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## What do I do if I am experiencing an error with a HSI Blue Ocean Brain video?

The HSI Blue Ocean Brain Content team curates a collection of videos produced by various organizations. As a result, sometimes "hiccups" can occur. First, try our troubleshooting tips provided below. Then, reach out to our Support Team if the problem is not resolved.

## What do I do if the video is not playing?

If the video isn't playing, try the following steps:

- Close and reopen your web browser, then return to the page you were trying to view.
- Clear your browser's cache and cookies.
- Try opening and accessing the video using a different web browser.
- Test your internet connection using a speed test.

## What do I do if the video sound is not playing?

There are a few common reasons your video may not be playing sound:

- Check your computer volume – Ensure the volume is turned up on your device and any connected speakers.
- Verify sound settings – Go to your computer's settings and search for "output sound" to confirm sound is playing through the correct speakers.
- Ensure the video isn't muted – Some platforms like YouTube, Vimeo, and TED have their own volume controls. Double-check that the video isn't muted within the app.

## **What do I do if the video is showing an access error message (Private Video/Not Available)?**

Blue Ocean Brain gathers videos from different sources; as a result, access to our content can change. If you receive a message stating that access to a video has changed (Video marked private and/or video is no longer available), please [email support@blueoceanbrain.com](mailto:support@blueoceanbrain.com) with the title and URL of the Article you are viewing so we can make applicable updates.

## **What do I do if the video is showing a "Restricted Access" error message?**

HSI Blue Ocean Brain sources video content from various platforms, including YouTube. Due to content restrictions set by YouTube or individual contributors, some learners may encounter a "Restricted Access" error.

This restriction can apply at the company, individual, country, or content level and is typically managed by network administrators, not by the HSI Blue Ocean Brain team. To see if any content restrictions have been placed on your YouTube account, [click here](#).

## **What do I do if the video is showing a "Sign In to Prove You are Not a Bot" error message?**

This issue is caused by YouTube's security measures, which block IP addresses it deems suspicious. When multiple users access YouTube from the same IP, such as through VPNs or VDIs, the IP can be flagged and blocked. Unfortunately, YouTube does not offer a way to verify or remove these blocks at this time.

We recommend submitting an IT ticket to inform your team of the block when accessing embedded YouTube videos via the company VPN. Your IT team may be able to generate a new IP address or connection path to resolve the issue.

Some of our learners have reported success by disconnecting from the VPN or VDI and navigating back to the video resource, if allowed by your organization.

## **I've tried all of the tips above and the video is still not working... now what?**

If you're continuing to have trouble accessing a video, please [email support@blueoceanbrain.com](mailto:support@blueoceanbrain.com) with the following information:

- What is the name of the video are you having trouble accessing?
- Are you using your desktop or mobile app to access? If you are accessing via your desktop, which internet browser are you using to access?
- Are you connected to the internet via WiFi or an ethernet connection?
- If you are on your mobile device, which device are you using to access?

Please send us a screenshot of the error message you're receiving when attempting to play the videos, if possible.

*Note: HSI Blue Ocean Brain curates the videos produced by various organizations. Accessibility is not always guaranteed.*