

Subject: Your Incident INC0076032 has comments added - recordings on the BlueJeans site

From: IT Service Desk <jlab@servicenowservices.com>

Date: 12/13/21, 1:34 PM

To: marki@jlab.org

Subject: recordings on the BlueJeans site

Incident: INC0076032

Comments:

12-13-2021 01:34:19 PM EST - Joel Watkins

Additional comments

The last time we spoke to our BlueJeans representative they said that we would no longer have access to anything. including the recordings, once the contract expires. I could ask them again if you would like but it sounded like everything would be gone.

12-13-2021 12:16:35 PM EST - Mark Ito

Additional comments

reply from: marki@jlab.org

Is there a way we can find out for sure?

If it does turn out that we lose them, I need to tell my group that they need to go in and grab whatever they want to keep.

Personally, I think I will just let most (if not all) of my recordings go.

12-13-2021 08:41:28 AM EST - Joel Watkins

Additional comments

Hi Mark,

I believe that none of the recordings will be available after the contract expires. Are you able to download the recordings that you would like to keep? I see that you have quite a large number of hours recorded.

Regards,

Joel

12-11-2021 08:13:06 PM EST - Mark Ito

Additional comments

received from: marki@jlab.org

What will happen to all of the meeting recordings we have on the BlueJeans site. Will we still have access after the contract expires?

You can view all the details of the incident by following the link below:

[Take me to the Incident](#)

Original Request:

What will happen to all of the meeting recordings we have on the BlueJeans site. Will we still have access after the contract expires?

Ref:MSG0468514_ddiAkxgKIAjfGggeLltz