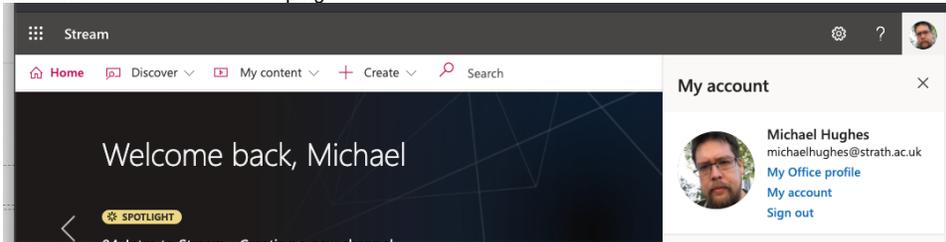


Common MS Stream Issues for Students

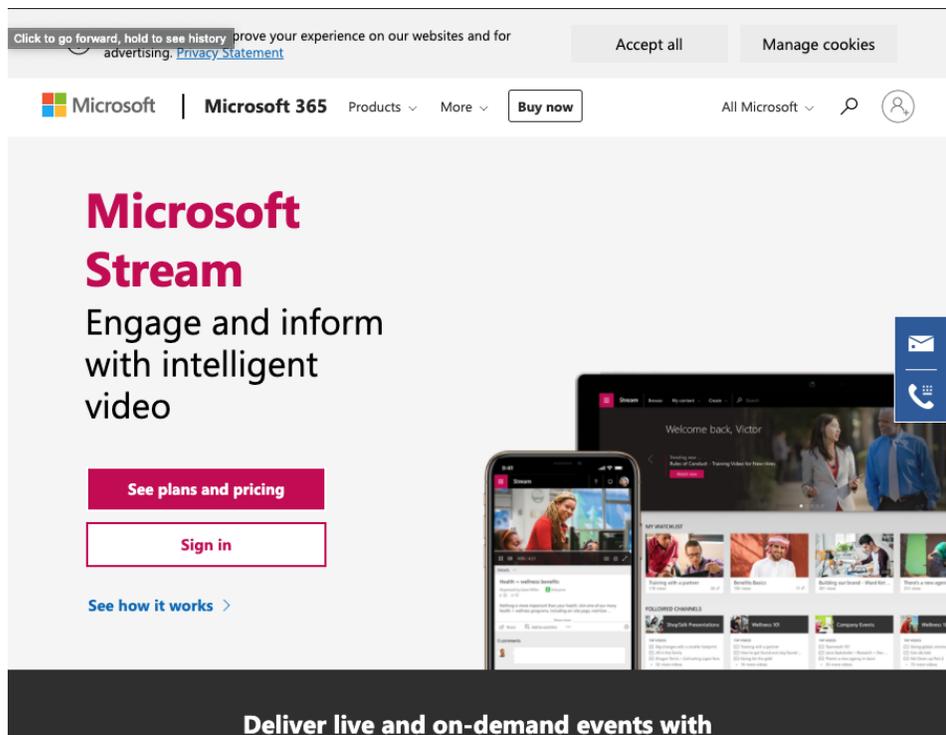
- [Log out of Stream](#)
- [Clear your cookies](#)
- [Log in to Office 365 with University credentials](#)
- [Enable 3rd party cookies in your internet browser](#)
 - [Google Chrome](#)
 - [Microsoft Edge](#)
 - [Safari](#)
- [Browser Console Information](#)

Log out of Stream

1. Go to <https://web.microsoftstream.com/>
2. Click on the User menu in the top right:



3. Select **Sign out**
4. You should end up back on the Microsoft Stream web page:



5. Click **Sign In** again, if prompted using your University Email address & password.

Clear your cookies

You can try clearing all of your cookies in your browser. This would normally clear any login information or locally stored data that could be confusing Stream.

Instructions for a number of browsers can be found at <https://us.norton.com/internetsecurity-privacy-how-to-clear-cookies.html>

Log in to Office 365 with University credentials

Make sure you are logged in to Office 365 with your University credentials. You can do this in several ways:

Office 365 homepage: <https://www.office.com/>

Outlook: <https://outlook.office365.com/>

Stream: <https://web.microsoftstream.com/>

You must be logged in with your university credentials rather than a personal account.

Enable 3rd party cookies in your internet browser

Your internet browser may be causing the issue.

