

Panopto: Frequently asked questions – Teaching Staff

1. What is Panopto?

Panopto is the name of the technology we use to support the recording of teaching and learning sessions in designated teaching rooms. Panopto can also be used to create Screen Recordings, Flipped Classroom Recordings, Video Quizzes, and Live Streamed content. More recently, Panopto has been used to host recordings created in Zoom and MS Teams.

2. How do I get a Panopto account and install the software?

Any staff member who has Tutor or Support Tutor permissions on a module can have a Panopto account with 'creator' permissions. To create your account and download the Panopto application please see the step-by-step guide [Creating your account and downloading the recorder.pdf](#)

3. Where can I get training and support on how to use the Panopto software?

Please contact TELSupport@herts.ac.uk or visit the GLJ module training page.

4. Will all my lectures be recorded automatically?

As a result of student and staff feedback, automatic recordings will **no longer be limited** to Lectures, Lectorials and Academic Support Sessions. From semester A, **all timetabled sessions will be recorded** with the exception of those types specified by your Dean of School. Please seek clarification from your respective Deans regarding exceptions to this rule, otherwise, assume all sessions taking place in rooms enabled with Panopto recording facilities will be automatically recorded.

Additional Panopto-enabled teaching rooms will be appearing throughout the semester, for the most up-to-date list of rooms, including information relating to variations in capture facilities, please refer to the [list of rooms with Panopto capture facilities](#). Please note that although new **hybrid teaching rooms** will include Panopto capture facilities, they will not support automatic recording, instead, hybrid teaching sessions can be recorded using the live synchronous application being used to deliver the session, i.e. **MS Teams** or **Zoom**. In-person-only sessions taking place in hybrid rooms can be recorded using the manual recorder (see: [Manual recording of taught sessions on campus](#)).

5. Where can I find an up-to-date list of teaching rooms that support automatic recordings?

A list of teaching rooms that have been equipped to support automatic recordings is available on the GLJ module page '[Rooms with Panopto recording facilities](#)'.

6. Can I still record my teaching session even if I'm not timetabled in a room that supports automatic recordings?

Yes, it is possible to manually record your teaching sessions using the Panopto Recorder installed on a laptop.

Your school may also have some mobile equipment that you can borrow e.g.: microphone (webcam and tripod if required).

Important: If you are manually recording a teaching session, it is likely that you are in a classroom that does not have signs or indicator lights to notify students about the potential for recordings to take place. In such cases you should ensure you announce the recording at the start of your session using the PowerPoint slide: *'This Session Is Being Recorded'* available via the [GLJ module](#).

7. Will automatic recordings be published on StudyNet?

Yes, automatic recordings will be published to the associated StudyNet module after three full working days have passed following the recording (see the table below). These will be listed on the Units page in an area called **'Recorded Sessions'**. Currently, the Canvas-Panopto integration is unable to determine where exactly in the guidedlearner journey to publish recordings, so we recommend that you use the drag and drop functionality to move recordings into the appropriate week/unit.

Important: Unpublishing a recording in StudyNet or deleting a link does not prevent students from accessing it directly via <http://uh.cloud.Panopto.eu>. If you wish to delete a recording, you must do so directly within your Panopto account (see *'Panopto - A Guide to Managing your Recordings'* available via the [GLJ module](#)).

8. Can I edit my recordings before they are published on StudyNet?

The day after your recording is complete, it is uploaded to the Panopto cloud and stored in a module folder. The recording will be available for module teams to edit (optional) for a period of three working days. During this time the recording will remain unavailable to students. The table below shows the editing period and publication day, depending on when the recording took place.

If the recording take place on a ...	It will be available for editing on the following...	Published on StudyNet at...
Monday	Tuesday, Wednesday, Thursday	00:01 Friday
Tuesday	Wednesday, Thursday, Friday	00:01 Saturday
Wednesday	Thursday, Friday (+Sat, Sun), Monday	00:01 Tuesday
Thursday	Friday (+Sat, Sun), Monday, Tuesday	00:01 Wednesday
Friday	(+Sat, Sun), Monday, Tuesday, Wednesday	00:01 Thursday
Saturday	(+Sun), Monday, Tuesday, Wednesday	00:01 Thursday
Sunday	Monday, Tuesday, Wednesday	00:01 Thursday

Guidance on editing, including how to cut sections of a recording, is available in the guide [Panopto - A guide to editing recordings.pdf](#).

9. How can I add captions to my recording?

There are two options for adding captions to your recordings. The first is to use the automated caption functionality in Panopto which uses voice recognition. Although this is not 100% accurate, and varies with sound quality and accents, it is often sufficient and can also be edited if need be. Guidance on how to generate and edit captions in Panopto is available in the guide [Panopto: A guide to managing recordings.pdf](#)

Where the inclusion of captions is required to support students with Study Needs Agreement (SNA), it may be possible to request human generated the captions. Contact Student Wellbeing Team or TELSupport@herts.ac.uk (LTIC).

10. I've switched teaching rooms; will my session be recorded as planned?

If you have switched teaching rooms, your session may still be recorded but only if:

- You have notified your school timetabler and they have made the changes to the timetable two working days in advance of the planned recording...

and...

- The teaching room you have moved to has the facilities to record teaching sessions.

If the room you have moved to does not have the recording facilities, you may still record your teaching session using mobile equipment available within your school.

11. How can students who do not wish to be recorded participate in the teaching session?

If a student wishes to participate and not be recorded, they should indicate this by raising their Student ID card. The staff member leading the session should pause the recording (F9) to allow the student to interact, when ready the recording can then be resumed (F9). There are posters in all the Panopto-enabled rooms and a notice on the lectern desktop to make sure students are aware. It's also a good idea to remind them of this at the start of any recorded session.

