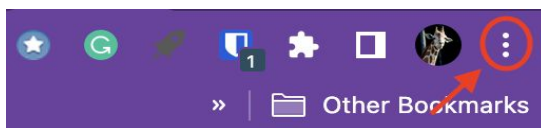


# Getting a black screen when you try to show a movie in Swank?

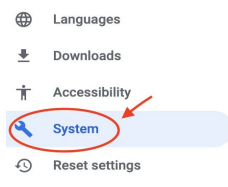
Here are a couple of things to try:

1. Switch your browser to Chrome
2. If that doesn't work, it might be a recent change in your browser settings. To fix it:

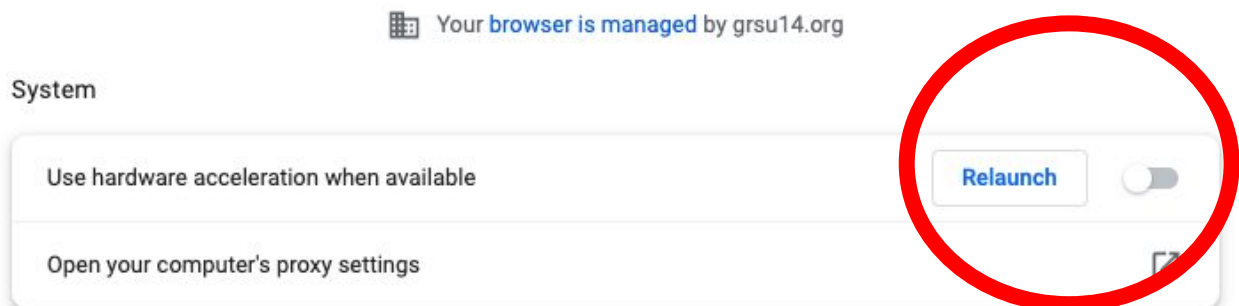
- Open the dropdown menu using the three dots at the top of the page (next to your picture)



- Select "Settings"
- Select "System" in the left margin menu



- Turn **OFF** the tool for "Use hardware acceleration when available" by clicking the slider and click on Relaunch



- Google Chrome will restart. Log back into Swank and the movie should now play.

**3. If this doesn't work, please feel free to contact us for help!**