Panopto Permissions Issues and Video Linking Best Practice

There has been a widespread ongoing issue with students not being able to access Panopto videos in courses this semester. This error comes in many forms - Access denied, permission requests, or being redirected to the course homepage. The root cause of this issue is that Panopto is failing to automatically update the class list and the permissions between Brightspace and the Course Folder in Panopto. This article will cover how to fix this issue and prevent it in the future.

If instructors or students are experiencing this issue, please use one of the following options to trigger the permissions for students to update:
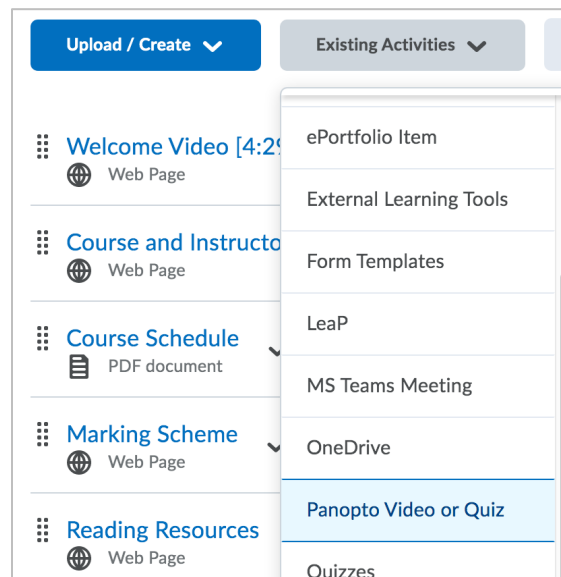
1. Post a video in the course via Insert Stuff and have the students view that video first.
2. Post a video in the course via Existing Activity>Panopto Video or Quiz option
3. Have the "Panopto Recordings" link visible for students to click on, an announcement would work for sharing this.
4. Have the student open a new browser tab and log directly into Panopto at https://dal.hosted.panopto.com/.

Option 1 Steps
In the course content area, click on "Upload/Create" and choose "Create a File." From here click on the "Insert Stuff" button (it looks like a Play button) and choose "Panopto Video" from the menu. Pick the desired Panopto from this list and then scroll down and click "Insert" and then "Save." Please visit our post on the blog that provides further instructions (https://edtechtruro.edublogs.org/2020/11/10/how-to-link-panopto-videos-in-your-course/).
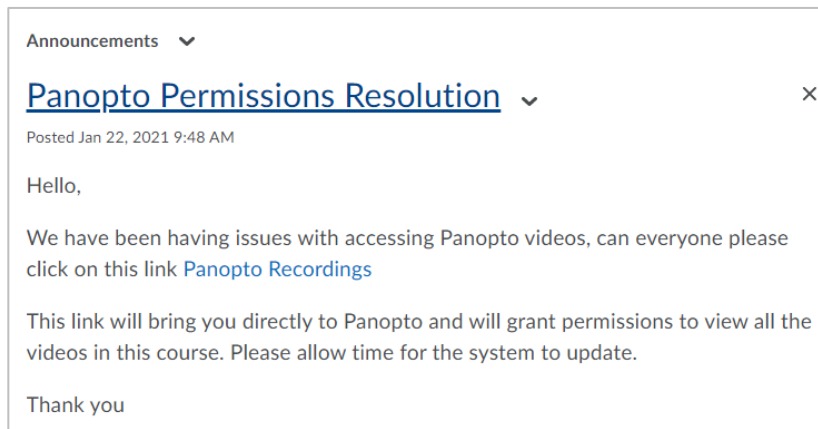
Option 2 Steps
In the course content area, click on "Existing Activities" and choose "Panopto Video or Quiz". Choose the Panopto Video from the list, click "Insert" and "save." The only downside to this method currently is that students cannot "pop-out" the video from Brightspace into the "expanded Panopto viewer" through the Panopto website. It can only be viewed within Brightspace.

Option 3 Steps

Create a new announcement on the course homepage and link to the content item "Panopto Recordings." This is done by clicking on the "Link" icon in the announcement creation page and choosing "Content" then choose the module the Panopto Recordings link is in, commonly called "Panopto and Collaborate Ultra" and choose Panopto to link to the announcement.

Announcements ⌄

Panopto Permissions Resolution ⌄   ✕

Posted Jan 22, 2021 9:48 AM

Hello,

We have been having issues with accessing Panopto videos, can everyone please click on this link Panopto Recordings

This link will bring you directly to Panopto and will grant permissions to view all the videos in this course. Please allow time for the system to update.

Thank you

Option 4 Steps

Have the students go directly to dal.hosted.panopto.com in a new browser tab and log in with their Brightspace credentials, to formally validate the permissions. Instructors can distribute this link via an announcement, class email, or adding to a content area.

How to avoid this in future course offerings:

If instructors have posted all Panopto videos in the course via linking or embedding, it is recommended to change these to Insert Stuff or the Panopto Video option, however if the permissions are updated through one of the above methods, the linked/embedded videos will begin to work.

One thing to note is when importing a previous semester's course content into a future course: Panopto videos NOT liked via option 1 or 2 above will not work correctly. The safest way to ensure these issues do not persist next semester, and to future proof content, is to use one of these methods.