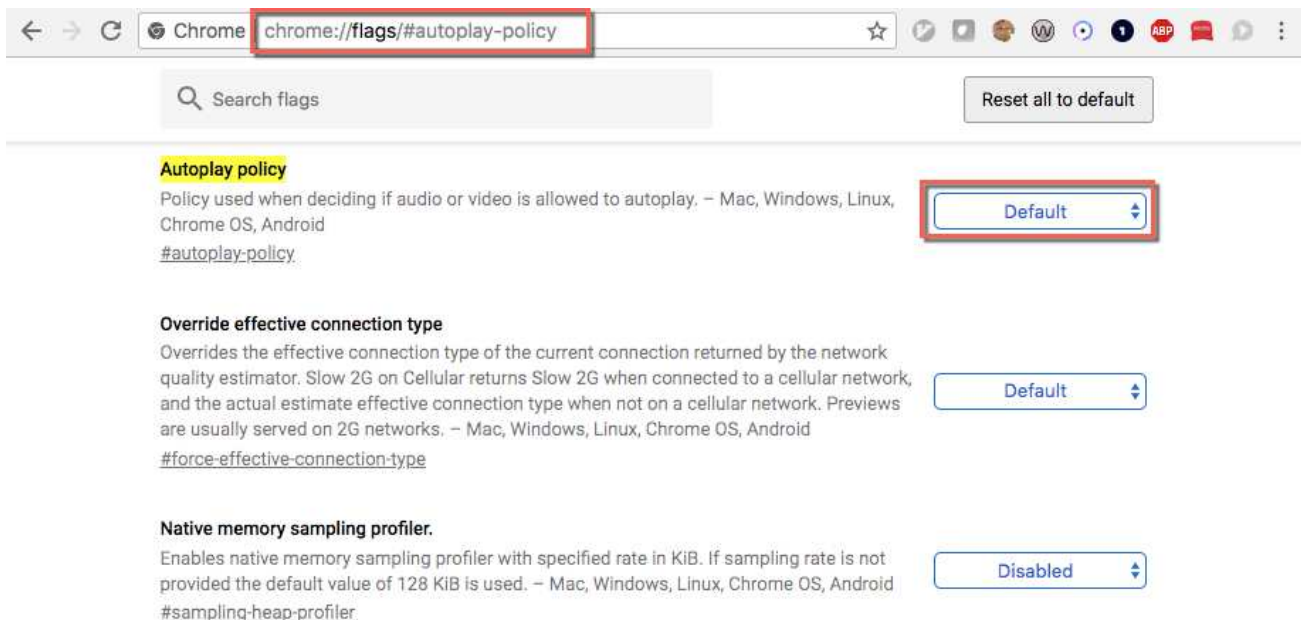


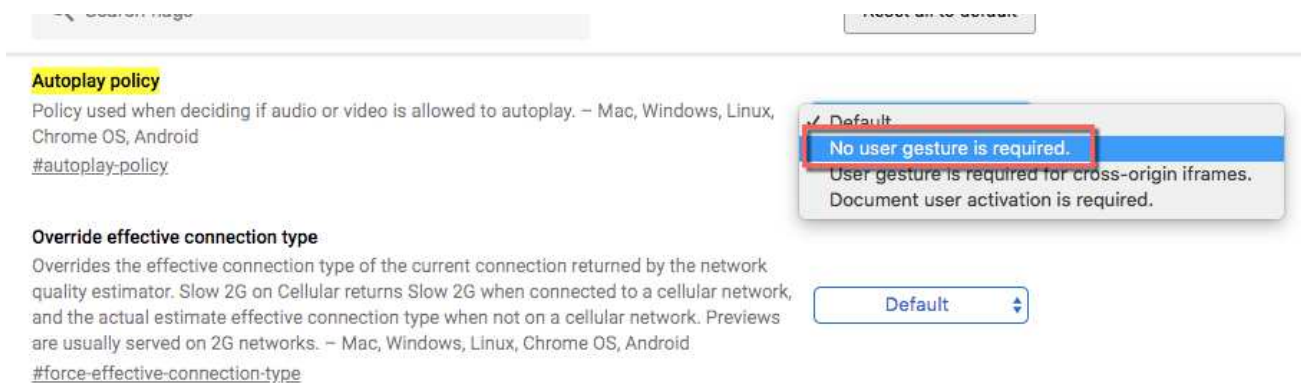
Why Won't My Video Play in Google Chrome?

