

## Stream Troubleshooting Manual for Students

Below you will find basic instructions for some of the most common troubleshooting issues that you 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](mailto:campustechnology@swbts.edu)).

I am not able to view my class lectures through Canvas, what should I do?

- If you are using Safari or Internet Explorer to try to watch the video, we recommend that you first try using Google Chrome or Mozilla Firefox
- If you are still unable to watch the video, you will want to make sure that you are logged into your student Office 365 account
  - You can do this by going to [office.com](https://office.com) and logging in with your SWBTS email address and Office 365 password
  - Often, students are logged into a personal Office account which will block their ability to watch the class videos
- If making sure you are logged in does not fix the problem, we recommend making sure your browsers are up to date
  - Specific instructions for supported browsers can be found by going to the links below
    - [support.google.com](https://support.google.com)
    - [support.mozilla.org](https://support.mozilla.org)
    - If you are using a browser other than Chrome or Firefox, we recommend trying one of those
- If you are still not able to watch the video in Canvas, we recommend that you try to access the video directly on Stream's [homepage](#)
  - You may need to log in with your SWBTS email address and Office 365 password
  - Once logged in, you can find the class video(s) under the **All or Shared** tabs
- If you are using Google Chrome and none of the above steps have worked, clearing your cache and cookies may help
  - Specific steps for how to do this in Google Chrome can be found at [support.google.com](https://support.google.com)
- If none of the above steps are successful, please contact the Help Desk at 817.921.8555 or at [campustechnology@swbts.edu](mailto:campustechnology@swbts.edu) and we would be happy to assist you further

I am a new student to the class and I am not being allowed to access the class videos, what should I do?

- If you are a new student who is not able to access the videos, it is possible that you have not yet been added to the class group in Office 365
  - This is an automated process that will happen every 24 hours, so you can try waiting and see if you have access the following day
- If none of those steps are successful, please contact the Help Desk at 817.921.8555 or at [campustechnology@swbts.edu](mailto:campustechnology@swbts.edu) and we would be happy to assist you further

Where do I find my log in information for Stream?

- Your log in for Stream will be your student email and the same password you use for your student email and Office 365 student account
- If you need help resetting your password, you can go to <https://levi.swbts.edu/SAI/>

I can't download my class lecture videos:

- Because the class lectures are the intellectual property of the professor, downloading class lecture videos is not permitted through Microsoft Stream

I can't find one of my class lecture videos in Stream:

- If you are not able to find a specific video, such as one part of a multi-video lecture, try logging in to [stream.microsoft.com](https://stream.microsoft.com) > click **All or shared** to see the videos that have been shared with you or your class group
- If you are still unable to find the specific video you are looking for, contact your professor to make sure it was not removed or never shared
- You can also contact the Help Desk at 817.921.8555 or at [campustechnology@swbts.edu](mailto:campustechnology@swbts.edu) at any point and we would be more than happy to assist you

Videos are struggling to load or buffering, what should I do?

- Contact the SWBTS Help Desk at [Campustech@swbts.edu](mailto:Campustech@swbts.edu) or call us at 817-921-8555. Unfortunately, Stream (On Sharepoint) does not allow users to change they're playback Quality.

My class videos do not pick up where I left off:

- Unfortunately, Microsoft Stream does not allow you to pick up where you left off with a video should you have to reload the page or the video
- If you have to stop a video midway to resume later, we recommend taking a note of the timestamp on the video (located in the lower left of the video, next to the play button and volume controls) so you can return to that time in the video later

How do I increase or decrease the speed of a video?

- Locate the Settings icon (⚙️) > click **Playback Speed** > select your desired speed
- Available speeds are 0.5x, 1.0x, 1.25x, 1.5x, 1.75x, 2.0x

How do I turn on Closed Captioning?

- Transcripts of videos on Stream can be automatically generated if the professor chooses to enable this option
- If a transcript is available, you can turn on close captioning by clicking the **CC** icon next to the **Settings** icon (⚙️) in the video
- If a transcript or close captioning is not available, it is most likely because the professor has chosen not to enable this feature
- If you need closed captioning and it is not available, we recommend contacting your professor to see if they would be willing to enable this feature

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