

MHSAA Rules Meeting Troubleshooting Guide

(Posted 4.9.18)

Please go through this list to find the appropriate fix for your situation.

First, high speed connections are best for viewing.

Second, because these are video files, firewalls and other security measures in place at your work or school computer may block you from playback. Wait until you get home to watch.

Next, older computers and browsers will have trouble viewing these presentations. Be sure you're on a Windows 10 computer and that you have the latest version of Google Chrome or Firefox installed as your browser. For iOS, Safari and newer browsers should work well.

On handheld devices (phones and tables), go to your store and download Articulate Mobile Player. If you can't get the playback to function properly on a handheld – move to a desktop or laptop and start over.

Here are some other common situations:

- The content won't launch: As mentioned above, work/school environments sometimes don't like video if they're older or have firewalls in place to stop video playback. Wait until you get home.
- A spinner keeps going around and around: You probably have an older computer or a slow connection causing buffering on the connection.
- Cookie Is Null message: You can't get this message without having gotten through the meeting. Call our office for help.
- If the meeting gets hung up: Don't close your browser or clear cookies. If you do that, you'll have to start all over again. It's better to log out and launch the meeting again on the same computer – you should get a message asking if you want to pick up where you left off.
- If all else fails, clear the cache on your computer and start over again. This is a process that is unique to each browser. Here's a recent article on the topic:
<https://www.lifewire.com/how-to-clear-cache-2617980>

Our goal is for you to be able to view the content, and even when 99 percent of the folks out there can see it and you can't, we'll do what we can to get you through. But please review what you can do at your end first before contacting the MHSAA Office. We're only human and there will be bugs – so we need to know if you're experiencing something not listed here so we can fix it and serve you better.