The newest version of Google Chrome contains a change to autoplay that may interfere with your ability to view streaming content. If you're using version 66+ of Chrome and are having trouble viewing video, follow these steps to resolve:

1. Open a Google Chrome browser window.
2. In the address bar, type the following: <chrome://flags/#autoplay-policy>

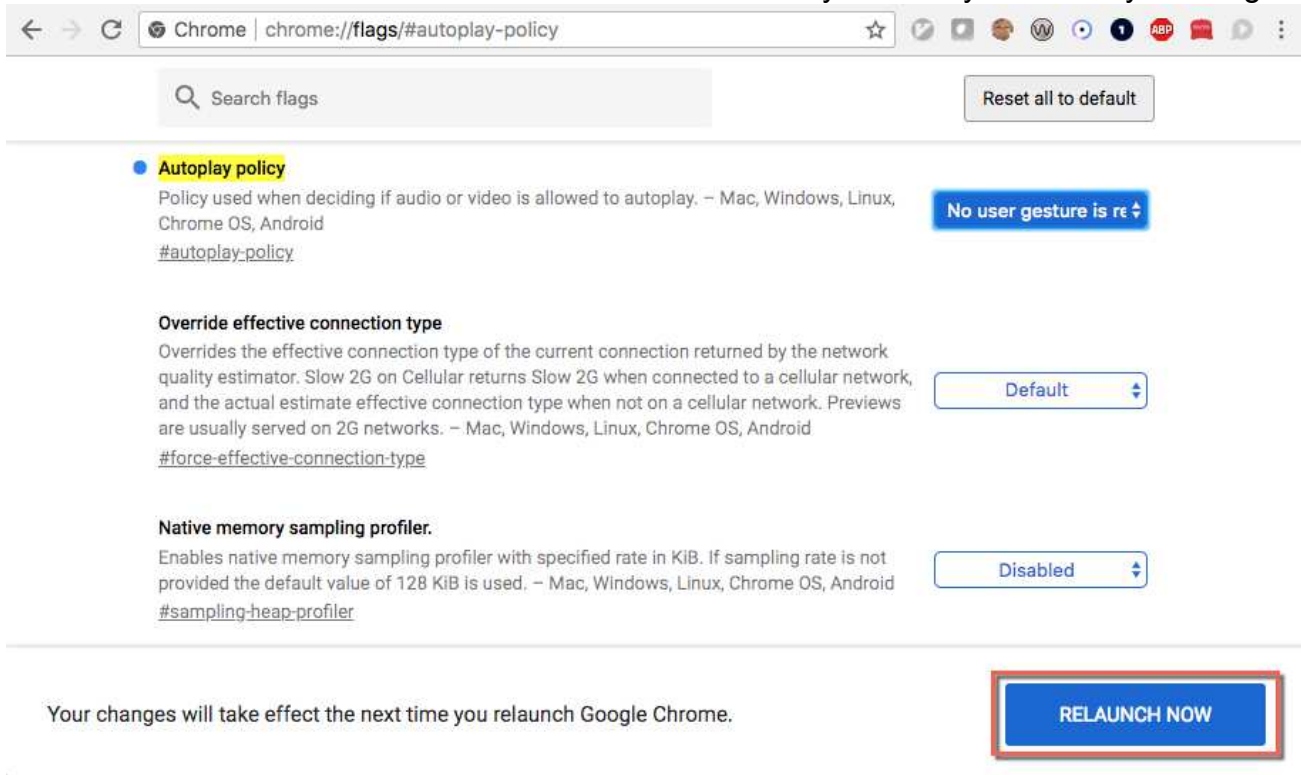


3. Use the drop-down menu to select **No user gesture is required.**



4. Click the **Relaunch Now** button that appears at the bottom right of your screen.

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The screenshot shows the Chrome flags page for the #autoplay-policy flag. The browser address bar displays "chrome://flags/#autoplay-policy". A search bar labeled "Search flags" and a "Reset all to default" button are at the top. The main content area lists three flags:

- Autoplay policy**: Policy used when deciding if audio or video is allowed to autoplay. – Mac, Windows, Linux, Chrome OS, Android. The value is set to "No user gesture is re".
- Override effective connection type**: Overrides the effective connection type of the current connection returned by the network quality estimator. Slow 2G on Cellular returns Slow 2G when connected to a cellular network, and the actual estimate effective connection type when not on a cellular network. Previews are usually served on 2G networks. – Mac, Windows, Linux, Chrome OS, Android. The value is set to "Default".
- Native memory sampling profiler**: Enables native memory sampling profiler with specified rate in KiB. If sampling rate is not provided the default value of 128 KiB is used. – Mac, Windows, Linux, Chrome OS, Android. The value is set to "Disabled".

At the bottom, a message states: "Your changes will take effect the next time you relaunch Google Chrome." A prominent blue button labeled "RELAUNCH NOW" is highlighted with a red border.

5. Return to the video player and refresh the page if necessary.