



College of
Osteopathic
Medicine

NYITCOM MediaSpace **FAQs**

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[NYITCOM's MediaSpace](#) is a web-based application that allows students and faculty to view captured lectures and videos.

What you can expect to find:

Mediaspace is NYITCOM's Academic Video Delivery System. Kaltura's MediaSpace platform supports multiple video sources, variable speed playback and multi-platform viewing (Windows, Apple and mobile devices).

Who is eligible to use the system?

In order to log on to MediaSpace, the user must have a valid NYITCOM email address and password.

What types of videos are on MediaSpace?

Class lectures, OMM instructional videos, Lab videos and links to other student resources. These are all accessible through [Canvas](#) and [NYITCOM's MediaSpace](#). To locate specific departmental videos, please confer with a faculty member or use MediaSpace's search feature.

How can I double speed on mobile devices?

At this time, multi-speed playback is not available on android devices. However, multi-speed playback is functional on Apple iOS devices. Please make sure your iOS device is updated to the latest stable release.

Why was a YouTube video edited out of a video on MediaSpace?

Faculty have been requested to include links within their PowerPoint presentations as opposed to showing them in class. NYITCOM is in compliance with copyright laws and regulations, therefore cannot distribute copyrighted materials onto MediaSpace. If a video is played in class, it will be deleted in order to abide by these laws.

Why did I get logged out?

NYITCOM offers a single-sign on system that allows the user to navigate between resources without logging in each time. The single-sign on system logs the user out after 120 minutes of inactivity.

Best Practices:

1. NYITCOM's Mediaspace is a shared resource, so please be respectful of fellow streamers by abiding by the following guidelines:
 1. If you get bumped off due to inactivity, you will be logged out and the video will go back to the beginning and will need to re-buffer.
 2. If you take long study breaks, please note the timecode, log out, and then next time you return, start from there.
 3. Due to high demand volume, the network may get bogged down. If you get an error message "*you are unable view this video*", it could be due to the fact there is a high volume of users watching and the network is at capacity.

How soon can I see the video after a lecture?

Typically it takes about an hour for the automated system to transcode the video. However, we reserve up to 3 days to publish it.

What are the best browsers to view MediaSpace videos?

NYITCOM's Mediaspace player is HTML5 compliant and works in all browsers, but for an optimal experience Google Chrome is recommended. Please make sure your computer is updated with the newest version of Google Chrome. Check your browser version here:

www.whatsmybrowser.org

How can I search for a specific video?

- There is a *Keyword Search* bar in upper right hand corner of the webpage.
- By class year or course from the drop down menu at the top
- Multiple view options
- Date
- Lab video drop down

I paused the video for a while, when I go back to it, it jumps to the beginning.

This could be due to power/energy/network settings on your computer. Try setting your power setting to “never go to sleep” while viewing videos.

Why is the last few minutes of the lecture cut off sometimes?

Our lecture capture system is automated to start and stop according to the student academic calendar. Faculty members are encouraged to begin and end their lectures in a timely manner. Deviations from the schedule can result in ‘dead air’ or portions missing from a lecture.

The video played yesterday, now it says “Access Denied”. Why?

This error message means NYITCOM has removed the video due to technical difficulties, copyright issue, or permission. Usually we will post a new video with edits, (if applicable). Please look for the new video. Note: it may appear with a different date from when the lecture was given.

What should I do if I get an error message?

- Make sure you have the latest browser
- try a different browser
- review best practices.

If you are still having problems, please refer to ATG's [knowledge base](#) or submit a ticket for assistance at www.nyit.edu/atghelp

To contact technical support:
NYITCOM Academic Technologies Group:
atghelp@nyit.edu