

How To: Panopto Tutorial for Students



Panopto™

Information Technology Help Desk
Colorado Mesa University
8/22/2016

How To: Panopto Tutorial (Students)

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How To: Panopto Tutorial (Students)

What is Panopto?

Panopto is an easy-to-use tool for recording lectures, speeches, and quick tutorials, and easily making them available to students, colleagues, and even people outside the University. The software can be used in classrooms on campus computers that are now equipped with webcams, or it can be installed on any PC, laptop, or mobile device. With Panopto, you can record your screen and audio, as well as video from your webcam. All recordings are automatically uploaded to our Panopto server and integrated with D2L, where they can be shared with your students. Staff can record video to their own personal Panopto folder and then share out the video for viewing by others.

NOTE: The name Panopto was formed with two Greek words; pan, meaning “all”, and opto, meaning “see”, or all can see.

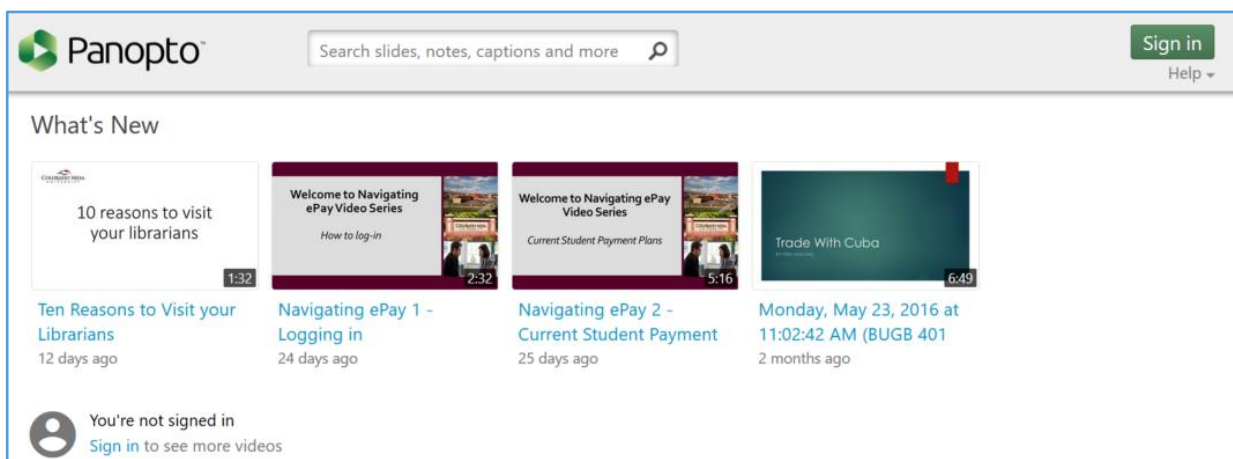
Benefits of Panopto

- **Versatile:** Panopto can capture anything on your computer screen (from PowerPoint slides to complex animations), document cameras, and video from just about any camera. Once captured, recordings are processed into an interactive web format as well as audio and video podcasts that students can watch on any device.
- **Integrated:** Panopto integrates with our learning management system, D2L. All recordings can easily be shared as part of your course materials, and students can access Panopto recordings using their university login ID and password from any device.
- **Searchable:** Panopto automatically indexes all of your recordings so that students can find and fast-forward to words that are mentioned in the lecture, displayed on-screen, or that appear anywhere else in the video.

Getting Started

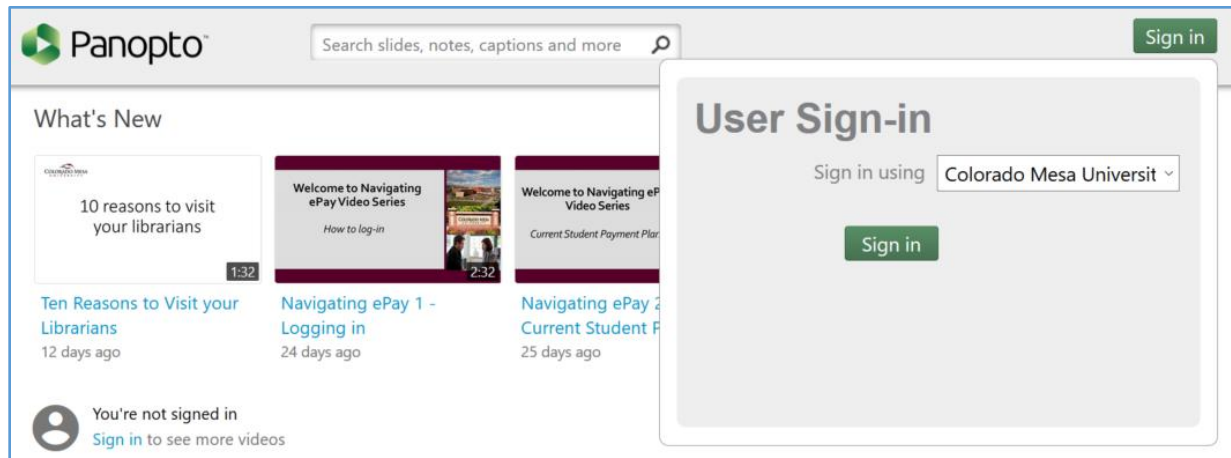
Panopto is tightly integrated with D2L. As classes integrate video content created with Panopto, into D2L, you will be able to access this content directly from within D2L for a given class. However, in order to set up your Panopto account, to begin exploring the Panopto viewer, and to begin browsing through the Panopto tutorial videos, follow the steps below:

1. Open up a web browser (Mozilla Firefox is recommended) and go to the following page: coloradomesa.hosted.panopto.com. Click **Sign in**.

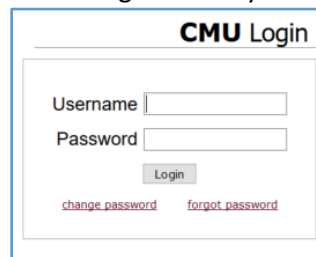


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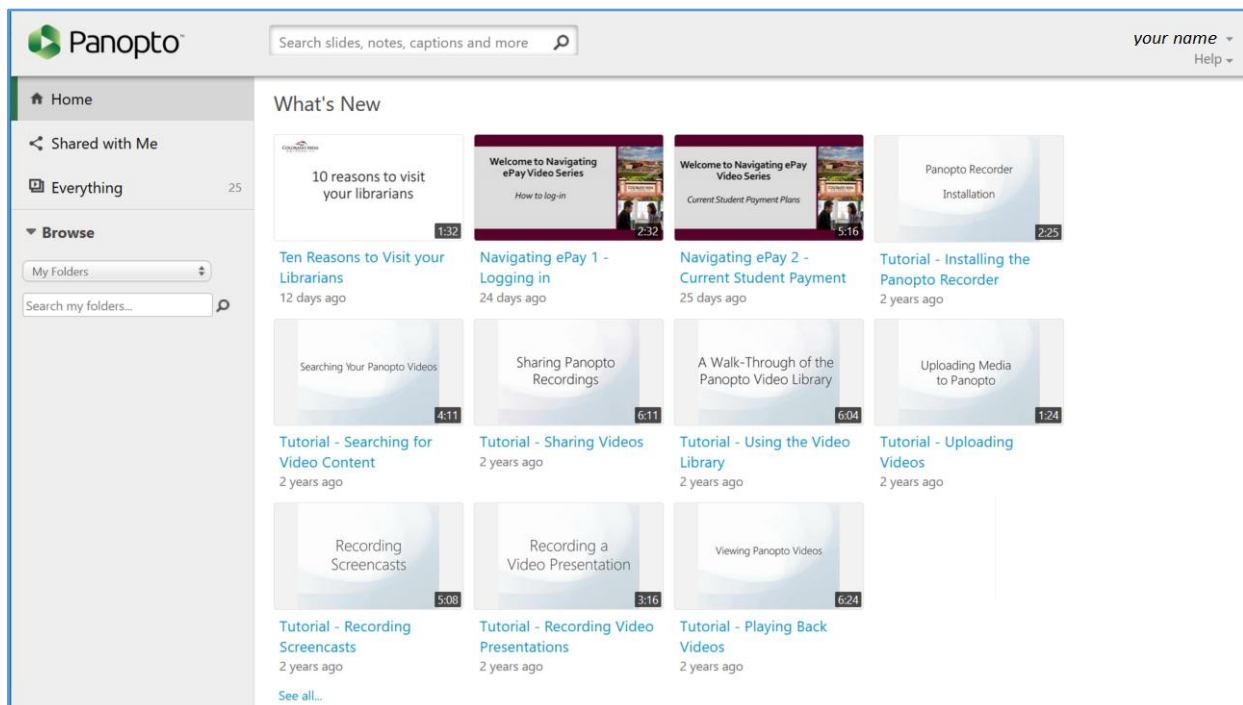
2. After clicking **Sign in**, the following dialog will appear:



3. Make sure the *Sign in using* field is set to **Colorado Mesa University**, and click the button, **Sign in**. You will be redirected to the CMU login. Enter your MAVzone credentials and click **Login**.



4. Your login account to Panopto will now be established and you will be logged on to our CMU Panopto site. Initially you will see a few videos that cover topics that may be of interest to you, including numerous tutorial videos covering all facets of the Panopto product.

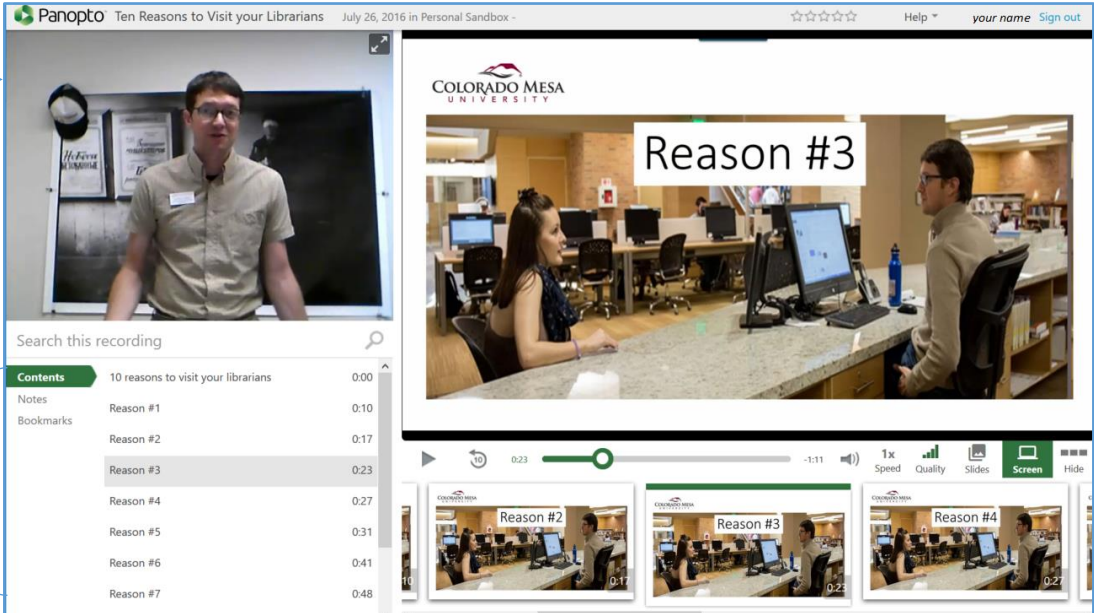


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Viewing Video Content

Viewing Panopto videos is as simple as clicking.

1. Just point and click the video you want watch. A new browser tab will be opened and the Panopto viewer will launch and the selected video will be opened by the player as the graphic below depicts. Panopto is a versatile product allowing multiple sources to be input during recording including one or more cameras, computer, PowerPoint, and extended monitors. The results are seen in the player where you can choose from the different inputs as you view the playback. In the graphic below, this recording has two inputs, audio/video, and a PowerPoint slide show.



The screenshot shows the Panopto video player interface. On the left, a video playback area shows a man speaking. Below it is a 'Contents' table with a search bar. The main video area shows a slide titled 'Reason #3' over a video of a woman at a computer. At the bottom, there are player controls and a thumbnail strip for 'Reason #2', 'Reason #3', and 'Reason #4'.

Contents	10 reasons to visit your librarians	0:00
Notes	Reason #1	0:10
Bookmarks	Reason #2	0:17
	Reason #3	0:23
	Reason #4	0:27
	Reason #5	0:31
	Reason #6	0:41
	Reason #7	0:48

Video playback area.

Choose between Contents, Notes, or Bookmarks, to navigate quickly to indexed sections of the video.

Full size viewer for secondary input source. In this example, each slide appears as the video plays.

Player controls, thumbnail for quick navigation.

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Creating Video Content

Recording video content will vary depending on how your professor wants things setup. In classrooms you will be able to record videos into your class folder after your professor logs into the lectern PC and logs into Panopto. All videos recorded in this way will appear in the class folder.

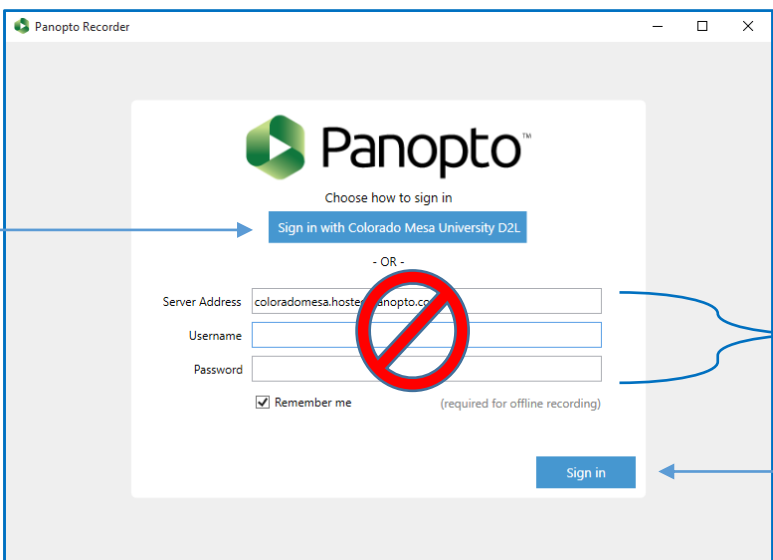
If your professor wants you to have the ability to record videos on your own, using your own login, and even your own devices, an *assignments* folder will be setup for your class. This *assignments* folder is contained within the class folder. Videos recorded to a Panopto *assignments* folder are only viewable by the creator and the professor.

The steps below illustrate using your own Panopto account to record, so your videos, in this case, will be uploaded to the *assignments* folder for your class.

1. Launch the Panopto Recorder application from the desktop icon, or via the Start menu, Panopto folder. (Classrooms have a desktop shortcut for easy access during class).



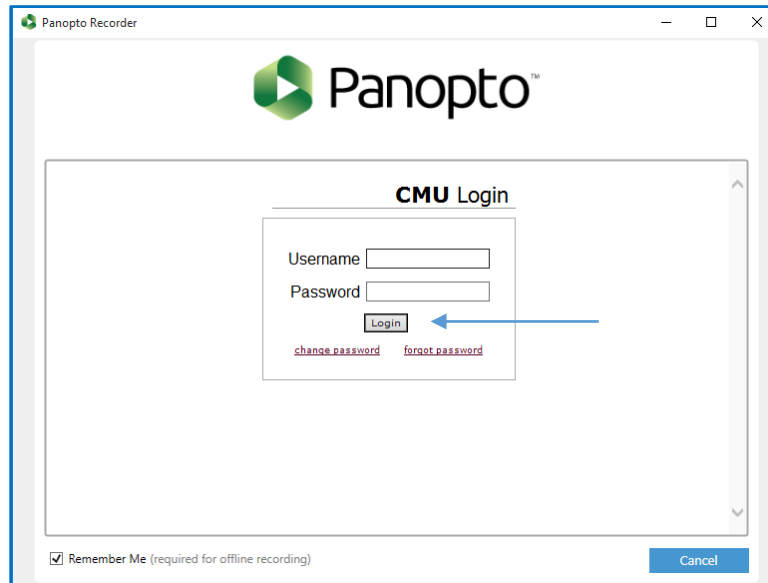
2. The following window will appear. Click on the bar labeled *Sign in with Colorado Mesa University D2L*.



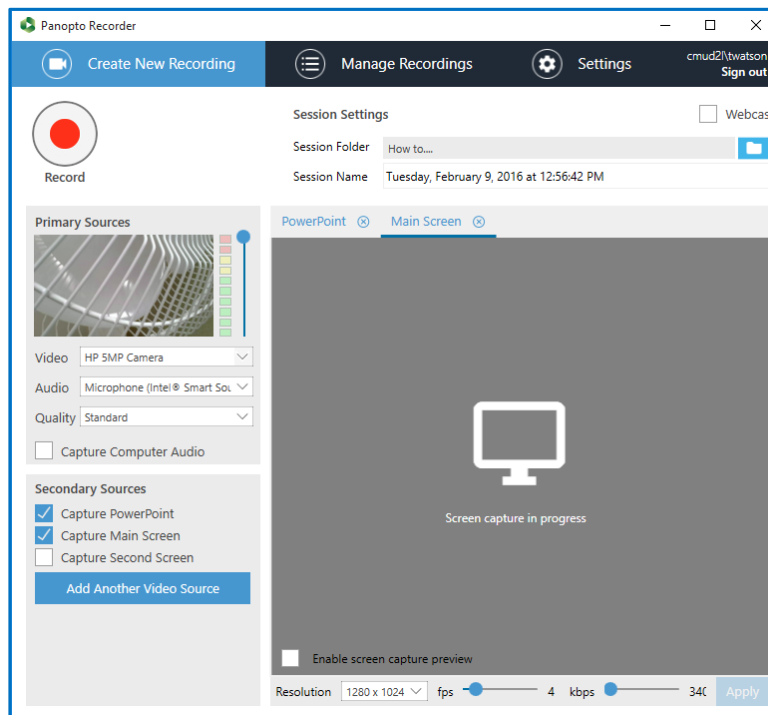
The screenshot shows the Panopto Recorder application window. The main content area displays the Panopto logo and the text "Choose how to sign in". Below this, there is a blue button labeled "Sign in with Colorado Mesa University D2L". Underneath, there is a section separated by "- OR -" containing three input fields: "Server Address" (pre-filled with "coloradomesa.hosted.panopto.com"), "Username", and "Password". A red circle with a diagonal slash is drawn over the Username and Password fields. Below the Password field is a checked checkbox labeled "Remember me" and the text "(required for offline recording)". At the bottom right of the form is a blue "Sign in" button. Two callout boxes provide instructions: one on the left points to the blue "Sign in with Colorado Mesa University D2L" button with the text "Click the blue bar to login.", and one on the right points to the Username and Password fields with the text "DO NOT enter your username and password. DO NOT click on the Sign in button."

