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Blackboard Issues

Some people are experiencing an issue with Blackboard mail and other features of Blackboard. These problems are typically related to the Java plugin. Java is specific to individual machines and may or may not be installed on your machine.

Can't Log In:

- Your Blackboard username is the same username you use for Eastern email and Lab computers.
- Please use all lowercase letters for the Blackboard username.
- Type your password exactly as you would for Eastern email and lab computers.
- You must have logged in to your Eastern email or an Eastern Lab Computer at least once before using Blackboard. If you have not done this your account will not be activated and you will not be able to get into Blackboard.
- If you are unable to login to Blackboard but see no error messages, check to see if you have a “pop-up blocker” installed and running. Pop-up blocking software is not compatible with Blackboard and must be disabled. If your computer has a pop-up blocker enabled, please consult the documentation for the pop-up blocker for information on how to disable it.

Tool Errors:

- Tool errors and errors with Blackboard features are caused by having the incorrect version of Java installed or by canceling or closing the Java Security Warning popups when they occur.
Book a remote one-on-one with CIT

Book a remote one-on-one training session with a CIT staff member by clicking the following link:

https://outlook.office365.com/owa/calendar/CITTraining@myeasternct.onmicrosoft.com/bookings/

How-to instructions are below.

1. Choose a service
2. Click the pull-down if you want to select a specific individual
3. Choose the month, the available days will be darker
4. Choose the day, available times will appear to the right of the calendar
5. Choose a time from the available times
6. Provide the requested contact information
7. Give further information by selecting from Topic pulldown or using the optional Notes section
8. Click the Book button
Choosing a Web Conferencing Tool

Blackboard Collaborate

We strongly recommend Blackboard Collaborate for conducting synchronous online or hybrid classes. The tool requires the least amount of setup to use. Typically, you can add it to your existing courses in less than a minute and it's ready to be used by the students and faculty in that course. It's intuitive and easily lets you take advantage of features like breakout rooms, polling, screen-sharing, whiteboard, and others. You can also easily invite a guest who is not enrolled to participate, such as a guest speaker. Sessions can be recorded and made available to students and an attendance report can be downloaded, including any polling results gathered during the session. CIT has been offering virtual training sessions for Collaborate every Monday and Wednesday or by appointment.

MS Teams

Teams can be used for classes, though for classes it requires more set up and training than Collaborate. We recommend Teams for Office Hours and virtual communication outside of class between colleagues, staff, and students. Every Eastern account holder has access and can look up contacts in the directory, quickly initiate a call either over chat, audio, or video, and invite others to that call if needed. Additionally, Teams can be combined with MS Bookings to create a more structured method of booking student appointments during office hours. CIT offers virtual training sessions for Teams and Bookings by appointment.

Webex

Note: Webex is still a supported Eastern service and is not going away, we just don't recommend it as the best solution for online classes

Eastern was fortunate to have Webex at the end of the spring term, but with the addition of Collaborate and the expansion of MS Teams, we no longer recommend it for classes or academic activity. The other two tools are designed for academic use and their features and integrations reflect that.

The Work at Home and Online Instruction Toolbox has Getting Started Instructions for these tools as well as a link to book training sessions with CIT:

https://easternct.makekb.com/entry/534/

We also have Pedagogical Resources and recordings on our SharePoint site located at:

https://myeasternct.sharepoint.com/sites/CIT/
As a response to faculty requests to minimize login times at Classroom lecterns, ITS has taken actions to relax DeepFreeze restrictions on all Windows computers in the nearly 70 Classrooms on-campus.

**Note:** This does not include lecterns in any of the computer labs.

The trade-off for this relaxation is it prohibits student accounts from logging in to Classroom lectern computers. ITS is aware that in certain circumstances students, as part of their instruction, will need to use the lecterns for class presentations.

In these cases, the faculty member will need to login and then allow the student(s) to make their presentation by following one of the two options below:

**Option 1 (recommended)**
The quickest and simplest option is to have the student bring their presentation materials on a flash drive.

