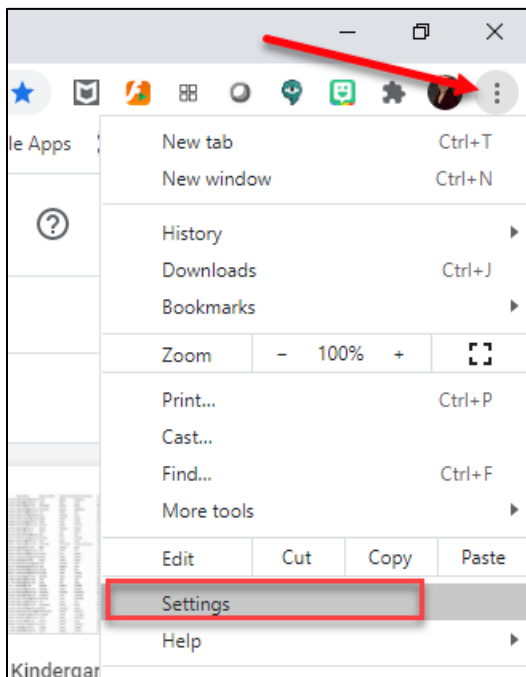


Green Screen When Playing Videos

Issue: When playing video(s) on a student laptop the video view displays as a green screen. Audio is working, but there is no video display to end user. Reported when using Blackboard Collaborate, FlipGrid, and PebbleGo.

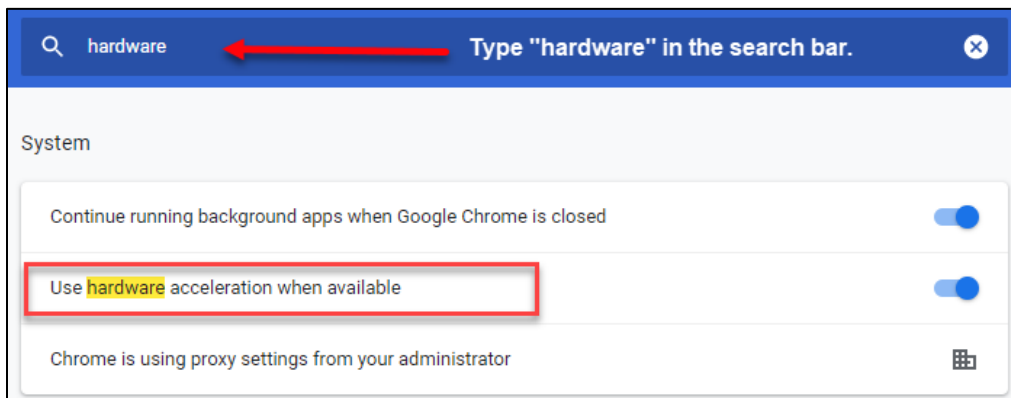
Below are steps to turn off *hardware acceleration* under Settings in Google Chrome.

1. Open **Google Chrome**
2. Select the options button in the top right corner of Google Chrome. (This is the three stacked horizontal dots to the right of the address bar.)
3. Click **Settings** from the menu.



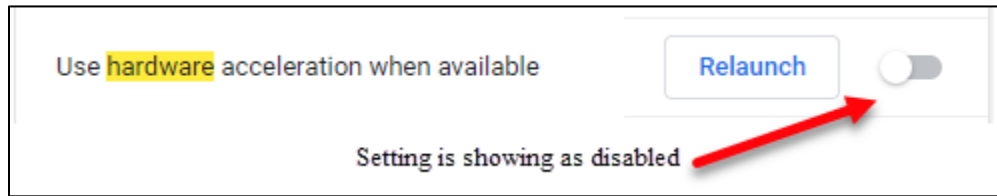
4. In the search bar type the keyboard "hardware".

You should see in the results list "Use hardware acceleration when available"



Green Screen When Playing Videos

- Slide the enable/disable bar to the left to disable. Your setting should look like the screenshot below.



- Close the Google Chrome browser.
- Open Google Chrome and view your video.