Having trouble with Mediasite recordings?

Samantha Starr - 2024-09-03 - Software

If you are experiencing trouble with Mediasite recordings, try these solutions:

1. Use a different browser
    1. If you are logged into a Chrome profile with a personal account instead of your FAU account, this may an issue. Log out of personal profile.
2. Clear the cookies on your browser
3. Check Comsupport.fau.edu news for possible Mediasite outages

If you are still experiencing issues, create a ticket with COM IT by emailing comhelpdesk@health.fau.edu or with this link https://comsupport.fau.edu/new-ticket. If possible, please attach a screenshot with your ticket.