

# How To: Panopto Tutorial for Students

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# Panopto<sup>TM</sup>

Information Technology Help Desk  
Colorado Mesa University  
10/20/2017

# 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.*

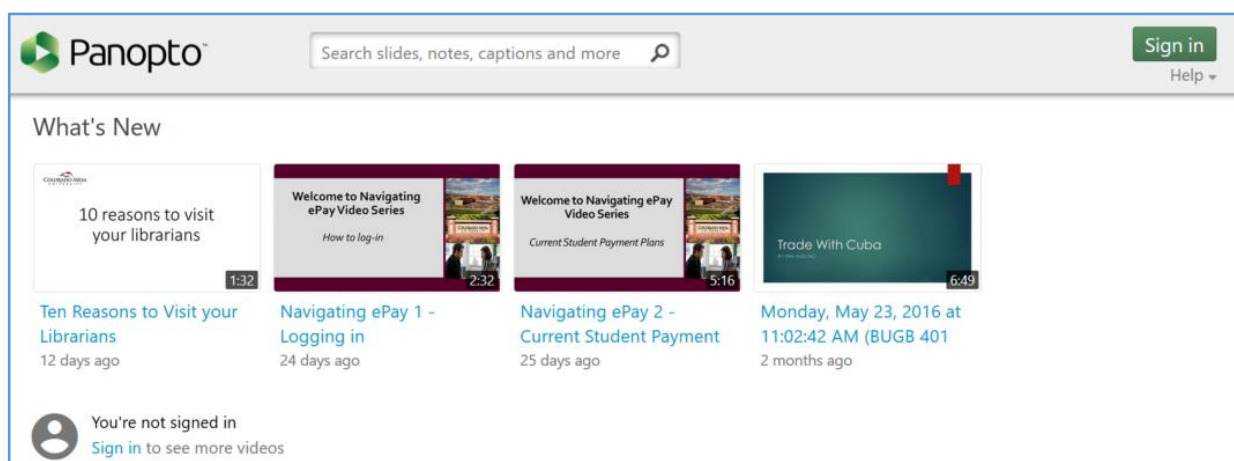
## Benefits of Panopto

- **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

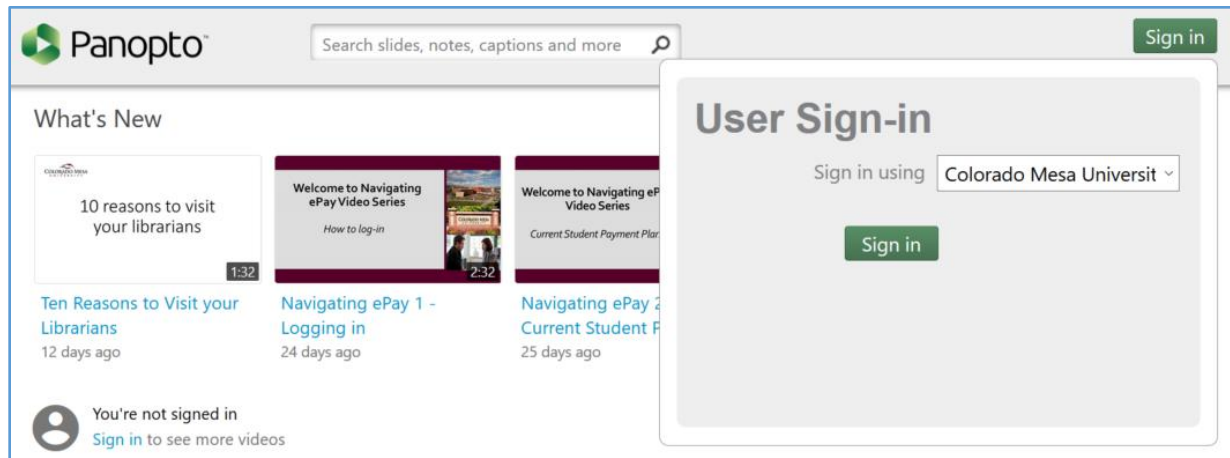
Panopto is tightly integrated with D2L. As classes integrate video content created with Panopto, into D2L, you will be able to access this content directly from within D2L for a given class. However, in order to set up your Panopto account, to begin exploring the Panopto viewer, and to begin browsing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

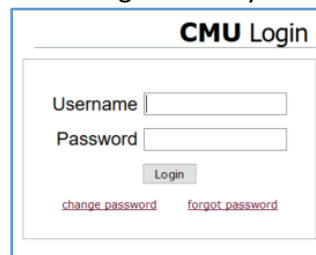


# How To: Panopto Tutorial (Students)

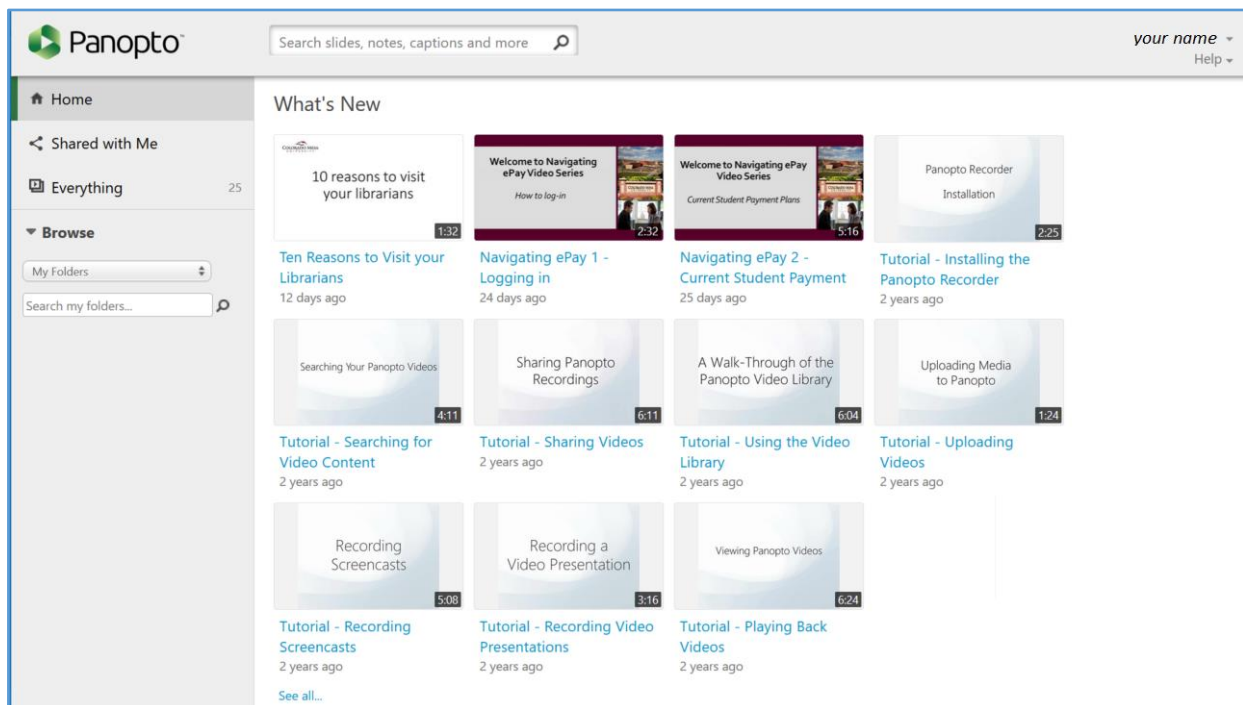
- After clicking **Sign in**, the following dialog will appear:



- 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**.



- 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.

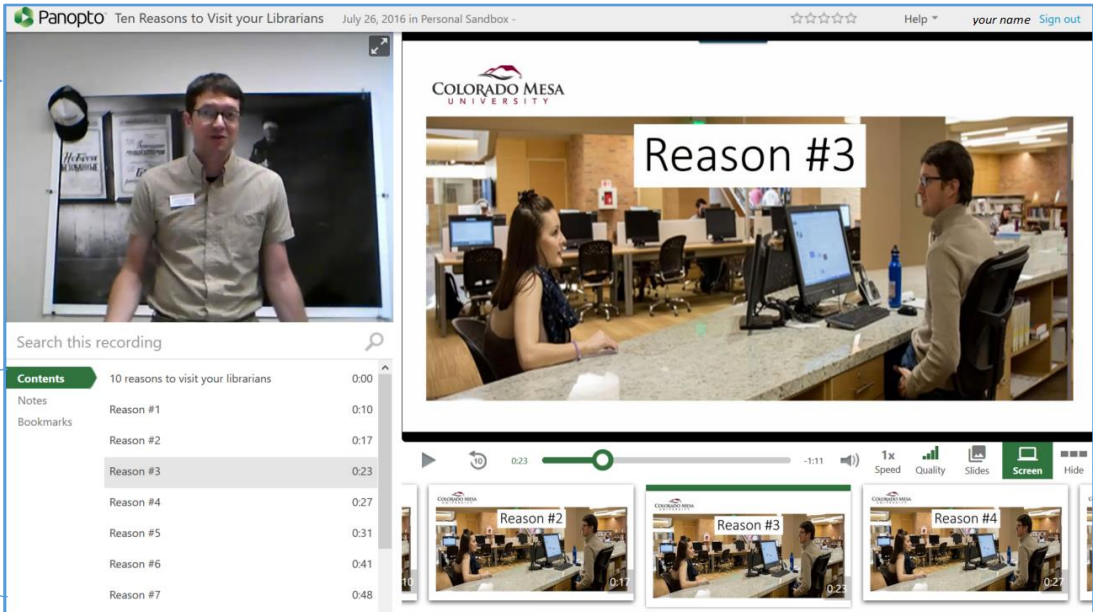


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## Viewing Video Content

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. The main video area displays a recording titled "Ten Reasons to Visit your Librarians" from July 26, 2016. The video is currently playing a slide titled "Reason #3". The interface includes a search bar, a table of contents, and a timeline. Annotations highlight key features:

- Video playback area.** Points to the main video player window.
- Choose between Contents, Notes, or Bookmarks, to navigate quickly to indexed sections of the video.** Points to the table of contents on the left.
- Full size viewer for secondary input source. In this example, each slide appears as the video plays.** Points to the main video area showing the slide.
- Player controls, thumbnail for quick navigation.** Points to the bottom control bar and the thumbnail strip.

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

# How To: Panopto Tutorial (Students)

## 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.

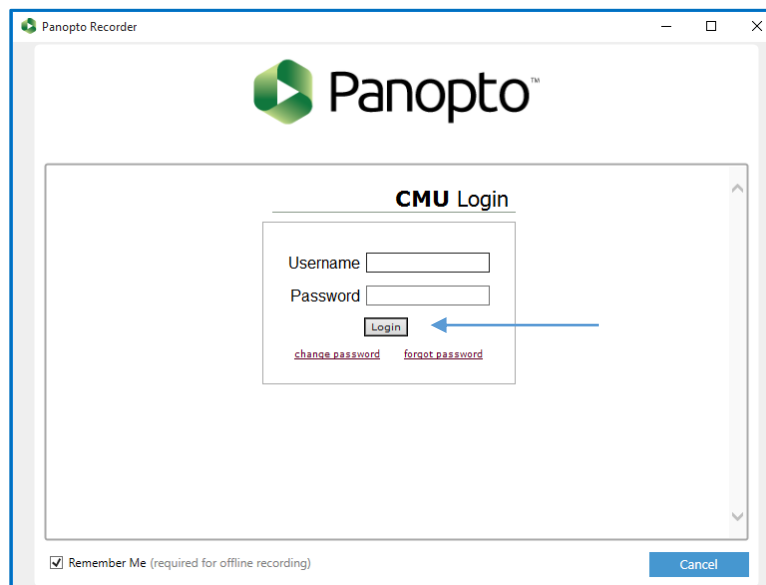
If your professor wants you to have the ability to record videos on your own, using your own login, and even your own devices, an *assignments* folder will be setup for your class. This *assignments* folder is contained within the class folder. Videos recorded to a Panopto *assignments* folder are only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



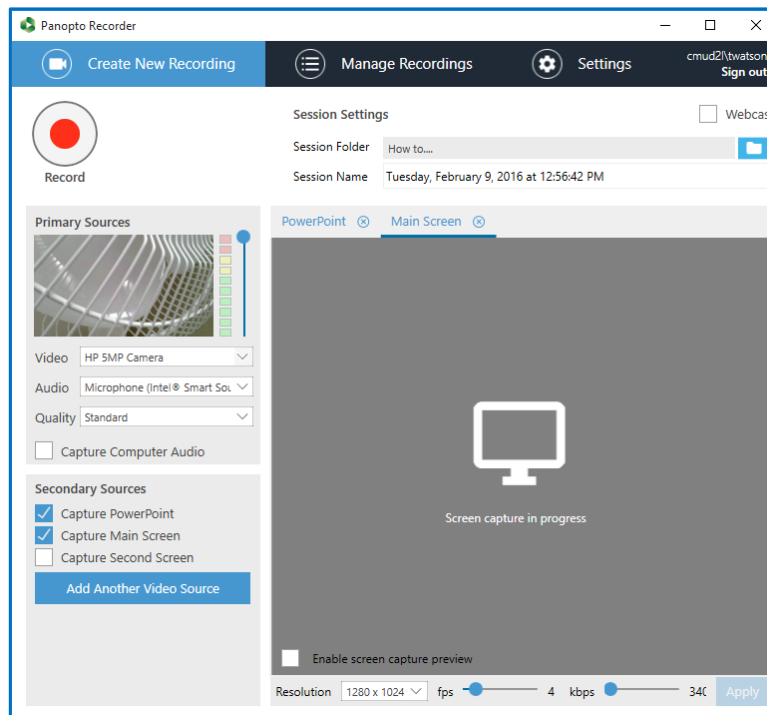
2. The following window will appear. Enter your CMU login credentials and click **Login**.



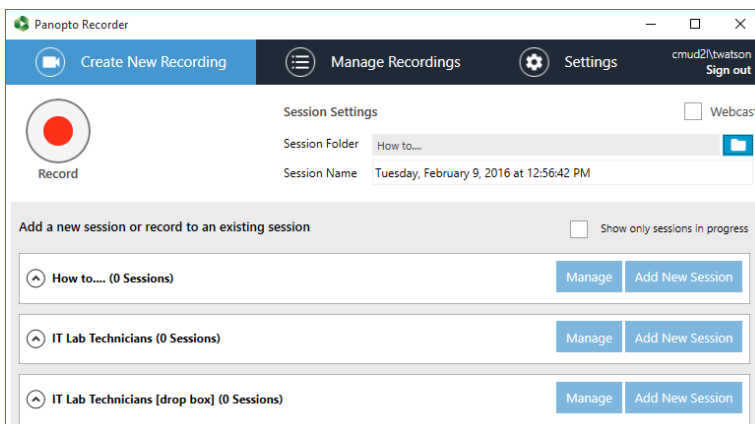
The screenshot shows the Panopto Recorder application window. At the top is the Panopto logo. Below it is a 'CMU Login' form. The form contains two input fields: 'Username' and 'Password'. Below these fields is a 'Login' button, which is highlighted by a blue arrow. Below the 'Login' button are two links: 'change password' and 'forgot password'. At the bottom of the window, there is a checkbox labeled 'Remember Me (required for offline recording)' and a 'Cancel' button.