**Option 2**
Students can connect their own laptop using the instructions found in Article 211: Lectern Console Quick Reference.

**Option 3**
Students can also use their OneDrive or email to store their presentation. With this option, the Firefox browser must be used. If any other browser is used, the faculty member's OneDrive/email will appear automatically because of our O365 single-sign-on functionality.

When using Firefox, the student will be prompted to select a user account (see below). The student must click on the Use Another Account option. They will be prompted for their Eastern email address and password. Upon successful login, the My Apps portal, that provides access to their OneDrive and email, will load.

**Note:** When the student finishes their presentation, they must sign out of O365. Simply closing Firefox will not disconnect the student from their OneDrive or Eastern email.
Electronic Mailing Lists

Eastern maintains electronic mailing lists for use by the campus community to facilitate communication within campus organizations. Mailing lists may also be created for other purposes provided the guidelines are met.

Each list consists of two or more email addresses that are used to send messages to each email address in the list simultaneously. Only list members can send messages to the list or receive messages from the list. When a list member replies to a message, all list members receive a copy. Depending on the configuration of the list, users may be able to subscribe or unsubscribe themselves.

Creation of new lists is a limited service that the University considers on a case-by-case basis. Lists may be terminated at any time at the discretion of University or the list-owner. The University assumes no obligation to maintain archives or records associated with them. Limitations on the lists will be provided to the list-owner at the time the list is created.

Lists must be:

1. Directly associated with the academic mission of Eastern Connecticut State University or foster scholarship.
2. Used in a manner consistent with but not limited to the ECSU Policy on Computer Use and the Policy on Student Use of University Computer Systems and Networks found at https://easternct.makekb.com/11, as well as state and federal laws.
3. Maintained by a faculty or staff member of Eastern Connecticut State University who has accepted responsibility for maintenance of the list as the list-owner. (Lists may be used and maintained by student organizations provided a faculty or staff member is a sponsor of the student organization and agrees to own or co-own the list.)
4. Approved by the Dean, director of the department or a Vice President when not directly supporting courses.
5. Used after consideration has been given to other tools such as a course management system.

Individuals interested in this service need to complete and submit the List Creation Request Form.
You can have a mailing list created for you by completing the required form and following the instructions here:

Labs and Facility Locations

To request a software installation in a lab or classroom fill out the Software Installation Form.

IMPORTANT: For a printable quick reference guide to using the technology in the lecterns see Article 211: Lectern Console Quick Reference.

For a complete list of labs and computer classrooms go to http://www1.easternct.edu/registrar/facilities/

These classrooms include a ceiling mounted video/data projector, computer with Internet access, VHS/DVD player, document camera, notebook computer connections, and a source switcher.
NetOp Vision Software

NetOp Vision is installed in computer classrooms in Webb Hall. Using NetOp, the instructor can prevent the student from using the machine while lecturing, broadcast his or her screen, or the screen of another student, to all the other screens in the class, mark up the featured screen to highlight a lesson, monitor activity on the student screens, chat with students, or remote control a student PC for one-on-one instruction.

Benefits for the Instructor

You can control, from your teaching station, the computers within your classroom. With NetOp Vision, you can run demonstrations of any installed software application, PowerPoint presentations, videos or web pages without the use of an overhead projector. NetOp also empowers the instructor to disable student keyboards and mice, focusing the class on the material you are presenting. You can start a text chat with students on a one-to-one or one-to-many basis. This can be used to provide help or individual instruction from the teaching station. Students may also request help from the instructor by clicking the Help icon located in the system tray.

NetOp Vision Features

- Give demo to instruct one, several or all students in the classroom
- Choose between two options: Send your demo in full-screen to the students for a fully controlled demo or send your demo in a window for the students to follow your instructions step-by-step
- You may also demo any student screen to the class by using NetOp School in conjunction with the ceiling-mounted LCD projection unit
- You may start programs on student PCs from the NetOp Teacher Control Panel
- For individual student instruction you may choose to remote control the student's PC
- The Attention Button located on the Teacher Control Panel sends a customizable text or graphic message and locks all student keyboards and mice
- The Teacher Control Panel also allows for file transfers between you and students
- Using the Marker Mode the instructor is able to annotate student screens which can be useful when using the Demo mode.
- The Student Module is already installed and automatically starts on each of the computers in the classroom. As students logon to their computer, they are automatically discovered by the Teacher module without any intervention by the instructor. This is transparent to both students and instructors.

