

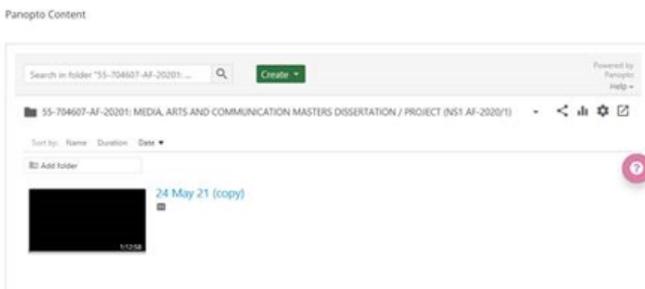
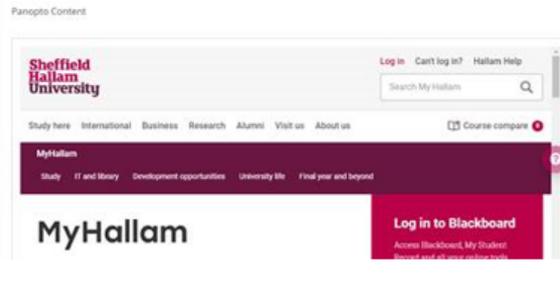
Known fixes for issues viewing Panopto video

First time user

If you get an error message 'you don't have permissions to view a video', you should wait a minute to allow the Panopto integration to sync your account details and then refresh the page.

Fixes to try if issues occur when accessing Panopto videos

Accessing videos through Blackboard sites

What users should see	What users are seeing in Chrome v91 or Safari
	

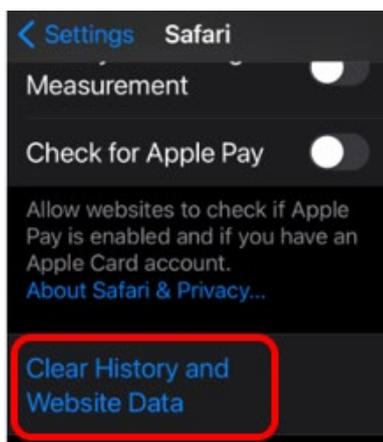
Please see instructions below for workarounds

Fixes to issues occurring accessing Panopto videos over Apple devices with Safari

Fix 1: If issues occur accessing through Safari, Blackboard's recommended browser is Google Chrome. You can download Google Chrome [here](#)

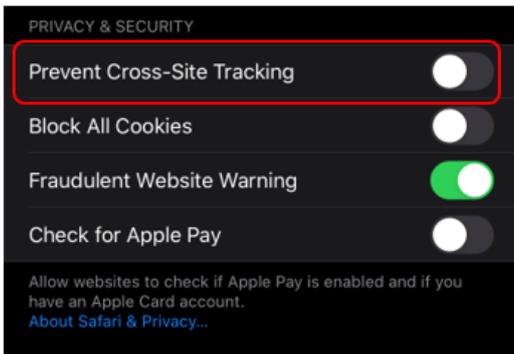
Fix 2: In Safari (for those who cannot access Google Chrome) clear history and turn off cross-site tracking.

