Troubleshooting Panopto on Blackboard Mobile (Android)

Panopto is the CUNY SPS video platform integrated in Blackboard. This guide is to help troubleshoot a common playback issue with Panopto on the Blackboard Mobile App when using an Android Device.

If you see the following screens when selecting a Panopto video to view on Blackboard Mobile, this instruction guide will help you be able to view the recording.



Step 1: Open your device's Internet Browser. For this set of instructions, we will be using Google Chrome.

<u>Note</u>: Depending on the type of Android device you may have, you may find the Internet Browser settings either directly in the Internet Browser app or the device's main Settings app.

Step 2: On the top right of the screen, select the three vertical dots followed by Settings.



Step 3: Locate Site Settings.

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← Settings	0
Addresses and more	
Privacy and security	
Safety check	
Notifications	
Theme	
Advanced	
Homepage On	
Accessibility	
Site settings	
Languages	
Lite mode Off	
Downloads	
About Chrome	

Step 4: Select Pop-Ups and Redirects.



Step 5: Disable the Pop-ups.

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< Sites and downloads	< Sites and downloads
Sites	Sites
Manage website data	Manage website data
Block pop-ups	Block pop-ups
Notifications	Notifications
Warn about malicious sites	Warn about malicious sites
Report errors Help improve Samsung Internet by sending error reports to Samsung.	Report errors Help improve Samsung Internet by sending error reports to Samsung.
Allow JavaScript	Allow JavaScript
Downloads	Downloads
Ask before starting downloads	Ask before starting downloads

You have now successfully adjusted your Android device's settings to allow video playback of Panopto content within the Blackboard App!

Do you have any questions? Visit our <u>support site</u> for tutorial and links to resources or send us an email at <u>FacultySupport@sps.cuny.edu</u>.