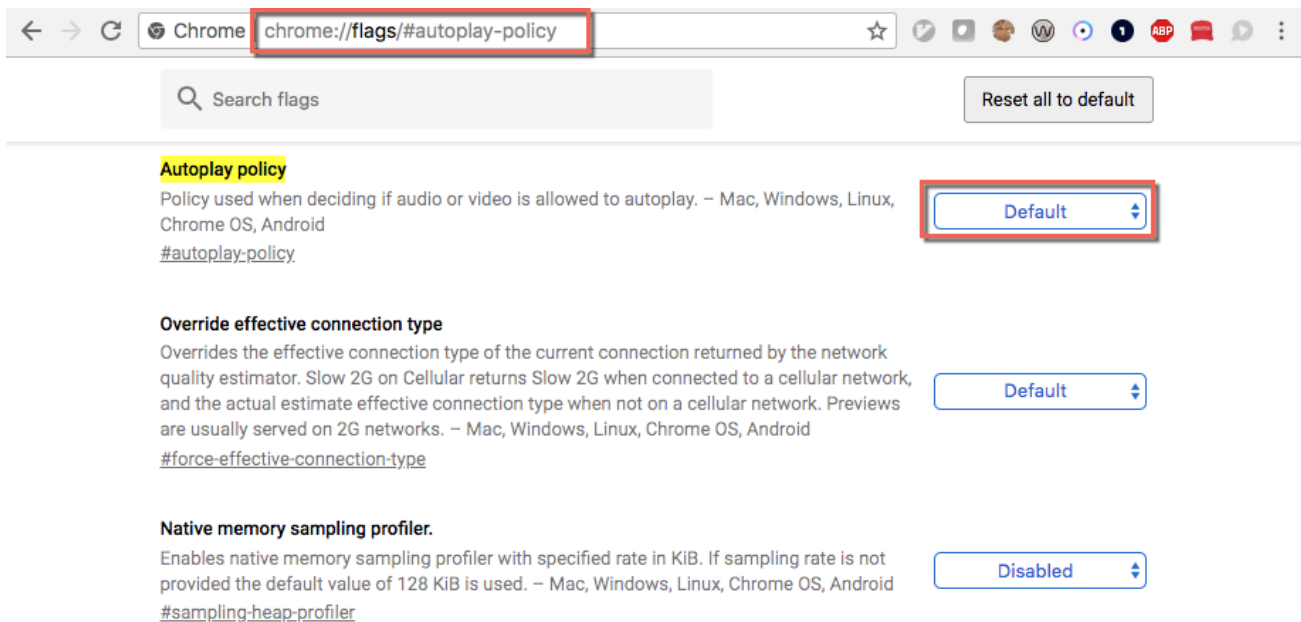


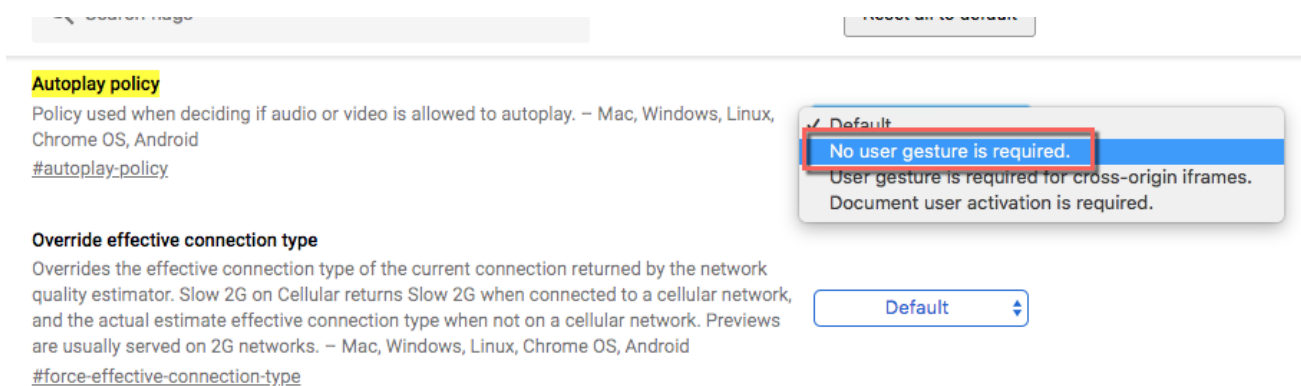
Why Won't My Video Play in Google Chrome?

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's address bar shows 'chrome://flags/#autoplay-policy'. The page has a search bar and a 'Reset all to default' button. Three flags are listed: 'Autoplay policy' (set to 'No user gesture is required'), 'Override effective connection type' (set to 'Default'), and 'Native memory sampling profiler' (set to 'Disabled'). A 'RELAUNCH NOW' button is highlighted with a red box at the bottom right.

Chrome | chrome://flags/#autoplay-policy

Search flags

Reset all to default

- Autoplay policy**
Policy used when deciding if audio or video is allowed to autoplay. – Mac, Windows, Linux, Chrome OS, Android
[#autoplay-policy](#)
No user gesture is required
- 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
[#force-effective-connection-type](#)
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
[#sampling-heap-profiler](#)
Disabled

Your changes will take effect the next time you relaunch Google Chrome.

RELAUNCH NOW

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