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3. The recorder will launch and the following window will appear:



4. 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.

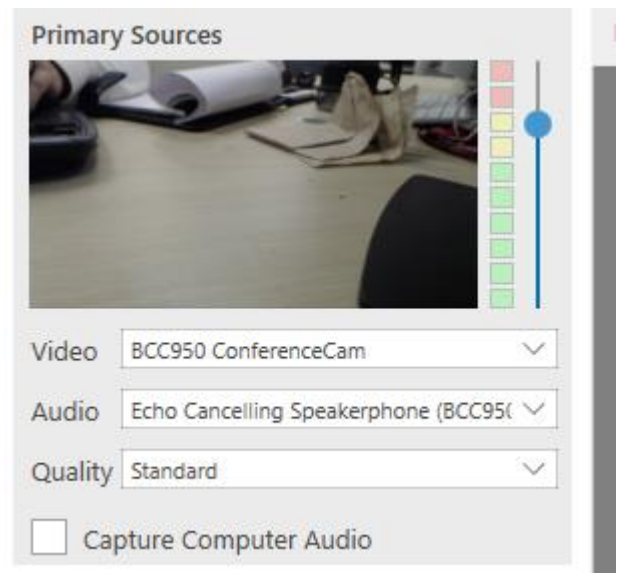
5. After you click the **Add New Session** button that folder name will appear in the *Session Folder* text box and you will return to the recording portion of the window.

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6. 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 (a-c) are configured as shown below. Otherwise select the appropriate attached device.



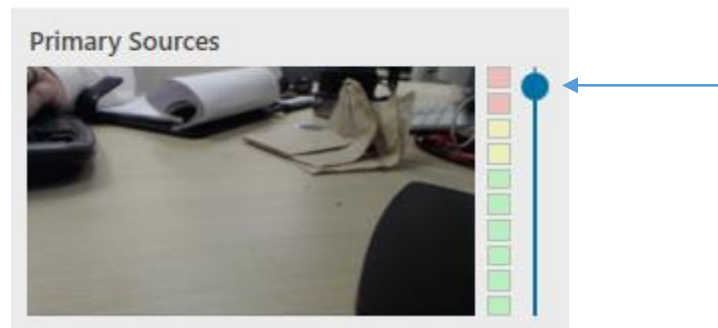
- (a) Video = BCC950 ConferenceCam
- (b) Audio = Echo Canceling Speakerphone (BCC950)
- (c) Quality = Standard or higher



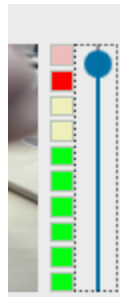


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- Adjust the microphone on the Logitech Webcam to capture all audio by sliding the blue dot to the top.



- 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.

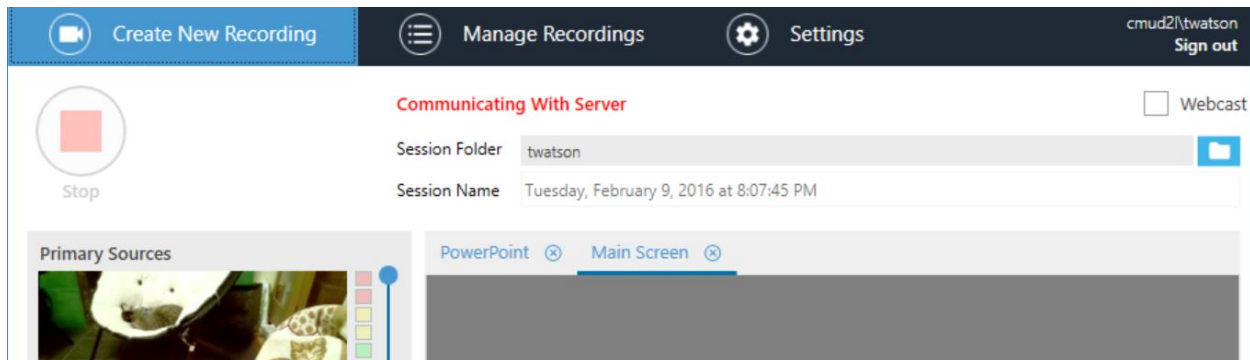
Session Settings	
Session Folder	<i>Class Assignments folder</i>
Session Name	Tuesday, August 2, 2016 at 8:14:26 PM

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.

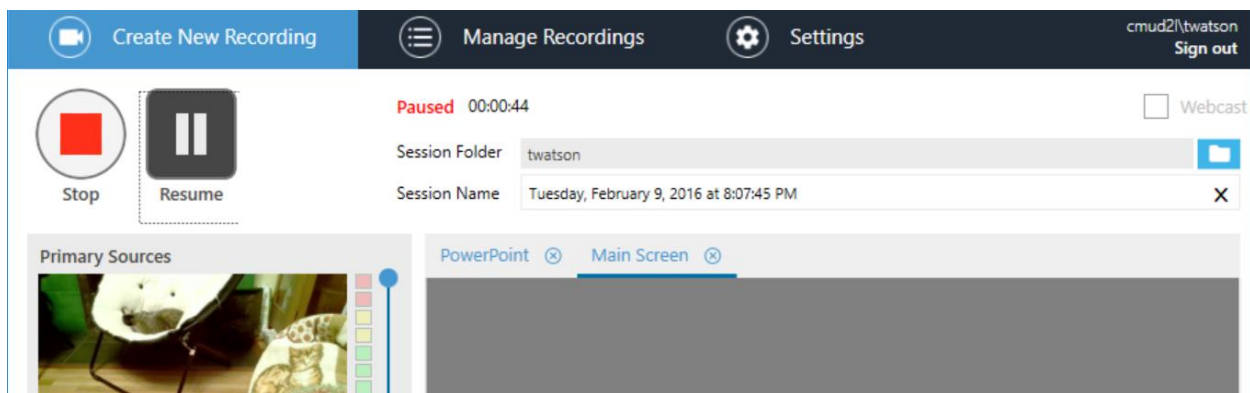
- At the bottom of the window, set the option fps to **30**. Now, to begin, click **Record**.

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




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



13. 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.

Recording Complete



Session name

Thursday, April 21, 2016 at 2:18:50 PM

Located in folder

How to....

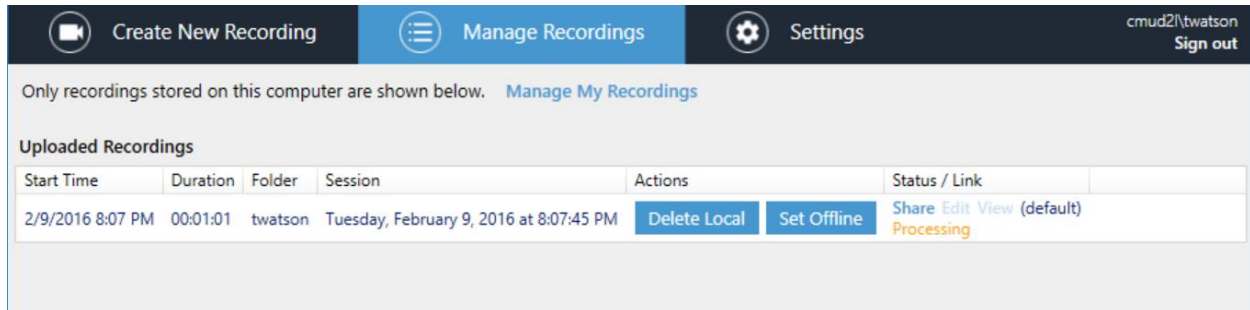
Enter a description (optional)

Delete and record again
Upload

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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- 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.

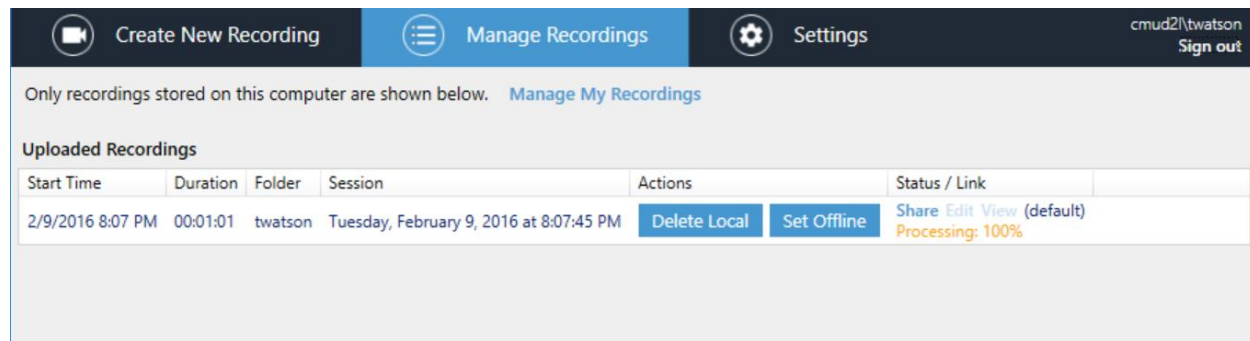


Only recordings stored on this computer are shown below. [Manage My Recordings](#)

**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	<a href="#">Delete Local</a> <a href="#">Set Offline</a>	<a href="#">Share</a> <a href="#">Edit</a> <a href="#">View</a> (default) Processing

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

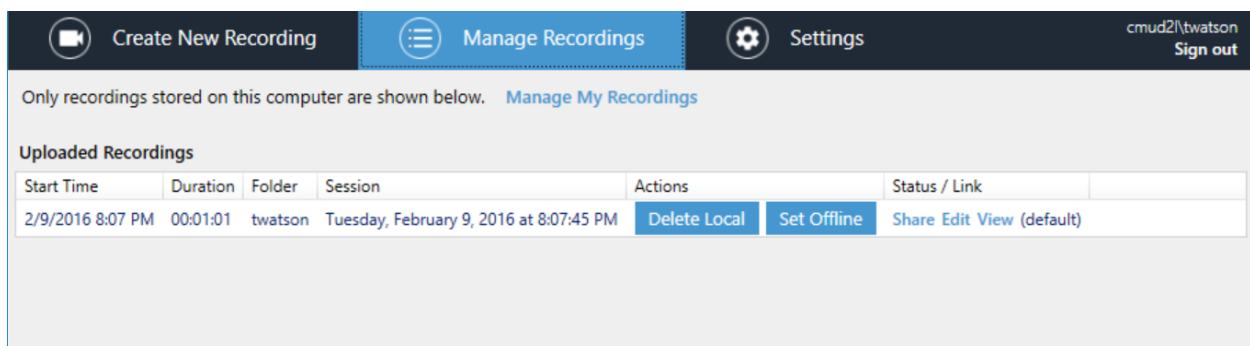


Only recordings stored on this computer are shown below. [Manage My Recordings](#)

**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	<a href="#">Delete Local</a> <a href="#">Set Offline</a>	<a href="#">Share</a> <a href="#">Edit</a> <a href="#">View</a> (default) Processing: 100%

- 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	<a href="#">Delete Local</a> <a href="#">Set Offline</a>	<a href="#">Share</a> <a href="#">Edit</a> <a href="#">View</a> (default)

# How To: Panopto Tutorial (Students)

## 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.

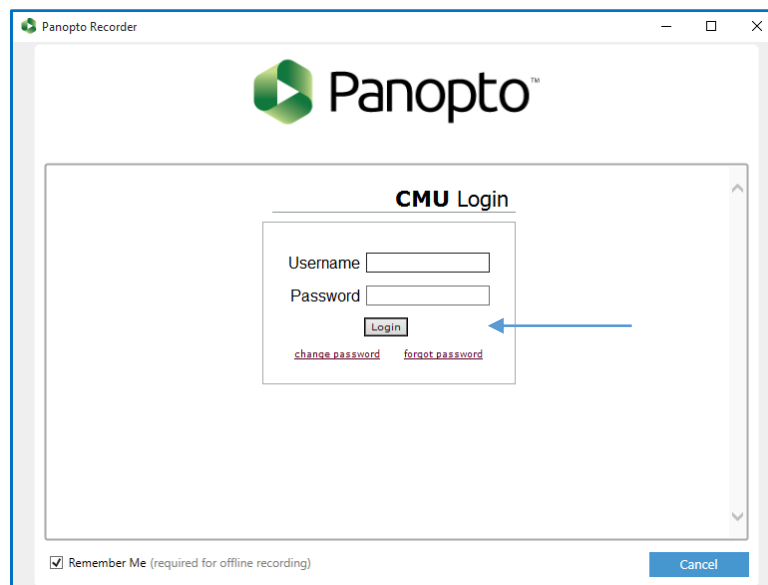
If you have logged into Panopto with your own account, then once your video is completed, uploaded and processed, it is available immediately, associated with the class, and can be viewed only by you and your professor.

## Students Recording to the Assignments folder in a Classroom Setting

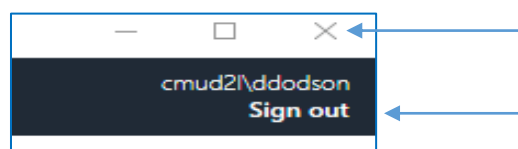
1. For the most efficient use of time, first the professor should log into the lectern PC.
2. Next, the first student to record should open Panopto from the desktop shortcut.



3. Before actually logging in ensure that the checkbox to the left of **Remember me** is not checked (this option is checked by default). When prompted enter user name and password and click the **Login** button.

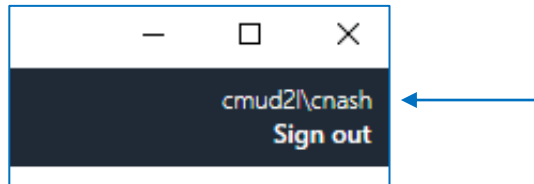


4. When the recording is complete, you must perform the following steps in order to permit the next student to login. First, click the **Sign Out** option. Next, click the **X** to completely close the Panopto recorder window which ensures a complete log out.



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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 previously.
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 – 4 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.

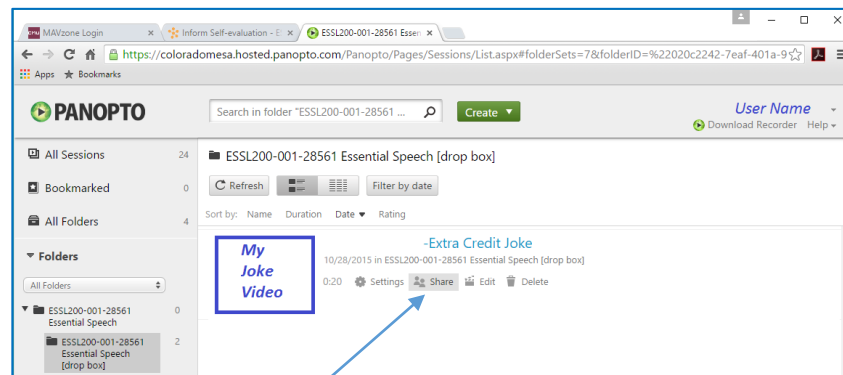
1. First, the professor must login to the lectern PC.
2. Next, the professor launches the Panopto Recorder and logs in with his/her own account.
3. Each student will start a new recording session in the recorder and stop it when they are finished, leaving the Panopto window open for each subsequent student.
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.

