



## Having trouble with Mediasite recordings?

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### **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.