

What to do if your videos do not play

Video errors can be caused by several factors, including network issues or server issues. If you experience any difficulties watching videos, here are a few steps to try resolving the issue:

Network: Confirm your network access

- Confirm your internet connection
- Attempt to play the video or reload the lesson
 - In a different browser
 - In your browser's Incognito or Private window by clicking your browser's menu button and selecting "New Incognito/Private Window"
 - If the content successfully loads in the new browser or window, this is an indicator that a browser extension is likely preventing the content from loading

Browser settings: Double-check your browser settings

- Refresh your browser
- Close and reopen your browser
- Clear your browser's cookies and cache (see this [help article](#) on how to do this)

Firewall: Ask your IT department to help you with the following:

- Whitelist QBU - <https://university.quickbase.com>
- Whitelist Wistia - <https://fast.wistia.com>
- For troubleshooting Video Error Code 232011 or "Cannot load M3U8: Crossdomain access denied" error messages, work with your IT network team to check on your firewall status
- If you have a firewall, you can allow a particular HTTP header:
Access-Control-Allow-Origin: *
- Your IT network team may want to reference JWPlayer's Support article: [Crossdomain File Loading Reference](#)

If you continue experiencing an issue, and the steps above do not resolve it, please email university@quickbase.com and include the following information:

- Your device type (Mac, PC, iPhone, Android etc.)
- Operating system. If you are viewing on a PC:
 - Windows: Go to Start Menu --> Control Panel --> Systems & Security --> System
 - Mac: Click the Apple icon --> About This Mac
- Browser (and version)
- The lesson/course that you are experiencing issues with
- A screen shot of the error, if possible
- We may ask that you provide a HAR file as well