Blackboard Help Topic

Unblocking Videos in Chrome and Firefox

Walden 2013

Updated September 13, 2013

Some users may be experiencing difficulty with Adobe Flash videos in our MyMediaPlayer for the Blackboard classroom resources, when using Google Chrome or Mozilla Firefox. Though our media content is safe to view, there are new web browser security features in Chrome and Firefox that block "mixed content" as an additional security feature will interfere with the video players.

Follow the appropriate steps below to access the MyMediaPlayer for either Firefox 23 or higher, or Google Chrome.
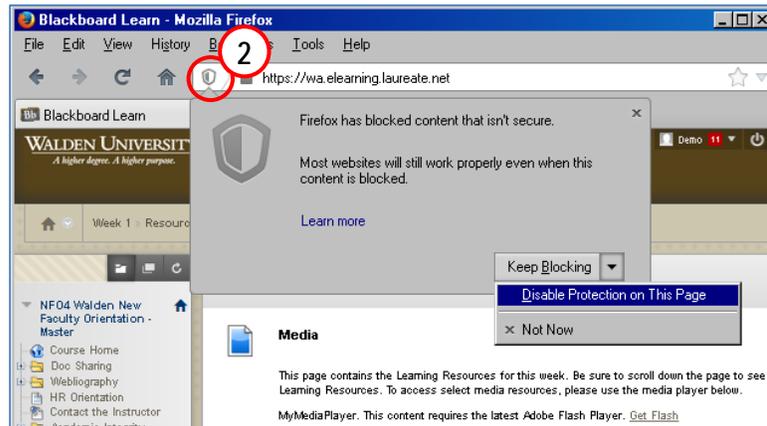
Summary:

- For either browser, look for and click the small, shield-shaped icon at the top of the browser window, next to the address bar, and "disable protection" or "load unsafe script", depending on the browser you are using.
- In Google Chrome, the page may become distorted after doing this. Hold down the Shift key on your keyboard, and click the circular, arrow-shaped Refresh button at the top of the Chrome window to force the page to refresh. Then, try accessing the media content again.
- This will need to be repeated for each session: the changes to these settings are temporary, and only last until you log out of Blackboard, close your browser, or restart your computer.

More detailed instructions follow.

Mozilla Firefox: Unblock MyMediaPlayer

Overview:

----

1. Open Mozilla Firefox, and navigate to a page that should contain a video. If the video does not appear, a shield-shaped icon may appear near the upper-left corner of the Firefox browser window.

2. Click the shield-shaped icon.

3. Click the drop-down arrow to the right of "Keep Blocking" in the menu that appears.

4. Click "Disable Protection on This Page".

5. When the classroom refreshes to the course home page, access the "Resources" section and your MyMediaPlayer will be visible.

   Note: The MyMediaPlayer will remain accessible for the length of your session. However, please note that you will need to use this function each time you access your classroom.
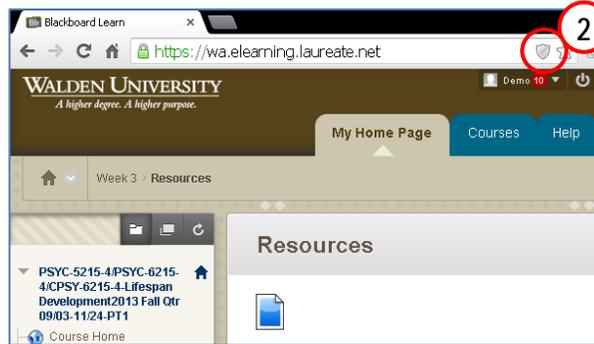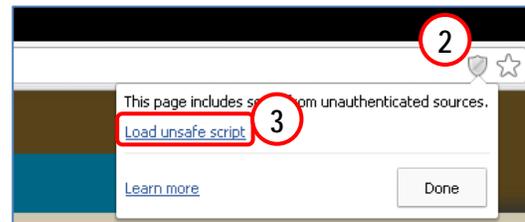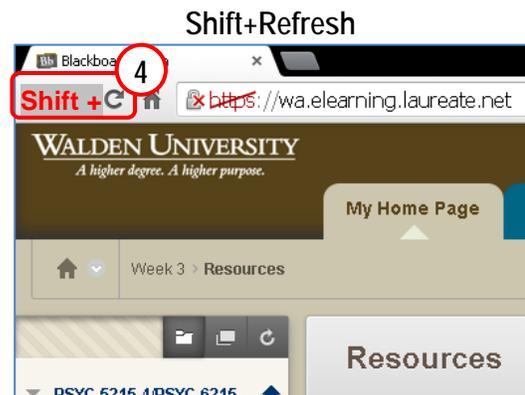
Google Chrome: Unblock MyMediaPlayer

Overview:

Illustration: Click the shield-shaped icon in the upper-right corner of the Chrome browser window…

- -

1. Open Google Chrome, and navigate to a page that should contain a video. If the video does not appear, a shield-shaped icon may appear in the upper-right corner of the Chrome browser window.

2. Click the shield-shaped icon.

3. In the menu that appears, click "Load Unsafe Script".

4. In later versions of Chrome, the page may become distorted after you do this. If this happens, hold down the **Shift** key on the keyboard and use the mouse to select the circular, arrow-shaped **Refresh** button in the Chrome browser toolbar.

   Note: The MyMediaPlayer will remain accessible for the length of your session. However, please note that you will need to use this function each time you access your classroom.

Shift+Refresh

FAQs, Tips, Reminders, Known Issues

Article #:

-- **Q:** I don't see these shield icons on every page; do they only appear on pages that should display the MyMediaPlayer?

A: The shield icons will typically only appear on pages that are blocking something.

-- **Q:** "Disable Protection on this Page" and "Load Unsafe Script" sound kind of scary – is this dangerous?

A: It might be dangerous to do this on some web pages on the internet, but the MyMediaPlayer in our classroom Resources pages should be safe. This is a browser security feature, but for your protection it will block even safe websites and features, like our media player, even when nothing is wrong. There should be no problem with unblocking the scripts for our MyMediaPlayer. For maximum security, only do this on the Resources pages, and when you are finished, log out of Blackboard and your portal account, and then close all browser windows.

-- **Q:** After clicking "Load Safe Script" in Chrome, everything looks weird!

A: Hold down the Shift key, and click the circular Refresh button at the top of the Chrome browser window. This will refresh the page, and navigate to a different page. Just go back to the resources, and everything should appear normally now, including the media player.