Below are suggestions for what to do in case you receive a blank screen when trying to view a video on either Google Chrome or Mozilla Firefox.

**Chrome:**
If you visit a page in your Canvas course that is linked to mixed content, Chrome will display a shield icon in the browser address bar.

You can choose to override the security restriction and display the content anyway by clicking the shield icon and then clicking the **Load unsafe script** button.

![Chrome Screenshot](image1)

**Firefox:**
You can choose to override the security restriction and display the content anyway by clicking the shield icon, clicking the Keep Blocking drop-down menu [2], and selecting the **Disable Protection on This Page** option [3].

![Firefox Screenshot](image2)