

Access videos; following tutorial to access Dr. Biller videos from both Mac and PC.

Here is the work-around for both Windows and Mac PC's for the links as currently posted in LUMEN. These procedures are also found at [LUMEN Materials > Browser Formatting or Content Load Problems?](#)

Apple Computers will require use of the Remote Access Software for Trinity OR If the student has the LUC Remote Access "Loyola Secure Access", this can be used also. Most students will have current Trinity remote access for use with Epic. The Loyola software, however, requires a special request from the LUC IT Service Desk at 773-508-4487. The Trinity approach for Macs is as below:

Your Mac will only work:

You can play them if you logon and start a [LUHS Remote Access](#) session, load Sharepoint (Spirit Icon) click on Loyola.Wired Apps at the top-left menu listing and then load LUMEN from the bottom of the Application Portal page. This will load a virtual Internet Explorer Window which will allow the video and audio to be produced. You will *not be able to use FF/RW control on playback*. Use a right mouse click or hold the Option (Alt) key to help with playback and pause.

- 1) The **Windows** approach will work on any Windows PC at home or at school. **Windows computers MUST use the Microsoft Edge browser** and then have the Video page **opened with "Internet Explorer"** as shown below (Playback controls should work):
- 2) **For Windows users only this may be protected content which will require them to type in stritch/student if prompted for an added Username/password. The added authentication is only needed off-campus in this case.**
- 3)