12. Is it possible to opt out of having my teaching session recorded?

If some or all of your teaching sessions are not suitable for recording, or there are other reasons why you wish to opt out, you should first discuss it with your Dean of School or nominee (see [UPR TL04](#)). If agreed, there are three ways to opt-out:

1. Stop the recording using the lectern keyboard
2. Stop the recording using the lectern taskbar
3. Delete the recording before it is published

For details see [Opting out of automatic recordings.pdf](#).

13. I have invited an external speaker to present in one of my sessions, this is scheduled to be recorded automatically, do I need their consent?

Yes, you should seek the external speakers consent by asking them to complete the standard University consent form in advance of the session. If they do not wish to give consent you should log into the lectern PC at the start of the session and stop the recording, see [Panopto - A guide to automatic recordings.pdf](#).

14. I am using copyrighted material in my lecture, is it ok to record this?

Materials that are covered by a license agreement with the University and the publish/rights owner, usually allow for these to be placed on our VLE. Given that recording a lecture which includes these materials is not too far away from the expected use, it should be possible to include these. For other resources not covered by a license agreement, staff should limit the inclusion of copyright material wherever possible, wherever possible not it should be limited to fair dealing.

The existing [copyright guidance](#) for academic staff will still apply when recording your teaching session. Generally, this means copied material can be used subject to the following conditions:

It is 'fair dealing'.

- It does not impact on the copyright holder's ability to exploit their own work.
- The purpose of using the copy must be 'illustration for instruction' under copyright law...

or...

It is covered by the CLA license.

- It is used to illustrate a tutorial or lecture.
- Only students on the course of study are in attendance.

For further guidance, please contact your Schools [Information Manager](#).

Video

In some cases, materials are only licensed for display to a live audience, this is often the case with video footage. Here, the recommendation is to pause the recording whilst the video footage is displayed. For example, we are not permitted to record footage from Box of Broadcasts (BoB) or catch-up services such as BBC iPlayer. The recording should either be paused (F9), or the video footage edited out before being published on StudyNet.

Similarly, YouTube videos (and those hosted on similar video platforms) will require the copyright owner's permission unless they are available for educational use or under a CC license.

If in doubt, simply pause the recording at the time the video footage is displayed (F9) and if possible, provide a web link to its location instead.

15. What should I do if a recording contains defamatory, inaccurate, or infringing material?

If a member of staff becomes aware that any defamatory, inaccurate, or infringing material is included within a recording or there is any other reason why it would be expedient for the University to recall a recording, they must contact LCS Helpdesk immediately and the material will be taken down for review and editing and then re-posted.

16. When using an Apple device, my Panopto recordings result in a blank screen. Is there a solution to this problem?

Connecting an Apple device via the HDMI connector can sometimes cause the recording to fail. This is caused by

an anti-piracy feature designed to prevent illegal copying. The workaround is to use a Video Graphics Array (VGA) dongle to connect your device to the lectern rather than a HDMI dongle.

17. Are students able to download recordings?

The student code of conduct specifically forbids the external copying, sharing, or uploading of recordings which are for the sole use of the student in studying the module. In addition to any misuse being a case of misconduct, it would also be a breach of copyright and, possibly, other laws.

18. How long will my recordings be available to students for?

Recordings will be available to students via the relevant module website on StudyNet for the duration of their studies.

19. Will my recordings rollover into a new instance of my StudyNet module?

By default, **Automatic recordings** are associated with a specific instance of a module meaning that only staff and students on this instance can view the recordings. Because of this, automatic recordings are not included as part of the module rollover. When rollover happens, Canvas knows to ignore links in the Recorded Sessions folder or links with a specific naming convention i.e. *'AAHP1020-0206-2018 - Preparation for Practice'*

However, if you rename a link to an automatic recording in the StudyNet/Canvas interface, the link will not be ignored during the rollover period and will instead copy to the new instance. When this happens, students on the new instance will see the link but still not be able to view the recordings. You may therefore need to delete these links when reviewing the module.

Manual recordings differ from automatic recordings in that the links will always be copied into the new instance of the module. Access to the recording will also depend on who has been given permission to view it. As with automatic recordings, if the recording is stored in the Panopto folder associated with the previous instance of the module, then students on the new instance won't be able to view the recording and you may need to delete these links.

If you wish to make a recording available to students on a new instance of a module, the simplest thing to do is to copy the recording to the new module instance folder in Panopto. Guidance on how to do this is available via [Panopto: Guide to Managing Recordings.pdf](#). Before you do this, you should ensure you have consent from any staff or students who can be identified in the recording.

20. I have deleted my recording; can this be retrieved?

Deleted recordings cannot be recovered by those with tutor permissions. Only a handful of staff with administrator accounts can recover accidentally deleted recordings. If you are unsure if you deleted your recordings, please contact helpdesk@herts.ac.uk for advice.

21. What analytics are available in relation to my recordings?

You can see the number of **'Views'** for a particular recording, the number of **'Unique Visitors'** accessing a recording and the **'Minutes Delivered'** (the number of minutes streamed for a given recording). For more information see: <https://support.panopto.com/s/article/Statistics-at-Site-Folder-Session-level>.

22. What signage is available in classrooms where teaching sessions are being recorded?

Notices will be posted on entrances as well as inside the teaching room. These make students aware of the potential for recordings to happen in these rooms and what to do should they not wish to be recorded.

23. Where can I learn more about how the technology has been used at UH and elsewhere?

Research papers, presentations, and reports by the UH Panopto Pilot staff are available on the [LTIC StudyNet site](#).