

Panopto Log In Troubleshooting - Blackboard vs. Canvas Users

The University of York's video storage platform (Panopto, aka Replay) has two instances (aka versions):

1. One version for University staff and students who use Blackboard/Yorkshare/Moodle.
2. A second version for our York Online distance learning students that use Canvas.

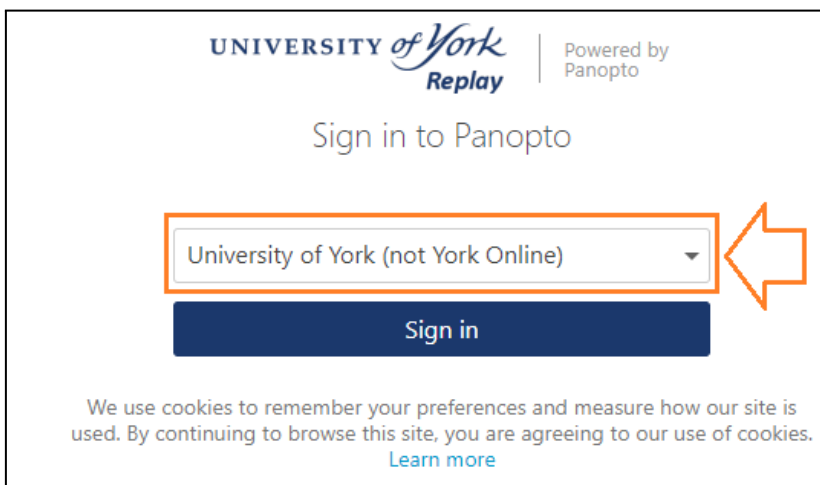
When logging into Panopto, please ensure you are logging into the correct instance, as outlined below.

Blackboard/Yorkshare/Moodle-Using Staff and Students

I.e. Anyone that is **not** in the Hull York Medical School, and is **not** one of our York Online distance students/staff members that uses Canvas (<https://onlinestudy.york.ac.uk/>). Maths students **should** use this option.

To log into Panopto:

1. Visit <https://york.cloud.panopto.eu/>
2. Ensure the drop down menu on the login page states "University of York" (**NOT** "York Canvas" - see image to right) then click the blue "Sign in" button
3. Enter your username (eg. abc123) and the same password that you use for your University email.



UNIVERSITY of York
Replay

Powered by
Panopto

Sign in to Panopto

University of York (not York Online)

Sign in

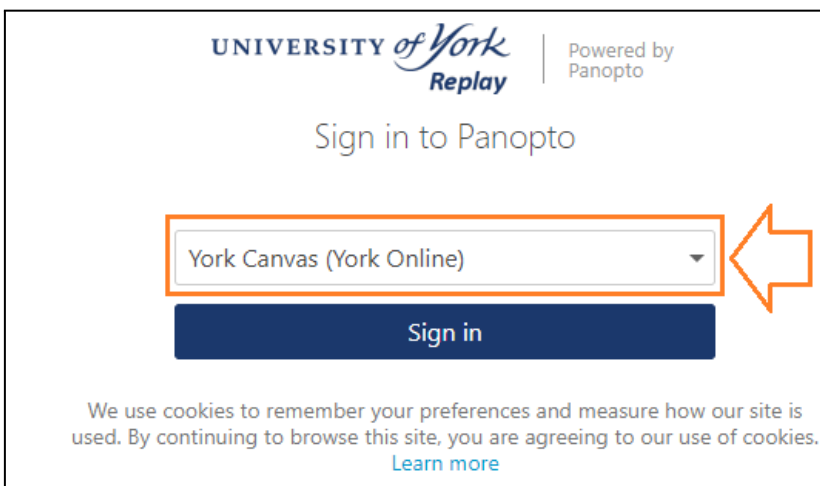
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Canvas-Using Staff and Students

I.e. Anyone that uses our Canvas VLE (<https://onlinestudy.york.ac.uk/>) and studies or works on [our York Online Distance Learning programmes](#).

To log into Panopto:

1. Visit <https://york.cloud.panopto.eu/>
2. Ensure the drop down menu on the login page states "York Canvas (York Online)" (**NOT** "University of York (not York Online)" - see image to right) then click the blue "Sign in" button
3. Enter your username (eg. abc123) and the same password that you use for your University email.