Feature Demonstration and How To Video
Use OneDrive Files On-Demand for On-Campus Macs

OneDrive for Business OneDrive

OneDrive Files On-Demand helps you access all your files in OneDrive without having to download all of them and use storage space on your device.

With Files On-Demand, you'll see all your files in Mac Finder. New files created online or on another device appear as online-only files, which don't take up space on your device. When connected to the Internet, you'll be able to use online-only files like every other file on your device.

Before you begin - do you have Mojave?

To access Files On-Demand for Mac, you'll need to update the operating system to the latest version of Mac OS Mojave 10.14.

If you need an upgrade, please contact the Eastern Helpdesk. The Helpdesk will determine which way to upgrade the OS.

Set up OneDrive

Once you have Mac OS Mojave, click the search tool.

Use the search tool and search for OneDrive. Click the OneDrive app icon.

In the Microsoft OneDrive window, enter your Eastern email.

Enter your Eastern password.

Click Next to acknowledge the creation of the OneDrive folder on the desktop.
Click Next to acknowledge that your OneDrive files on Demand is done.

Click Open my OneDrive - Eastern Connecticut State University folder.

A shortcut will also have been created in your sidebar.
Files On-Demand Icons

**Blue cloud icon**

A blue cloud icon next to your OneDrive files or folders indicates that the file is only available online. Online-only files don't take up space on your computer.

You can't open online-only files when your device isn't connected to the Internet.

**Green tick icons**

When you open an online-only file, it downloads to your device and becomes a locally available file. You can open a locally available file anytime, even without Internet access.

If you need more space, you can change the file back to online only. Just right-click the file and select "Free up space."

**Green circle with the white check mark**

Files that you mark as "Always keep on this device" have the green circle with the white check mark.

These always available files download to your device and take up space, but they're always there for you even when you're offline.
Purchasing Hardware and Software (Home Use and On Campus)

Purchasing Hardware and Software
Faculty requests for new hardware and software should be directed to the department chair. Requests are prioritized by the department chair and forwarded to the Dean's office. CIT offers consultation on technical issues related to potential purchases.

Please note that ITS does not purchase departmental-specific software for use in the instructional computer classrooms or desktop computers. As noted above, requests for departmental-specific software should be directed to the department chair.

Requests for Software Purchasing for classrooms, labs, or individually assigned university computers or devices should refer to Article 221: Requesting Software Installation in Offices, Computer Labs, and Classrooms.

Site-Licensed Software
Some site-licensed software is available for professional use through ECSU negotiated contracts. Some of the software on these contracts may be available to faculty for home use on personally-owned computers. Eastern and the CSU system hold site-licensed software contracts with Microsoft, Adobe, Apple, and others.

Obtaining Software for Home Use
Microsoft software titles are available to Faculty, Staff, and Students and can be obtained via Office 365 downloads. Please be sure to do your downloads from your personal device and not your office machine. Adobe Products are available to Faculty and Staff and can be obtained via Creative Cloud downloads.

All home use entitlement verification will be done through your Eastern email account please use when creating accounts with Microsoft and Adobe to ensure you get the proper discount and product.

Available Software:
- Office 365 (Windows, Mac, iOS, and Android)
- Windows 10 (Upgrade version)
- Adobe Creative Cloud (Faculty and Staff only)
- SPSS (Faculty and Staff only)
- Maple (Faculty and Staff only)
- EndNote

To get Office 365:
- See Article 477: Office 365

To get Office SPSS, Maple, Endnote, and other titles:
- Other home-use software titles are available at the CIT Sharepoint site

To get Adobe Creative Cloud:
- Follow the same instructions for installing Adobe products on an Eastern owned machine, located in Article 467: Installing Adobe Creative Cloud Applications.
The following video will show you a quick and easy way to record audio over an existing PowerPoint. It includes using markup tools, and saving as a video to upload into Blackboard.
Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms

Note: The process below is for faculty and staff to request software purchases for Eastern owned devices. Faculty and staff who wish to obtain software for their personal devices should refer to Article 235: Purchasing Hardware and Software (Home Use).

