Topic: Frequently Asked Questions (FAQ)

Question:

STUDENT: 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/Get-Started/Install/Default.aspx

Question:

STUDENT: 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:

FACULTY: 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.

3. Click [**User Settings**].
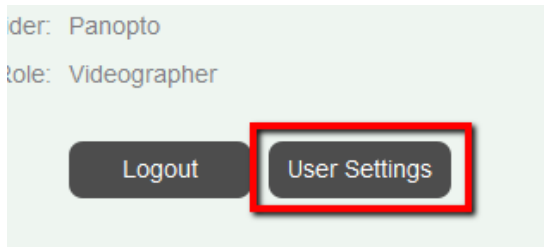
4. Update your contact information.

To change your e-mail address, enter the new address in the E-mail field.

To turn notifications OFF, **deselect** the check box for "**Send me notifications when sessions finish encoding.**"

To turn notifications ON, **select** the check box for "**Send me notifications when sessions finish encoding.**"

5. Click [**Update Contact Info**].

6. Close the User Settings window by clicking [**X**].

For More Information

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