

## Completing Online Videos

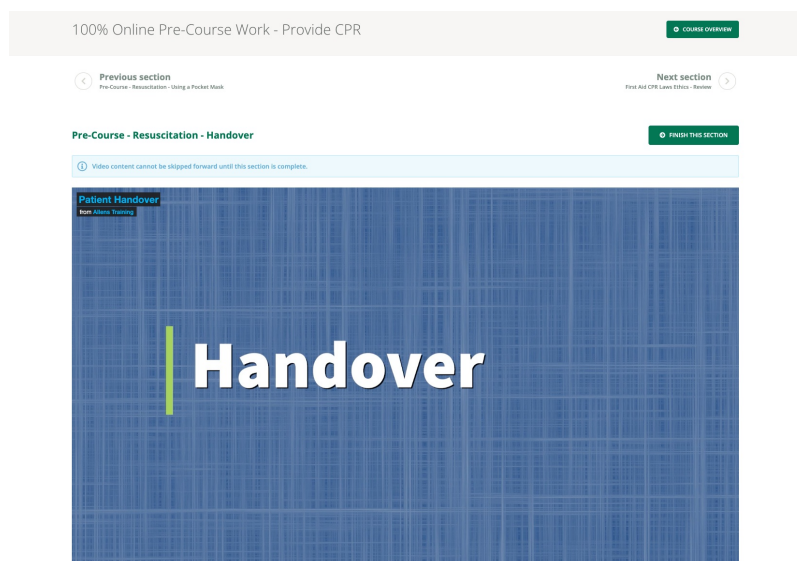
To watch the video, simply click on the play button at the bottom of the screen. In most videos the section will be marked completed when the video reaches the end. You are unable to skip forward until you have fully completed the video for the first time.

At the conclusion of the video you can progress to the next section by selecting the 'finish this section' button.

In the case where the automatic completion is not available a timer will appear and you will not be able to select the 'finish this section' button until the timer has completed.

Once a video is complete you can review the information any time and select to skip to any section of the video.

**Playback Speed:** For those students who wish to view the videos at a higher pace, you can select up to 2 x the standard playback speed by selecting settings.



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## Problems with Videos Not Playing/Displaying

Training Desk uses Vimeo to present the online learning videos to students. From time to time students will run into a situation where the video does not play correctly or does not display. In this case the most likely explanation is that the network the student is using to access the online learning has vimeo blocked. This is particularly common in education and government settings.

If a student runs into an issue where a video is not playing and there is no warning being displayed they can attempt to visit the website <https://vimeo.com/> if the website does not load this will be confirmation that the network is restricting access. To resolve this they will either need to speak to their local IT administrator and request that access to vimeo is made available or complete the pre-course work using an alternative network (internet connection) such as mobile data. Please be aware that the videos do involve potentially large amounts of data so if using a mobile device please be conscious of data charges.

If the student can access vimeo.com on their device but is still unable to play videos the other potential cause is an out of date browser. Ensure the latest version of chrome is being utilised to avoid these issues.

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