



Using the Windows offline player

Tags: **Skills**

With an active Pluralsight Skills subscription, you can download up to 30 courses per device for offline viewing on the Windows offline player if your device has the available download space. Check out our [downloads page \(opens in new tab\)](#) to download the Windows offline player.

In this article

[Downloading courses using the offline player](#)

[Downloading courses using a browser](#)

[Viewing downloaded courses](#)

[Sorting, syncing progress, and removing courses](#)

[Troubleshooting](#)

Who can use this?

	<u>Stnd</u>	<u>Prem</u>	<u>Strt</u>	<u>Pro</u>	<u>Ent</u>
<u>Learners:</u>	✓	✓	✓	✓	✓
<u>Managers:</u>					
<u>Admins:</u>					

Before you begin downloading and viewing courses using the Windows offline player, please ensure the following:

- You have an active Skills [subscription or license](#).
- You're [updated to the latest version](#) of the offline player.
- You're logged in to the offline player. Use your email and password or [log in with device authorization](#).
- You have a stable Internet connection.
- You have enough free space on your device to download courses. The download limit is 30 courses per device.

Downloading courses using the offline player

Note: You must be connected to the Internet to download courses within the Windows offline player.

1. Use the search bar at the top left of the offline player to find a course to download. If the search bar is hidden, click the magnifying glass icon in the top-left corner of the offline player to show the search.
2. Enter a search term to see a list of courses. Use the **Sort by** dropdown menu to sort your results by relevance or newest.
3. Click the course you'd like to download, then click **Download course**.

Tip: You can also change your download location. In the menu bar, click **File** then **Preferences**. In the dialog box that appears, click the **••• options menu** to the right of **Download Location** to choose the folder where you want courses to download.

[back to top](#)

Downloading courses using a browser

Note: You must be logged in to Skills to download from your browser.

1. On your browser, go to the course details page of a course you want to download.
2. Click **Download Course** beneath the course description to begin the process of downloading the course to the offline player.
3. If your browser displays a pop-up asking your permission to open the Pluralsight offline player, click **Open Pluralsight**.

The offline player will open and your course will begin downloading.

[back to top](#)

Viewing downloaded courses

To view a downloaded course on the Windows offline player, click **Start course** on the course tile.

The offline player has similar functionality to the [video player on the web](#). This includes closed captions where available, playback speed and volume adjustment, and 10-second back or forward interval skips.

Note: Course transcripts are not available on the Windows offline player. View transcripts on the course page in the browser or the mobile app with an Internet connection.

Auto-play

The Windows offline player allows toggling of auto-play. From the menu bar, select **File** then **Preferences**.

Toggle auto-play between **Entire course** or **Entire module**, or click **Stop after each clip** to turn it off completely.

[back to top](#)

Sorting, syncing progress, and removing courses

Sorting courses

Click **Sort** from the menu bar to choose whether to sort your downloaded courses by download date, release date, recently viewed, title, skill level, or overall course progress.

Syncing your offline progress

If you view downloaded content on the offline player while your Windows device is connected to the Internet, your progress syncs with your account almost immediately. However, if you view downloaded while your device is offline, you must reopen the offline player once your device is connected to the Internet to sync your course progress with your account.

Removing courses

To remove a course from the Windows offline player, right-click the course tile in the home screen of the offline player and click **Remove course**.

[back to top](#)

Troubleshooting

Having trouble downloading or viewing courses? Try these troubleshooting steps.

Important: Logging out of the Windows offline player removes any courses you've downloaded for offline viewing. If you want to keep your downloaded courses in the app, avoid logging out until you've exhausted all other troubleshooting methods.

"Unable to download course" message

1. Verify on your [Subscription & Billing page \(opens in new tab\)](#) that you have an active Skills subscription or license.
2. Verify that you have enough space and are not over the 30-course limit on your device.
3. Verify that you're [updated to the latest version](#) of the Windows offline player.

Course not downloading or “Queued for download” message

1. Verify that you're [updated to the latest version](#) of the Windows offline player.
2. Verify that your Internet connection is stable.
3. Stop, then resume the course download.

No audio

1. Verify that your Windows system audio is not muted.
2. Verify that the video is not muted in the offline player.
3. If you're using earbuds or headphones, ensure that your machine is outputting to those earbuds or headphones.

If you need help, please contact [Pluralsight Support](#).