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- The next window will appear. Enter your CMU login credentials and click **Login**.

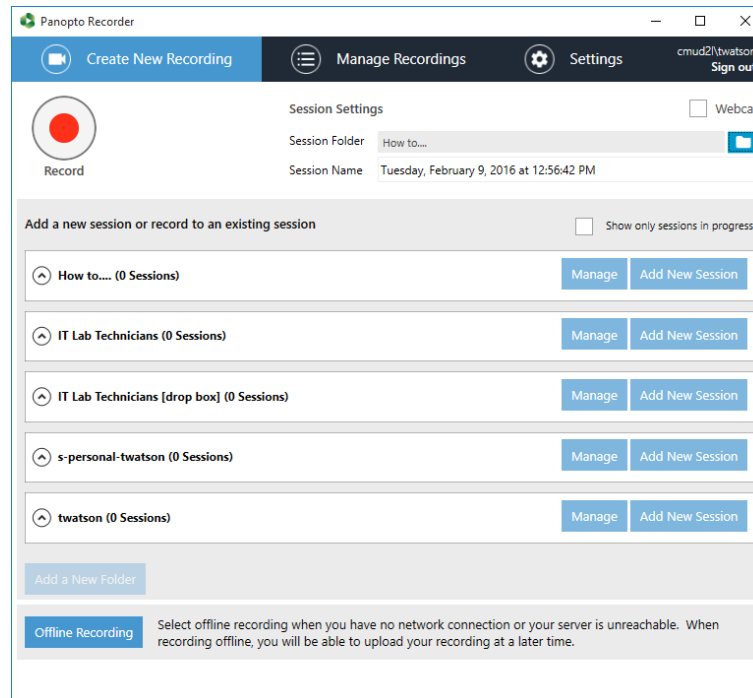


- The recorder will launch and the following window will appear:



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- In the top section of the recorder window, labeled *Create New Recording*, click the folder button to display all of your course folders. Each of these folders will be the *assignments* folder for a given class. Chose the one where you want your video to upload and click **Add New Session** to begin the recording process.



Click the **folder** button to select which folder will receive your content. The folder you see here will be the *assignments* folder. If you have several classes that make use of Panopto and an *assignments* folder, then you will be selecting the *assignments* folder for the desired class.

Make sure this folder name isn't set to Offline. Be sure to change it to the folder where you want the video to upload after recording.

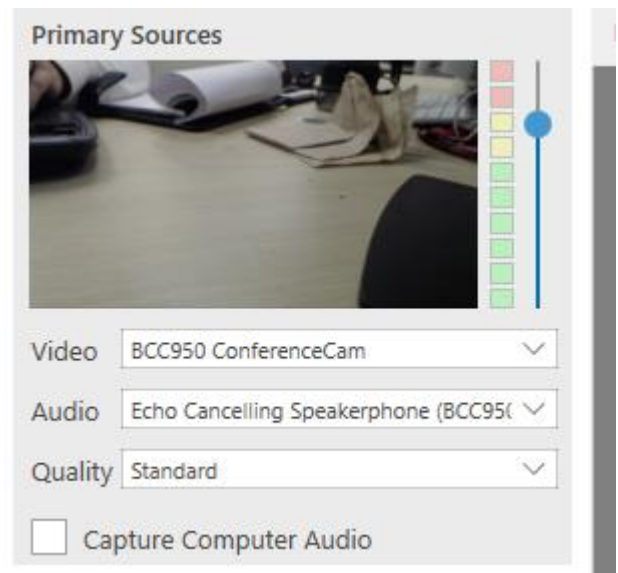
- After you click the **Add New Session** button that folder name will appear in the *Session Folder* text box and you will return to the recording portion of the window.

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- Before recording, set the Video and Audio source of the attached webcam. All classrooms on campus have the Logitech BCC950 ConferenceCam. If using this camera (depicted below), ensure that the following settings (8a-8c) are configured. Otherwise select the appropriate attached device.

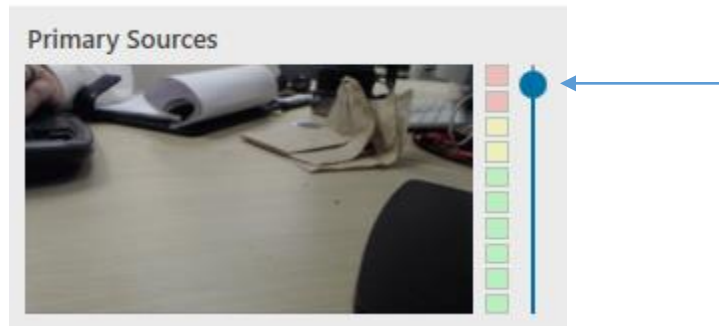


- Video = BCC950 ConferenceCam
- Audio = Echo Canceling Speakerphone (BCC950)
- Quality = Standard or higher

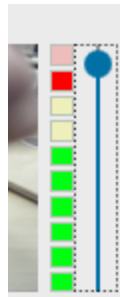


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- Adjust the microphone on the Logitech Webcam to capture all audio by sliding the blue dot to the top.



- Verify that the microphone is capturing audio by speaking towards the Logitech Webcam. You should see the colored scale (to the left of the blue dot) moving up and down. The majority of what you say should stay in the green to yellow area, but not spike into the red area.



- There is a text box toward the top of the window labeled **Session Folder** which contains the name of the folder where you video will upload. Confirm it is the correct *assignments* folder for the desired class.

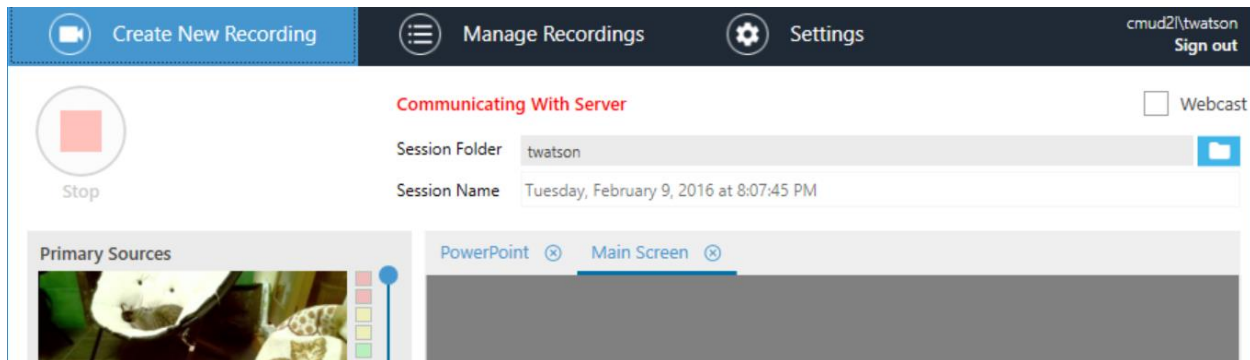
Session Settings	
Session Folder	<i>Class Assignments folder</i>
Session Name	Tuesday, August 2, 2016 at 8:14:26 PM

Next is the box labeled **Session Name**, where you can enter descriptive text about the video to be made. This can be useful when managing a list of videos over time, and is searchable.

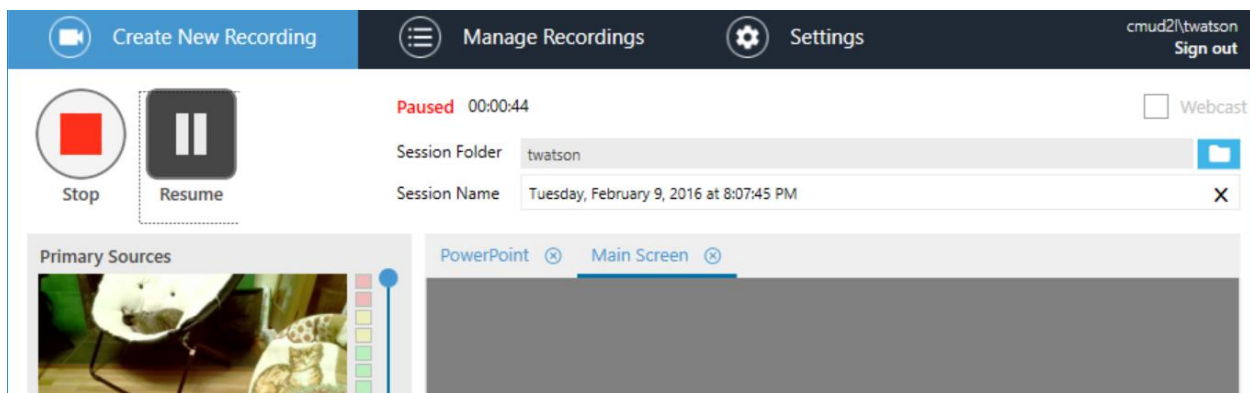
- At the bottom of the window, set the option fps to **30**. Now, to begin, click **Record**.

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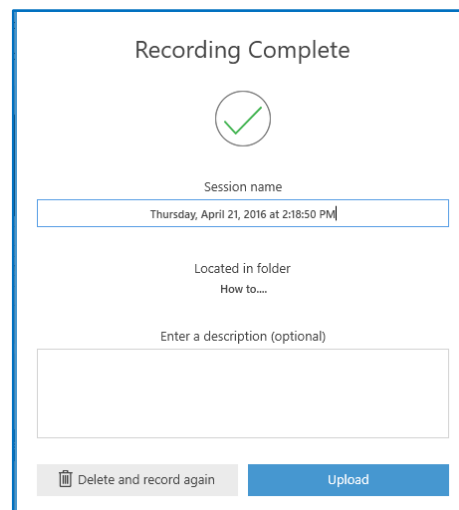
12. Notice how the toolbar changes once the recording has begun.



13. During the recording you can **Pause** and **Resume**.



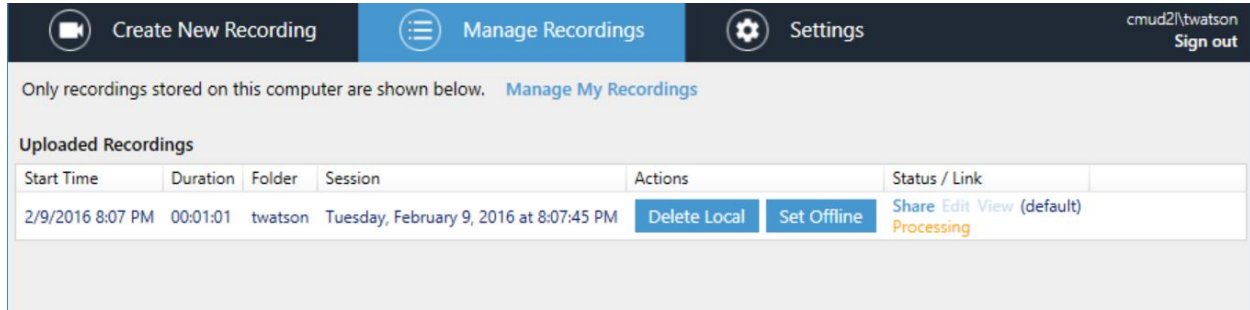
14. To end the recording, click the **Stop** button. The following dialog will appear. You can edit both the Session name and the description at this point if desired. To upload the recording, click **UPLOAD**. Or, you can scrap the recording and try again if necessary.



NOTE: The following function keys can be used to **START**, **PAUSE/RESUME**, and **STOP RECORDING**. F8 will Start recording, F9 will Pause and Resume, and F10 will Stop recording.

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15. Next, the screen will switch to the **Manage Recordings** tab. This screen will show recordings that have been uploaded previously, and the current recording being uploaded. The progress bar will indicate the initial processing of the upload.

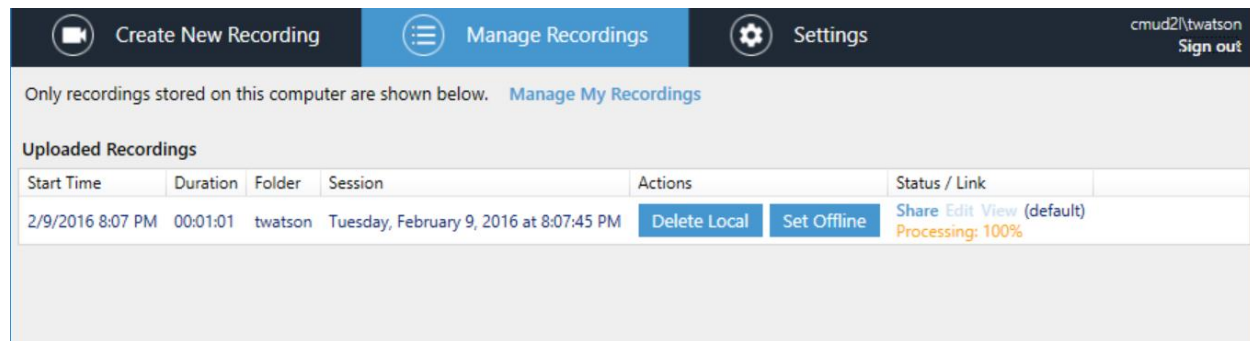


Only recordings stored on this computer are shown below. [Manage My Recordings](#)

Uploaded Recordings

Start Time	Duration	Folder	Session	Actions	Status / Link
2/9/2016 8:07 PM	00:01:01	twatson	Tuesday, February 9, 2016 at 8:07:45 PM	Delete Local Set Offline	Share Edit View (default) Processing

16. The screen will continuously update the processing of the video on the Panopto server until complete.

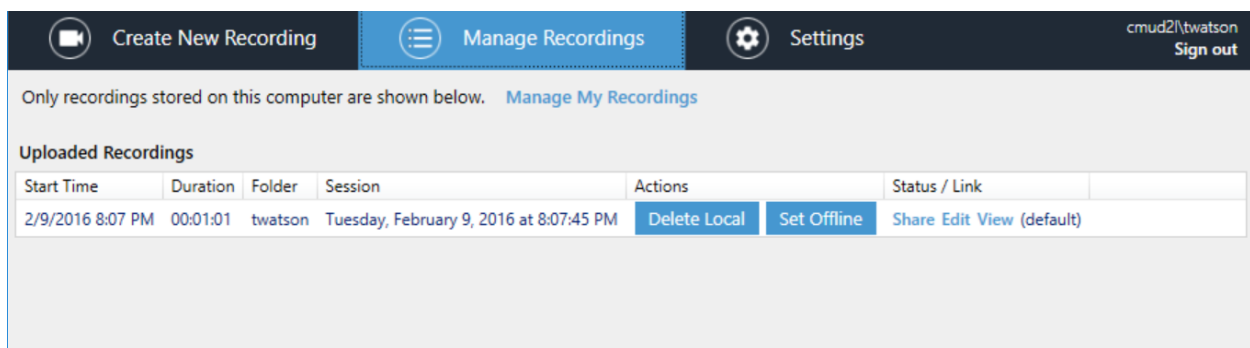


Only recordings stored on this computer are shown below. [Manage My Recordings](#)

Uploaded Recordings

Start Time	Duration	Folder	Session	Actions	Status / Link
2/9/2016 8:07 PM	00:01:01	twatson	Tuesday, February 9, 2016 at 8:07:45 PM	Delete Local Set Offline	Share Edit View (default) Processing: 100%

17. Once the video processing has completed, there will be no more status indicator and the video is now ready for viewing.



Only recordings stored on this computer are shown below. [Manage My Recordings](#)

Uploaded Recordings

Start Time	Duration	Folder	Session	Actions	Status / Link
2/9/2016 8:07 PM	00:01:01	twatson	Tuesday, February 9, 2016 at 8:07:45 PM	Delete Local Set Offline	Share Edit View (default)

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Posting Videos

Posting videos for students is automatic. Once the recording is completed, uploaded, and processed, it is available immediately and associated with a given class. If you record a video in class and the professor has logged into Panopto for you, your video will appear in the class folder. All registered students of that class and the professor will be able to access and view the recording.

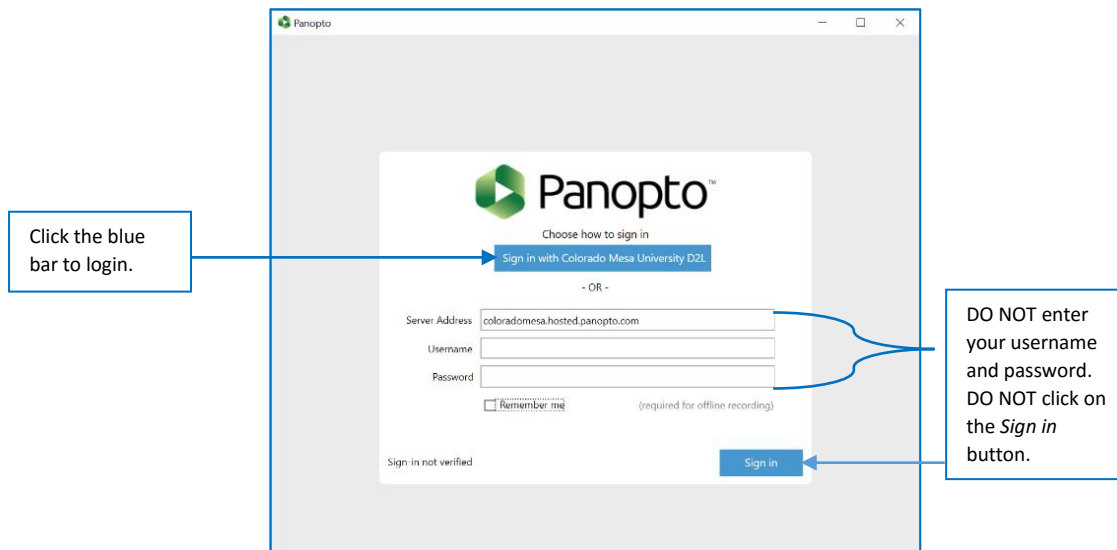
If you have logged into Panopto with your own account, then once your video is completed, uploaded and processed, it is available immediately, associated with the class, and can be viewed only by you and your professor.

