



## I DIDN'T RECEIVE THE LINK TO THE RECORDINGS

All enrolled students automatically receive links to the recordings from **Norris Virtual**. Links are sent to the email you provided when you established your NBO account. If you maintain more than one email address, please check all of your in boxes as well as junk/spam and archives folders.

Enrollment lists with student emails are updated on a weekly basis, the day before each class (Mondays and Wednesdays). If you enrolled on the first day of class or thereafter, you will not receive that week's recording (or previous recordings) because the enrollment list has already been generated for that week.

**Recordings are available for six days after each lecture.** If you have enrolled and are within the current recording window, you are welcome to request the recording from Norris Tech by filling out the [Cont. Ed Online Help Form](#) They will verify your enrollment and send you the current recording only.

As of Winter 2026, we have migrated our entire operations to Zoom - due to problems with certain internet service providers (Comcast, sbcglobal, Xfinity) blocking emails from our Northwestern University domain.

**If you still can't find the recording**, the emails have bounced because you have unsubscribed (intentionally or unintentionally) from Zoom Webinars and Events. Unsubscribing means that you will receive neither livestream links nor recording links. There is an easy fix! Please re-subscribe at this link:

<https://zoom.us/email/self/resubscribe#/>

**To help you more easily manage your in box, please note:  
Livestream links come from Zoom Webinar and Events.  
Recording links come from Norris Virtual.**