Tips, Tricks & Troubleshooting

You should be able to view Education Day without installing any additional software or doing anything special. If you are experiencing any issues watching Education Day, here are some helpful tips.

DON’T SHARE YOUR LOGIN & PASSWORD

Education Day can only be viewed by one login at the same time. If two or more people try to watch Education Day using the same login, only one will work and the others will get an error message.

ON MOBILE

Connect via Wi-Fi instead of 3G or 4G if viewing on a phone or tablet.

Close any open apps that you are not using while at Education Day. For optimal viewing, please delete any unused apps.

CLEAR YOUR BROWSER CACHE

If you are seeing a blank screen or are having difficulty loading a video, this may be a result of your browser cache (memory) being full. Please clear your browser cache to repair this issue. Please visit https://www.refreshyourcache.com for guidance on your browser.

UPDATE YOUR WEB BROWSER

For the best laptop /desktop experience, please view Education Day on an up-to-date version your browser. Visit this website to check your browser version: https://updatemybrowser.org/

Supported browsers

Windows: Edge 12+, Firefox 27+, Chrome 30+
Mac: Safari 7+, Firefox 27+, Chrome 30+
Linux: Firefox 27+, Chrome 30+