Students Recording to the Assignments folder in a Classroom Setting

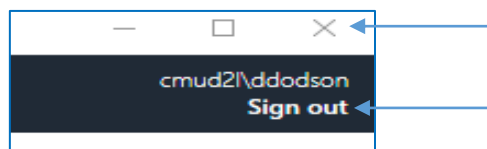
1. For the most efficient use of time, first the professor should log into the lectern PC.
2. Next, the first student to record should open Panopto from the desktop shortcut.



3. Before actually logging in ensure that the checkbox to the left of **Remember me** is not checked (this option is checked by default). Log into Panopto by clicking on **Sign in with Colorado Mesa University D2L**. When prompted enter user name and password and click the **Login** button.

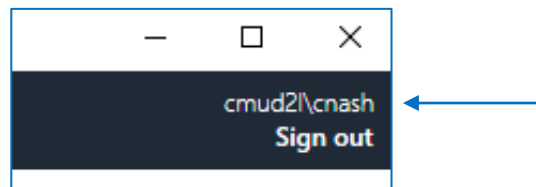


4. When the recording is complete, you must perform the following steps in order to permit the next student to login. First, click the **Sign Out** option. Next, click the **X** to completely close the Panopto recorder window which ensures a complete log out.



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5. If both of these steps are not performed, when the next student launches the recorder they are likely to not be prompted to login with their own account, and instead will be logged in as the former student. To correct, follow step 4 as stated above.
6. When the next student launches Panopto, they should first see the login screen from step 3 previously. Follow the steps to login correctly and when the recorder window opens, the student should verify that they are successfully logged in by verifying the username in the upper right hand corner (after **cmud2l**).



7. Now this student can make their recording. Each subsequent student should follow steps 2 – 6 in order to record into the assignments folder using their own account.
8. Each of these videos is only viewable by the student who made the video. Of course the professor can see them all.

Students Recording to the Class folder

In this scenario, the professor wants the students to record their videos directly into the class folder so that all students can see everyone else's videos. This can only really be done in the classroom setting.

1. First, the professor must login to the lectern PC.
2. Next, the professor launches the Panopto Recorder and logs in with his/her own account.
3. Each student will start a new recording session in the recorder and stop it when they are finished, leaving the Panopto window open for each subsequent student.
4. With all students recording under the professor's Panopto login, all videos will be placed directly into the class folder and later all students can view any of these videos. Of course, the professor can see all of the videos as well.

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Submitting a Panopto Speech Video for Grading in D2L

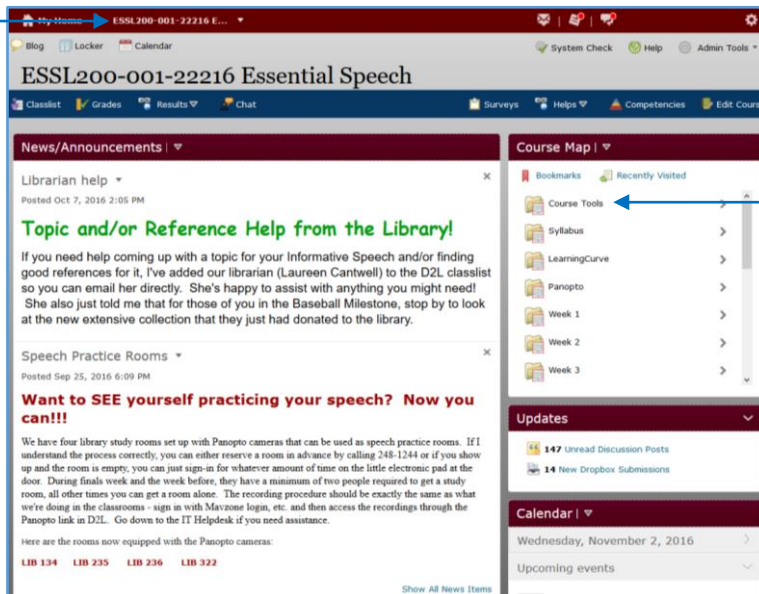
The following steps detail how you can submit a video for grading to a professor via D2L, if required by the professor, or to give access to another professor. This process actually provides a link to your Panopto video from within D2L, but does not attach or upload the video into D2L. For this explanation we will assume the desired video is in the Panopto class assignments folder. Keep in mind that this is something you will be instructed to do by your professor for the given class.

Accessing your Video via D2L

Videos recorded by students using their own Panopto login will always be located in the assignments folder for the given class.

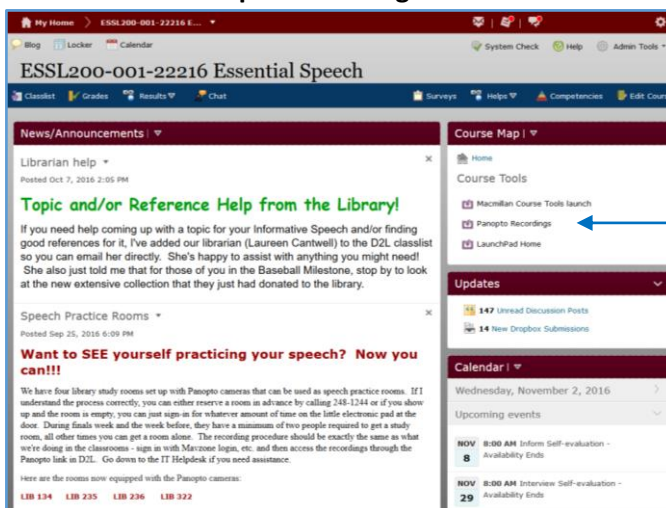
1. Log into D2L.
2. Access the class for which you recorded your video.

From the **Select a course...** drop-down, choose the class where you recorded your video.



From the **Course Map**, choose the module where the Panopto Recordings external learning tool is linked.

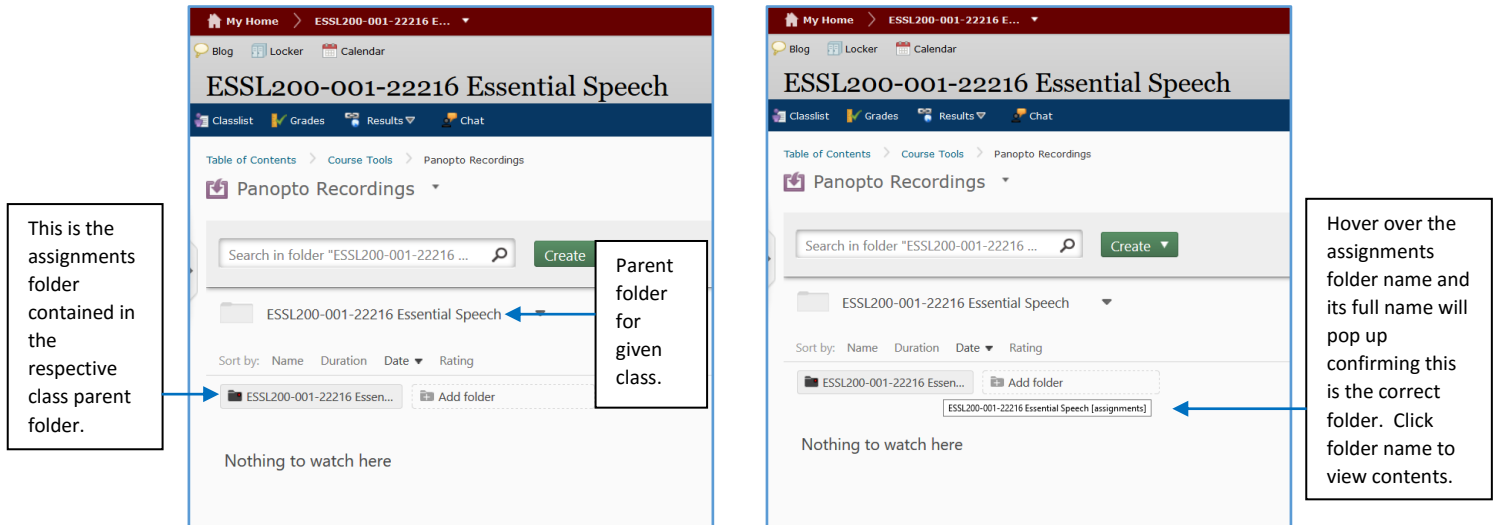
3. From the **Course Map**, access the module where Panopto Recordings external learning tools is linked. Then choose the **Panopto Recordings** link.



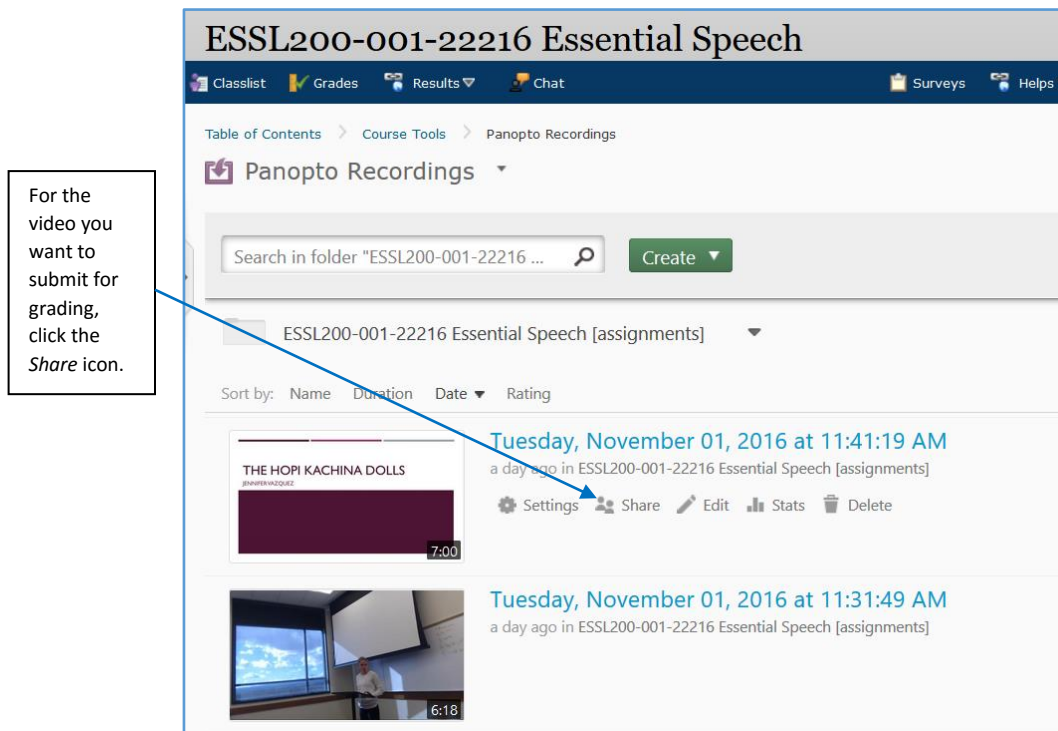
Click **Panopto Recordings**.

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- You will now be brought to the class folder that holds the Panopto video recordings for this class. All student videos recorded with the student's Panopto login, will be stored in the assignments folder for the given class, not the parent folder for the class. In the first screenshot below notice how the content of the parent folder is the assignments folder. Simply hover over this folder and the pop-up will show its full name. Click this folder to view its contents.

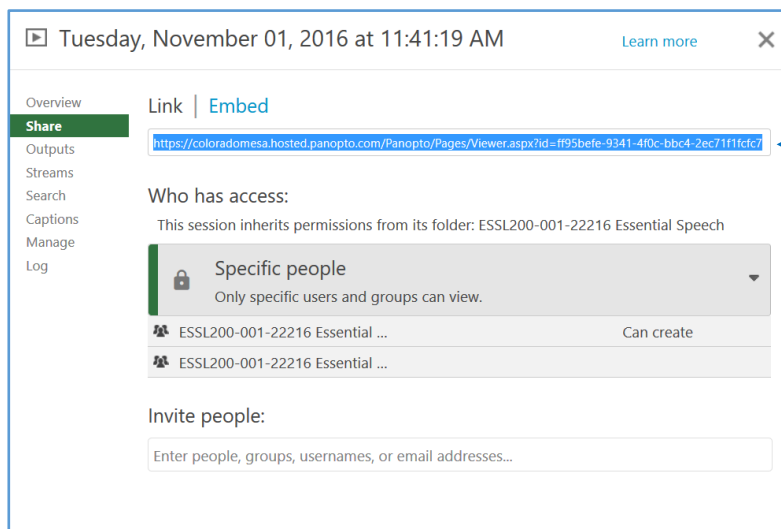


- Now you will see video content that you have recorded in the assignments folder. For the given video, click the **Share** icon.



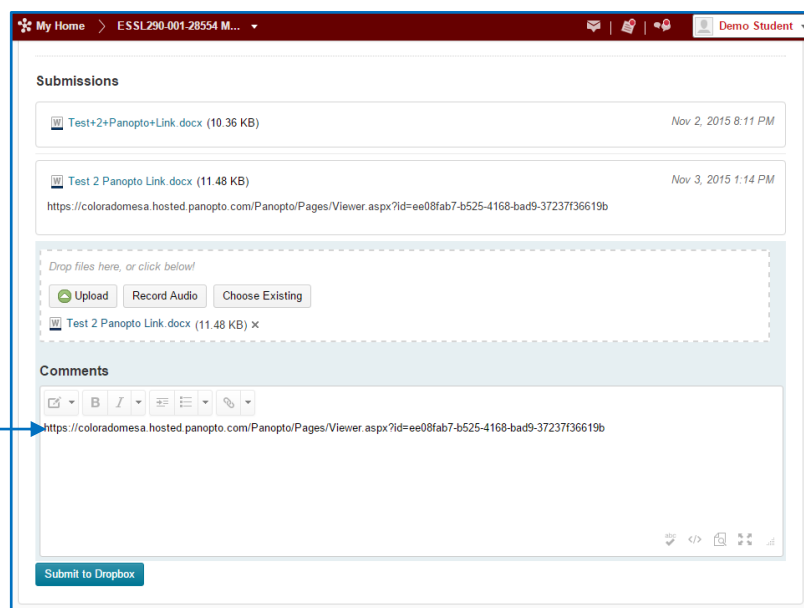
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- In the dialog box that appears, simply click in the Link text box to highlight the link. **Copy** the contents. Then close the dialog box.



Click the link text to highlight. Then perform a COPY operation; either right-click then click copy, or press CTRL+C to copy.

- Paste this link into a Word document as described by your professor. In D2L, upload the document to the **D2L Dropbox** and also include the link as a comment as the screenshot below illustrates.



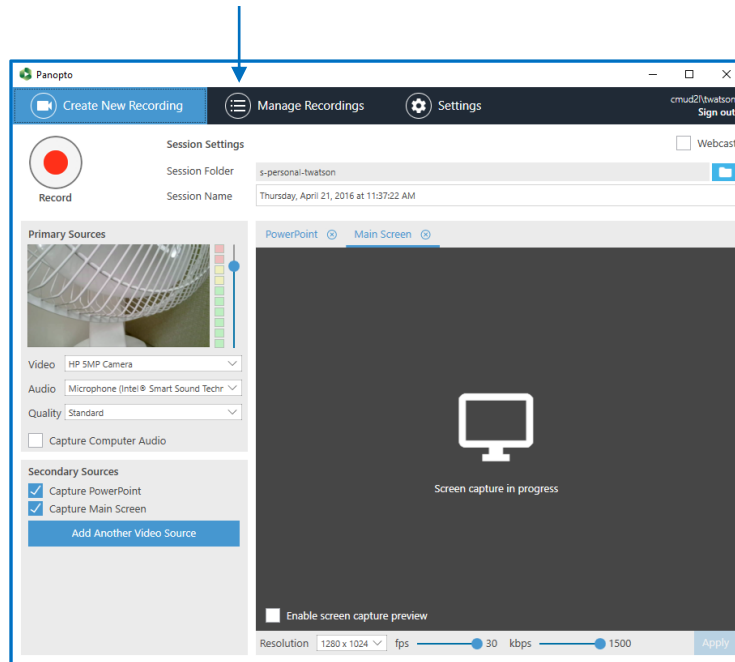
IMPORTANT: Be sure to paste the link to your video into the very top of your Word document, and paste it into the **Comments** box here before you actually submit to the Dropbox.

- Click **Submit to Dropbox** to upload this document into the D2L Dropbox.

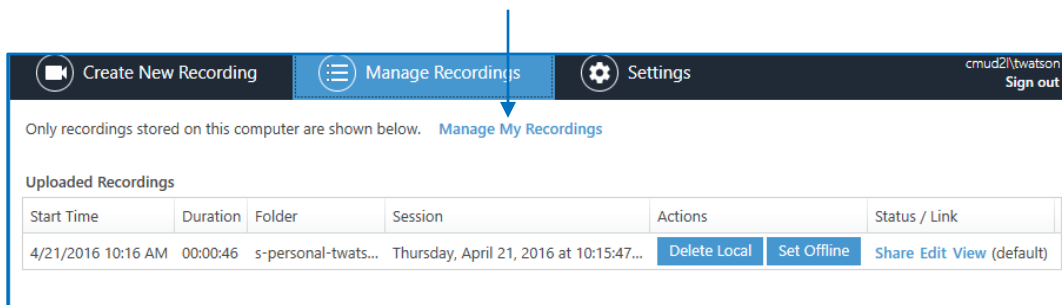
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Accessing Your Video from Panopto

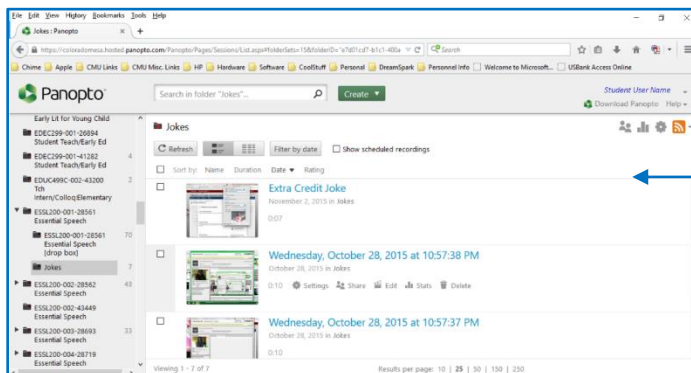
1. It is also possible to access your video from within the Panopto recorder. Launch the Panopto recorder and login. The following window will appear. Click the **Manage Recordings** tab.



