Stream Troubleshooting Guide for Faculty

Below you will find basic instructions for some of the most common troubleshooting issues that you or your students might encounter while using Microsoft Stream. Please feel free to contact the Campus Technology Help Desk at any point and we would be more than happy to assist you (817)-921-8555 or at campustechnology@swbts.edu).

I uploaded a video but none of my students can view it, what should I do?

- The first thing to check is that the video successfully shared

- Navigate to **Stream's** Homepage > click on the video that you want to share > then click **share** > **manage access** > **groups.** Make sure the video is shared with the correct group

- Share your video by clicking the **Send** button

- If your video has been shared and your students are still not able to see the video, please contact the Campus Technology Help Desk at any point and we would be more than happy to assist you (817-921-8555 or at campustechnology@swbts.edu).

One of my students is not able to view the video through Canvas, what should I tell them?

- If the student is using Safari or Internet Explorer to try to watch the video, we recommend that they try using Google Chrome or Mozilla Firefox

- If the student is still unable to watch the video, we want to make sure they are logged into their student Office 365 account

  o They can do this by going to office.com and logging in with their SWBTS email address and Office 365 password

  o Often, students are logged into a personal Office account which will block their ability to watch the class videos

- If making sure they are logged in does not fix the problem, we recommend making sure their browsers are up to date

  o Specific instructions for supported browsers can be found at the links below

    ▪ support.google.com

    ▪ support.mozilla.org

- If they are using a browser other than Chrome or Firefox, we recommend trying one of those
- If the student still is not able to watch the video in Canvas, we recommend that they try to access the video directly on Stream's homepage
  - They may need to log in with their SWBTS email address and Office 365 password
  - Once logged in, they can find their video under **All** or **Shared**
- If they are using Google Chrome and none of the above steps have worked, clearing their cache and cookies may help
  - Specific steps for how to do this in Google Chrome can be found at support.google.com
- If none of those steps are successful, please have the student contact the Campus Technology Help Desk and we would be more than happy to assist them (817-921-8555 or at campustechnology@swbts.edu).

A new student is not being allowed to access the class videos, what should I do?

- If you have a new student who is not able to access the videos, it is possible that they have not yet been added to the class group in Office 365
  - This is an automated process that will happen every 24 hours
  - In some cases, students can also be added manually by a member of CT staff
- To check if a student has been added to the class Office 365 group navigate to Stream's Homepage and on the left-hand side of the screen, click **apps** > **all apps** > **people** and in the search bar begin typing the group beginning with the last 2 digits of year_the semester (FA, SP, SU, WI)_the course code (i.e. CHMN3203). Then select the members' tab to view the members
- If none of those steps are successful, please have the student contact the Campus Technology Help Desk and we would be more than happy to assist them (817-921-8555 or at campustechnology@swbts.edu).

My video is visible on Stream to more than just my students, how do I fix that?

- If your video is visible to more people than just your students it is likely because the sharing settings are set to allow anyone to access the video
- To fix this, navigate to **Stream's Homepage** > click the video you want to edit > click share in the upper right corner > Then click the settings cog in the upper right corner of the pop up window and change the settings so that you grant access to only the people you choose, that they can view (not edit) the video, and toggle block download on. Then click Apply.
- If your video is still visible to more than just your students, please contact the Campus Technology Help Desk at any point and we would be more than happy to assist you (817-921-8555 or at campustechnology@swbts.edu).

Where do I find my log in information for Stream?

- Your log in for Stream will be your faculty email and the same password you use for your faculty email and Office 365 account
- If you need help resetting your password, this can be done at https://levi.swbts.edu/SAI/

How do I turn on Closed Captioning for students?

- Transcripts of videos on Stream can be automatically generated if your choose to enable this option
- With transcripts enabled students are able to turn on closed captioning
- To enable transcripts and closed captioning *as you are uploading your video*, click **Video Settings** and make sure that you click **Generate** under **Transcript and Captions.**
- To enable transcripts and closed captioning *after you have uploaded your video*, navigate to **Stream's Homepage** > click the video you want to edit > click **Video Settings** and make sure that you click **Generate** under **Transcript and Captions.**

Is there a Microsoft Stream App?

- A Stream app is available on both the App Store for iOS and Google Play for Android
- Search for **Microsoft Stream** to locate and download the app
- To check that you have located the correct app, make sure the app is published by the Microsoft Corporation

Need further assistance?

Contact Campus Technology at (817) 921-8555 or

campustechnology@swbts.edu