Troubleshooting Panopto on Blackboard Mobile (Apple)

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 Apple 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: Go to your Apple device's Settings app.



Step 2: Locate the Safari tab within the Settings app.

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		Settings	
\bigcirc	Safari		>
N	News		>
	Stocks		
	Weather		
	Translate		
8	Maps		
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	Photos		
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Step 3: Under General disable Block Pop-ups.

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Settings Safari		Settings Safari	
SEARCH		SEARCH	
Search Engine	Google >	Search Engine	Google >
Search Engine Suggestions		Search Engine Suggestions	
Safari Suggestions		Safari Suggestions	
Quick Website Search	On >	Quick Website Search	On >
Preload Top Hit		Preload Top Hit	
About Safari Search & Privacy		About Safari Search & Privacy	
1 GENERAL		GENERAL	
AutoFill	>	AutoFill	
Favorites	Favorites 2	Favorites	Favorites 3
Block Pop-ups		Block Pop-ups	
Extensions	>	Extensions	
Downloads	iCloud Drive >	Downloads	iCloud Drive >
TABS		TABS	

Step 4: Return to the Settings menu to locate the Blackboard app.



Step 5: In the Blackboard app settings, enable Allow Cross-Website Tracking.



You have now successfully adjusted your Apple 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>.