

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.

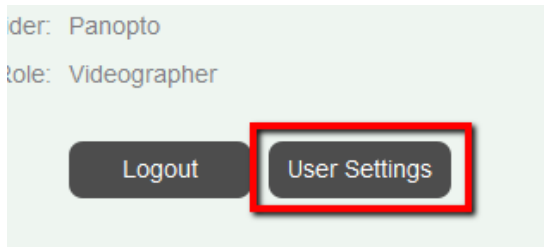
Question:

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**].

A screenshot of the Panopto 'Account' page. The 'Account' header is at the top, with 'Info' and 'Password' tabs. Below is the 'Contact Information' section. It contains input fields for 'First Name', 'Last Name', and 'E-mail'. The 'E-mail' field has a yellow arrow pointing to it. Below the 'E-mail' field is a checkbox labeled 'Send me notifications when sessions finish encoding.' which is checked and highlighted with a red box. Below the checkbox is an 'Update Contact Info' button with a yellow arrow pointing to it.

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.