# How To: Panopto Tutorial (Students)

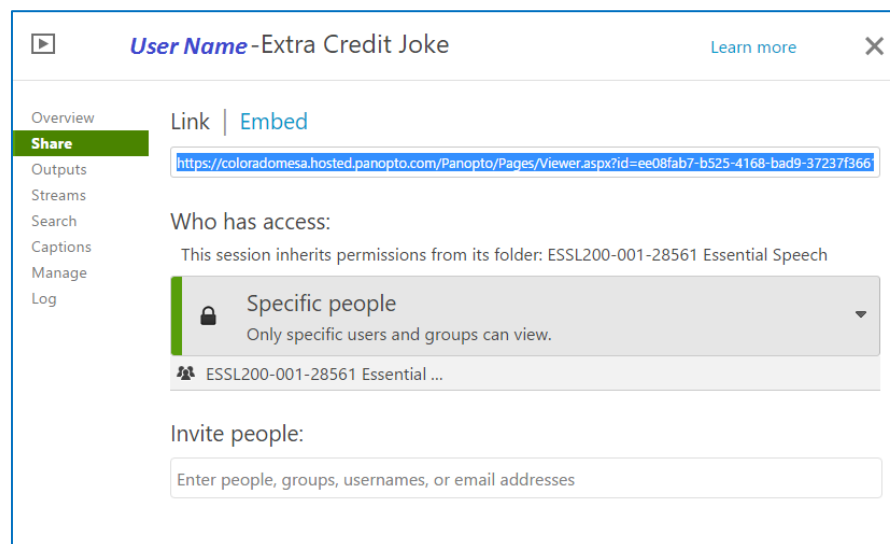
## Speech Students Submitting Video for Grade

Scenario: A student is required to submit a speech assignment in a D2L dropbox that includes the Panopto Video recording and the manuscript/outline combined into a single Word document.

1. Logged in to **coloradomesa.hosted.panopto.com**, or accessing it through the D2L Course Map, the student should locate the video they want to have a professor grade.



2. For the given video, click the **Share** icon. In the next screen, simply click in the Link text box to highlight the link. **Copy** the contents. Then close the dialog.



3. Open your D2L course, and locate and open the Word document containing the outline or manuscript for your speech. The outline/manuscript will depend on the specific assignment given by your professors.


# How To: Panopto Tutorial (Students)


4. Paste the link from step 2 in TWO places (this gives your professors a backup in case one fails).
  - **Word document** – paste the video link at the top of your document (outline/manuscript will appear below the link), and resave your document so it now includes both the video link and the written speech content
  - **D2L** – go to the D2L Dropbox for the class where you are submitting and paste the video link into the Comments box.

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




My Home > ESSL290-001-28554 M... Demo Student


**Submissions**

 Test+2+Panopto+Link.docx (10.36 KB) Nov 2, 2015 8:11 PM







 Test 2 Panopto Link.docx (11.48 KB) Nov 3, 2015 1:14 PM  
<https://coloradomesa.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=ee08fab7-b525-4168-bad9-37237f36619b>

Drop files here, or click below!





 Upload
  Record Audio
  Choose Existing

 Test 2 Panopto Link.docx (11.48 KB) x

**Comments**

<https://coloradomesa.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=ee08fab7-b525-4168-bad9-37237f36619b>

Submit to Dropbox

5. Upload the document, with the video link and speech content, into the correct D2L Dropbox. Click **Submit to Dropbox** to upload the document for grading.

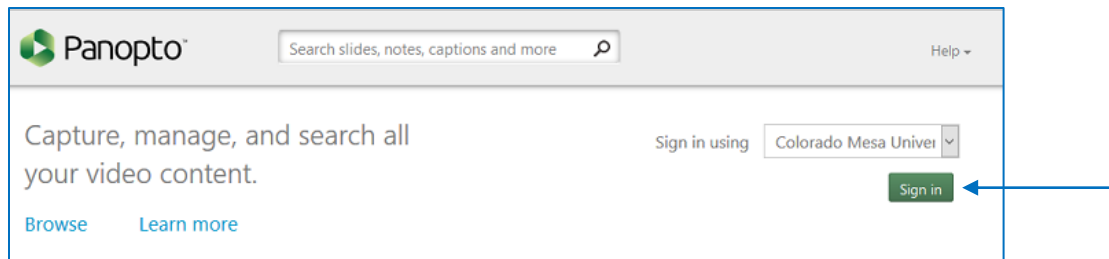
# How To: Panopto Tutorial (Students)

## Setting Up Personal Computers and Mobile Devices

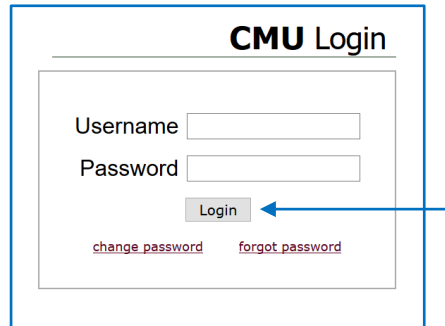
Panopto is available for Windows, OS X, iOS, and Android.

### 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**.



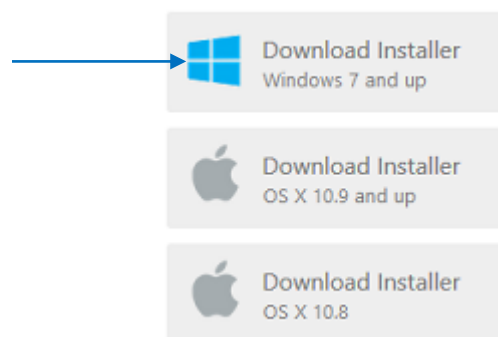
2. Enter your MAVzone user credentials and click **Login**.



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



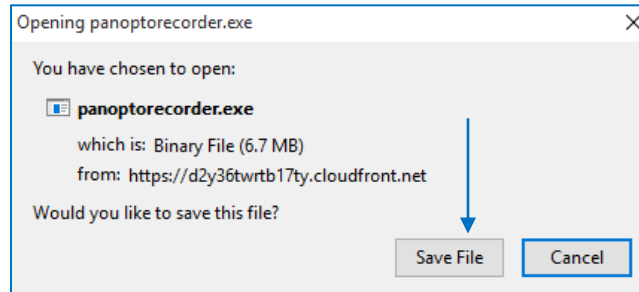
4. Now click **Download Installer** for Windows 7 and up.



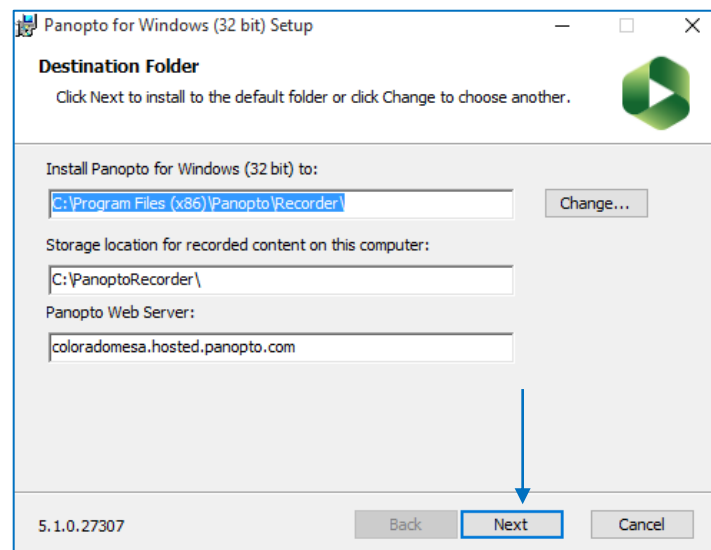


# How To: Panopto Tutorial (Students)

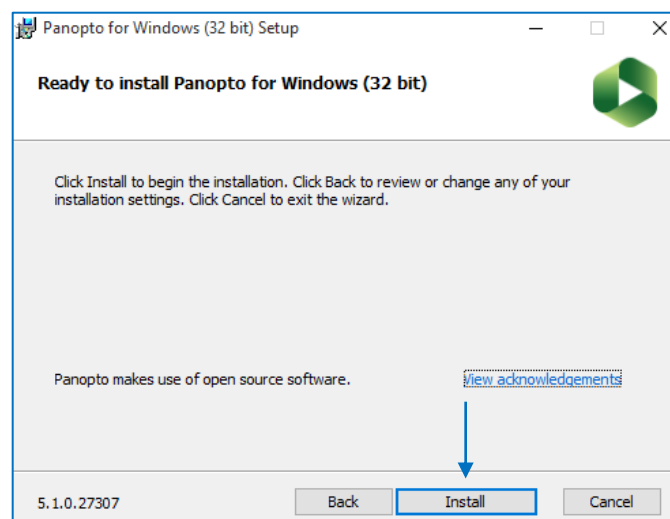
- Click **Save File** if prompted. Double click on the panoptorecorder.exe file once the download completes.



- 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.



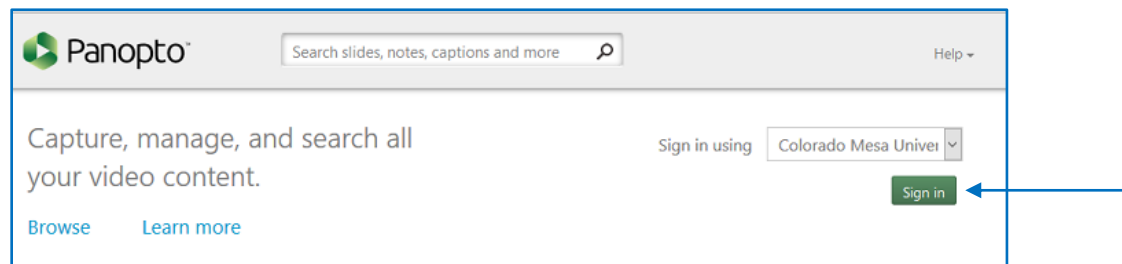
- Click **Install** when prompted. Once complete, close the installer.



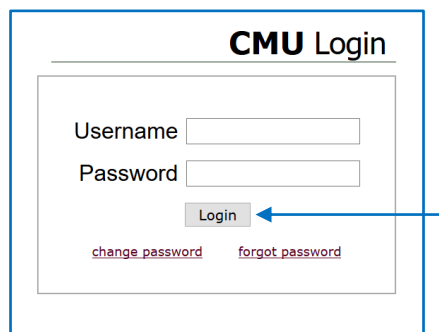
# How To: Panopto Tutorial (Students)

## Installing the Recorder Software for Mac OS X

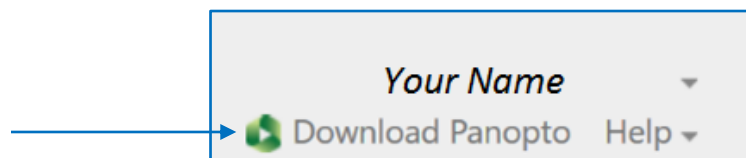
1. On your Mac open a web browser and go to <https://coloradomesa.hosted.panopto.com>. Make sure the box labeled **Sign in using** is set to *Colorado Mesa University* and then click **Sign In**.



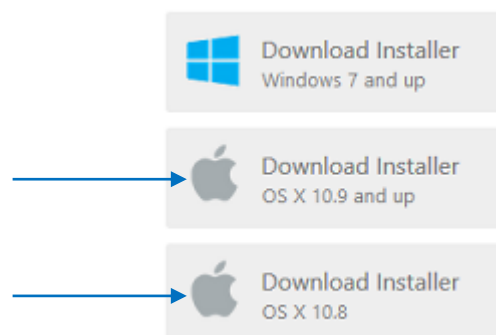
2. Enter your MAVzone user credentials and click Login.



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

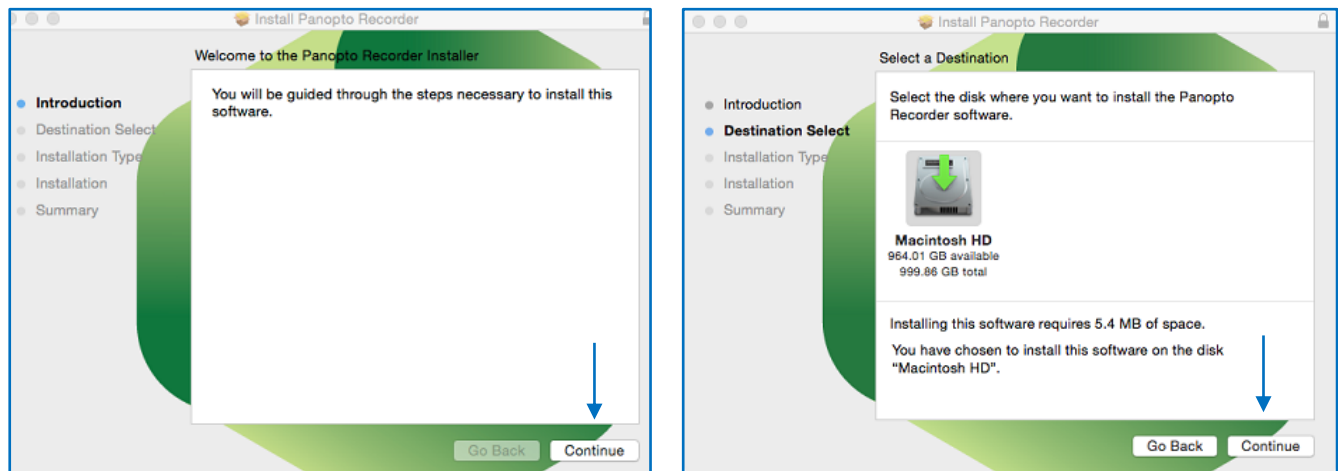


4. At the next window, click the correct download for your version of OS X.

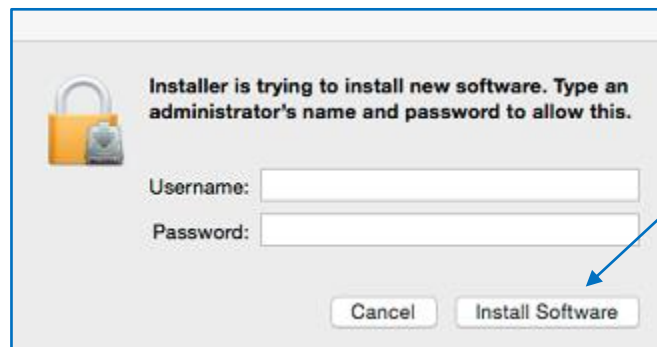


# How To: Panopto Tutorial (Students)

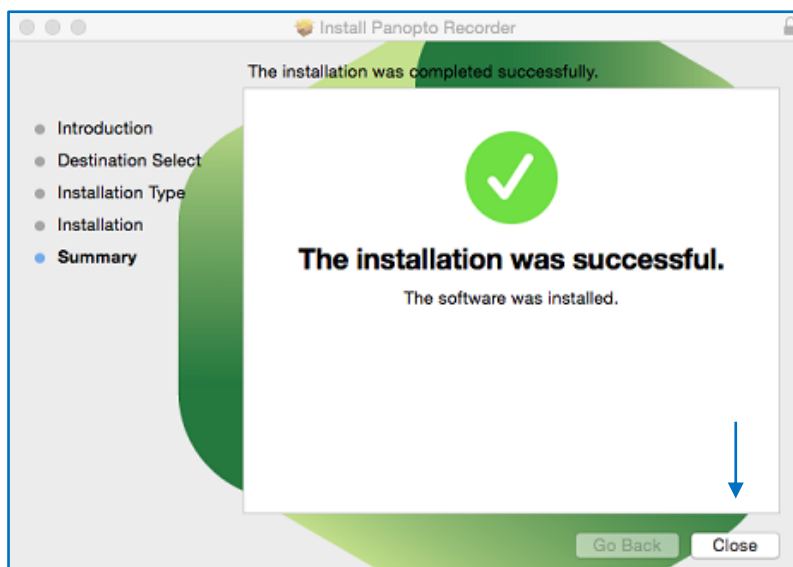
- Once the download completes, open it from your Downloads folder. This will launch the installer. Click **Continue** on the first and second prompt.



