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## Accessing Panopto Videos in Canvas as a Student

Taylor Kahny - 2019-01-23 - Panopto

Have you ever logged in to your Canvas course, navigated to a page containing lecture videos, and received this message?

Failed to sign in, please try again. Contact your administrator if this problem persists.	
User Sign-in	
Sign in using Panopto Canvas integral \$	
Sign in	

If so, you're not alone! Although this is often a stressful error message to receive, especially if you're on a time crunch, there are a few quick ways to resolve this.

## General Troubleshooting Tips

Since Panopto is a third-party tool, it needs access to your Canvas account so that you can access the platform to watch videos. There are a few things that may be preventing Panopto from finding and verifying your Canvas account, so you'll need to try the following:

 Sometimes Panopto can't find your Canvas account if you don't have an email address listed in Canvas. Please try following the steps at this link to either add an email address or confirm an existing one:

https://community.canvaslms.com/docs/DOC-10594-4212710336

 Additionally, if you don't have cookies enabled in your browser, Panopto can't make the connection to Canvas to find your account. Please enable cookies using these instructions for your specific browser:

https://support.panopto.com/s/article/How-to-Enable-Third-Party-Cookies-in-Supporte d-Browsers

After completing both steps above, refresh the video page and try again.

## Accessing Panopto Videos in Canvas as a Student on a Mobile Device:

If you're attempting to watch your course lecture videos on an iOS device, make sure your

Privacy and Security Settings for Safari are set correctly.

To check this, access your mobile device's Settings by clicking the gray gear icon, and then scroll to Safari. Once in the Safari settings, make sure Prevent Cross-Site Tracking and Block All Cookies are toggled off and not green as shown here:

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Settings	Safari			
PRIVACY & SECURITY	(			
Prevent Cross-Site Tracking				
Block All Cookies				
Ask Websites Not to Track Me				
Fraudulent Website Warning				
Camera & Microphone Access				
Check for Apple Pay				
Allow websites to check if Apple Pay is set up. About Safari & Privacy				
Clear History and Website Data				
READING LIST				
Automatically Save Offline				
Automatically save all Reading List items from iCloud for offline reading.				

If none of the solutions suggested in this article work for you, reach out to the <u>ITS Service</u> <u>Desk</u>.