2. Click the *Manage My Recordings* link. This will launch a web browser and go to the site <https://coloradomesa.hosted.panopto.com>.



3. Locate the class folder and open to view the assignments folder for the given class. Locate the desired video and follow steps 5 – 8 (on the previous pages) to submit the desired video for grading.



For a more direct approach, you can simply use your web browser and go to coloradomesa.hosted.panopto.com. Then just login and end up at the same place as the screenshot here shows. Locate the desired video, then perform steps 5, 6, and 7 on the previous pages.

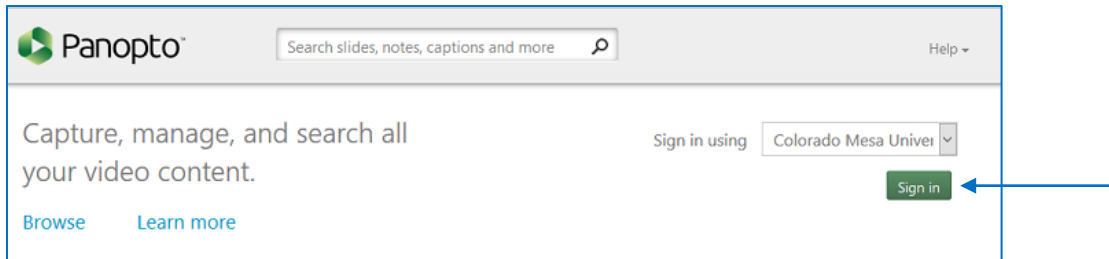
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Setting Up Personal Computers and Mobile Devices

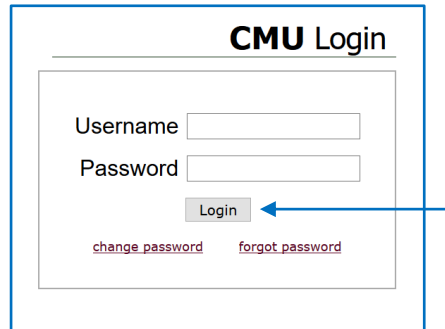
Panopto is available for Windows, OS X, iOS, and Android.

Installing the Recorder Software for Windows

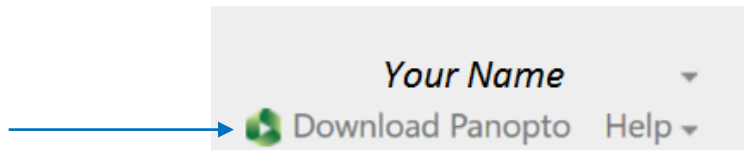
1. On your PC open a web browser and go to <https://coloradomesa.hosted.panopto.com>. Make sure the box labeled **Sign in using** is set to Colorado Mesa University and then click **Sign In**.



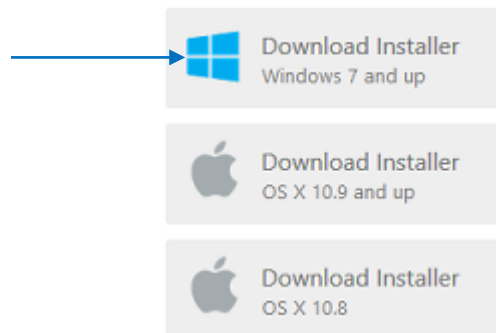
2. Enter your MAVzone user credentials and click **Login**.



3. Look toward the upper right-hand corner of the window for the *Download Panopto* link. Click this link.

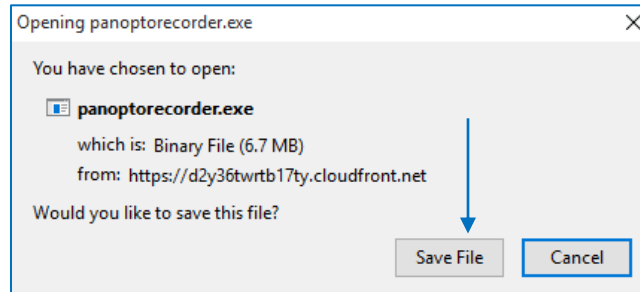


4. Now click **Download Installer** for Windows 7 and up.

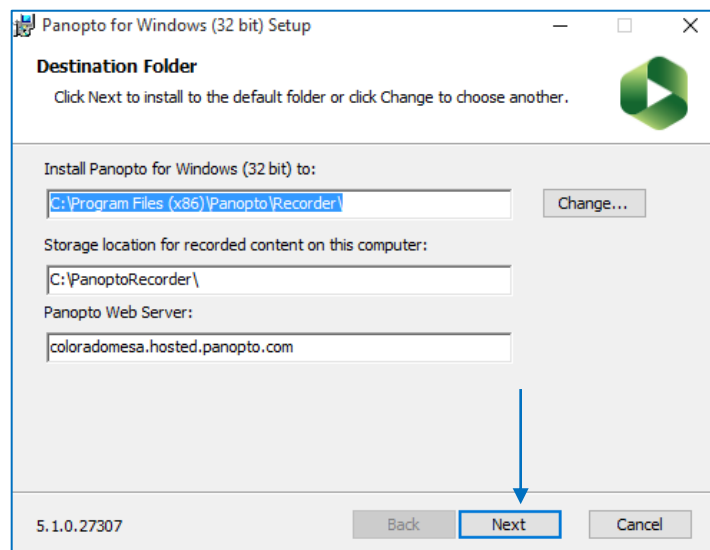


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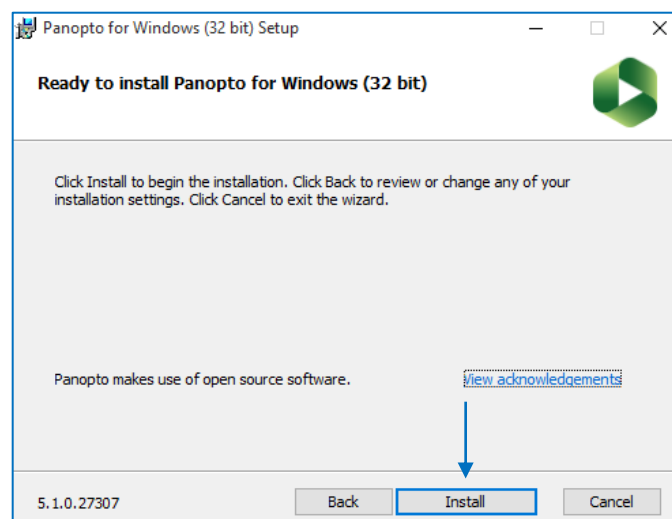
- Click **Save File** if prompted. Double click on the panoptorecorder.exe file once the download completes.



- The **Destination Folder** installer window should look like this. Be sure to confirm the **Panopto Web Server** as shown below. Edit if necessary but accept all other defaults. Click **Next** to proceed.



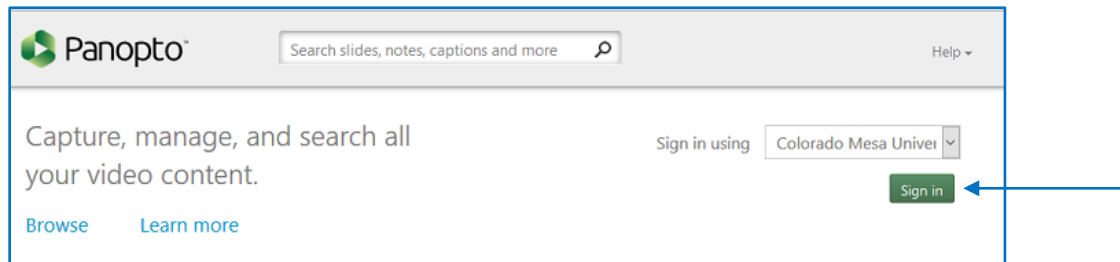
- Click **Install** when prompted. Once complete, close the installer.



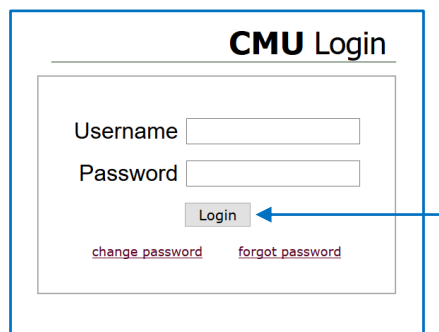
How To: Panopto Tutorial (Students)

Installing the Recorder Software for Mac OS X

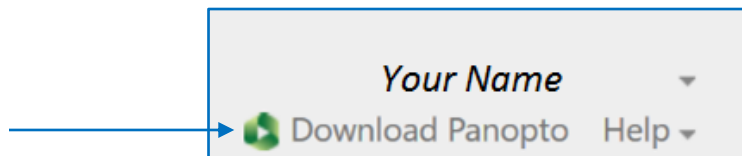
1. On your Mac open a web browser and go to <https://coloradomesa.hosted.panopto.com>. Make sure the box labeled **Sign in using** is set to *Colorado Mesa University* and then click **Sign In**.



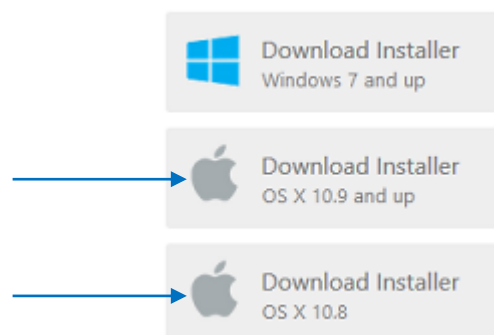
2. Enter your MAVzone user credentials and click Login.



3. Look toward the upper right-hand corner of the window for the **Download Panopto** link. Click this link.

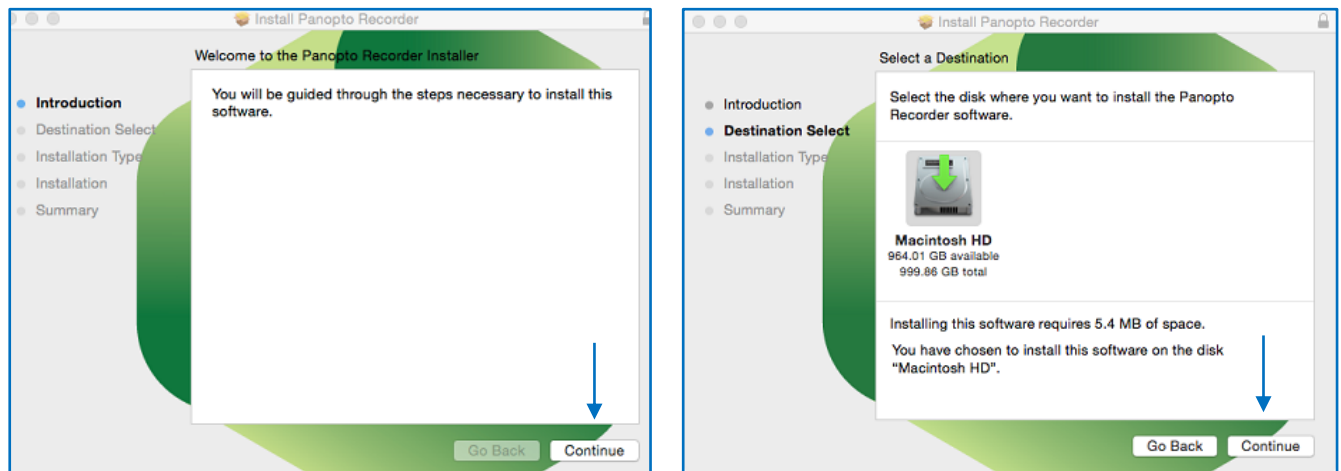


4. At the next window, click the correct download for your version of OS X.

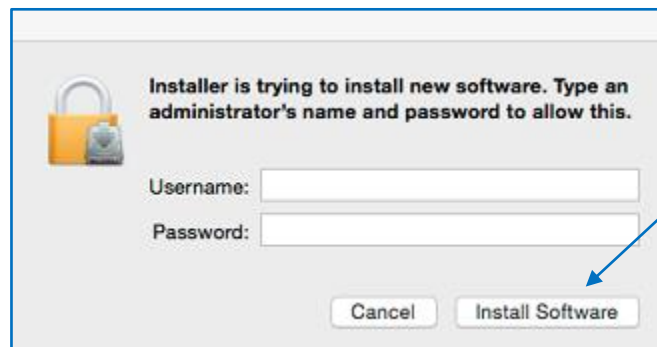


How To: Panopto Tutorial (Students)

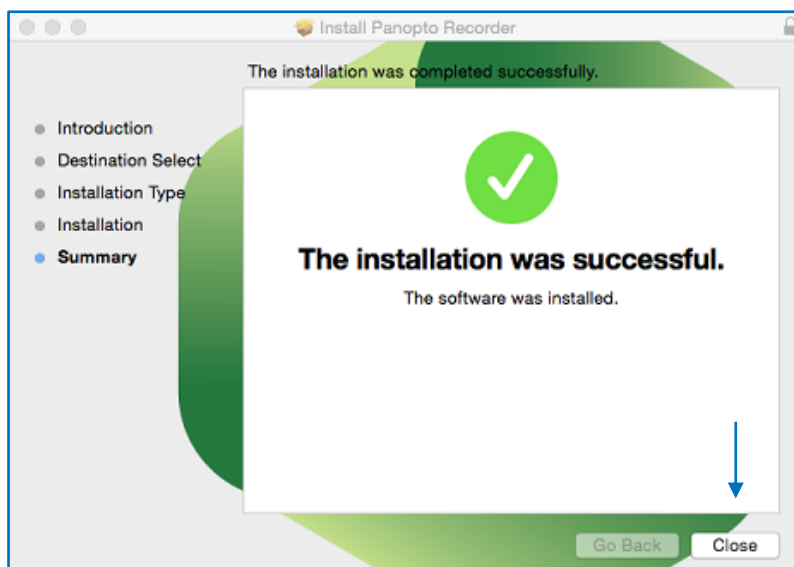
- Once the download completes, open it from your Downloads folder. This will launch the installer. Click **Continue** on the first and second prompt.



- When prompted supply your administrator username and password and click **Install Software**.



- The software should begin installing. Once complete click **Close**.

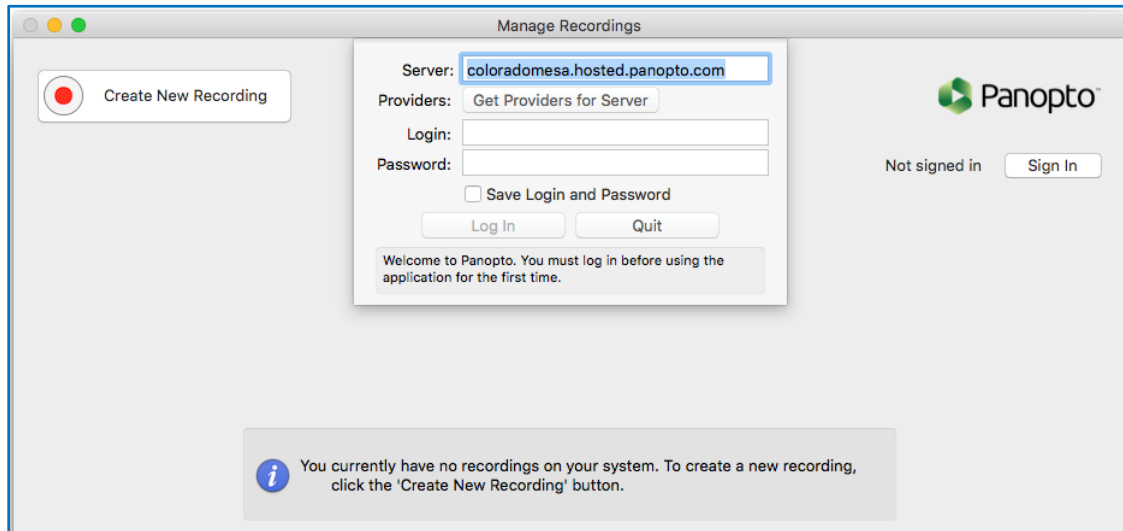


How To: Panopto Tutorial (Students)

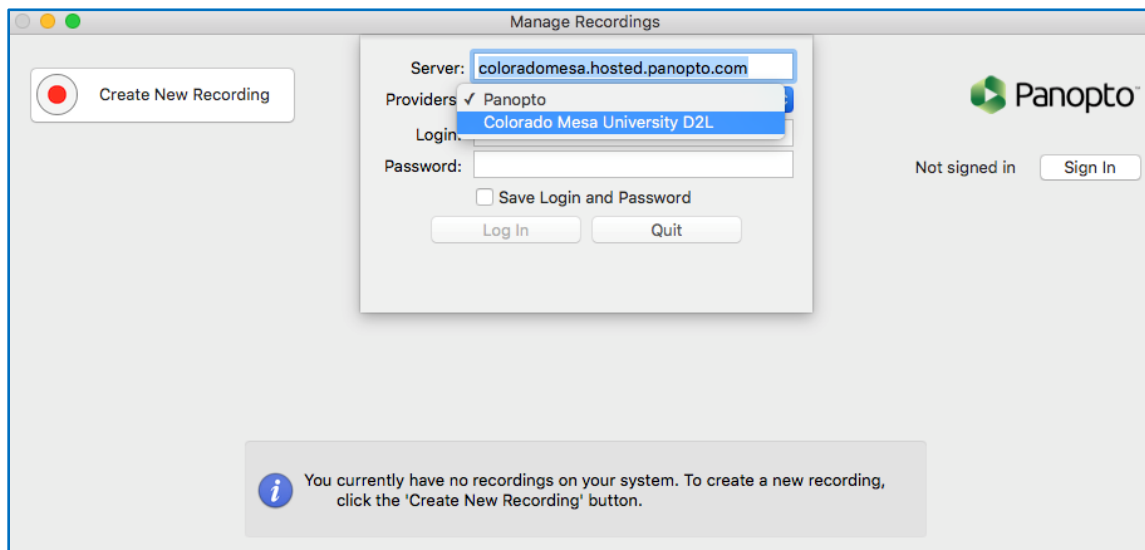
8. Launch the Panopto application.



9. The following item needs to be entered manually one time before you can begin using the recorder. In the *Server* field type **coloradomesa.hosted.panopto.com**. Notice the *Providers* field says **Get Providers for Server**. Click on field to make the app search for providers.