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



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

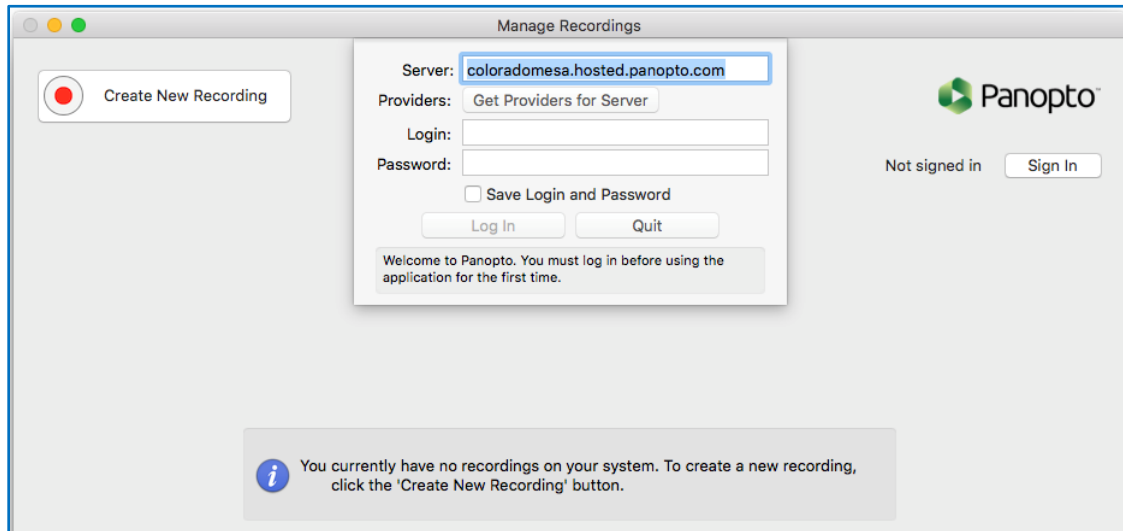


# How To: Panopto Tutorial (Students)

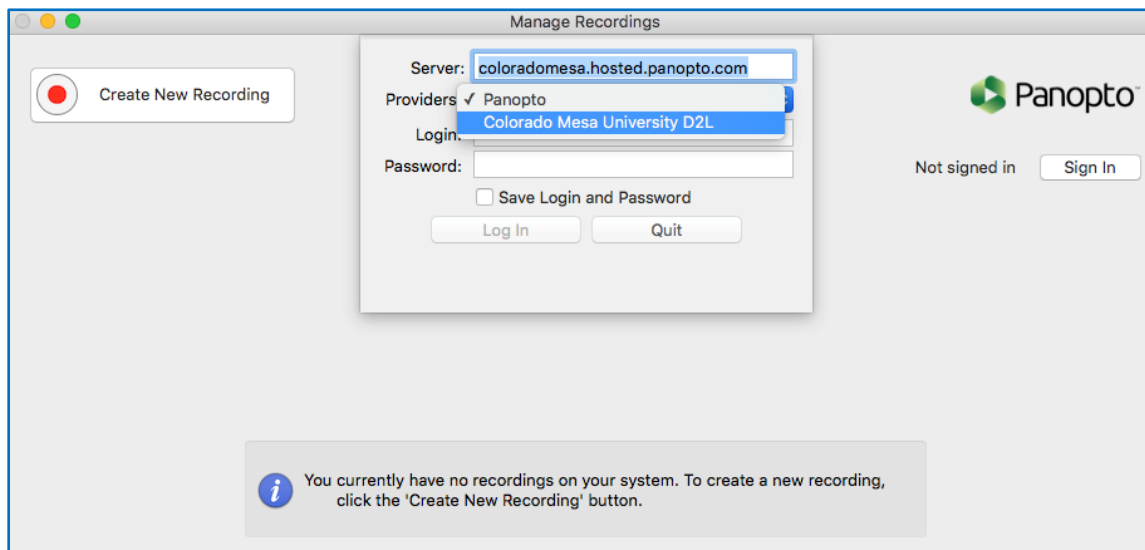
- Launch the Panopto application.



- 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.

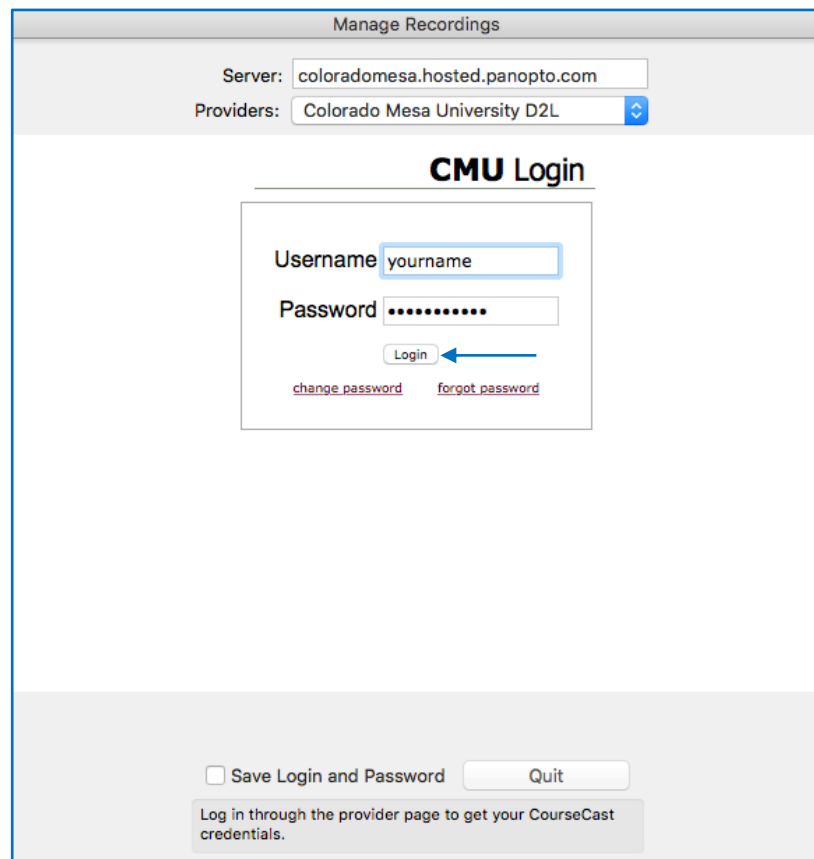


- Two choices will appear. Be sure to select **Colorado Mesa University D2L** from the list. Do not select Panopto.



# How To: Panopto Tutorial (Students)

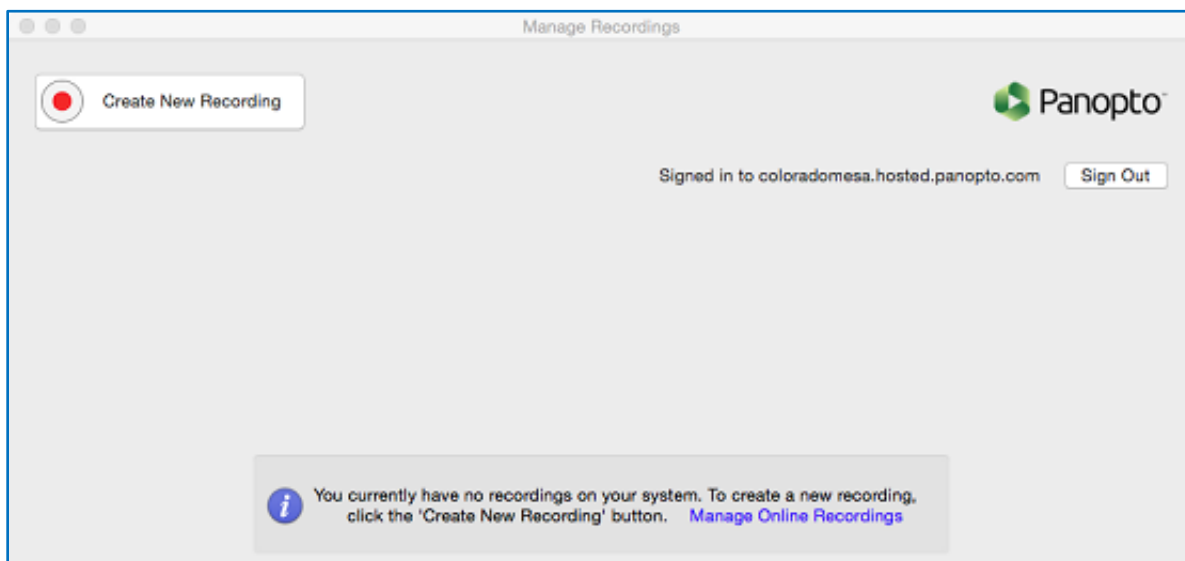
11. In a moment the window will change and you should now see the CMU login portal. Type in your MAVzone credentials and then click **Login**. Check the **Save Login and Password** if you want Panopto to remember your credentials.



The screenshot shows the 'Manage Recordings' window with the following elements:

- Server:** coloradomesa.hosted.panopto.com
- Providers:** Colorado Mesa University D2L
- CMU Login** section:
  - Username:** yourname
  - Password:** [masked with dots]
  - Login** button (indicated by a blue arrow)
  - [change password](#)
  - [forgot password](#)
- ☐ **Save Login and Password**
- Quit** button
- Footer text: Log in through the provider page to get your CourseCast credentials.

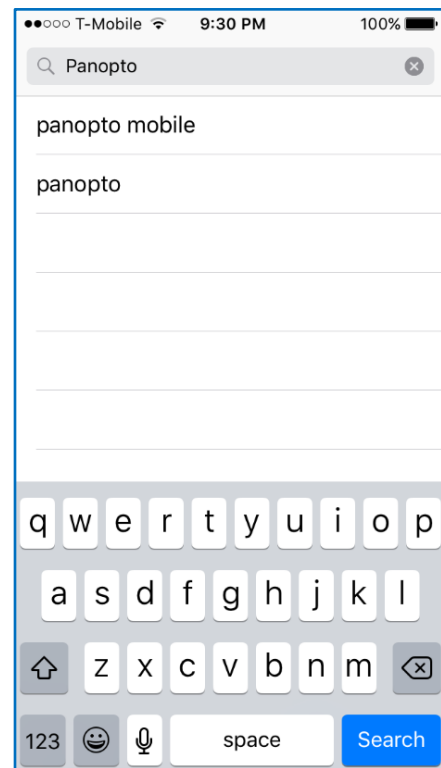
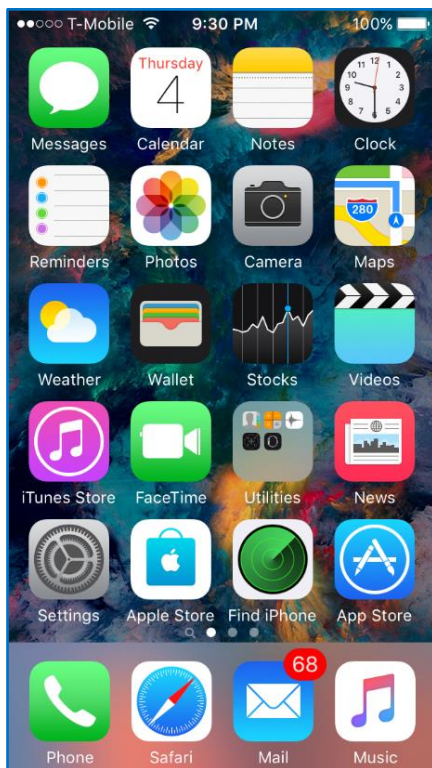
12. If successfully logged in you will see **Signed in to coloradomesa.hosted.panopto.com** in the upper right hand corner of the window. This installation and configuration is now complete.



