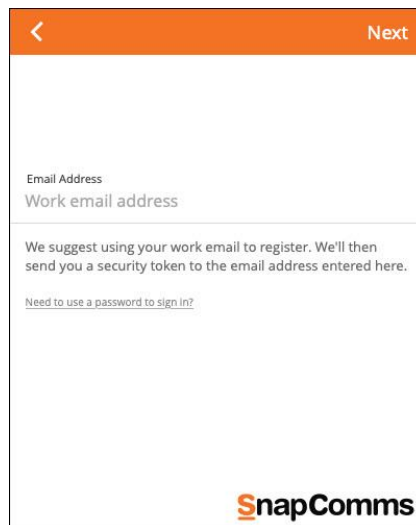# Tip Sheet:
SnapComms Troubleshooting

**Quick Links: Instructions for Mac – Instructions for Windows**

Instructions for Mac

1. **Restart** your University of Miami-managed Mac computer. Once restarted, follow the prompts on the SnapComms authentication window that will pop-up on the screen.
   - *If the SnapComms pop-up does not appear after restarting your Mac device, please contact the IT Service Desk for additional troubleshooting support.*

2. Enter your University of Miami CaneID email.

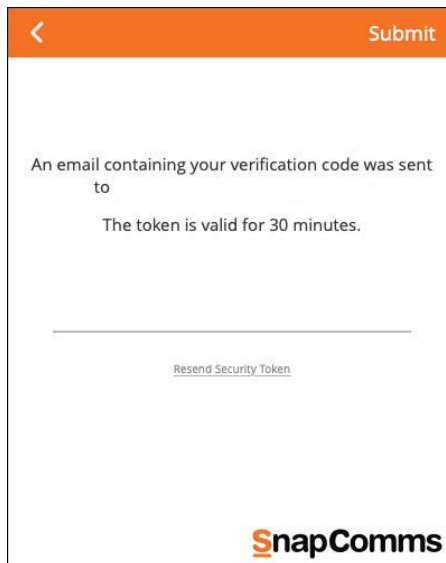3. SnapComms will then send a verification code to your UM email.
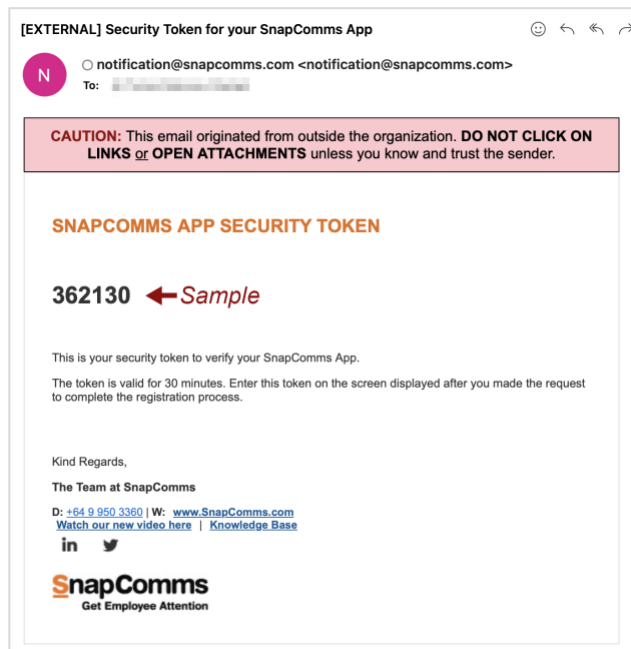
Tip Sheet:
SnapComms Troubleshooting

4. Input the verification code on the SnapComms pop-up window on your desktop.

Instructions for Windows

1. If you are unable to find the SnapComms application on your University of Miami-managed Windows computer, please connect to the University's virtual private network (VPN) for at least eight continuous business hours for the application to be successfully deployed to your device.
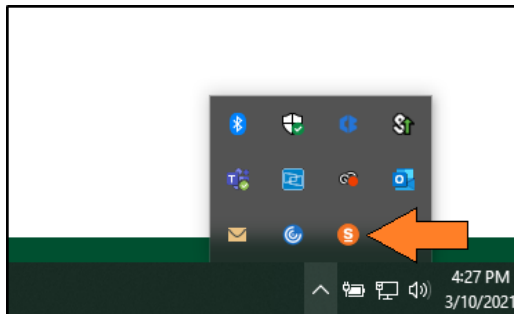
- Visit the University's VPN service page for instructions on how to install and/or access the network: https://www.it.miami.edu/a-z-listing/virtual-private-network/index.html
- *If the SnapComms application does not install after connecting to the VPN, please contact the IT Service Desk for additional troubleshooting support.*

Need Additional Support?

For technical support, please contact the IT Service Desk – Coral Gables/Marine: 305-284-6565 or help@miami.edu; UHealth/MSOM: 305-243-5999 or help@med.miami.edu.