Technology Troubleshooting: Instructors + Students

This page outlines some of the common access issues with learning technologies along with solutions.

Browser-Based Learning Technologies

Examples: Brightspace, Kaltura, Kaltura Virtual Classroom

Access Issue	Possible Solutions

"Access Denied"
 	
(e.g., can't get into the link for Kaltura Virtual Classroom, Kaltura My Media in Brightspace etc.)
	• **Do a Tech Check:** Do a tech check to allow the platform to assess your system and provide feedback on the status of your computer.
	    ◦ [Brightspace System Check](#)
	    ◦ [Kaltura Virtual Classroom Quick Tech Check](#)
	
	• **Use Chrome as Your Browser:** switch to [Chrome browser](#) as it is the browser of choice for many platforms NIC uses
	
	• **Ensure Chrome Browser Version is Very Current:** ensure [Chrome Browser is up to date](#)
	    ◦ NIC laptops - updates not automatic, instead delete and [download new version of Chrome](#)
	    ◦ Personal computers - updates should be automatic, check for any pending updates
	
	• **Enable Third-Party Cookies:** the integration of textbooks, Kaltura and other tools in Brightspace are called "third party" and as such need to be enabled on your browser to function successfully
	    ◦ Chrome: Settings > Privacy and Security > Cookies and Other Site Data > Allow all Cookies
	    ◦ Third Party Cookies: [instructions for all browsers](#)
	
	• **Allow for Other Third-Party Settings:** Explore your browser's settings to ensure that ad-blockers, media blockers, privacy blockers are enabled to allow for third-party access for just the platform you are wanting access
	
	• **Switch to Private Viewing Mode:** switch to a private browser viewing mode ([see all browsers](#)) to be in a mode that doesn't know of any past browsing history and may provide a temporary solution before you update/download browser
	
	• **Wired Connection:** Be on a wired internet connection (more mpbs may allow for a stronger connection to display media)

"We blocked this for you"
 	
(e.g., after inserting video embed code a message that the media is blocked in Brightspace)
	• **Allow Media**: Choose "Allow" or "Yes" to allow Brightspace to display media
	
	• **Disable Browser-Blocked Third-Party Settings:** Explore your browser's settings to ensure that ad-blockers, media blockers, privacy blockers are enabled to allow for third-party access for just the platform you are wanting access
	   ○ Third Party Cookies: [instructions for all browsers](#)
	
	• **Do a Tech Check:** Do a tech check to allow the platform to assess your system and provide feedback on the status of your computer.
	   ○ [Brightspace System Check](#)
	
	   ○ [Kaltura Virtual Classroom Quick Tech Check](#)

Brightspace: "Your browser is looking a little retro"
 	
(e.g., you have logged into Brightspace and see this message)
	• **Ensure Your Browser is Current**
	
	   ○ **Chrome Browser Version Current:** ensure [Chrome Browser is up to date](#)
	      ■ NIC laptops - updates not automatic, instead delete and [download new version of Chrome](#)
	
	      ■ Personal computers - updates should be automatic, check for any pending updates

Can't hear or see people in Kaltura Virtual Classroom (e.g., you have the wrong camera, speakers or microphone selected and it is preventing your ability to participate)	• **Do a Tech Check:** Do a tech check to allow the platform to assess your system and provide feedback on the status of your computer. ○ [Kaltura Virtual Classroom Quick Tech Check](#) • **Use Chrome as Your Browser:** switch to [Chrome browser](#) as it is the browser of choice for many platforms NIC uses • **Device Connection:** Before you join the room, via the "Choose Your Devices" pop-up window ensure you have selected your accurate microphone, camera and speakers • **Wired Connection:** Be on a wired internet connection (more mpbs may allow for a stronger connection to display media)