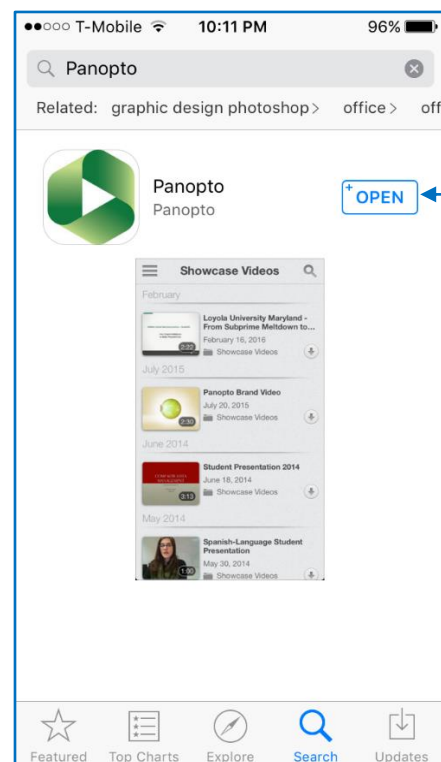
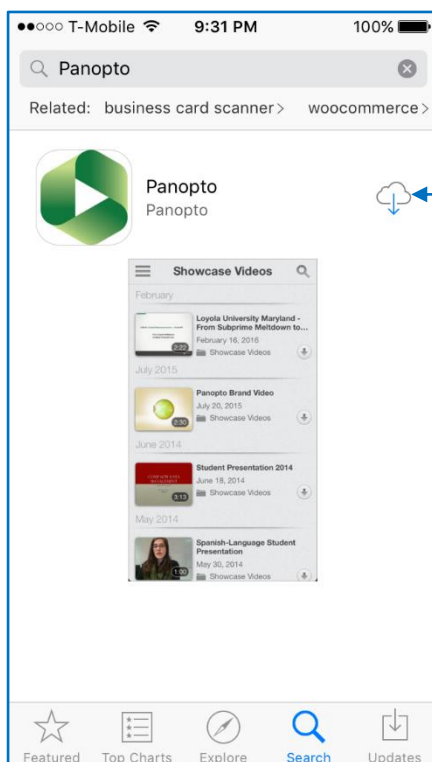
# How To: Panopto Tutorial (Students)

## 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.

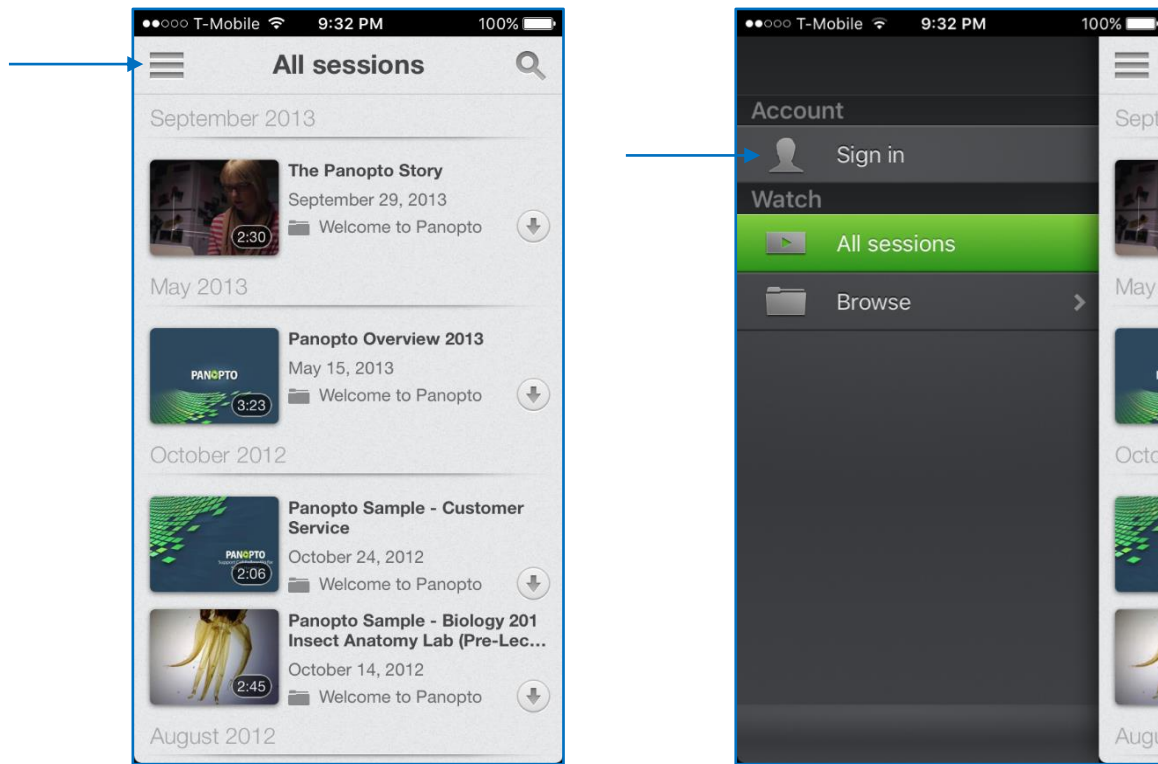


2. Once the Panopto app is found in the App Store, tap the download button. The app will begin installing and when complete will display the **OPEN** button. *Touch OPEN* to launch.

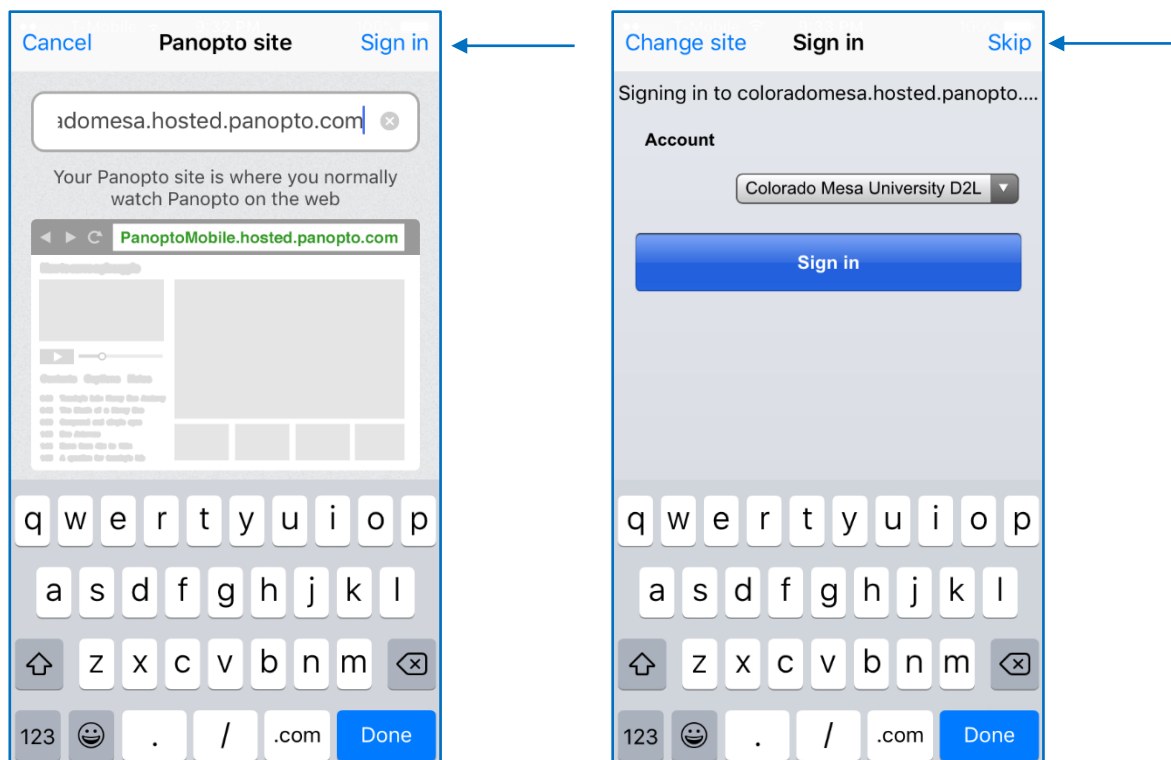


# How To: Panopto Tutorial (Students)

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



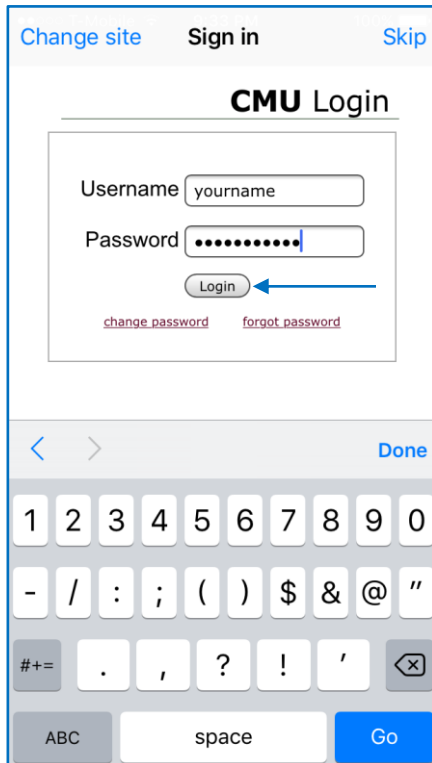
- In the **Address** field type: **coloradomesa.hosted.panopto.com** and then tap **Sign In** (this setting will be remembered). You should now be re-directed to the CMU login system. From the **Account** drop-down, select **Colorado Mesa University D2L** then tap **Sign In**.





# 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.



Change site Sign in Skip

### CMU Login

Username

Password

Login

[change password](#) [forgot password](#)

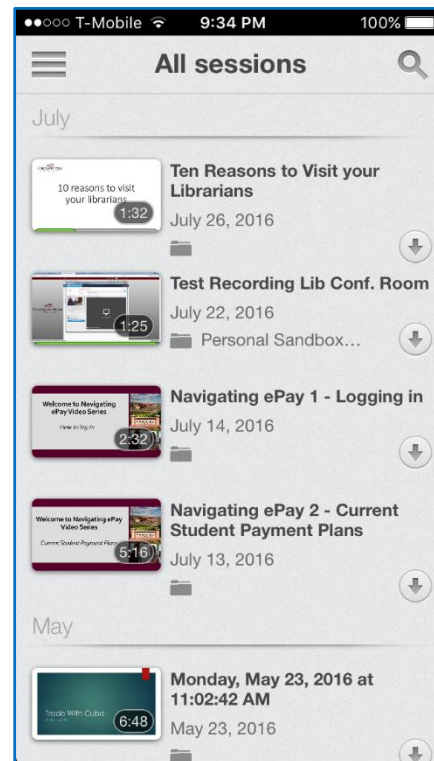
< > Done

1 2 3 4 5 6 7 8 9 0

- / : ; ( ) \$ & @ "

# += . , ? ! ' < >

ABC space Go

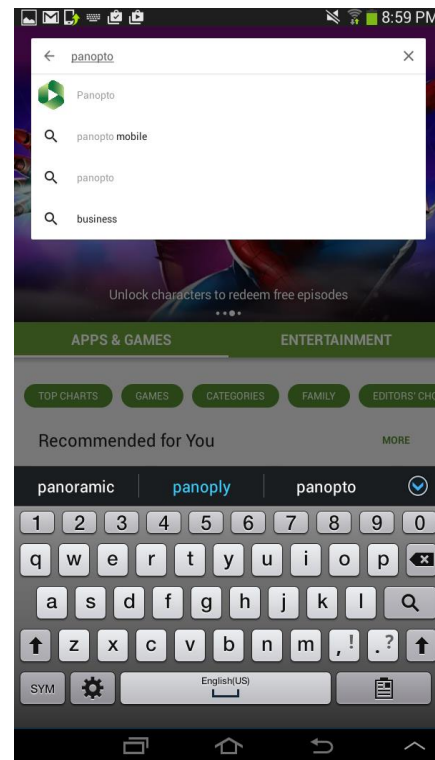
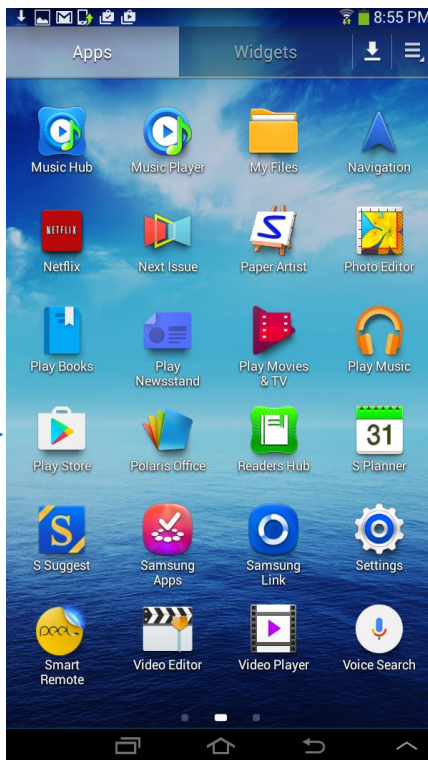




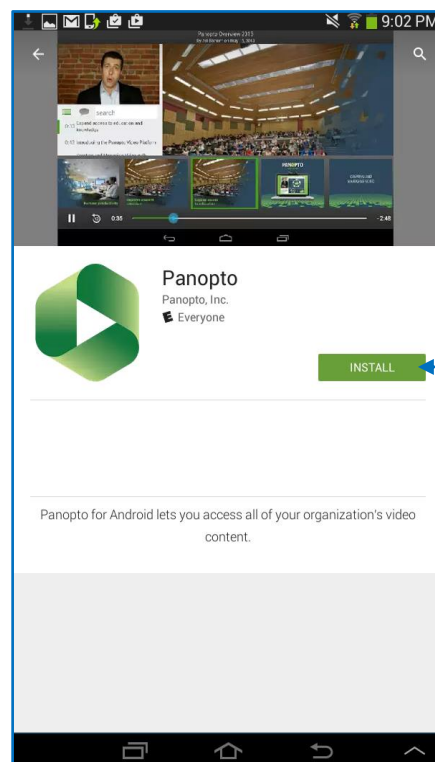
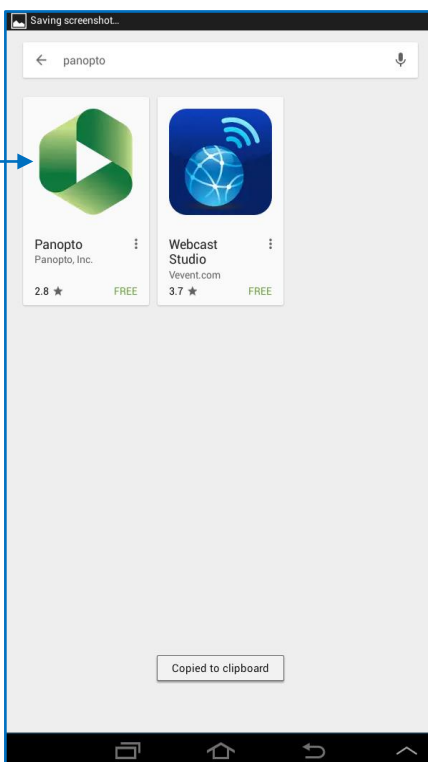
# How To: Panopto Tutorial (Students)

## Installing the Panopto App on Android

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

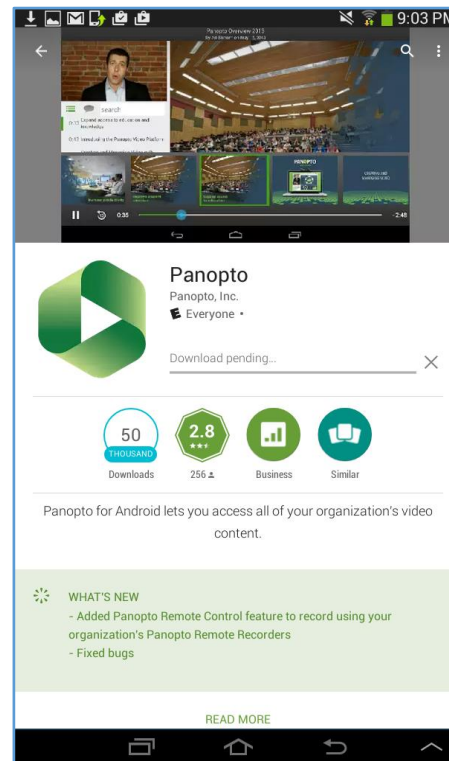
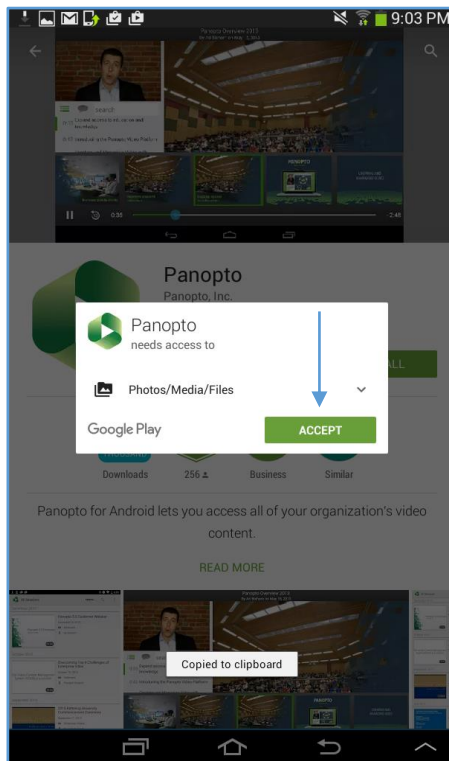


