



[Knowledgebase](#) > [Software](#) > [Having trouble with Mediasite recordings?](#)

## 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 be an issue. Log out of personal profile.
2. Clear the cookies on your browser
3. Check [Comsupport.fau.edu](https://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](mailto:comhelpdesk@health.fau.edu) or with this link <https://comsupport.fau.edu/new-ticket>. If possible, please attach a screenshot with your ticket.