

🌟 Online Video Platform Frequently Asked Questions 🌟

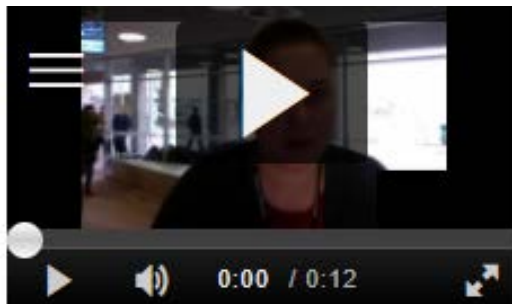
FAQs: player settings

How do I view the slides attached to a video?

If a video has slides or chapters there is a navigation panel on the left side of the video player. Click on the three lines in the top left corner of the video to expand the navigation panel.

Can I hide the navigation panel?

Yes, click the three lines in top left corner.



The slides playing alongside the video are too small to read?

This is because the default view is Picture-in-Picture. You can switch views by clicking the arrows at the top right of the video to have the slides larger and video smaller, or select side-by-side view.

Is the navigation panel I can see titles but I can't find the slides

The titles might be chapter headings created for moving through the video but do not have any content or slides attached.

Why is the screen black when playing a video?

It might be an audio only file with no vision, look for the audio icon.

or

The video may have slides attached but there is no slide at that point. You may need to change the view by clicking the arrows on the top right of the player to see the video. View the [help doc](#) for details.

What is this error message? *The user hasn't the required capability to use this service*

You need to be logged in to FLO to view an embedded video. Check if there is a link next to the video space linking to a public version of the video.

If you are using the Moodle App you will have to log in with OKTA to view videos.

Online Video Platform Frequently Asked Questions

What is this error message? *Access Denied*

This means the video has been deleted but the embed link has not been removed.

On my mobile, how do I stop the right of the video going off the screen?

The player size is fixed, try rotating your mobile to horizontal view.

How do I download a video?

Downloading is currently unavailable.

How do I turn the Closed Captions Off?

Captions are on by default, click the CC icon to hide them.