to navigate again to the content that you were trying to view.) The icon in the address bar will also change:



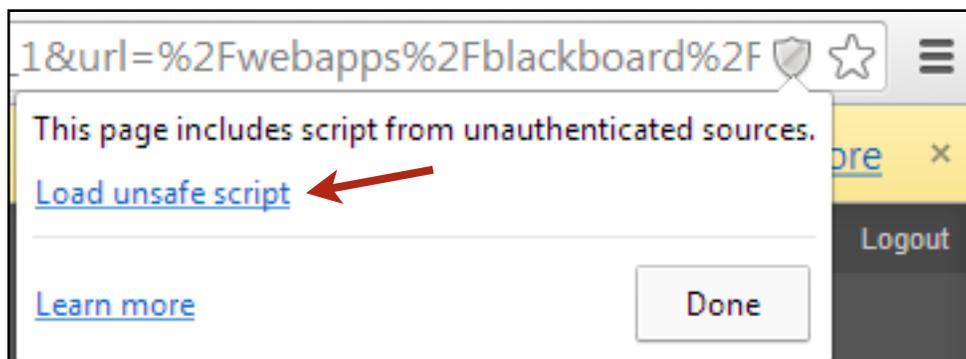
Note that this change is only in effect while you are in this course. You will have to redo this process if you change courses or if you log out of Blackboard.

Google Chrome

Much like Firefox, Chrome will place a shield icon in the address bar to indicate that you are on a site with insecure content.



To allow the page to show all content you need to click on the shield. You will see a dialogue box like the one below:



Clicking on Load unsafe script will refresh the page and the content should be visible.