



Video Streaming Help!

This video player requires Flash Video or the Microsoft Silverlight plugin.

While the necessary plugins will often come pre-installed, recent updates have disabled flash video on many browsers such as Chrome, Firefox and Microsoft Edge.

If you are having trouble with the video see our help guide on how to download and enable the [Adobe Flash Player](#) and [Microsoft Silverlight](#) plugins below.

Google Chrome users:

If you're using an updated version of Chrome, and Flash is not allowed to run, you'll receive an error message stating "**Error: No Playable Sources.**"

You can adjust a setting in Chrome to allow Adobe Flash to always run (this used to be the default). To do this, follow these steps:

1. Open a Google Chrome browser window
2. Click the more menu () in the upper right-hand corner of the browser
3. Select **Settings** from the drop-down menu
4. At the bottom of the page, click **Show advanced settings...**
5. Under the Privacy section, click the **Content settings...** button
6. A Content Settings window opens; scroll down until you see the Flash section
7. Select the button labeled **Allow sites to run Flash**
8. Click **Done** at the bottom right of the window
9. Now refresh your page and test to ensure the setting has worked

Alternately, you can opt to use Internet Explorer with Adobe Flash enabled for your Granicus Video Player.

Firefox users:

If you're using the Firefox web browser, you'll need to ensure that Adobe Flash Player is enabled.

To adjust the setting that enables Adobe Flash to run, follow these steps:

Open a Firefox web browser window.

Click the **Tools** menu.

Select **Add-ons** from the drop-down list.

You'll land on the Add-ons page. From the menu on the left, select **Plugins**.

From the list that displays, find Shockwave Flash and click the drop-down menu to its right.

Ensure that **Always Activate** is selected. If it is not, select it now.

Close the dialog box and refresh your page.

Note for Microsoft Edge users:

If you're using the Microsoft Edge web browser, you'll need to enable Adobe Flash Player in your Edge browser.

To adjust the Edge setting that enables Adobe Flash to run, follow these steps:

Open a Microsoft Edge browser window

Click the **More** menu (...) at the top right

Select **Settings** from the menu

Scroll down to the Advanced Settings section and click the **View advanced settings** button

Locate the Use Adobe Flash Player section and toggle the switch **On** to enable Adobe Flash Player

Refresh your page or open a new browser tab