2. When the Panopto application appears, tap it. Then with the application shown, tap **Install**.

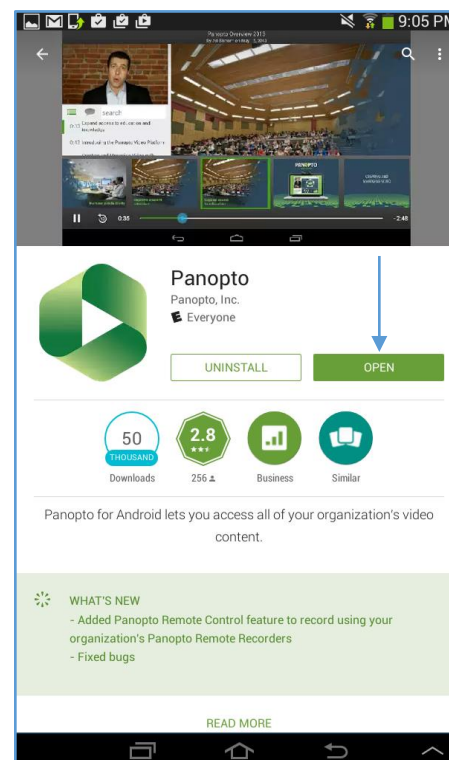
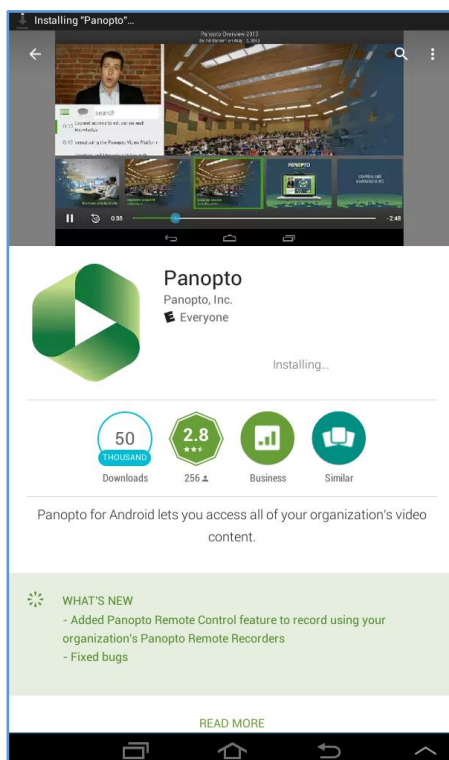


# How To: Panopto Tutorial (Students)

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

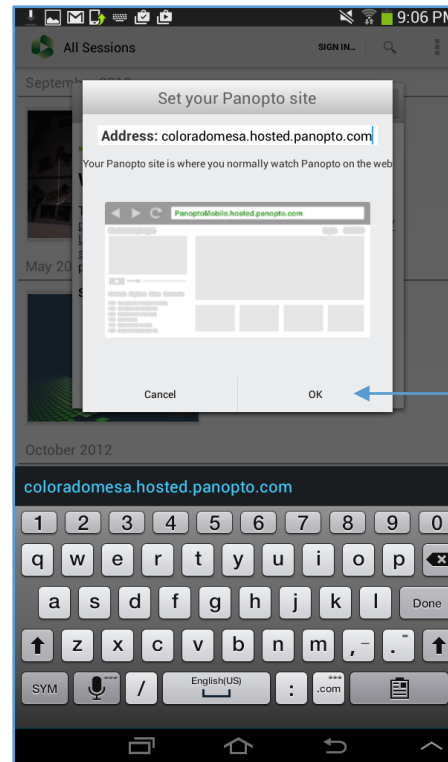
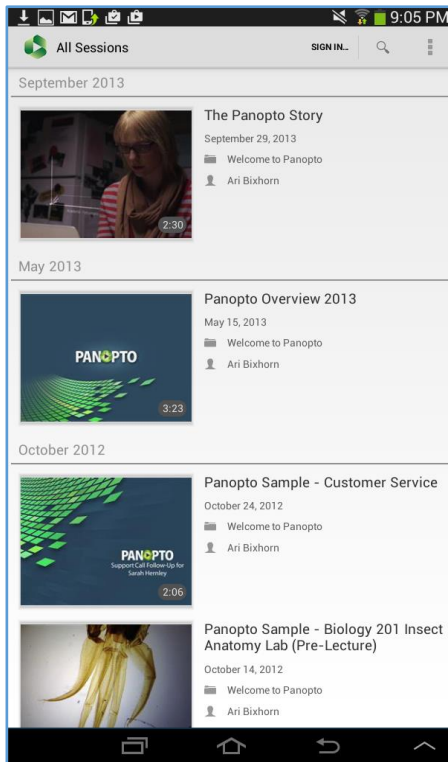


4. Once the download has completed the application will begin to install. When complete, tap **OPEN** to launch the app.

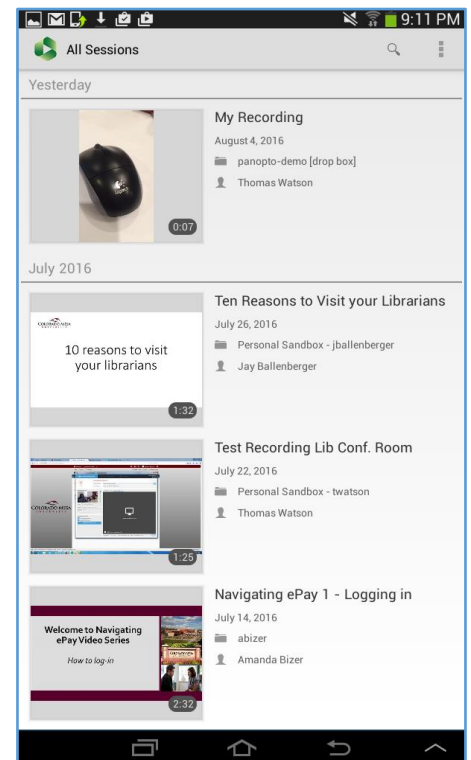
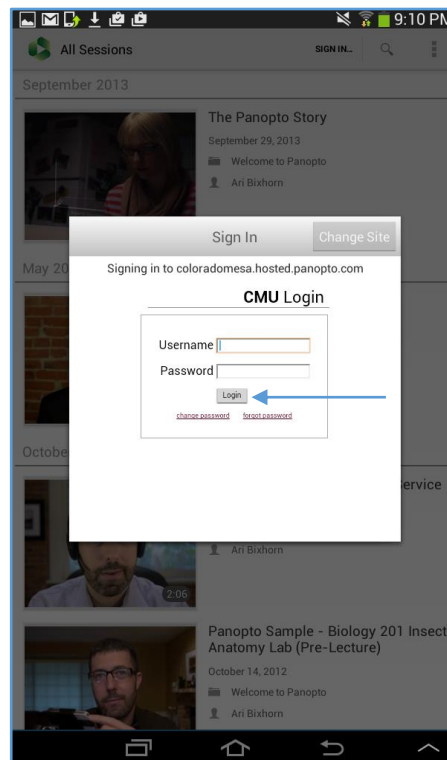
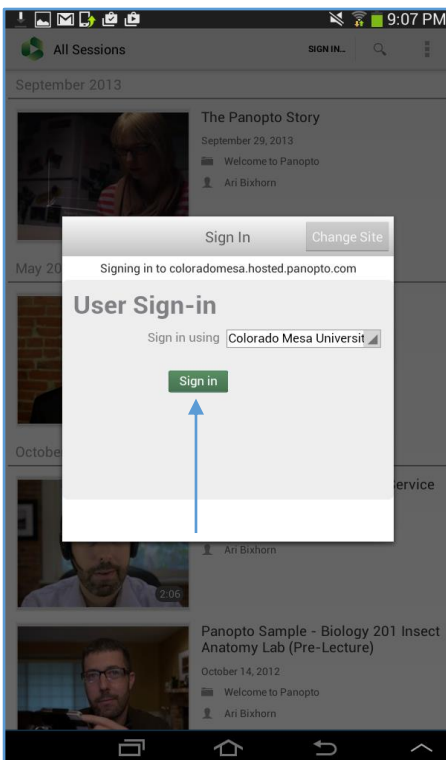


# How To: Panopto Tutorial (Students)

- 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)

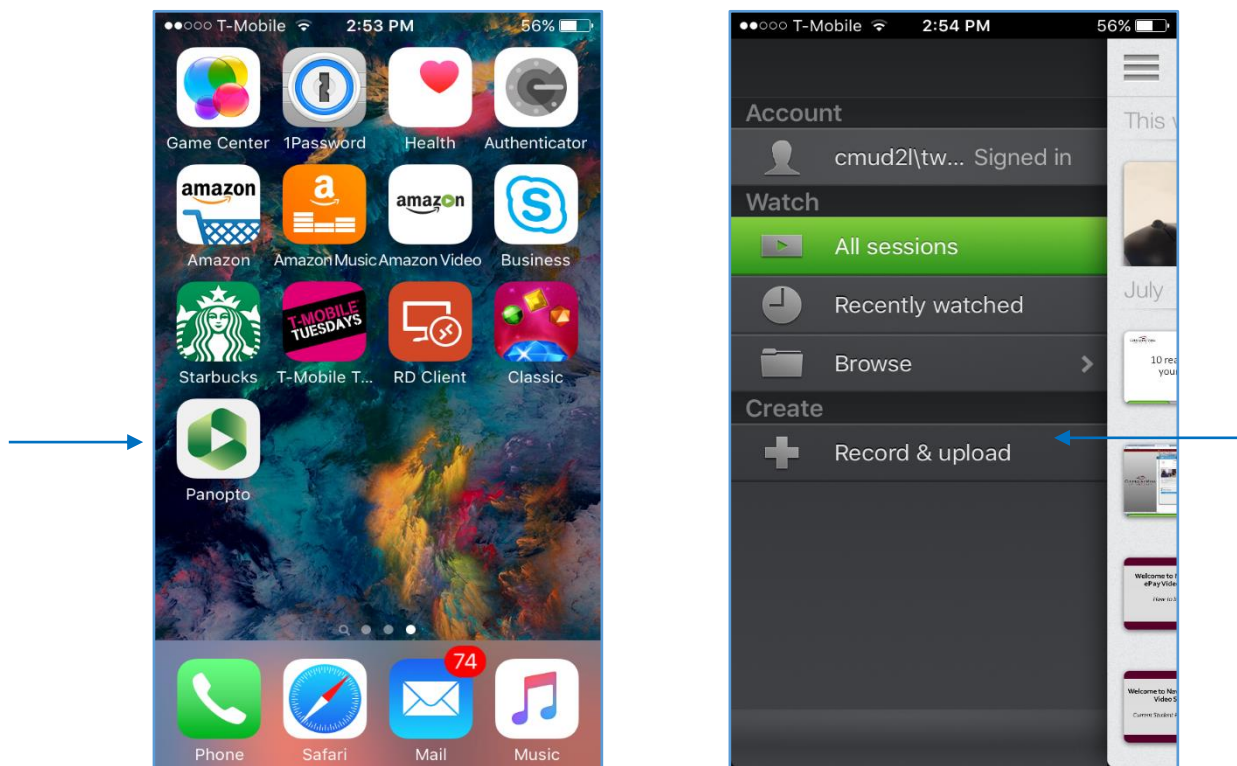
## Recording from Mobile Devices.

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.

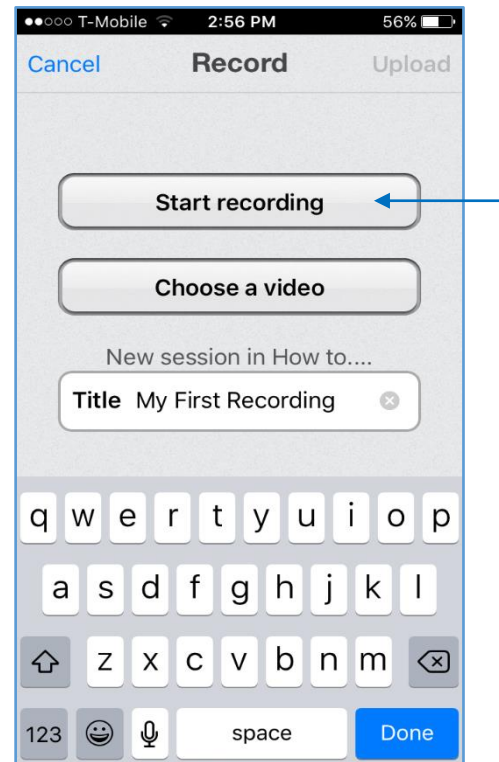
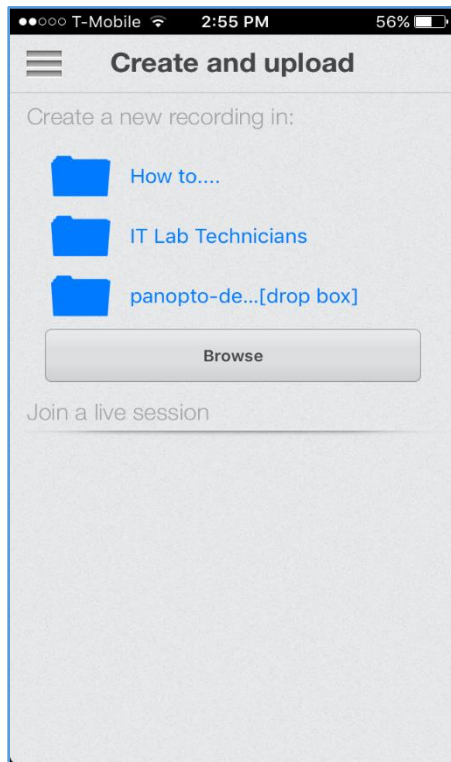
1. Open the Panopto app. If you are signed in you should see your sessions (videos). If you have not yet signed in, review the [Installing the Recorder on iOS](#) section. Once signed in, tap the three lines icon to reveal the **Record and upload** choice.



