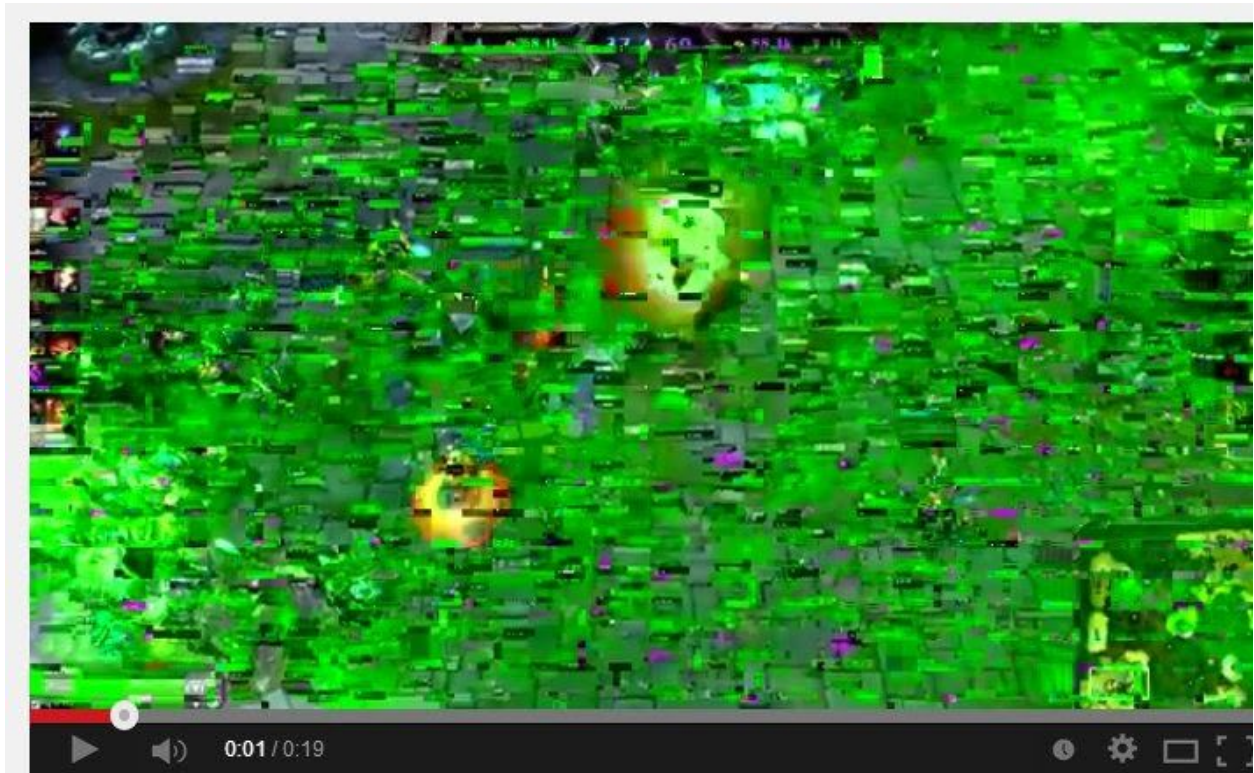


TIPS TRICKS 2020

DADE COUNTY TECHNOLOGY

Hardware Acceleration

Many of our users have been reporting a green pixelated screen when trying to show Youtube videos (see the following image).



This is a product of a Google Chrome setting called Hardware Acceleration. Turning Hardware Acceleration off will clean up the video.

Here's how:

While in Chrome...

- Click the Chrome menu (three dots at the top right)
- In the menu that appears, click on Settings

- Scroll to the bottom of the list and click on the Advanced item
- Scroll down near the bottom to the section entitled System
- There should be an items labeled “Use hardware acceleration when available”
- Turn the slider off by moving it to the left
- Click the Relaunch button that appears and when Chrome relaunches you should be able to view your videos without the green pixelation

This setting will hold until your computer is restarted.

If you would like this setting altered for you permanently, simply submit a [Technology Help Ticket](#) and reference Hardware Acceleration in it.

Please send any questions or comments about this installment of Tips & Tricks 2020 to technology@dadecs.org.