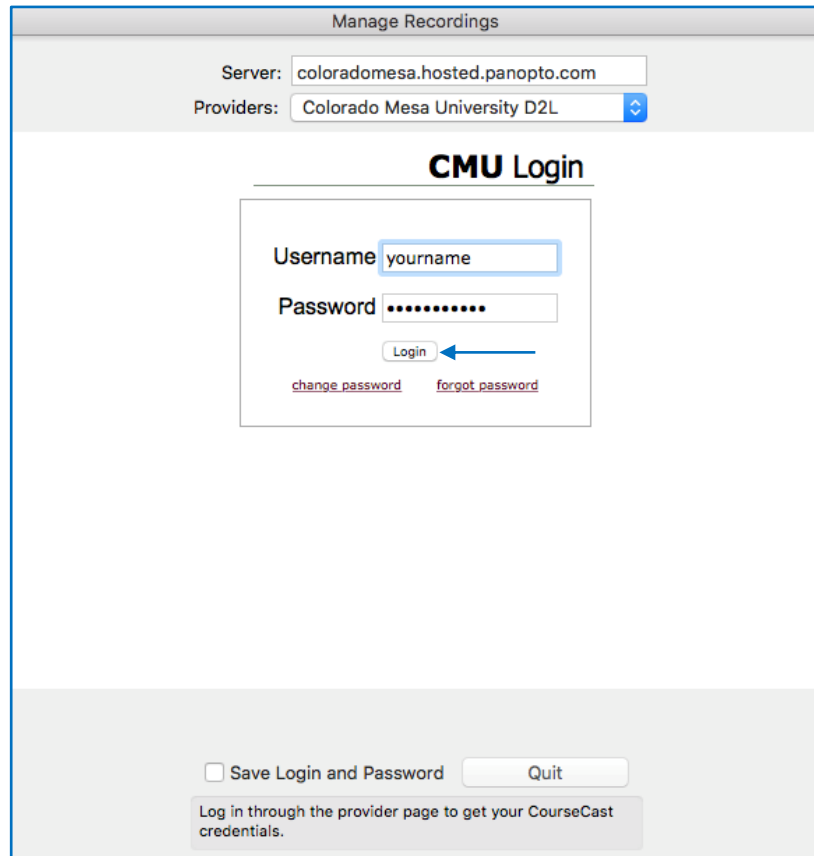


10. Two choices will appear. Be sure to select **Colorado Mesa University D2L** from the list. Do not select Panopto.

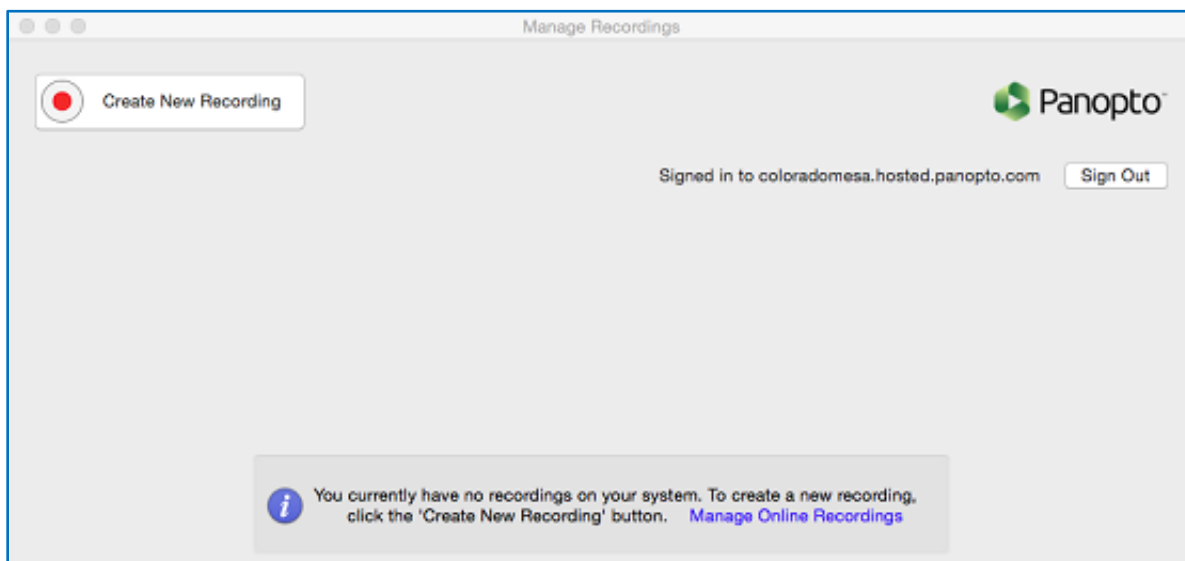


How To: Panopto Tutorial (Students)

- In a moment the window will change and you should now see the CMU login portal. Type in your MAVzone credentials and then click **Login**. Check the **Save Login and Password** if you want Panopto to remember your credentials.



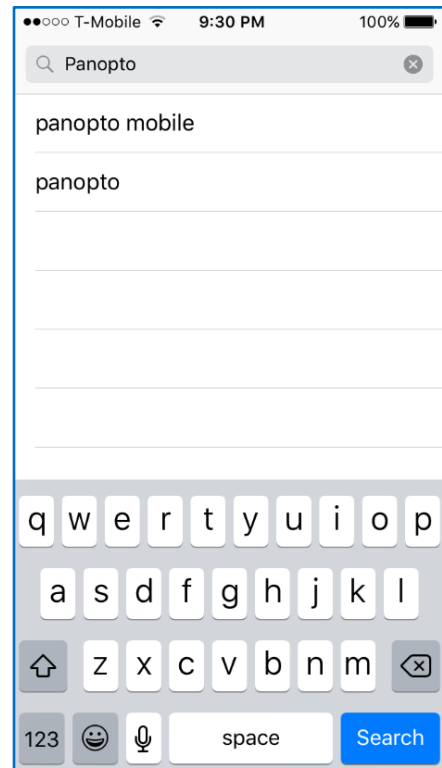
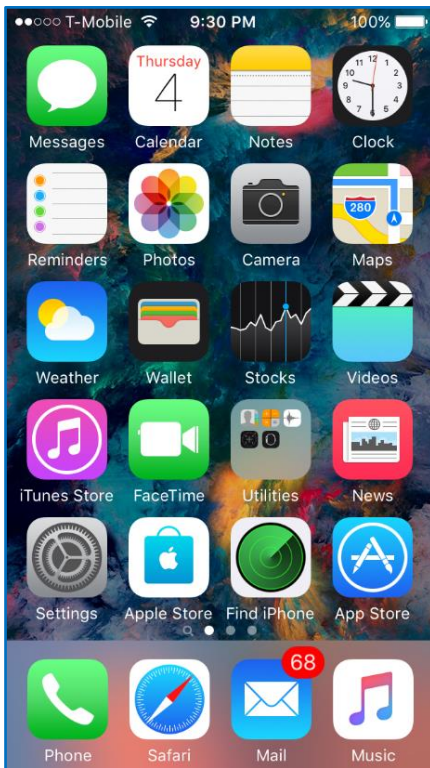
- If successfully logged in you will see **Signed in to coloradomesa.hosted.panopto.com** in the upper right hand corner of the window. This installation and configuration is now complete.



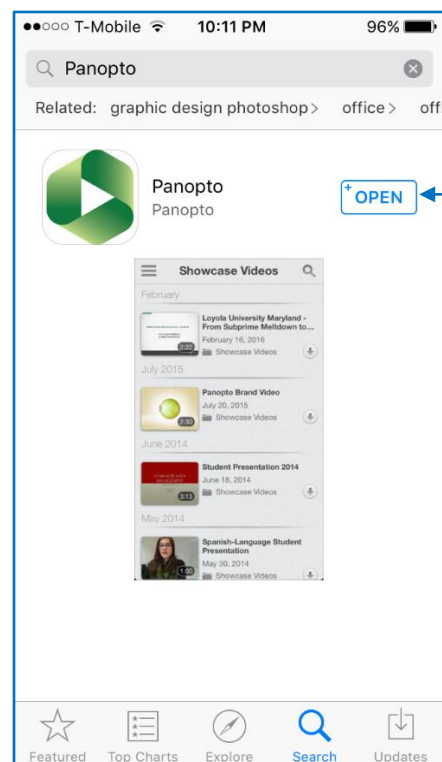
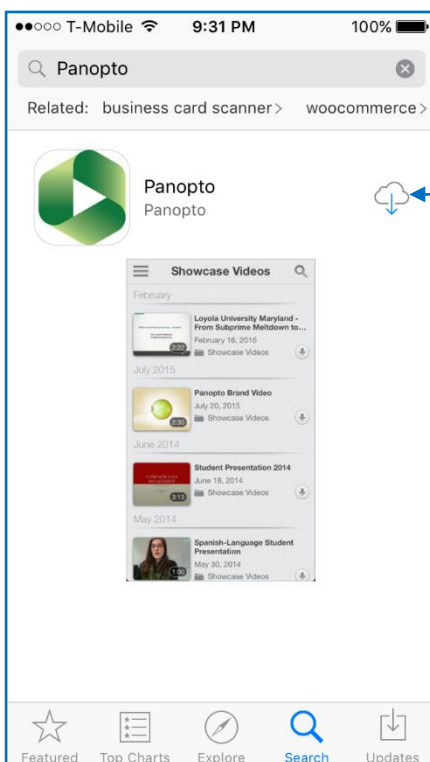
How To: Panopto Tutorial (Students)

Installing the Recorder on iOS

1. Open **App Store** on your iOS device. Tap the Search function. Enter **Panopto** into the search box and tap Search.

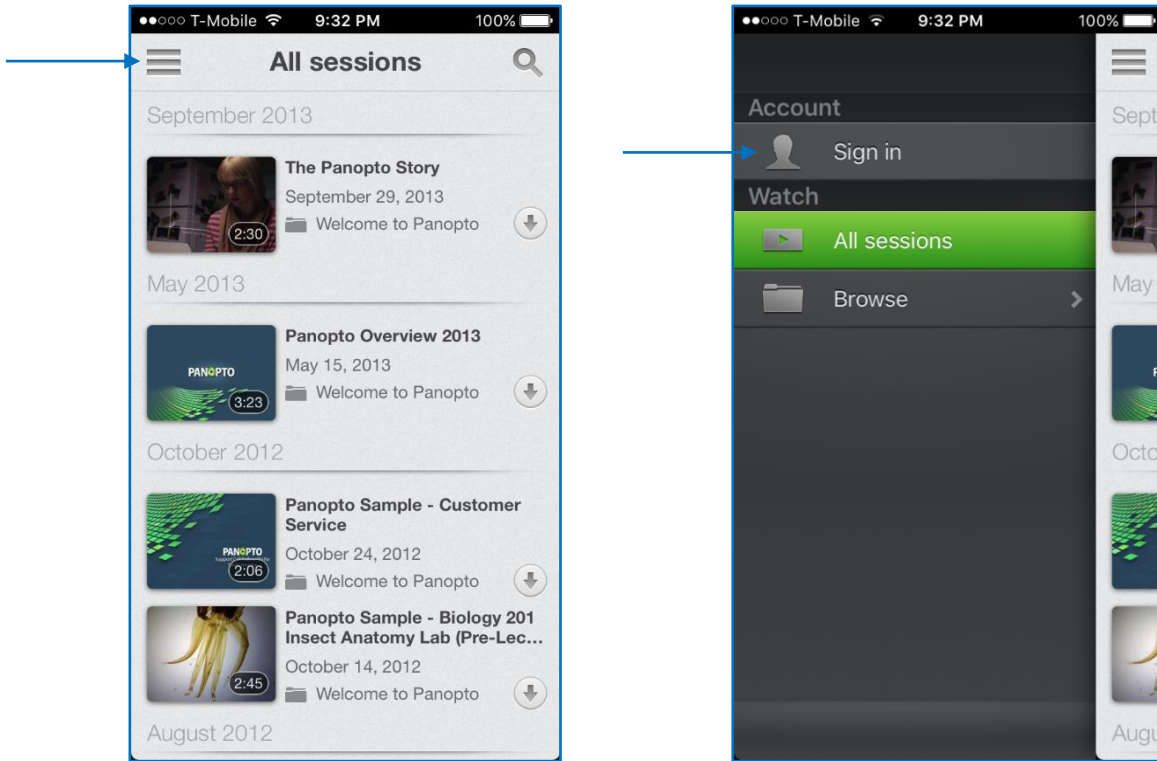


2. Once the Panopto app is found in the App Store, tap the download button. The app will begin installing and when complete will display the **OPEN** button. *Touch OPEN* to launch.

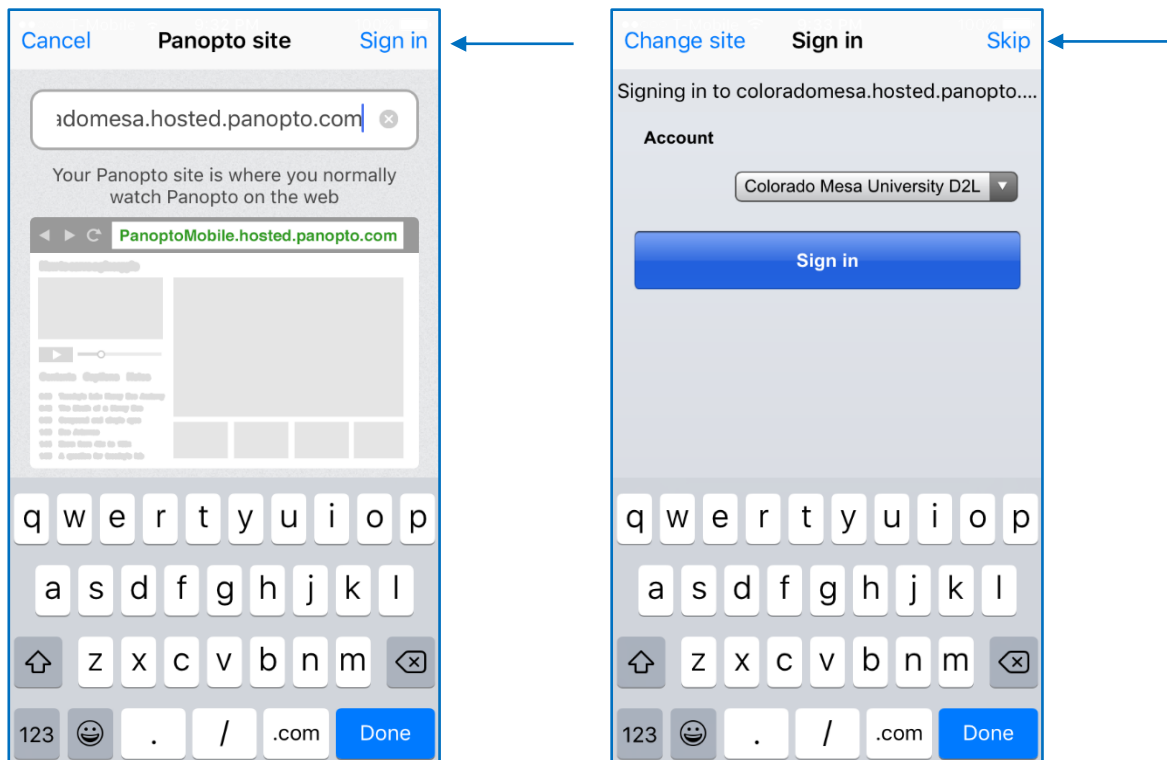


How To: Panopto Tutorial (Students)

3. Panopto will initially open in a guest user mode. **Tap** on the three lines (in the upper left-hand corner). Tap **Sign In**.

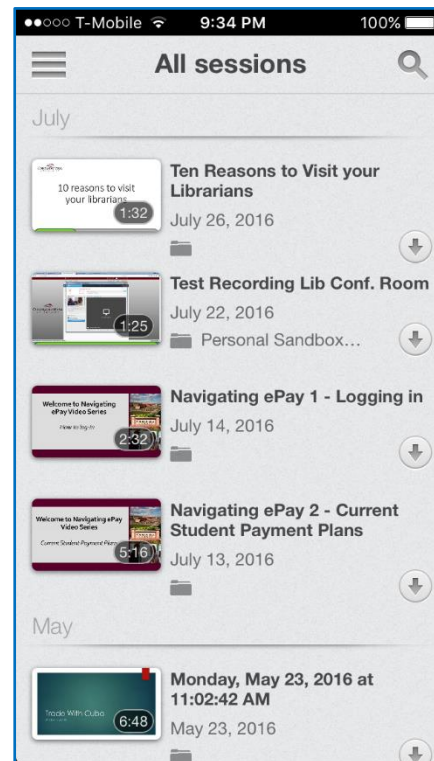
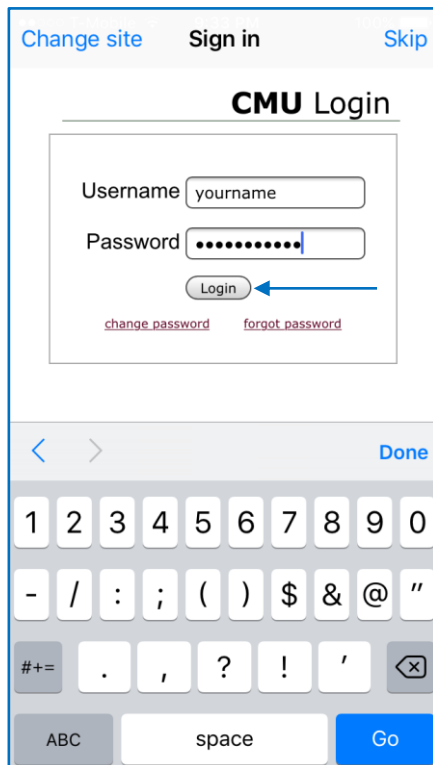


4. In the **Address** field type: **coloradomesa.hosted.panopto.com** and then tap **Sign In** (this setting will be remembered). You should now be re-directed to the CMU login system. From the **Account** drop-down, select **Colorado Mesa University D2L** then tap **Sign In**.