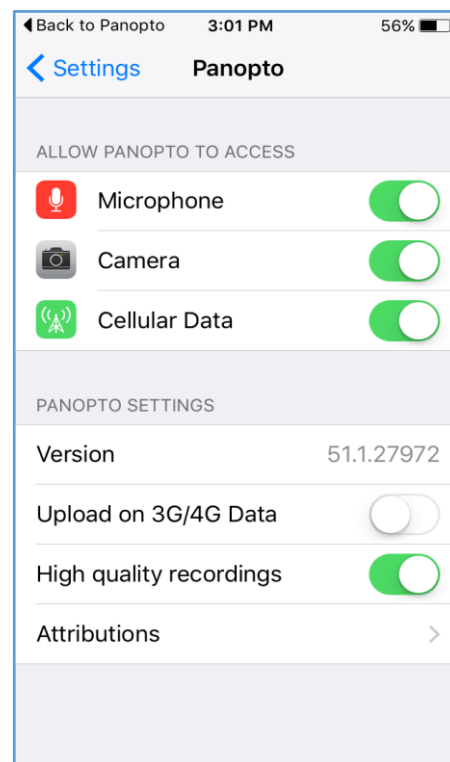
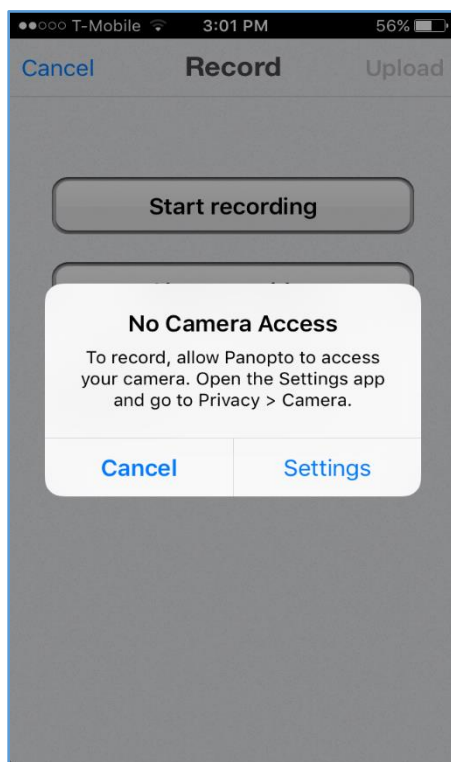


# How To: Panopto Tutorial (Students)

2. Tap **Record & upload**. Choose the folder where you want to store your 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.

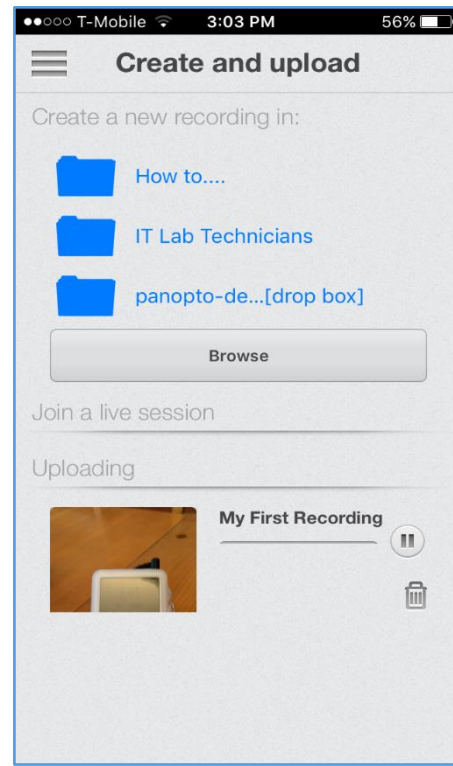
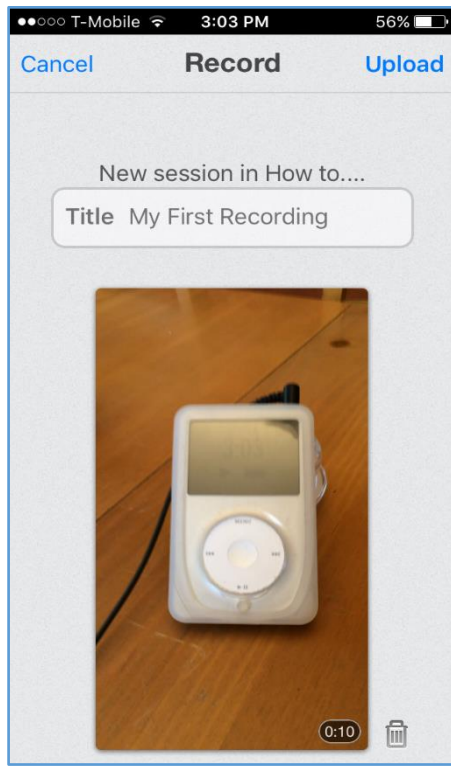


- Touch the stop button when your recording is complete (or to Pause). Once complete, you will have the option to **Retake**, **Play** (review the video), or **Use Video**.

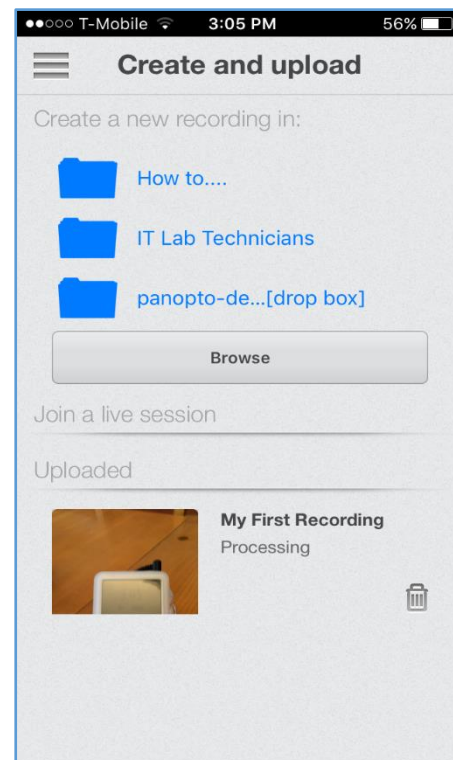
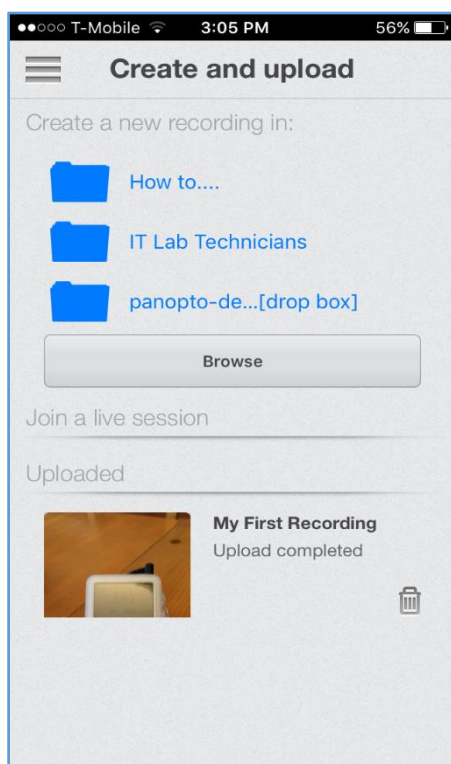


# How To: Panopto Tutorial (Students)

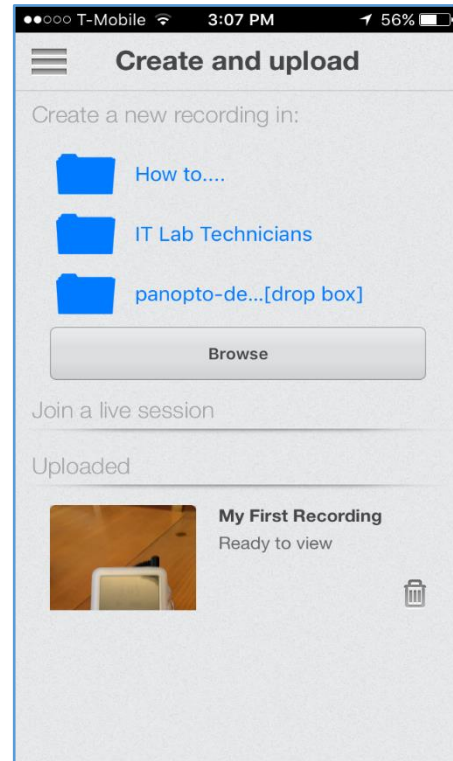
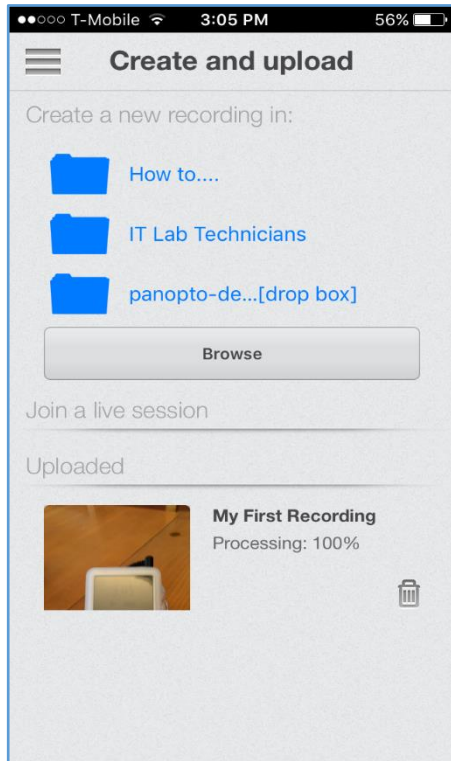
- Provide/edit the session title for the video and then tap **Upload**. The video will begin uploading to the CMU/Panopto server. This process can take some time. **Be sure you stay connected.**



- 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.

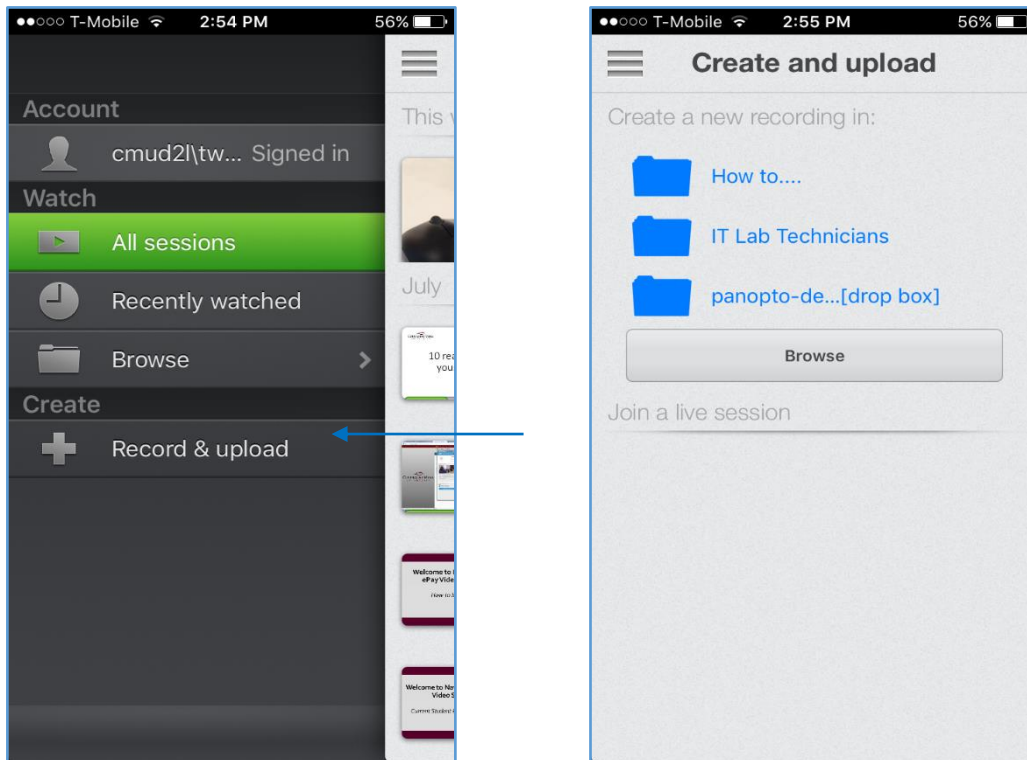




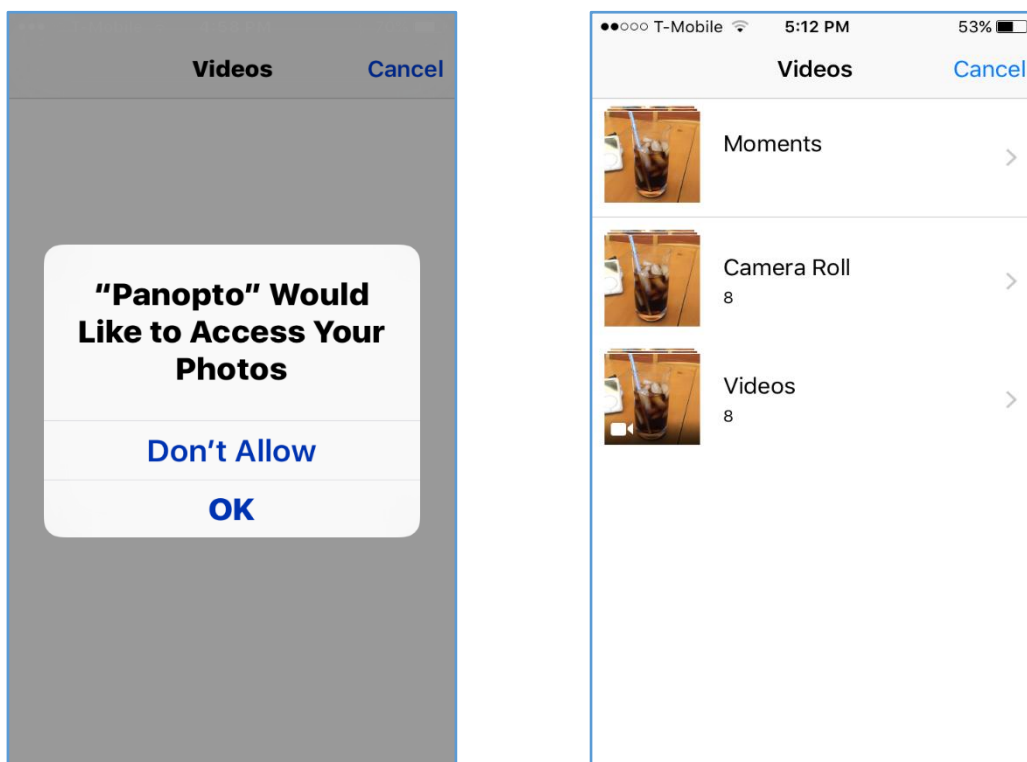
# How To: Panopto Tutorial (Students)

