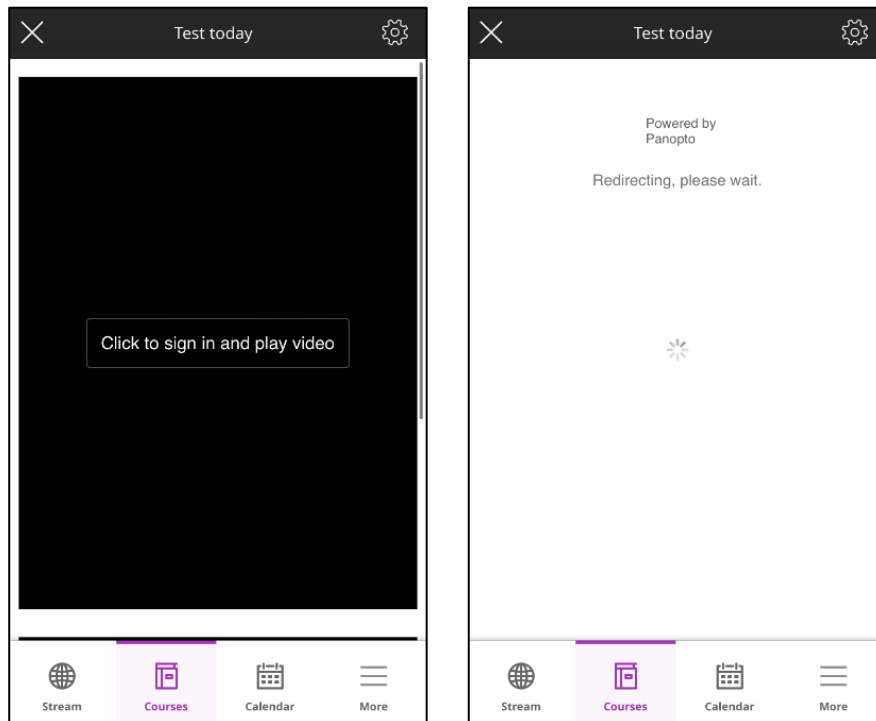


## Troubleshooting Panopto on Blackboard Mobile (Android)

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.