How To: Panopto Tutorial (Students)

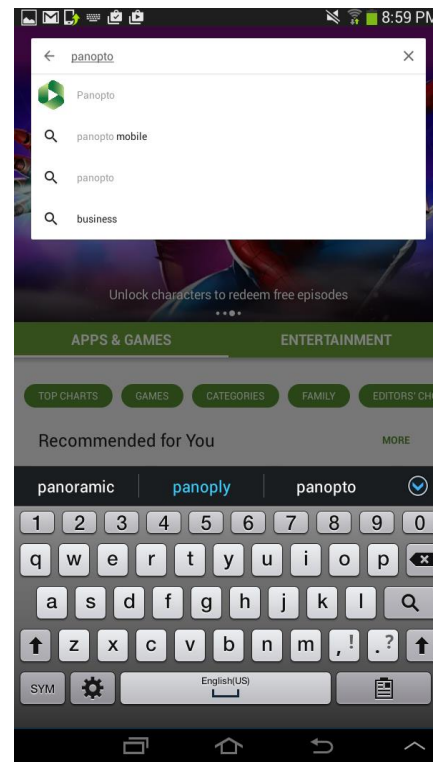
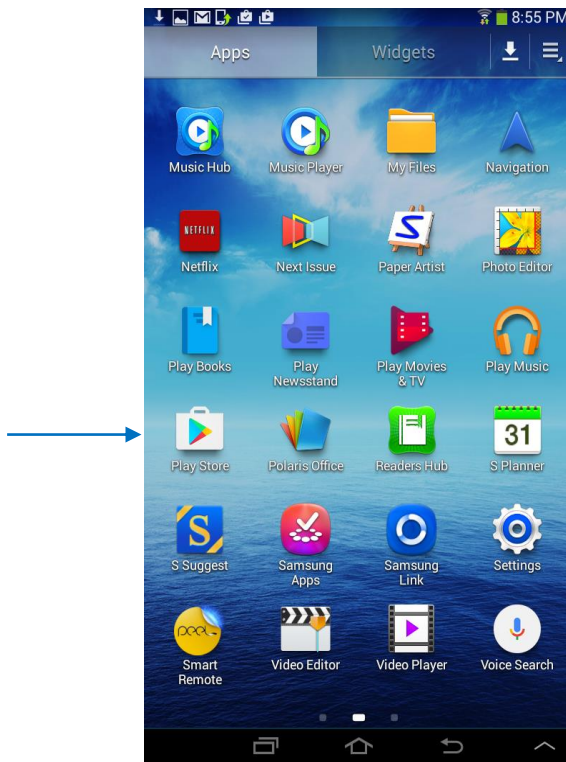
5. Type in your MAVzone username and password then tap **Login**. You should now see your sessions (or videos) listed chronologically (from most recent to oldest). This installation and configuration is now complete.



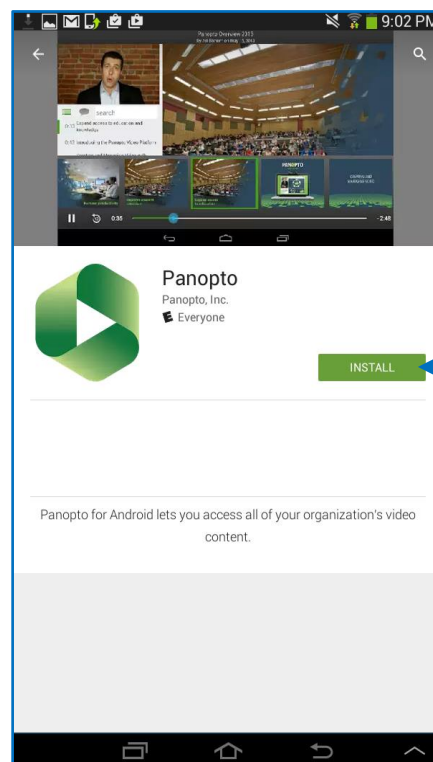
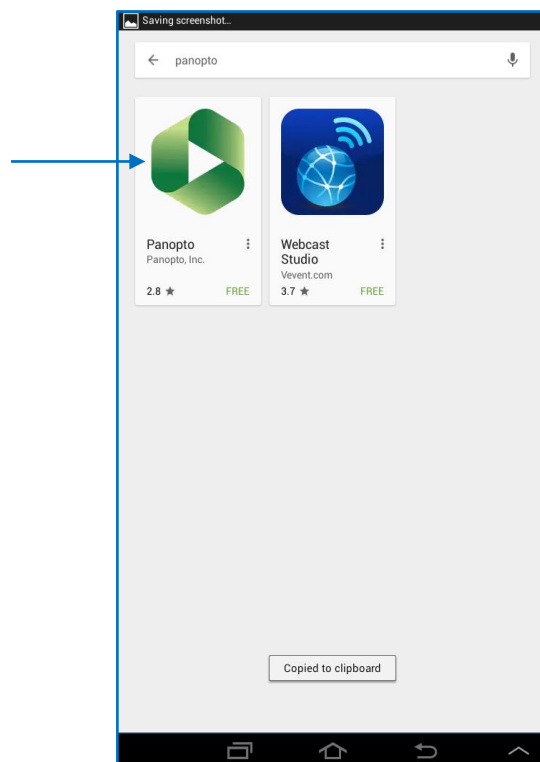
How To: Panopto Tutorial (Students)

Installing the Panopto App on Android

1. Launch the (Google) Play Store app from your Android device. In the Play Store search for **Panopto**.

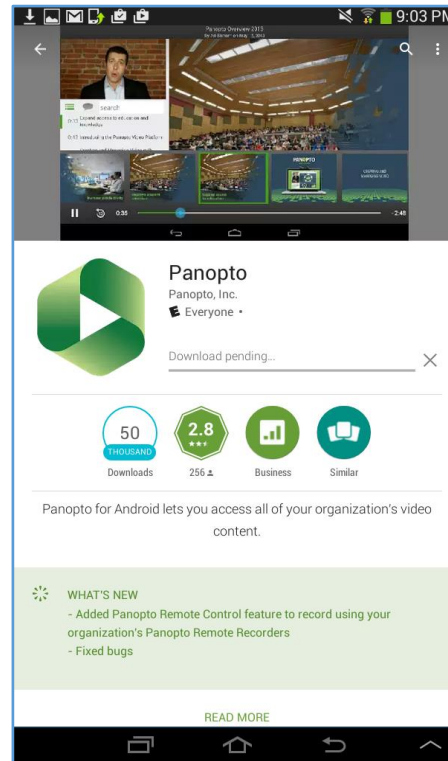
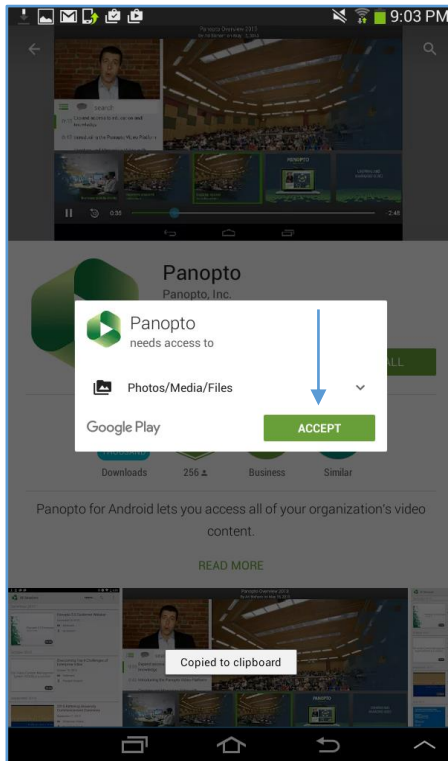


2. When the Panopto application appears, tap it. Then with the application shown, tap **Install**.

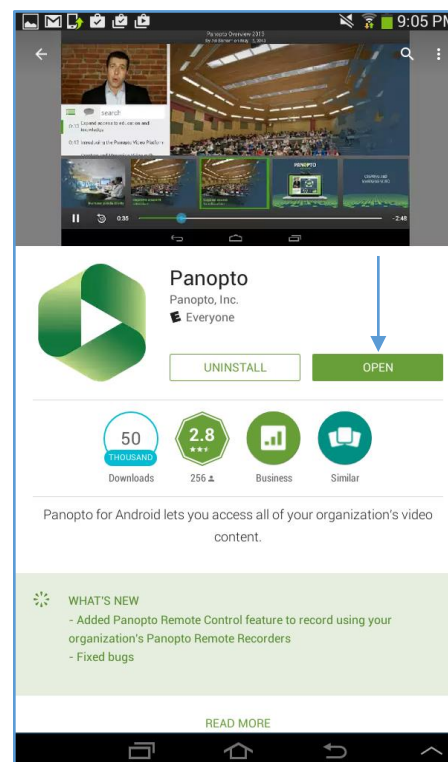
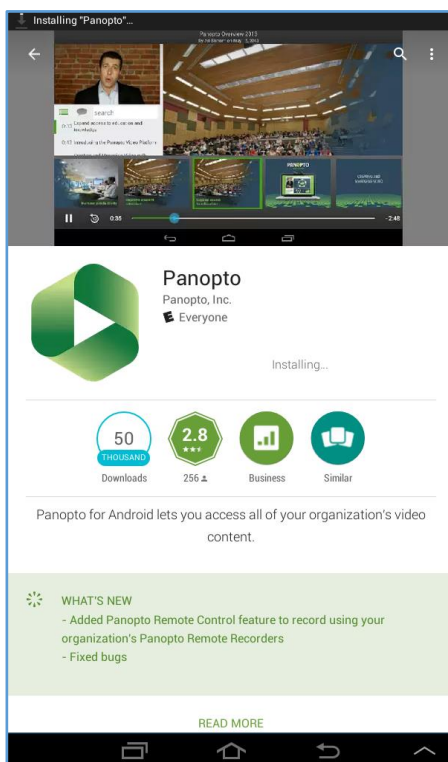


How To: Panopto Tutorial (Students)

3. Touch **Accept** to proceed with installing the app. The download status will be shown.

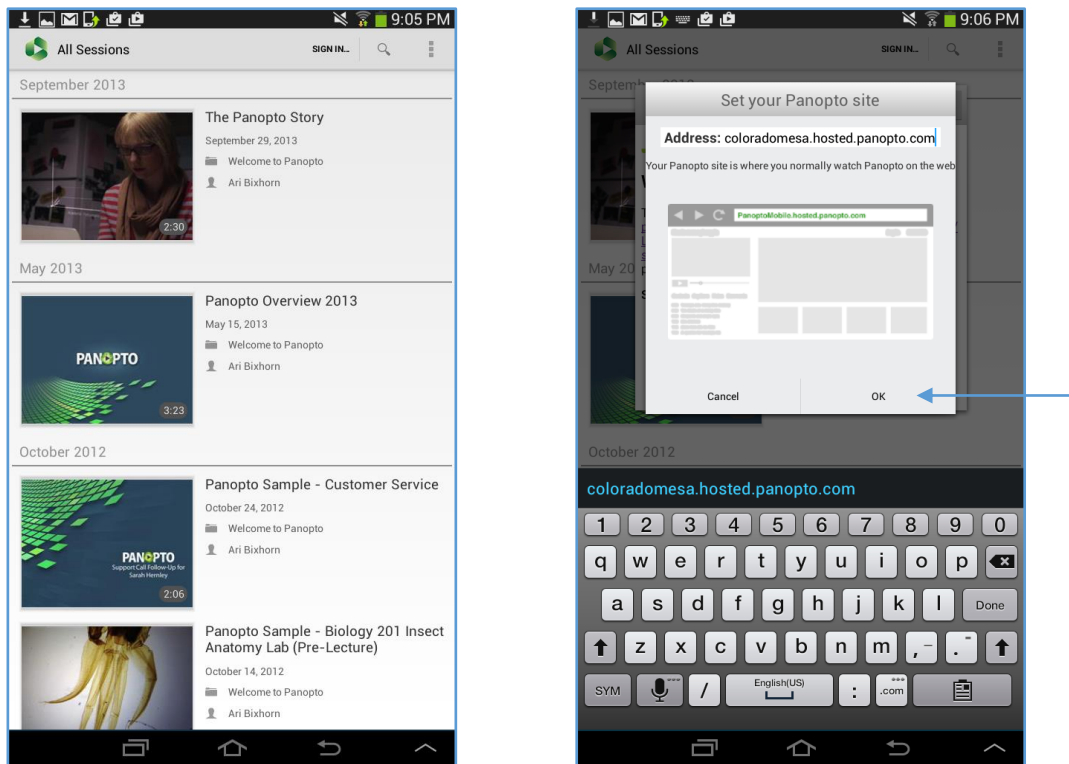


4. Once the download has completed the application will begin to install. When complete, tap **OPEN** to launch the app.

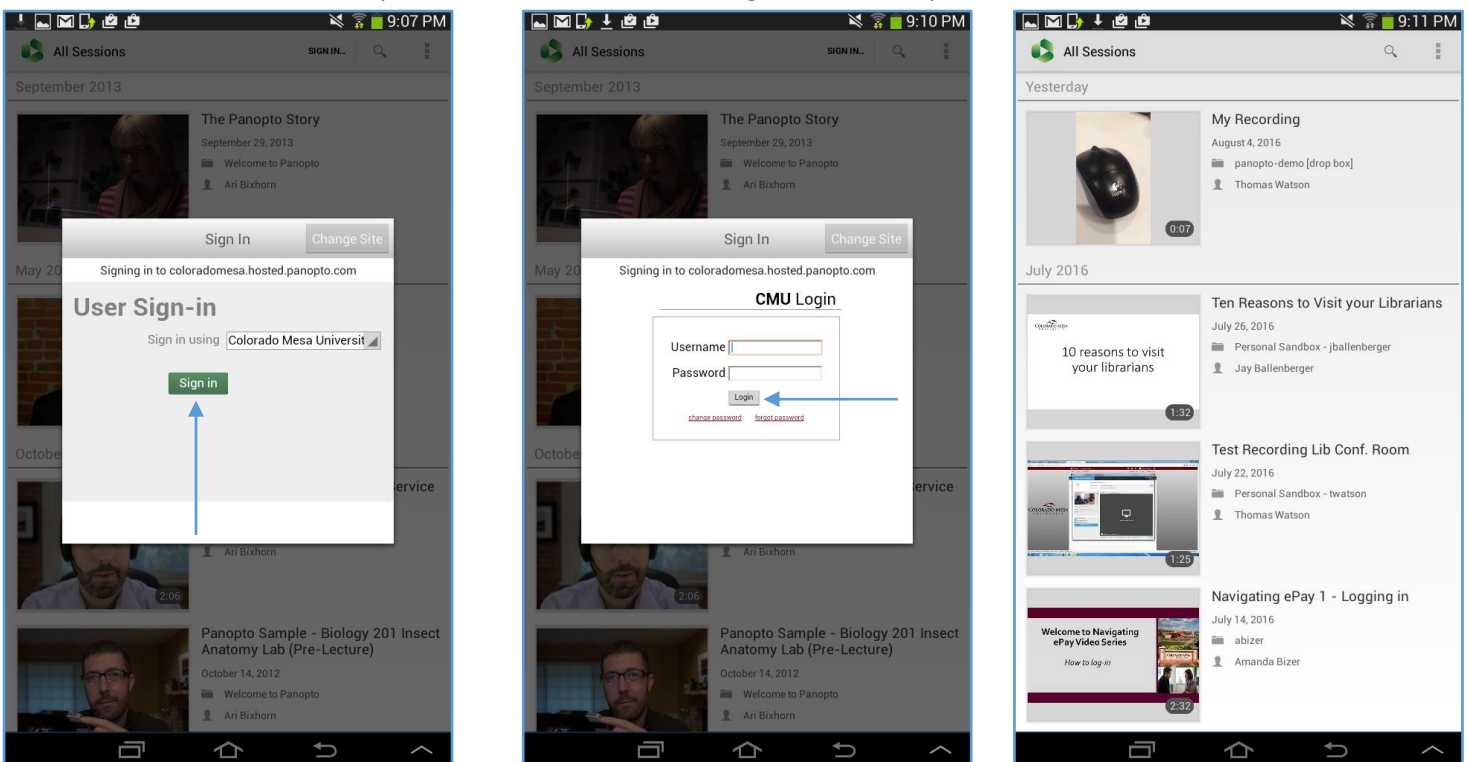


How To: Panopto Tutorial (Students)

- The Panopto app should look similar to this when it first opens. It will initially open in a guest user mode. Tap **Sign In**, type **coloradomesa.hosted.panopto.com** for the **Address**, then tap **OK**.



- Select **Colorado Mesa University D2L** and tap **Sign in**. Next, type your CMU username and password. Tap **Login**. If successful, the Panopto app will begin loading your sessions and folders. At this point the installation and configuration is complete.



How To: Panopto Tutorial (Students)

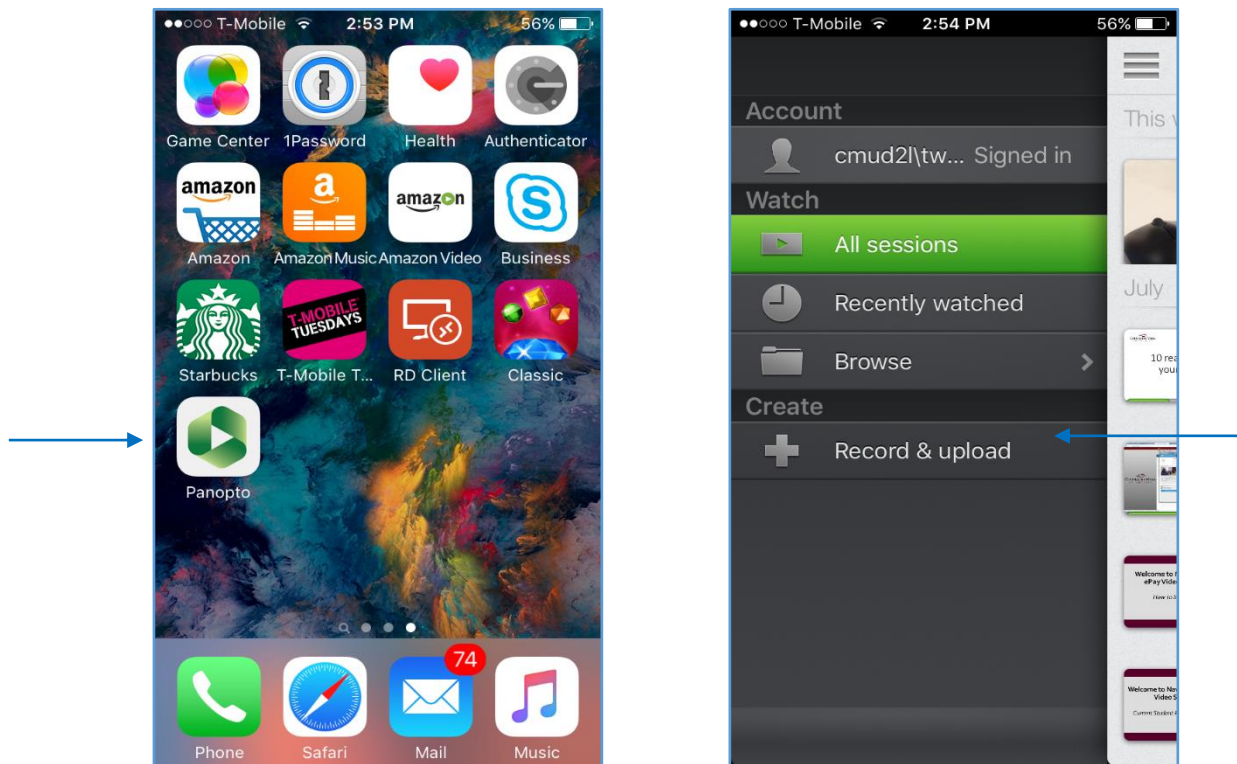
Recording from Mobile Devices.