## 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.

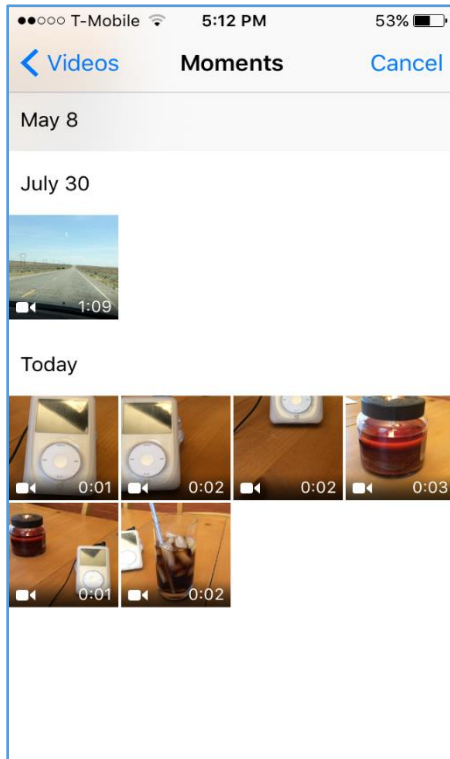


2. Panopto will request access to your photos the first time you try to upload a video. Tap **OK**.

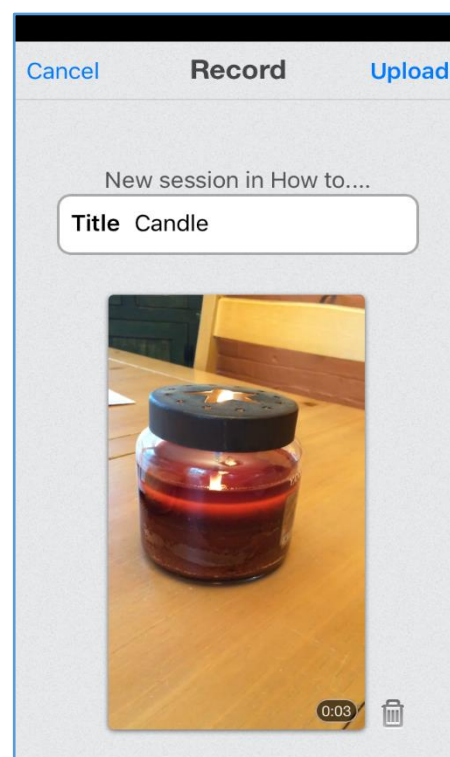


# How To: Panopto Tutorial (Students)

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



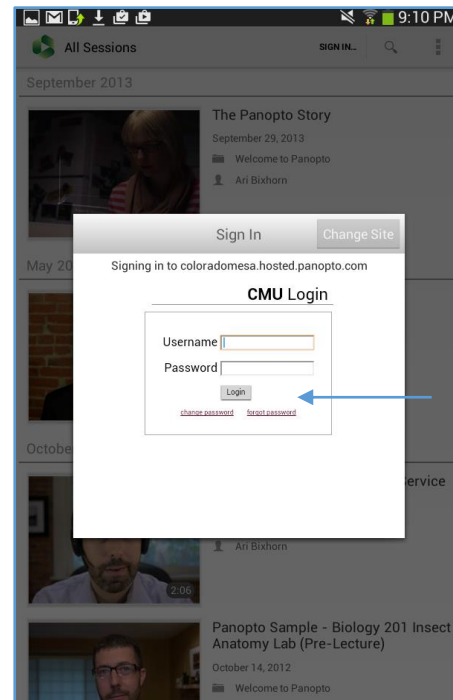
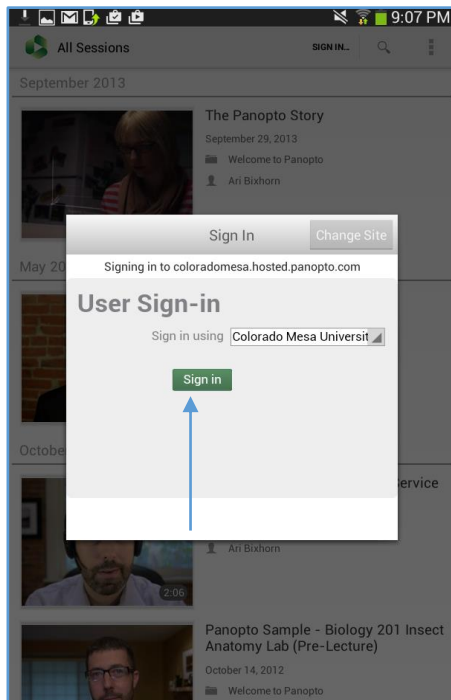
4. The video will begin uploading and a status bar will appear. Next provide a title for the session and then tap **Upload**.



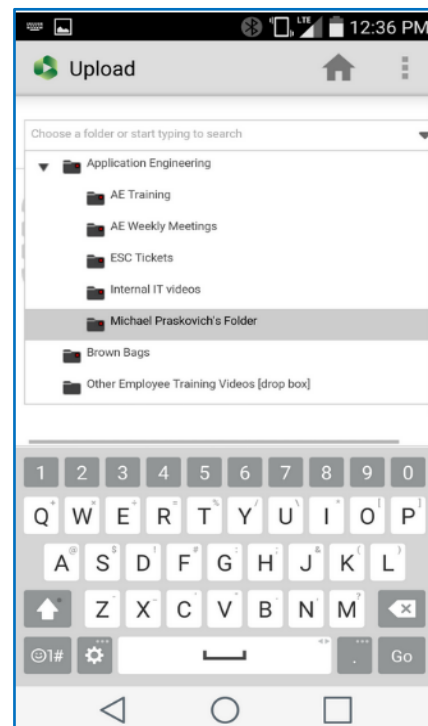
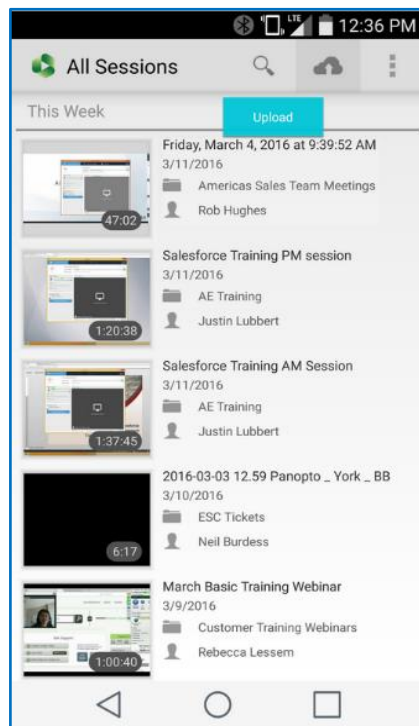
# How To: Panopto Tutorial (Students)

## 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).

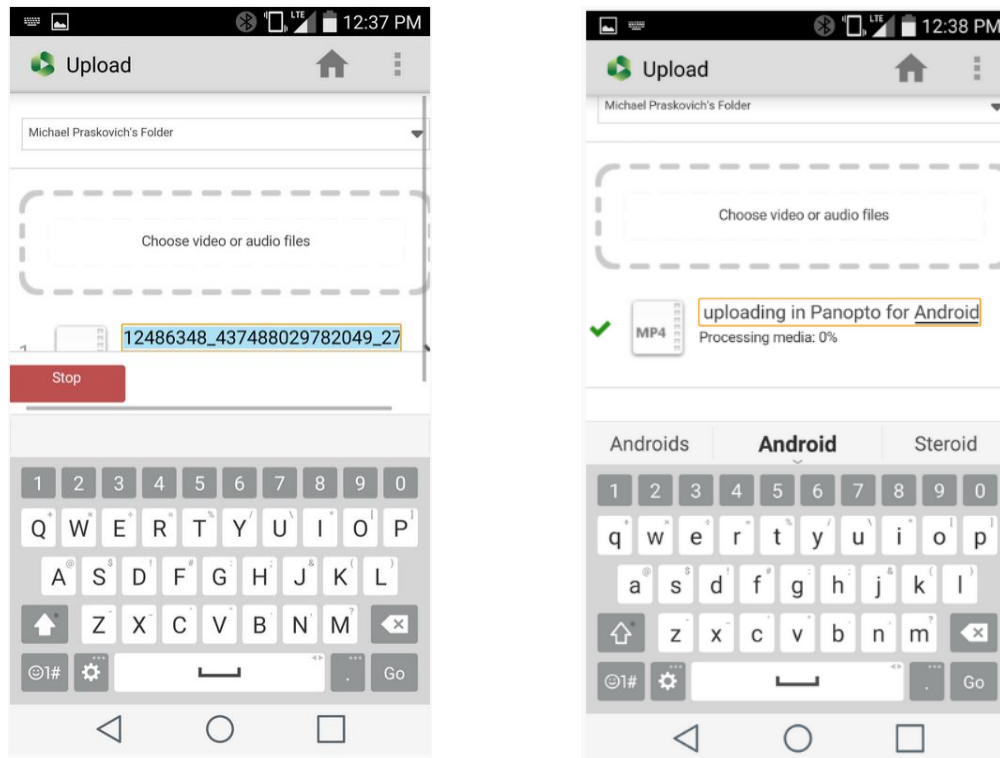


3. Tap the **Upload** icon in the top control bar. Select the folder where you want to upload your video.

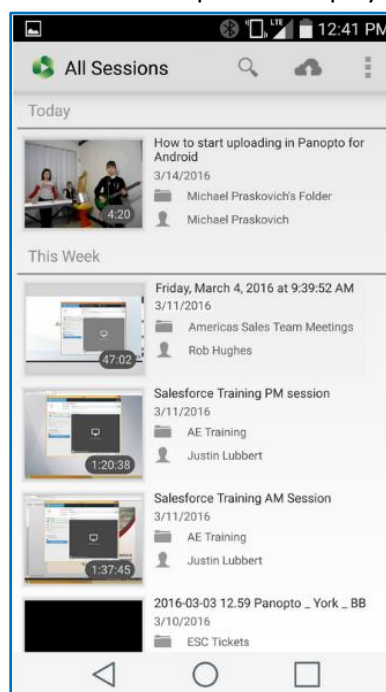


# How To: Panopto Tutorial (Students)

- 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.



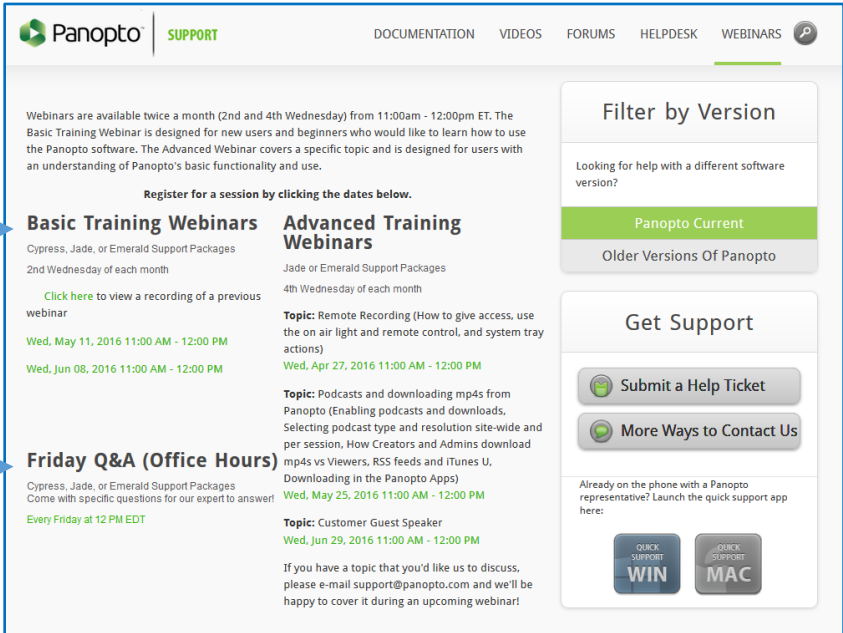
- Uploading will begin. **Do not close the Panopto app during the upload or processing phase or it will fail.** Also, ensure that you have adequate battery or AC power to complete the entire process. Once completed, you will receive a green check to the left of the file. To verify that your video file 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)

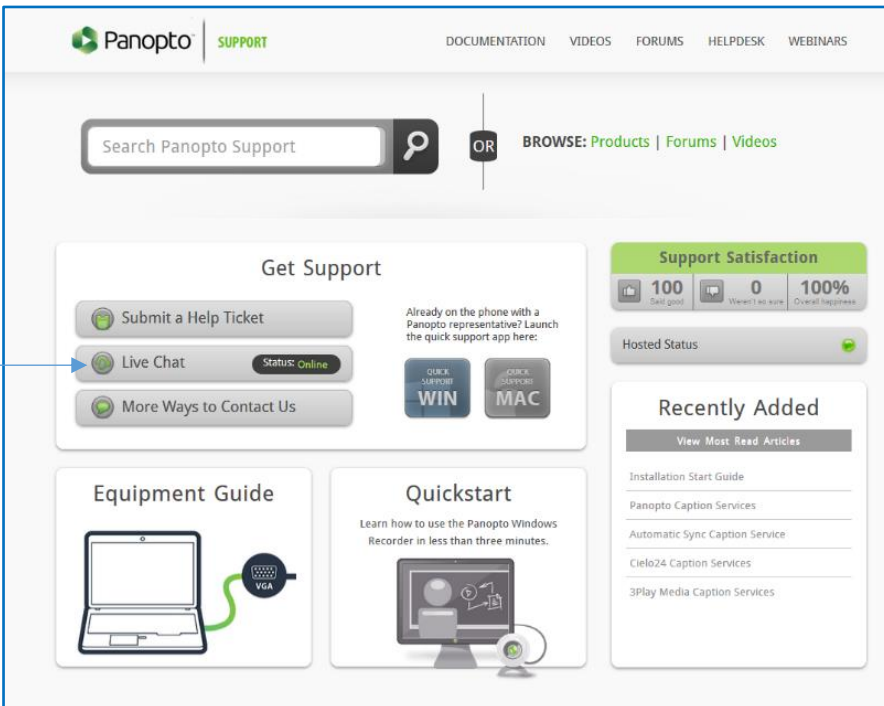
## Reference Information

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



The screenshot shows the Panopto Support Webinars page. On the left, a blue bracket labeled '1' points to the 'Webinars' section. On the right, a blue bracket labeled '2' points to the 'Webinars Page' section. In the center, a blue bracket labeled '3' points to the 'Office Hours' section. The page includes a 'Filter by Version' section with 'Panopto Current' and 'Older Versions Of Panopto'. It also features a 'Get Support' section with 'Submit a Help Ticket' and 'More Ways to Contact Us'. The 'Webinars' section lists 'Basic Training Webinars' and 'Advanced Training Webinars' with their respective schedules and topics. The 'Office Hours' section lists 'Friday Q&A (Office Hours)' with a schedule and topics.

2. Panopto offers bi-monthly webinars, (2<sup>nd</sup> and 4<sup>th</sup> 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 Live Chat page. On the left, a blue bracket labeled '4' points to the 'Live Chat' section. The page includes a 'Search Panopto Support' bar and a 'BROWSE: Products | Forums | Videos' section. The 'Get Support' section features 'Submit a Help Ticket', 'Live Chat' (Status: Online), and 'More Ways to Contact Us'. The 'Support Satisfaction' section shows a 100% satisfaction rate. The 'Hosted Status' section shows a green status icon. The 'Recently Added' section lists various articles and services.