How To Resolve Access Issues
Viewing Panopto Videos in Canvas

Error Message #1

⚠️ If you see this Message: “Panopto is requesting access to your account.”

1. **Check “Remember my authorization for this service”**
   
   This message will appear again if you do not check this box.

2. **Click “Authorize”**

   If the video window is too small, the prompts may be hidden. To make prompts visible:
   - Place the cursor over the video window
   - Scroll to the bottom
   - Then scroll to the right

3. **Refresh** your web browser

4. **Play the video**

   You can play the video within Canvas, or click on the “Expansion Arrow” to play in a separate window.

Repeat steps 1-3 for each Canvas course you are enrolled in.
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Error Message #2

⚠️ If you see this Message: “You do not have access to this. Request Access.”

1. Click on the Panopto Library tab

By clicking on the Panopto Library tab, your user name will be recognized every time you access videos in your Canvas course.

This will open the Panopto library within Canvas.

2. Refresh your web browser

If you don’t see any videos in the Panopto Library, they are stored in another Panopto folder.

3. Return to the page that contains the video

You can play the video within Canvas, or click on the “expansion Arrow” to play in a separate browser window.

Repeat steps 1-3 for each Canvas course you are enrolled in.