Go to Settings > Safari > Clear History and Website Data



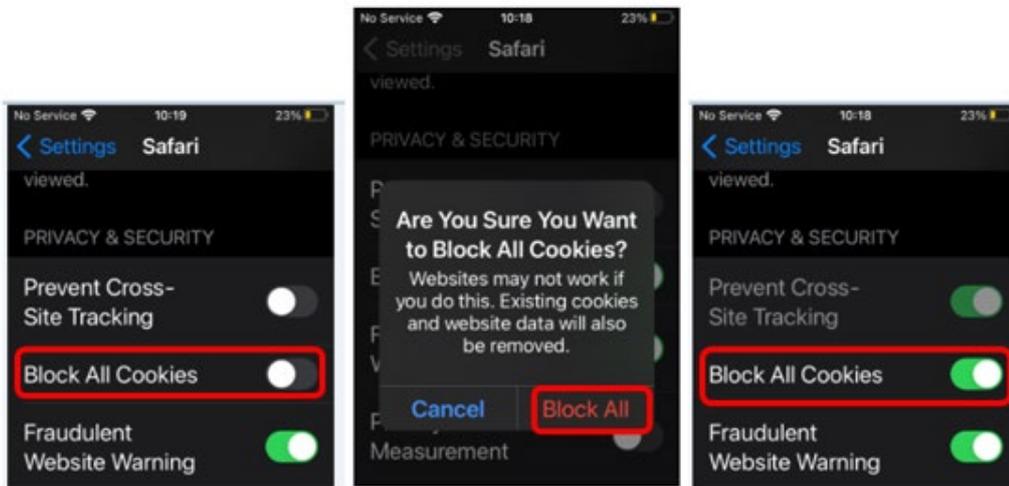
Go to Safari > Privacy & Security > turn off Prevent Cross-Site Tracking

Panopto video access fixes



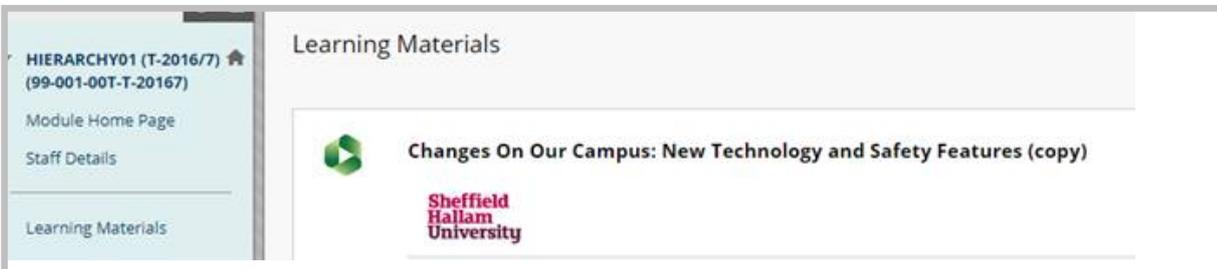
Fix 3: Disable third party cookies

Go to Safari > Privacy & Security > select Block All Cookies



Access Through Panopto

STEP 1: Access the Bb site with the video and take note of the module title/code and title of the video.

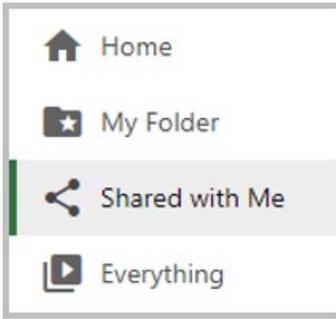


STEP 2: Sign in to <https://shu.cloud.panopto.eu/> this will direct you to the SHU sign in page



Panopto video access fixes

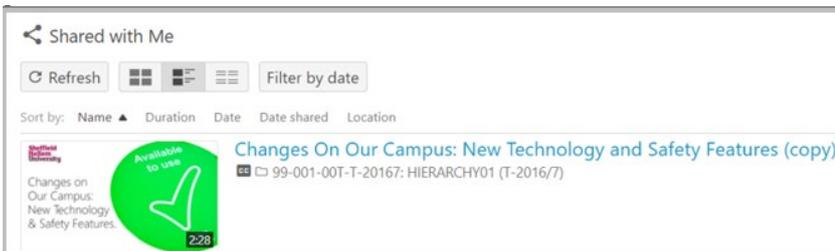
STEP 3: Click 'Shared with me'



STEP 4: Navigate through the list of videos and look for the corresponding video and module code (i.e. *Changes On Our Campus*)

NB: there could be multiple pages of videos. Check at bottom page to see how many shared with you

STEP 5: Click on the video to play within Panopto (i.e. *Changes On Our Campus*)



STEP 6: Open in new tab to gain access

