

Troubleshooting Guidelines

The video does not appear, does not play smoothly or there are other playback issues:

1. Refresh the browser
2. Lower the playback quality
3. Use another browser
4. Minimize multitasking
5. Bypass browser settings/plugins
6. Clear the browser cache
7. Restart your device or try another device
8. Check WiFi network/internet connection
9. Try when the internet connection is less busy

1. Refresh the browser

Once the timer has counted down, refresh the browser to enable the video.

Videos become live at the scheduled time - you cannot watch a video before its scheduled time. If, after you have refreshed the page, you still can't view the video, the main factors to focus on are your playback quality, browser, your network, and your device.

2. Lower the playback quality

Lower the playback quality (using the cog/wheel icon on the player)

3. Use another browser

The video player is compatible with all major browsers, however certain playback issues may be specific to a particular browser. Try a different browser if you can't view the video. For example, if the video doesn't play in Firefox, try Chrome or Safari.

4. Minimize multitasking

Close additional browser windows. Avoid simultaneously running programs that use a lot of energy, like Spotify, Netflix and others.

5. Bypass browser setting and plugins

Watch from a private window in order to avoid interfering browser settings and customizations:

- Chrome > File > New Incognito Window > Paste Celebration link and press enter
- Firefox > File > New Private Window > Paste Celebration link and press enter
- Safari > File > New Private Window > Paste Celebration link and press enter

6. Clear the browser cache (regular cache clearing helps all applications run better)

- Chrome: Close all windows then click Chrome (top navigation, left of File) > Clear Browsing Data **or** Go to the three-dot menu at the upper-right of Chrome to select Settings > Advanced > Privacy and security > Clear browsing data **or** History > History > Clear browsing data
- Firefox: Close all windows then from the top navigation select History > Check the "Cache" checkbox only
- Safari: Close all windows then click from top navigation Safari > Clear History

7. Restart

Restart your computer or device. Make sure your device is connected to the internet and open the NWDC page to see if this resolved the issue.

8. Check the computer

If your computer is not connected to the internet, plug in directly via the Ethernet cable and turn off WiFi, or reboot your WiFi router.

9. Busy internet times

During business hours and other times, internet networks can be busier than usual. If video playback is interrupted, try watching when your local internet network may be less busy.