

Graduation viewing troubleshooting guide



If you encounter any difficulties with watching the Graduation Ceremony, please try the following link:
[BSSC Graduation Ceremony](#).

If this also doesn't work for you, we suggest you try the following:

- Close and reopen your browser/app.
- Use Google Chrome as your browser, if possible.
- If no audio, click/touch on video window.
- Run a dedicated speed test. Telstra users can do this at: <https://speedtest.telstra.com/support/test>
- Check internet connection – go to YouTube and see if you get video and audio.
- Hot spot from another internet connection – eg turn Wi-Fi off and connect via hotspot
- Reboot / turn on and off your device
- Use another device
- Reboot your modem

If the above troubleshooting methods are unsuccessful, the Graduation Ceremony will be available for playback via the [BSSC YouTube channel](#).