

General troubleshooting

A video is not playing. Something is not displaying properly in the mobile app. I am having trouble accessing content. Something is not working correctly. I am having a technical issue.

First, ensure you have an internet connection.

Then try the following:

- **On desktop browser:** Clear your browser cache. Instructions are at refreshyourcache.com. Make sure you signed out of edx.org and then sign back in.
- **On mobile app:** Sign out of the mobile app and sign back in. This may help to clear the "cache" on the app.

If this does not resolve your issue, you can try any or all of the following:

- Ensure your browser is updated to the latest version.
- Switch the browser you are using. Recommended browsers are Chrome and Firefox.
- Check your browser settings to ensure JavaScript and cookies are enabled.
- Disable ad blockers or other browser extensions or add-ons.
- Change DNS services. You can get instructions on [switching to Google DNS here](#).

If none of these techniques work, we recommend submitting a ticket to edX:

- **On desktop browser:** Click the Help link on the top of the edX screen.
- **On mobile app:** On the Courses page of the app, tap the "menu" icon, and then tap Submit Feedback.

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