Google Chrome

Click the 3 dots in the top right of the page

Settings > Cookies and other site data

1. **Turn on** 'Allow all cookies'
2. **Turn off** 'Block third party cookies'

See also

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>

1. See Allow or block cookies
2. Select Allow all cookies

Microsoft Edge

Click the 3 dots in the top right of the page

Settings > Site Permissions > Cookies and Site Data

1. **Turn on** 'Allow sites to save and read cookie data'
2. **Turn off** 'Block third-party cookies'

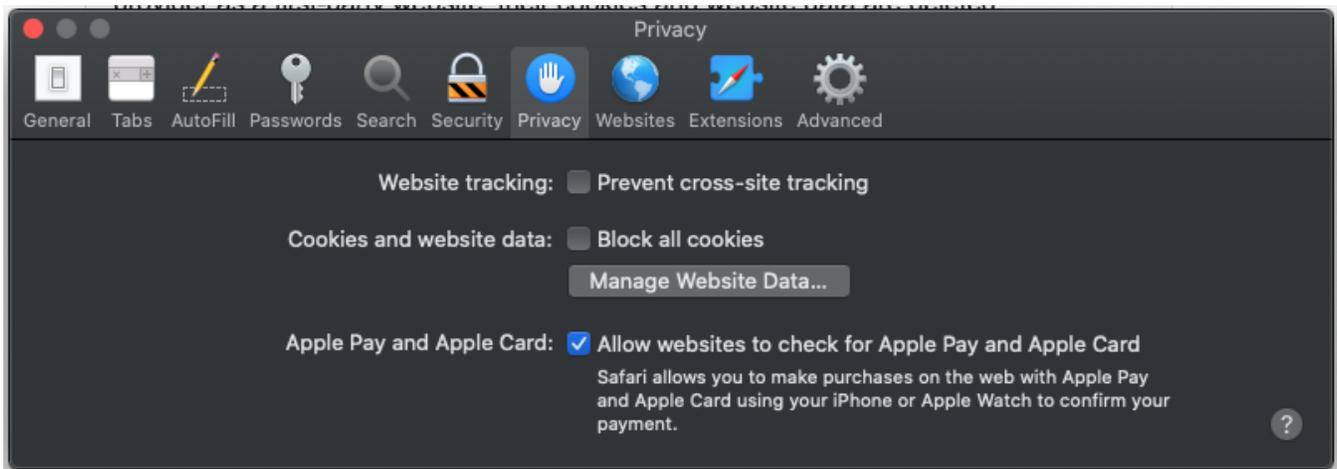
See also

<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>

