

# Panopto – Troubleshooting Guide



## My recordings are all going into 'My Folder' and not to the individual module folders

This will be due to launching the Panopto recorder outside of Canvas - i.e. from the desktop. To make sure your recordings appear in the relevant Canvas Panopto Video folder, you need to launch it from within the Panopto Video folder of the module course that you're delivering a lecture on. *Open the Panopto Video folder, then click Create - Panopto for Windows - Open Panopto - Open Panopto recorder.*

## My recording has sound but no slides

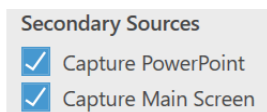
A secondary source (PowerPoint and/or Mainstream) needs to be selected before you begin recording or the recording will capture audio only.

## I recorded a session, but it has only captured the first part

The most likely reason for this is that you have inadvertently pressed the F10 key which will have stopped the recording. (F8 = start recording, F9 = pause/resume recording, F10 = stop recording)

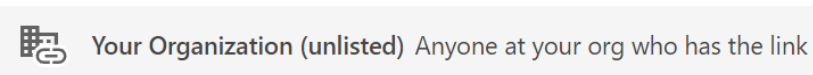
## Panopto has captured my slides and audio but none of the websites or video clips that I'd linked to?

If you want Panopto to capture content other than your presentation, you need to select PowerPoint & Main Screen as Secondary Sources



## Students are denied access to a Panopto recording

If the recording is from last year, the share permissions need to be changed to allow access to anyone logged into Canvas who has the link:



## I can't access recordings from previous years in Canvas

Recordings captured before September 2021 belong to accounts linked to LearningSpace, so totally separate accounts. It is possible to merge accounts to have access to previous years recordings from the Panopto Video folders on your Canvas module course pages. You can request this by emailing [digitalinnovation@marjon.ac.uk](mailto:digitalinnovation@marjon.ac.uk) – Please include **Panopto Merge** in the subject line.

## I can't get this recording to move past processing

The most likely reason for this is that the laptop has been shut down before Panopto has completed upload and processing.

## My recording has uploaded but says 'No content available'

(As above) - The most likely reason for this is that the laptop has been shut down before Panopto has completed upload and processing.

**IMPORTANT! Never shut down a room laptop. Everything is wiped when the laptop is restarted or shutdown including any Panopto recordings that are still uploading!**