With Panopto installed and configured on your mobile device, you are now ready to record.

NOTE; unlike recording on a campus computer, you must keep the Panopto application running on your device during the entire upload process, which begins after you stop recording. Of course network connectivity must remain during this phase as well. **If you close Panopto prior to the upload process completing it will fail.** Also ensure that you have adequate battery power, or access to AC power, for the process to complete.

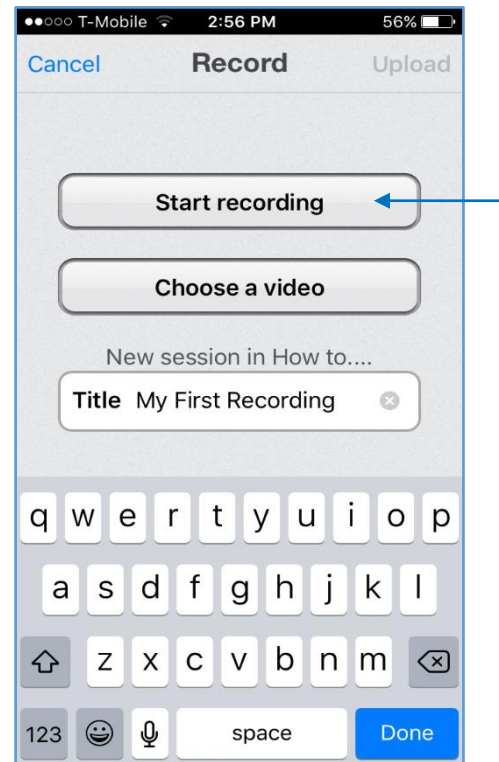
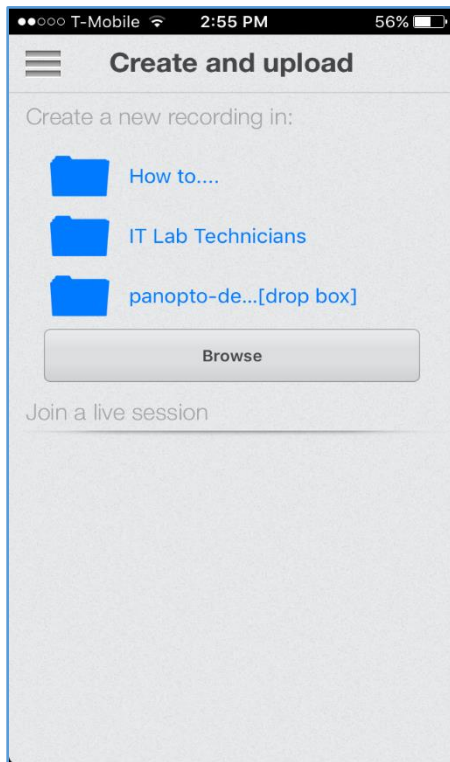
Recording from an iOS Device.

1. Open the Panopto app. If you are signed in you should see your sessions (videos). If you have not yet signed in, review the [Installing the Recorder on iOS](#) section. Once signed in, tap the three lines icon to reveal the **Record and upload** choice.

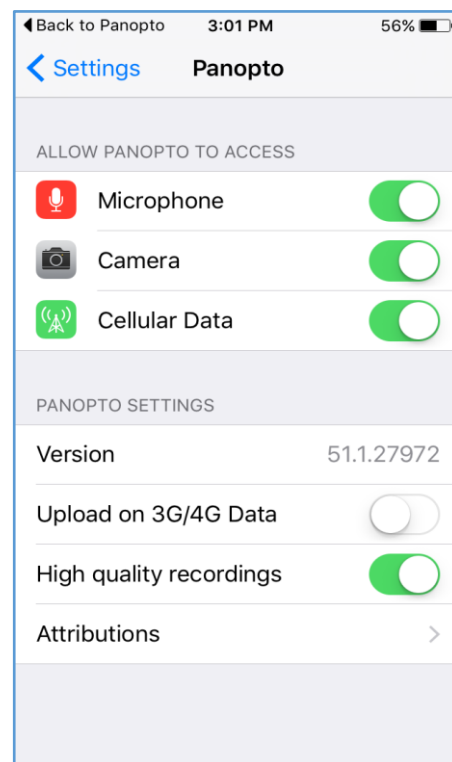
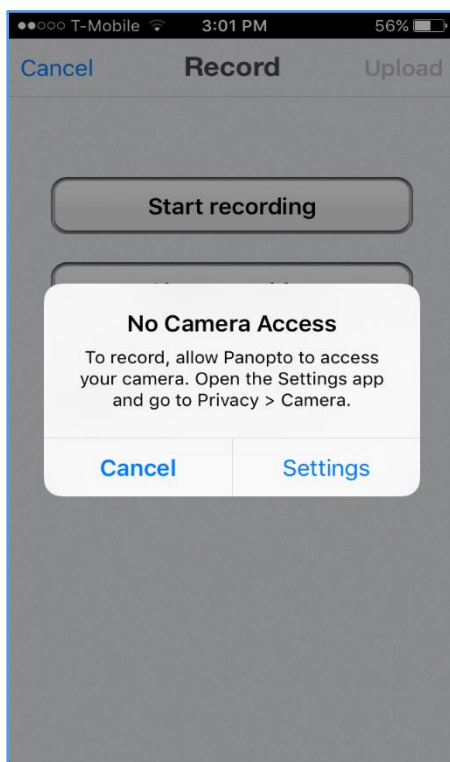


How To: Panopto Tutorial (Students)

2. Tap **Record & upload**. Choose the folder where you want to store you video. Tap the folder name. Enter a session name, title, for your recording. Tap **Start Recording**.



3. If prompted to grant access to your camera and/or microphone, you will need to agree to this access. Follow the on-screen prompts and make sure both camera and mic have access.



How To: Panopto Tutorial (Students)

- Now, you will need to switch back to Panopto, return to the Record screen, enter a title for the new session and tap **Start Recording**. Line up your shot and tap the red record button to begin recording. Notice the look of the record button changes and Cancel disappears. You will notice the timer begin counting. You are now recording.

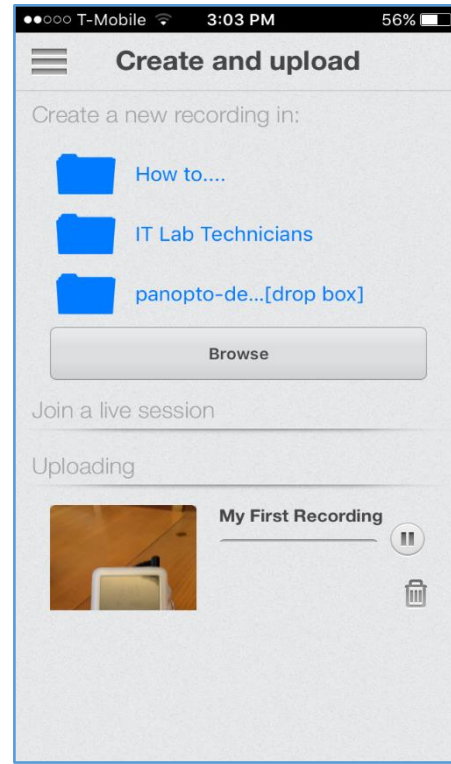
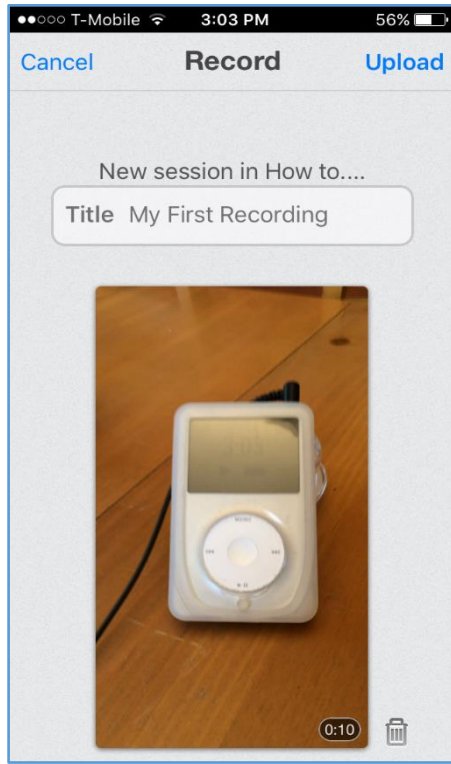


- Touch the stop button when your recording is complete (or to Pause). Once complete, you will have the option to **Retake**, **Play** (review the video), or **Use Video**.

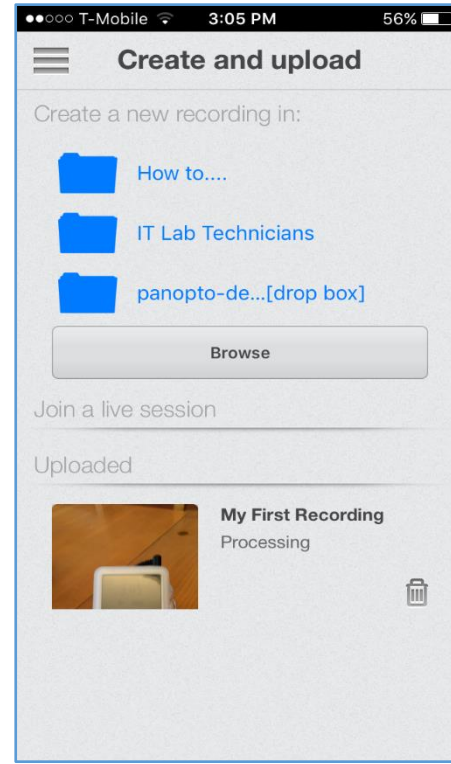
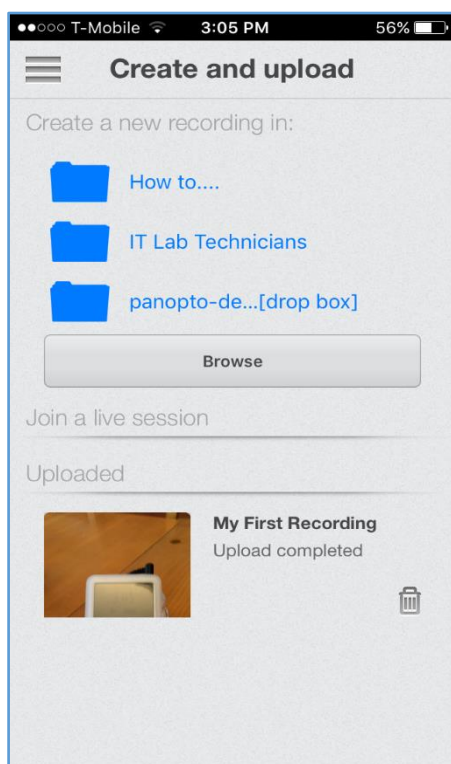


How To: Panopto Tutorial (Students)

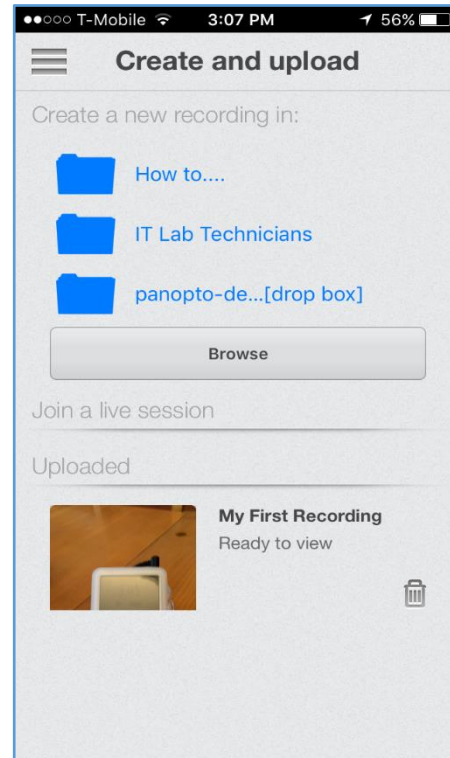
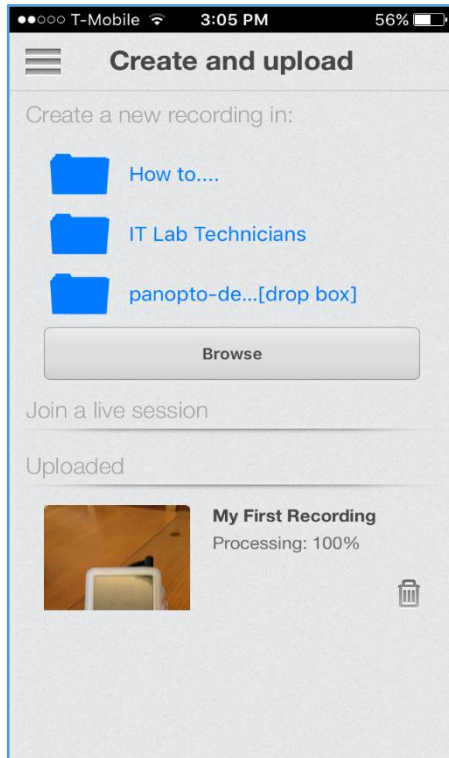
- Provide/edit the session title for the video and then tap **Upload**. The video will begin uploading to the CMU/Panopto server. This process can take some time. **Be sure you stay connected.**



- Once the video is uploaded you will see an **Upload completed** below the video title. Next it undergoes some processing to take all the audio/video input and create the final video file. Below are examples of the status messages you will see during this process.



How To: Panopto Tutorial (Students)



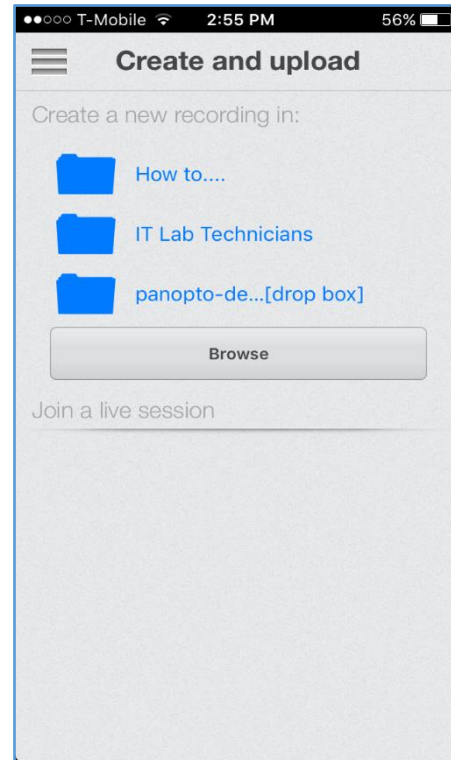
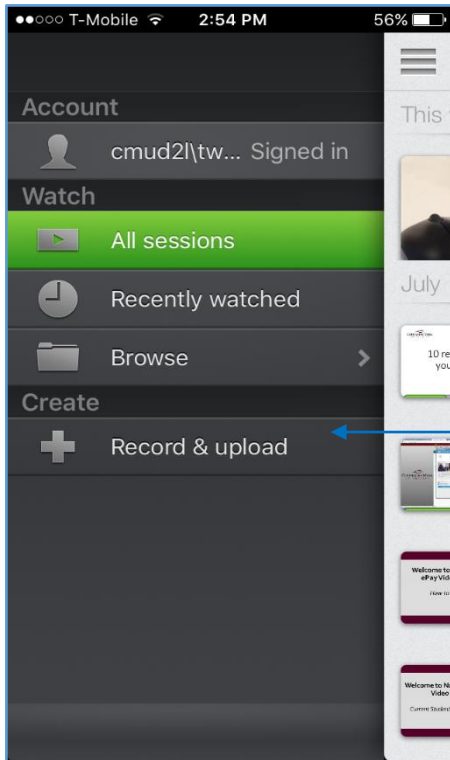
8. **Do not close the Panopto app during the upload or processing phase or it will fail.** Also, ensure that you have adequate battery or AC power to complete the entire process. Next, you can view your video by tapping on it.



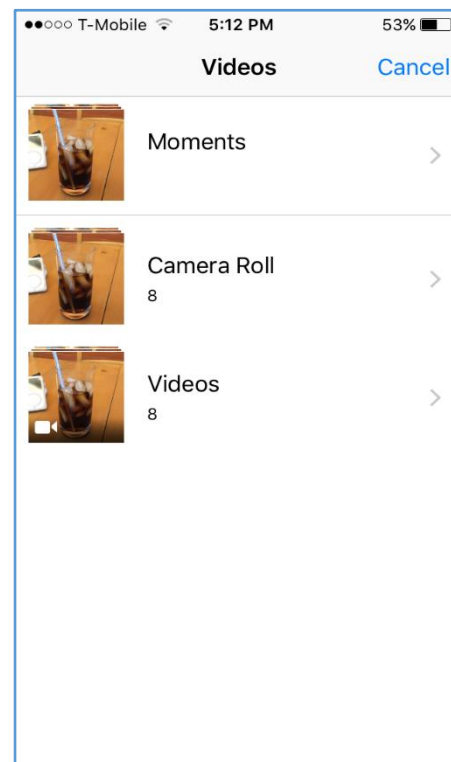
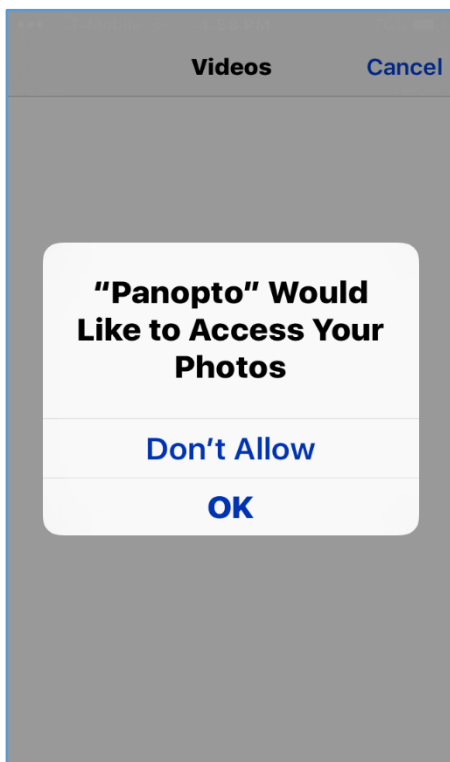
How To: Panopto Tutorial (Students)

Uploading an Existing Video from iOS

1. To upload a previously created video, go to the **Record and upload** section (from the main menu). Tap **Record and Upload**. Select a folder to receive the uploaded video.