UNIVERSITY of York
Replay

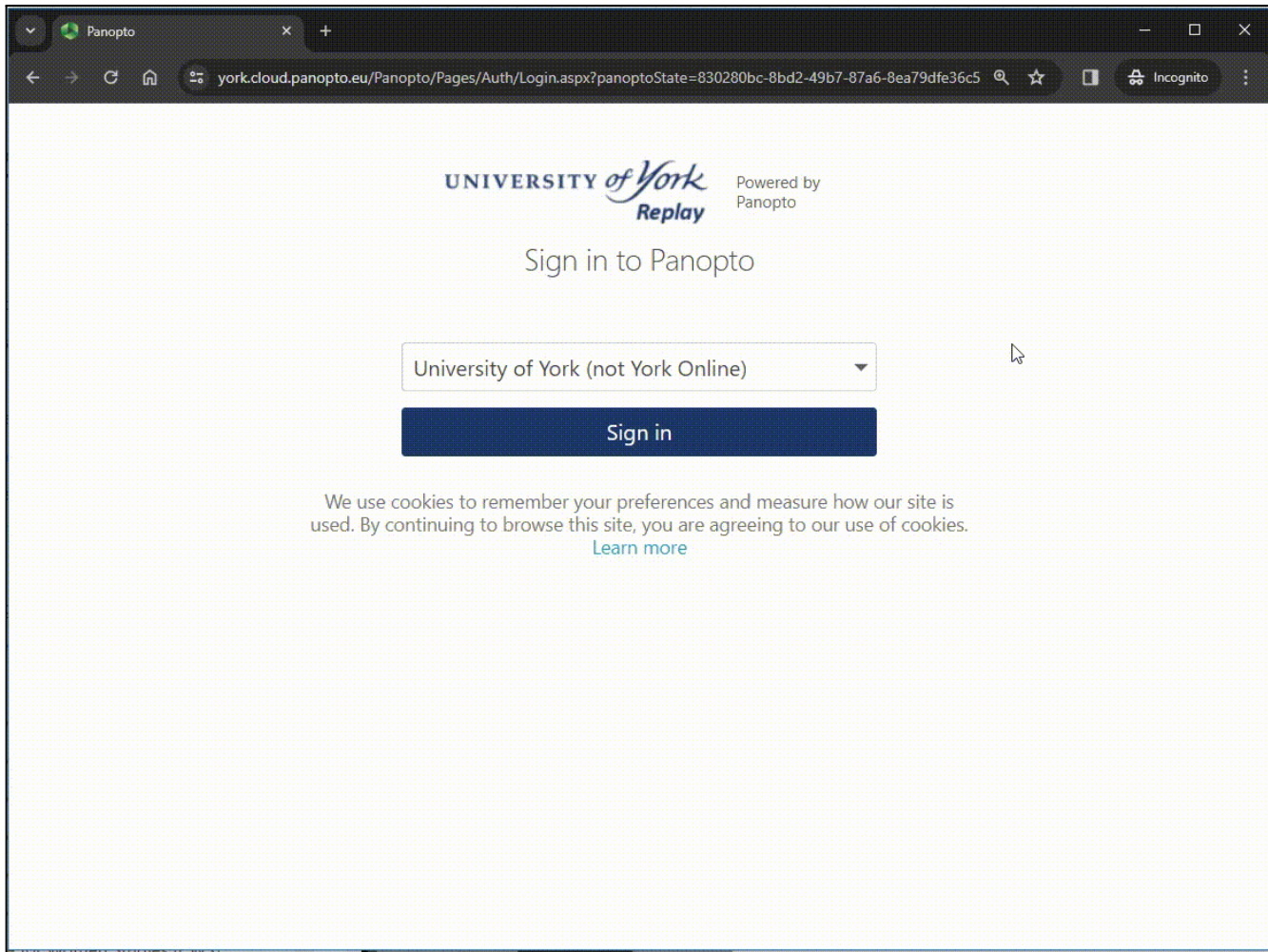
Powered by
Panopto

Sign in to Panopto

York Canvas (York Online)

Sign in

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If you're a Canvas-using student/ staff member trying to view Panopto video on a **mobile** device, the guidance is different: either use [Google Chrome web browser](#) on your mobile device, or [the Panopto app](#). The Canvas apps will not display Panopto video content.

Further Help

- Work through [our Generic Yorkshire, Canvas and Replay Troubleshooting Guide](#)
- Please contact vle-support@york.ac.uk for further support.

Digital Education Team, University of York - linktr.ee/uoyyle
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