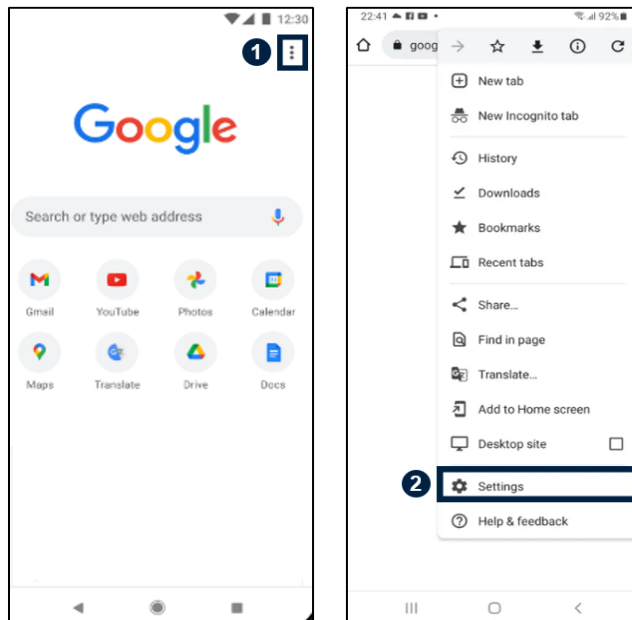


**Step 1: Open your device's Internet Browser. For this set of instructions, we will be using Google Chrome.**

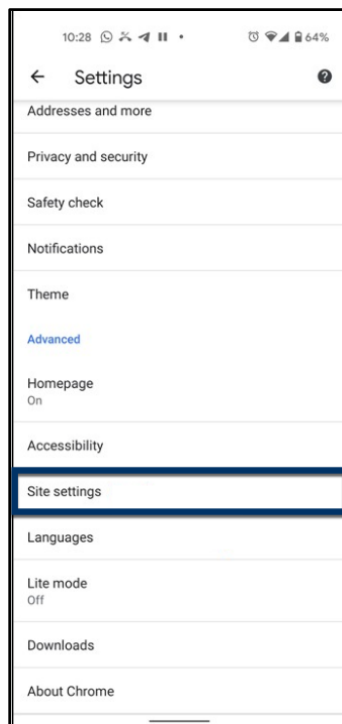
**Note:** Depending on the type of Android device you may have, you may find the Internet Browser settings either directly in the Internet Browser app or the device's main Settings app.

## Troubleshooting Panopto on Blackboard Mobile (Apple)

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

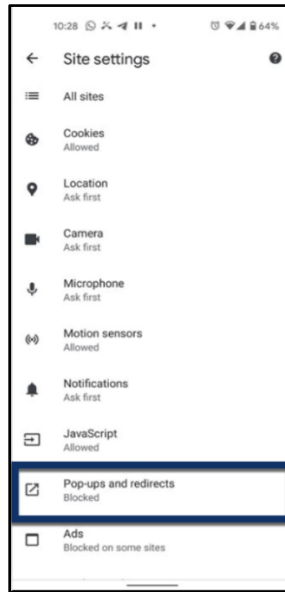


**Step 3: Locate Site Settings.**

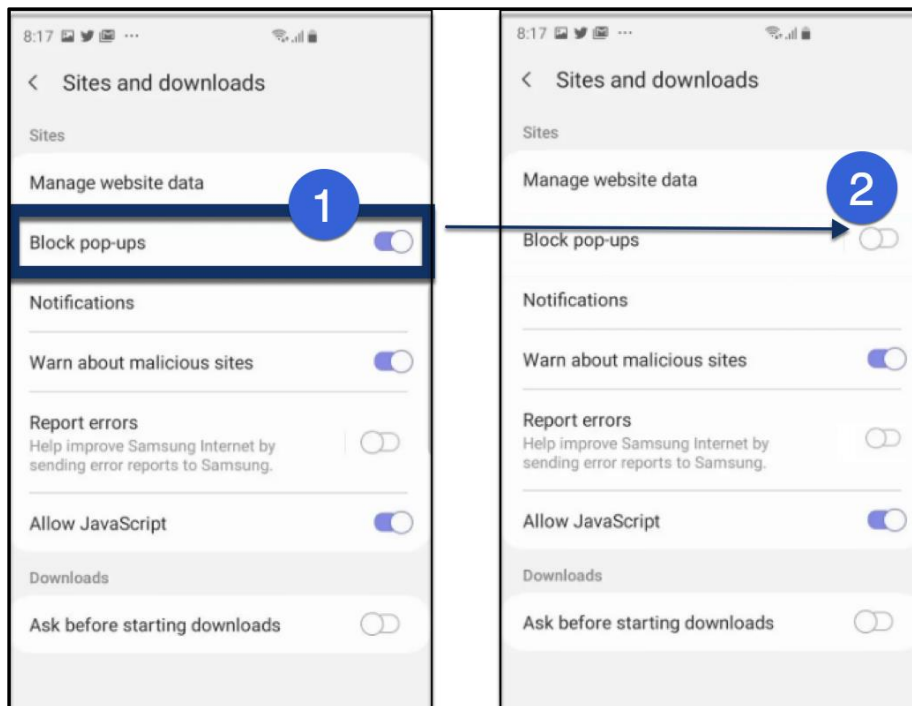


## Troubleshooting Panopto on Blackboard Mobile (Apple)

### Step 4: Select Pop-Ups and Redirects.



### Step 5: Disable the Pop-ups.



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 [support site](#) for tutorial and links to resources or send us an email at [FacultySupport@sps.cuny.edu](mailto:FacultySupport@sps.cuny.edu).