Safari

Go to Safari menu

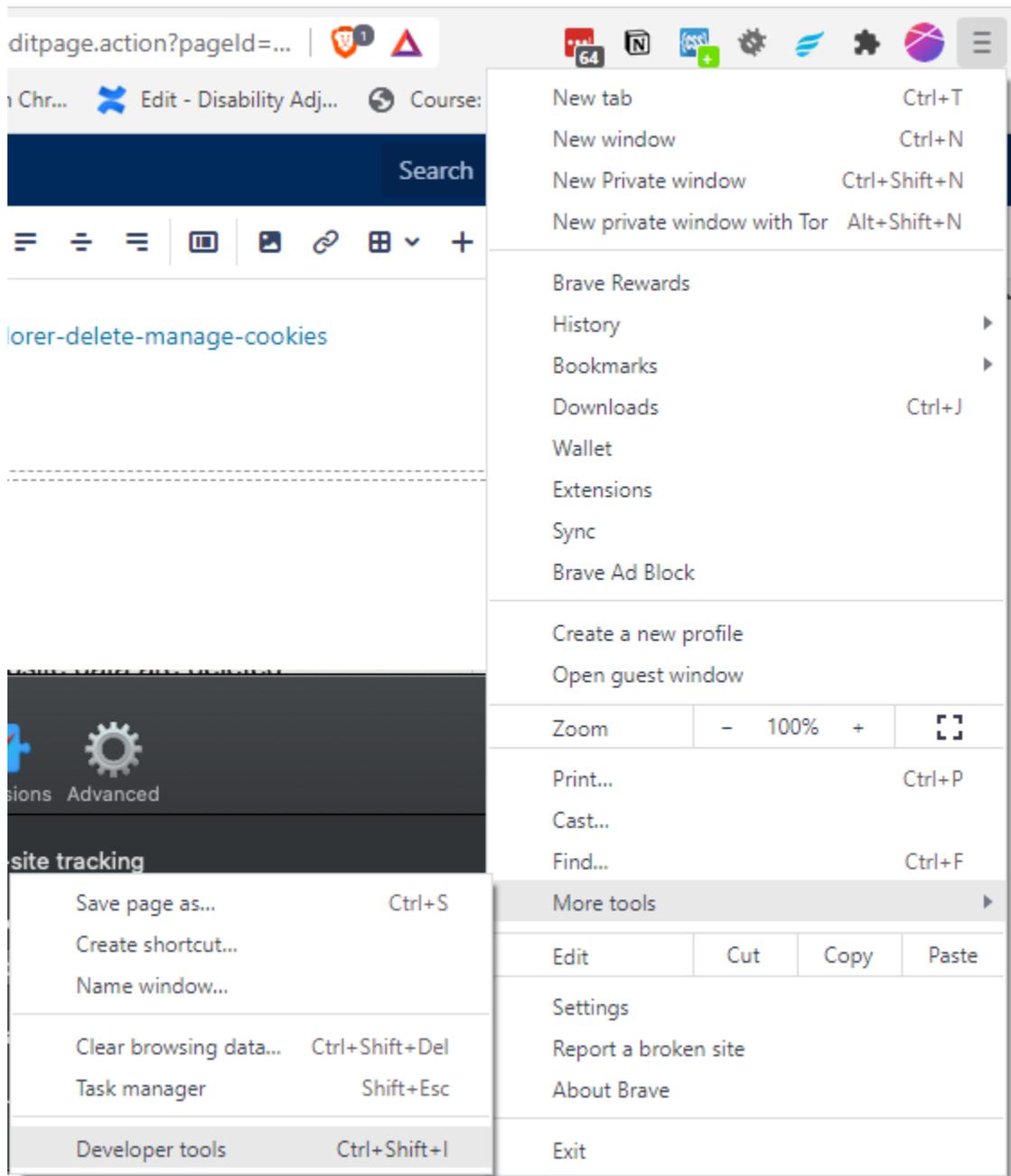
Select Preferences:



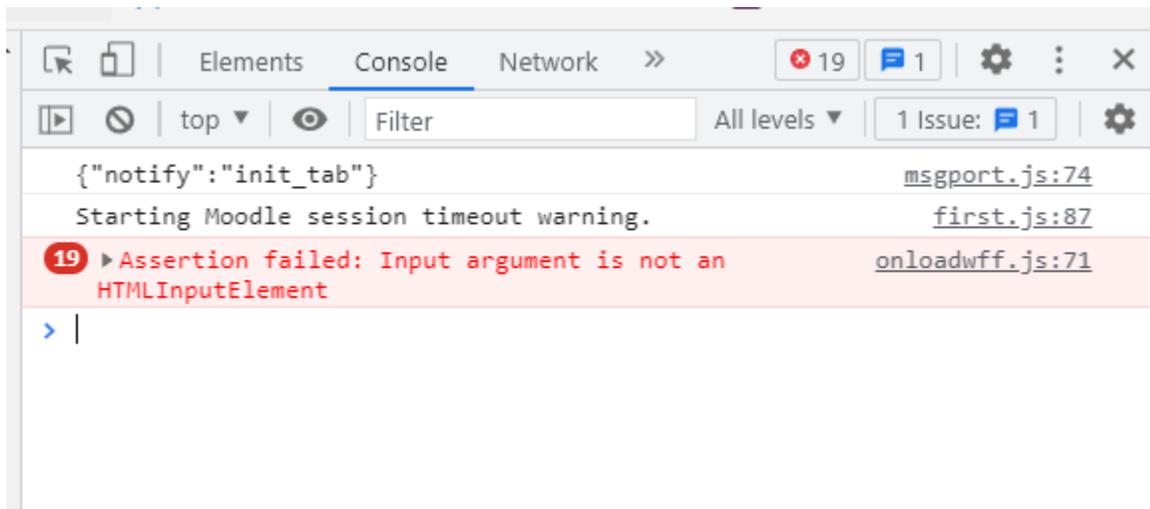
Untick **Prevent cross-site-tracking**

Browser Console Information

Finally if none of this does make things work if you are able to open your Browser's Developer Tools (typically Ctrl-Shift-I for Chrome, or the "Developer Tools" option):



and capture any thing that appears in Console



And send the details to help@strath.ac.uk with the details of the class, activity & ideally the video, then it really does give us more information to investigate the cause.