Directions for Viewing, Downloading, and Trouble Shooting the Webinar Recordings

Links and Passwords not Working

1. The links sent to you will take you to the Dogs of Course account on **Vimeo** (NOT Zoom or the Dogs of Course website.) This is where the webinars are being stored during the download time.
2. Either click, copy and paste or manually type in the web address link for the video recording you wish to watch and download. If clicking on the link or copy/paste into your browser does not work, try typing in the web address as even an extra undetected space can cause an error.
3. You will then be asked for the password. Again, copy and paste or manually type in the password. **Be careful not to add any extra space**s **in the password** and type carefully. The password is case sensitive.

Download Button Missing/How to Download

1. **The download button** is in the area below the video, under the file name of the video. There are four icons, an airplane, a heart, a clock and a downward pointing arrow. The downward pointing arrow is the download button. Scroll down the page if you don't see it. Easiest to see on a computer, NOT a phone.
2. **If you do not see the download button or it disappears,** restart your computer, and use a different browser (Chrome, Firefox, Edge, etc.) to open the links on the website.
3. You have several options of download resolution to select from. In general, the better the resolution, the longer it will take to load onto your computer, thumb drive or your cloud space. Higher resolutions are larger files, but better quality for viewing.
4. Do you have an iPad? Go to the Resource Page to see the iPad download instructions.

Sound

1. The recording audio is mono, not stereo. You may notice sound coming from only one speaker; this is normal. If you find that you need better volume level, cast or connect your computer to a smart tv, or use headphones, earbuds, or external speaker connected to the computer. This may help you if you find the volume through your computer is not sufficient.

Backup Your Downloads

1. **PLEASE make a back-up of your videos!** After 11:59PM April 11, 2025, the VNWC Winter 2025 videos will be archived and not available to you any longer. We won't be able to give you the links again if your computer crashes or you erase them by mistake.