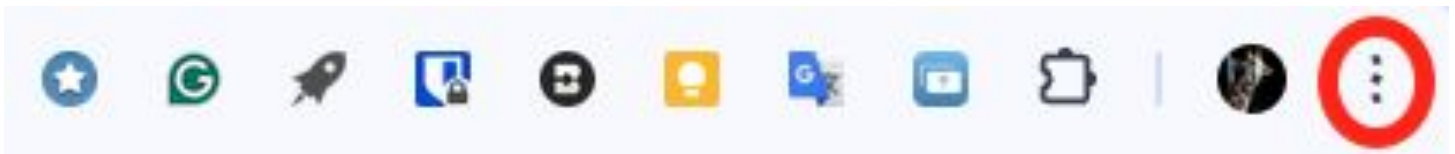


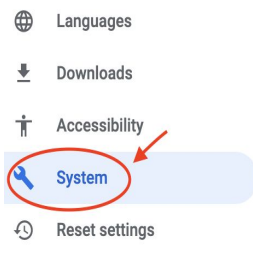
Getting a black screen when you try to show a movie in Swank?

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.
3. To fix it:
 - Open the dropdown menu using the three dots at the top of the page (next to your picture)



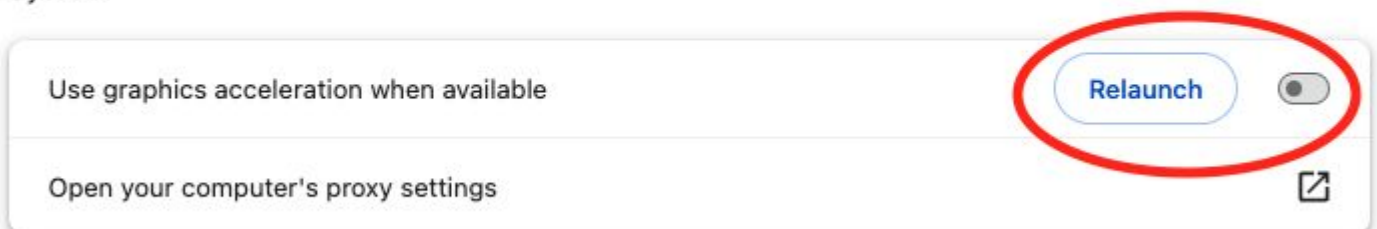
- Select "Settings" at the bottom of the list
- Select "System" in the left margin menu



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

 Your [browser is managed](#) by your organization and your [profile is managed](#) by grsu14.org

System



- 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!