
Topic: Troubleshooting

Question 1. I clicked on the video link from my course and I receive the following message: "Viewer rights are required to access this resource." Do I need a password to view the video?

Answer: You do not need a password to view the video. Contact the instructor and ask if the video is "Public." The video must be in "Public" (not "Private") mode for students to view it.

Question 2. I am having trouble viewing a Panopto video. Do I need special software to view it?

Answer: Download and install the Microsoft Silverlight plug-in:

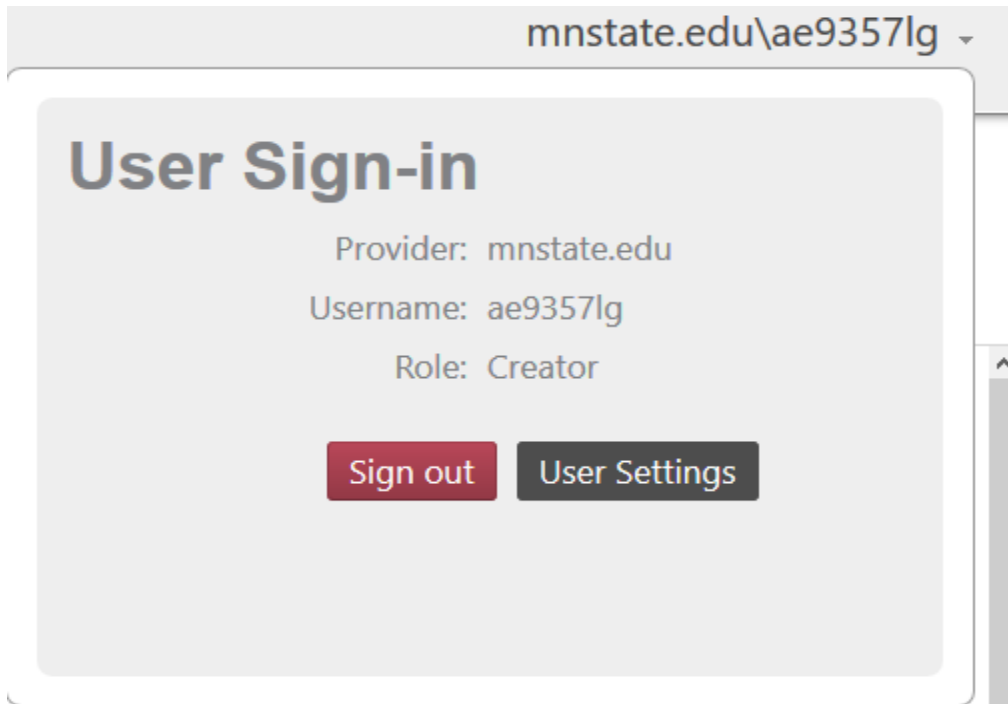
<http://www.microsoft.com/getsilverlight/GetStarted/Install/Default.aspx>



Question 3. I want to change the e-mail notification I receive after I have completed recording a video session and uploaded it to Panopto.

Answer: Complete the steps below to change your e-mail address or turn notification ON or OFF.

1. Go to <http://coursecast.mnstate.edu/CourseCast> to log in to Panopto.
2. From the upper right corner of the Panopto window, click on your name to open the drop-down menu. **See below image.**



After clicking User Setting you will see a page like this. See below image.

Info

Contact Information

First name

Last name

Email

*

Options Send me notifications when sessions finish processing.

Update Contact Info

User Bio

This will appear in the "Info" tab of any session created by this user.

[Edit](#)

To update your contact information.

1. Change your e-mail address; enter the new address in the E-mail field.
2. To turn notifications OFF, **do not check mark** the check box for "**Send me notifications when sessions finish processing.**"
3. To turn notifications ON, **select** the check box for "**Send me notifications when sessions finish encoding.**"
4. Click [**Update Contact Info**].

For More Information

Please contact Instructional Technology Services at support@mnstate.edu or 218.477.2603 if you have questions about this material.