



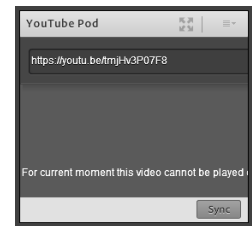
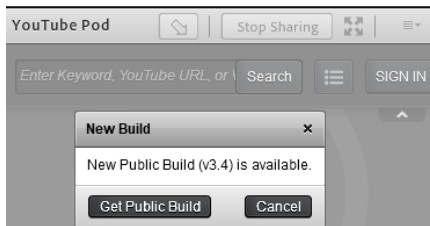
## YouTube Workarounds in Adobe Connect

### Issue

YouTube videos in the third-party YouTube Video Player pod do not consistently play.

### The User Sees

- a variety of messages within the pod: *New Build, cannot be played*
- the video showing in Playlist but becomes unavailable or has a red outline



### Background

The issue is caused by changes made by YouTube. The current Adobe Connect YouTube Video Player will only play videos that YouTube has in Flash Video format (flv).

### Status: Known Issue, Fix Anticipated Late 2020

The YouTube Video Player in Adobe Connect will not work consistently until Adobe Connect version 11 is released in late 2020. Contact North | Contact Nord will begin testing version 11 as soon as it is released, prepare an upgrade plan, and advise of future updates.

### Suggested Alternatives

#### ○ Paste the YouTube link in...

- ✓ your PowerPoint or PDF and upload (using *Share Document*) into the Share Pod
- ✓ the Chat pod

These links are “clickable” for computer participants; mobile participants see the link in the content or the Chat but the link isn’t “tap-able.”

- **Post the YouTube link on your institution’s LMS** (learning management system) - Blackboard, Brightspace, Moodle - participants can access the video there.

With both of these approaches the participant watches the video on their own computers (instead of the host controlled YouTube Video Player); each user may need an extra few seconds to finish viewing the video.

We recommend users pause the video or close the browser tab when finished watching to prevent the next video in the playlist playing and “talking over” the class instructor.

**Do not share** a YouTube video with the *Share My Screen* option. This approach carries a high bandwidth requirement, may crash the host’s session, and participants may experience viewing lag or not hear the video.

Adobe Connect resources: [eclassesconnect.contactnorth.ca/help](https://eclassesconnect.contactnorth.ca/help) and [e-CLASSES Instructor YouTube Channel](#)  
**1-888-850-4628 Contact North Helpdesk, Monday to Friday, 7:30am ET to 10:30pm ET**