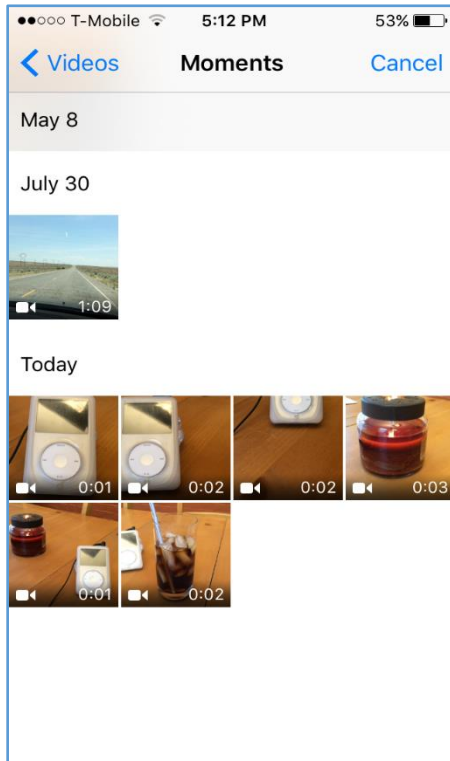


2. Panopto will request access to your photos the first time you try to upload a video. Tap **OK**.

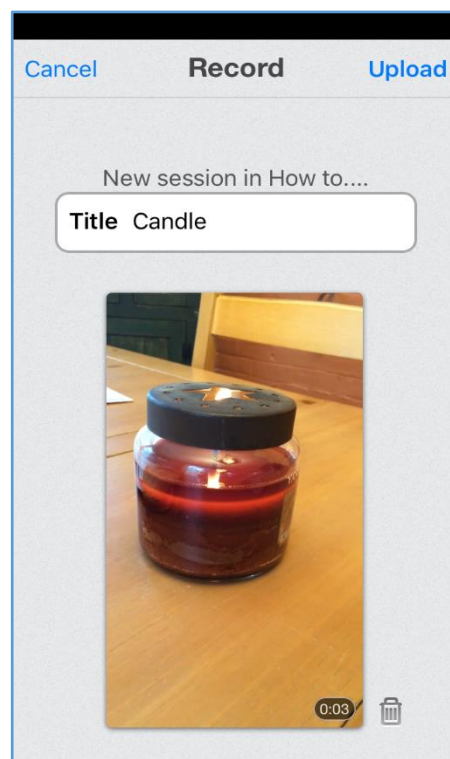


How To: Panopto Tutorial (Students)

3. Locate the video and tap it to select. The video will appear. Tap **Choose**.



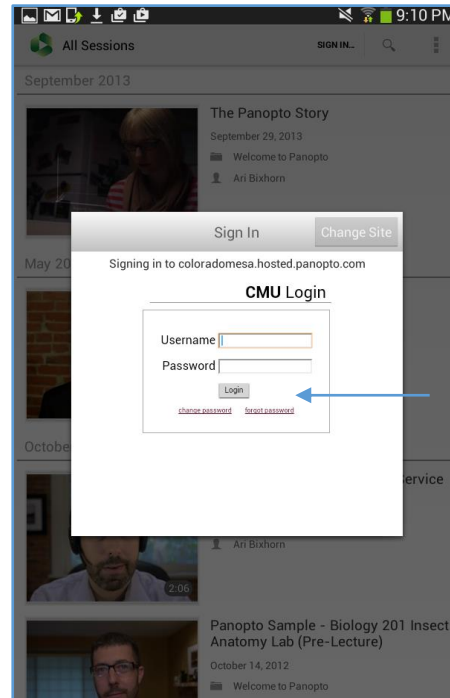
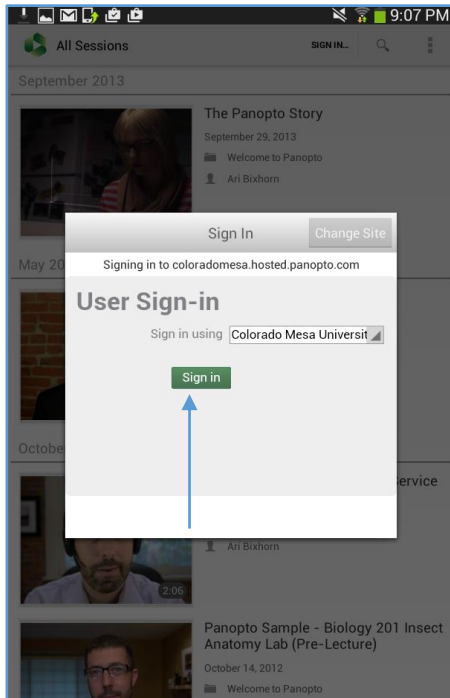
4. The video will begin uploading and a status bar will appear. Next provide a title for the session and then tap **Upload**.



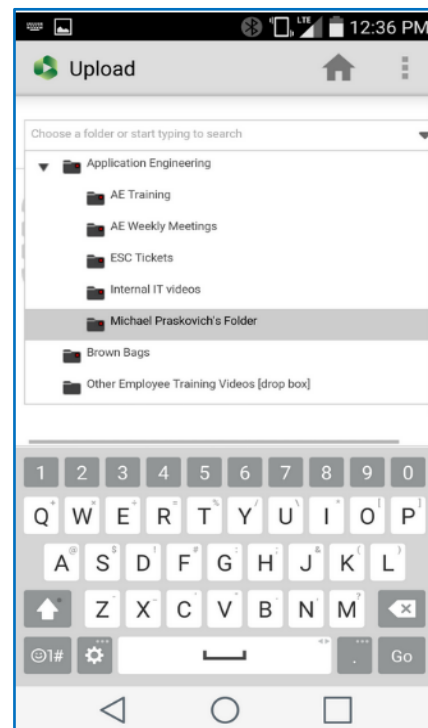
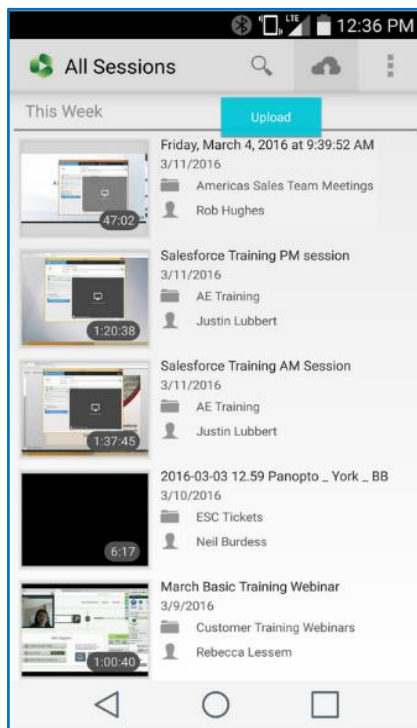
How To: Panopto Tutorial (Students)

Recording from an Android Device.

1. The Panopto app for Android is not actually a recorder. Instead, you must first record the video on your phone using the native Android Video or Camera app. Record your video and when finished, close the app.
2. Now, open the **Panopto** app. If you are signed in you should see your sessions. If not, login at this time (review the [Installing the Recorder on Android](#) section for more details).

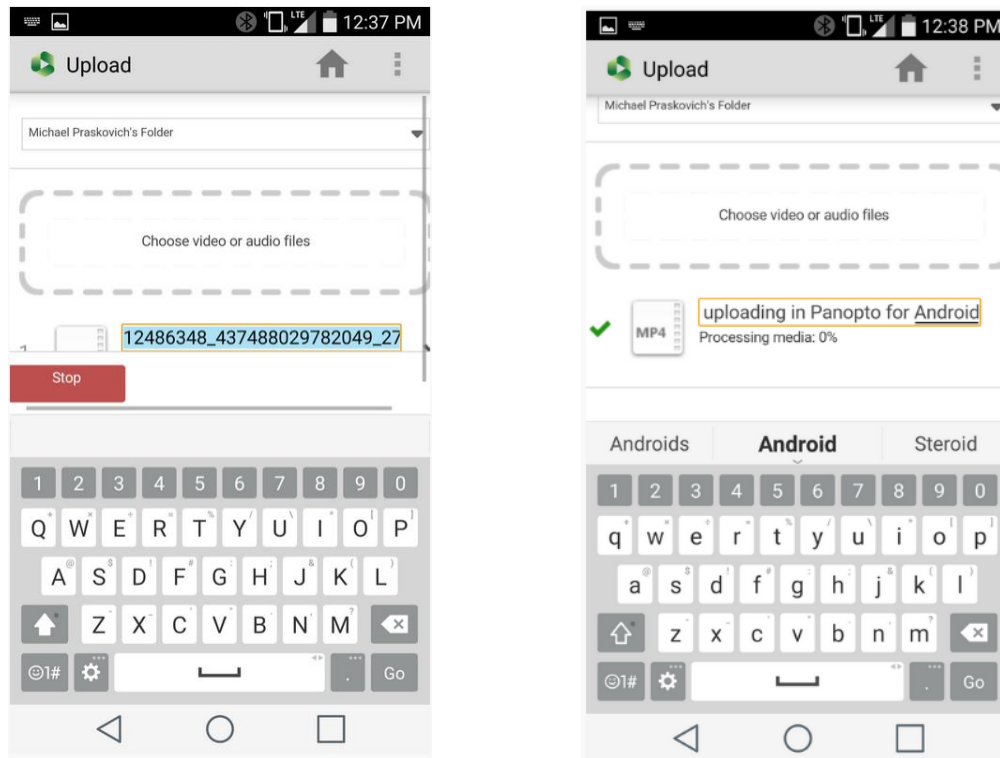


3. Tap the **Upload** icon in the top control bar. Select the folder where you want to upload your video.

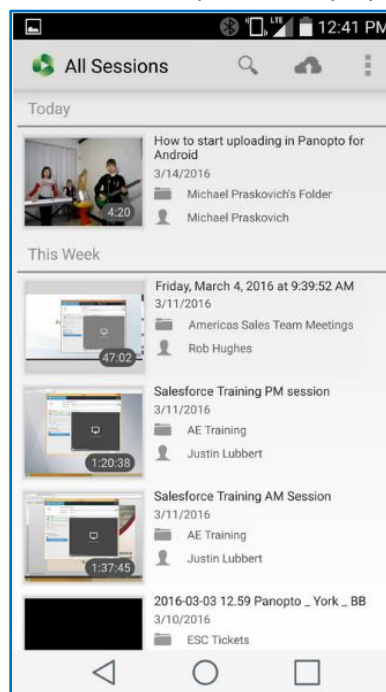


How To: Panopto Tutorial (Students)

- Next, tap the **Choose video or audio files** button and browse through your local Android Device's file system or photo gallery to locate the video you want to upload.



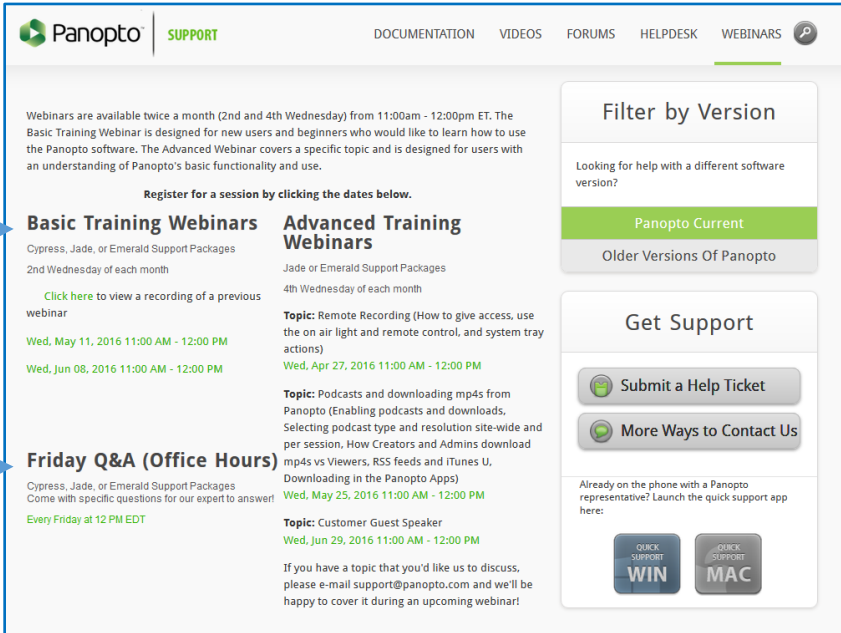
- Uploading will begin. **Do not close the Panopto app during the upload or processing phase or it will fail.** Also, ensure that you have adequate battery or AC power to complete the entire process. Once completed, you will receive a green check to the left of the file. To verify that your video file uploaded successfully (and in the correct folder) tap on the **Home** icon in the control bar. You will see the video at the top of the display.



How To: Panopto Tutorial (Students)

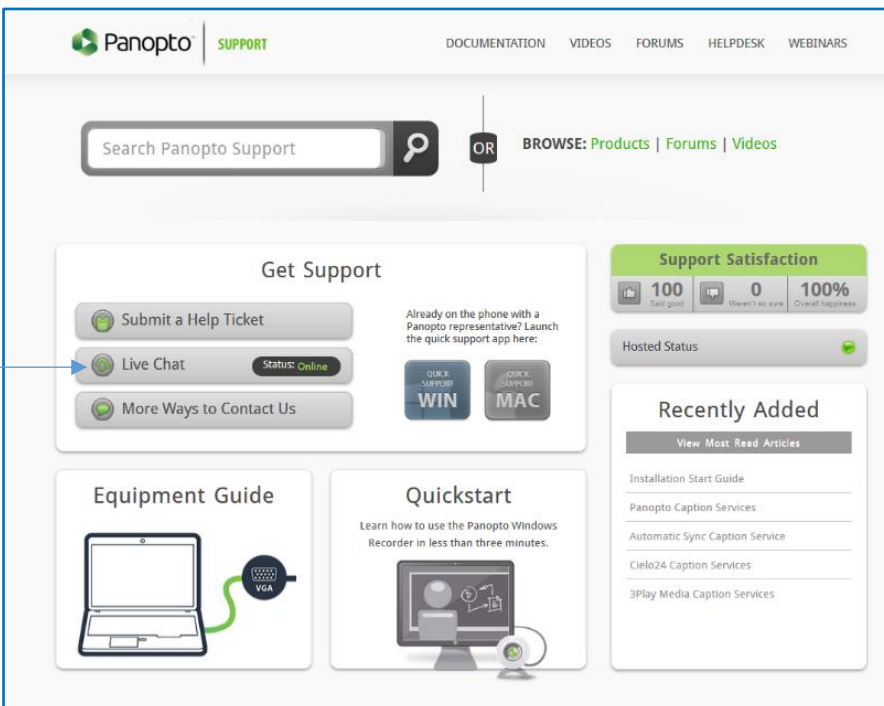
Reference Information

1. Basic training webinars are offered from one convenient location: <http://support.panopto.com/webinars>.



The screenshot shows the Panopto Support website's 'Webinars' page. The page is titled 'Panopto SUPPORT' and includes navigation links for DOCUMENTATION, VIDEOS, FORUMS, HELPDESK, and WEBINARS. The main content area is divided into two columns. The left column lists webinar sessions, including 'Basic Training Webinars' (Cypress, Jade, or Emerald Support Packages) and 'Friday Q&A (Office Hours)' (Cypress, Jade, or Emerald Support Packages). The right column features a 'Filter by Version' section with 'Panopto Current' selected, a 'Get Support' section with 'Submit a Help Ticket' and 'More Ways to Contact Us' buttons, and a 'Support Satisfaction' section showing a 100% overall happiness score. A blue bracket on the right side of the page is labeled '1 Webinars Page'. Three blue callouts with arrows point to specific sections: '2 Webinars' points to the 'Basic Training Webinars' section, '3 Office Hours' points to the 'Friday Q&A (Office Hours)' section, and '4 Live Chat' points to the 'Live Chat' button in the 'Get Support' section.

2. Panopto offers bi-monthly webinars, (2nd and 4th Wednesday) from 9:00 AM – 10:00 AM. They offer both Basic and Advanced webinars.
3. Every Friday at 10:00 AM Office Hours with a Panopto expert are available. Just click the link in the **Friday Q&A** section.
4. If you are having software issues, and would like timely feedback, go to <http://support.panopto.com/>, and click the **LIVE CHAT** link. Fill out a simple form and connect to a live person at Panopto.



The screenshot shows the Panopto Support website's 'Live Chat' page. The page is titled 'Panopto SUPPORT' and includes navigation links for DOCUMENTATION, VIDEOS, FORUMS, HELPDESK, and WEBINARS. The main content area is divided into two columns. The left column features a 'Get Support' section with 'Submit a Help Ticket', 'Live Chat' (Status: Online), and 'More Ways to Contact Us' buttons. The right column features a 'Support Satisfaction' section showing a 100% overall happiness score, a 'Hosted Status' section showing a green checkmark, and a 'Recently Added' section listing various articles. A blue callout with an arrow points to the 'Live Chat' button in the 'Get Support' section, labeled '4 Live Chat'. Below the 'Live Chat' button, there are sections for 'Equipment Guide' and 'Quickstart'.