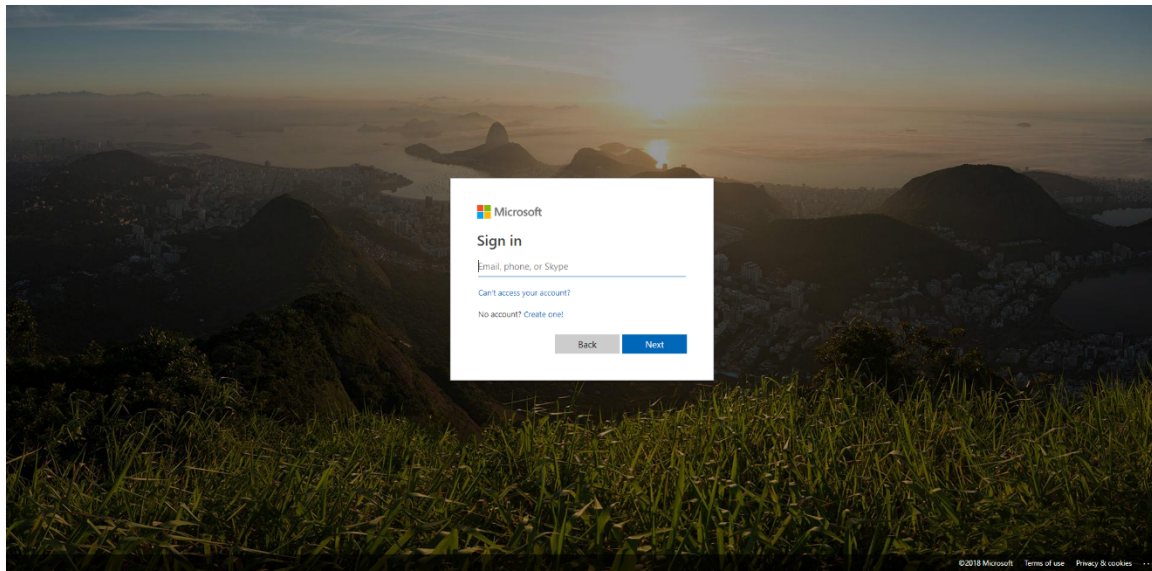


Stream Troubleshooting Quick Reference Checklist

Have you logged into Office 365?

Log in to your **Office 365** account at office.com, web.microsoftstream.com, or within Canvas after clicking on a video.



Are you logged into your SWBTS Student Office 365 account?

One of the most frequent issues users run into is when they are logged into Office 365 with another account. Head to office.com and make sure that you are logged in with your SWBTS student email account. If you do not know your password to your SWBTS student email account you can reset it by going to levi.swbts.edu/SAI.

Are you using a browser other than Google Chrome or Mozilla Firefox?

Our recommended browsers to watch Stream videos with are Google Chrome and Mozilla Firefox. Safari and Microsoft Edge can work if Chrome or Firefox are not options, but issues can be expected. Internet Explorer is not recommended to view Stream. You will also want to be sure that you are using the most up to date version of your browser.

Are you running the latest version of Google Chrome or Mozilla Firefox?

Another common issue students run into is an out of date browser. Please make sure you are running the latest version of either Google Chrome or Mozilla Firefox. Specific instructions for supported browsers can be found by going to the links below

- support.google.com
- support.mozilla.org

If you are using a browser other than Chrome or Firefox, we recommend trying one of those.

Need further assistance?
Contact Campus Technology at (817) 921-8555 or
campustechnology@swbts.edu