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 AIT at any point and we would be more than happy to assist you (817.923.1921 x5858 or at techhelp@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 published
- Navigate to **Stream's Homepage** (web.microsoftstream.com) > click **My Content** > click **Videos** > find your video and look under **Actions** > if you see a red **Publish** button then your video still needs to be published
- Publish your video by clicking the red **Publish** button
- If your video has been published and your students are still not able to see the video, please contact AIT at 817.923.1921 x5858 or at techhelp@swbts.edu and we would be happy to assist you further

One of my students is not able to view the video through Blackboard, 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
    - They can do this by going to office.com and logging in with their 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 they are logged in does not fix the problem, we recommend making sure their browsers are up to date
    - 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 Blackboard, we recommend that they try to access the video directly on Stream's homepage (web.microsoftstream.com)

- o They may need to log in with their SWBTS email address and Office 365 password
  - o Once logged in, they can find their video under **My Content** > **Groups** > and clicking on their class group
- If they are using Google Chrome and none of the above steps have worked, clearing their cache and cookies may help
  - o 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 AIT at 817.923.1921 x5858 or at techhelp@swbts.edu and we would be happy to assist them further

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
  - o This is an automated process that will happen every 24 hours
  - o Students can also be added manually
- To check if a student has been added to the class Office 365 group navigate to **Stream's Homepage** (web.microsoftstream.com) > click **My Content** > click **Groups** > click on your class group > click **Membership** > under **Role** change to **Member** > review the member list to check for student (note: for larger classes you may have to scroll down for the whole list to load)
- If none of those steps are successful, please have the student contact AIT at 817.923.1921 x5858 or at techhelp@swbts.edu and we would be happy to assist them further

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

- If your video is visible to people within the Seminary outside of your students, it is likely that the permissions on the video are set to allow company-wide access
- To fix this, navigate to **Stream's Homepage** (web.microsoftstream.com) > click **My Content** > click **Videos** > find your video and look under **Actions** > click the **Pencil Icon** (**Edit**) > under **Permissions**, make sure the box **"Allow everyone in your company to view this video"** is not checked
- If the box is not checked and your video is still visible to more than just your students, please contact AIT at 817.923.1921 x5858 or at techhelp@swbts.edu and we would be happy to assist them further

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*, under **Options** make sure **Autogenerate a caption file** under **Captions** is checked
- To enable transcripts and closed captioning *after you have uploaded your video*, navigate to **Stream's Homepage** (web.microsoftstream.com) > click **My Content** > click **Videos** > find your video and look under **Actions** > click the **Pencil Icon** (**Edit**) > under **Options** make sure **Autogenerate a caption file** under **Captions** is checked

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

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