To Request Software Purchases and Installations:

1. Specific software needs are identified by the faculty/staff member.
2. Faculty/staff member identifies an appropriate funding source - no personal funding is allowed.
3. Faculty/staff member makes a request for quote(s) to softwarecontacts@easternct.edu, (ITS).
4. A quote(s) will be obtained and provided to the faculty/staff member.
5. Assuming sufficient funding is available, the faculty/staff member will work with their department secretary/UA to create a requisition to purchase the software.
6. All software fulfillments must be sent to softwarecontacts@easternct.edu. This must be noted on the requisition. If there are any physical shipments related to the purchase they must be sent to the ITS Office Suite - Science 520 ATTN: softwarecontacts@easternct.edu.
7. Once the requisition has been sent to Purchasing, they will make the purchase - whether by University P-Card or by PO or wire transfer. They will select the best method.
8. When all the prior steps have been completed, the faculty/staff member needs to complete a software installation request form: https://forms.office.com/Pages/ResponsePage.aspx?id=6Eq8AGxX49W4jUH6oYvCp8TRKM1mY4fE1Nv37lBNmO3X8jVvqTIE4CqURTWDQVzJIVVWhRLJ5WFlvyNy4u.
9. Once the fulfillments have been received by softwarecontacts@easternct.edu, ITS will develop an installation package and will push it to the device(s). The faculty/staff member will be contacted with the pertinent details prior to the push. There may be certain circumstances where a push installation is not practical or possible, in which case the faculty/staff member will be notified and asked to schedule an appointment for a hands-on installation.

To Request Free Software and Installations:

1. Acquire the software for installation if it is available.
2. Fill out and submit the appropriate form from step 8 in the above instructions.
3. Ensure that the software functions correctly. ITS requires that you test and certify that it runs properly after it has been installed. We ask the faculty member to do this because he/she best understands the required functionality and routines for the course and ITS may have little experience or no experience with the application. If the faculty member then reports problems after installation, we will work to resolve it. However, in the case of unsupported freeware (no online support and telephone support numbers), our resolution efforts will be limited.

Additional Information:
Availability of the classroom, scheduling staff time, installation, testing, and resolving security issues often require advance planning and work. Typically deployments will be completed within a minimum of 15 business days. ITS will ensure that the software is secure and that it does not conflict with other resident applications.
Reserving and Using Labs and Multimedia Classrooms

Scheduling:
The University uses the EMS Scheduling Software system. Any Eastern staff member, faculty member, or student can see the availability of spaces and request spaces by logging into the following web page: https://eschedule.easternct.edu/emswebapp/

If you are new to using EMS at Eastern and have questions about using the reservation system, please contact John Bazin, Associate Registrar and Scheduling Officer at 860-465-1490 or at bazinj@easternct.edu for activities related to a specific course being taught for credit. Questions about reservations for non-course related activities can be directed to John Beck, University Event Coordinator at 860-465-5565 or at beckjo@easternct.edu. Questions about reservations for student club events can be directed to Joshua Sumrell, Assistant Director of Student Activities at 860-465-4304 or at sumrellj@easternct.edu.

Facilities:
There are two types of classrooms that use technology. Instructional Computer Labs have an instructor's station, document camera, DVD, and a data/video projection unit, and ten to forty-five student workstations.

Multimedia Classrooms, also called Smart Classrooms, include a ceiling-mounted video/data projector, computer with Internet access, DVD player, document camera, notebook computer connections, and source switcher, but they do not contain student workstations.

Secure Rooms When Not Proctored:
Unless the room is proctored, classrooms that require PIN number or FOB access are to remain locked when class is not in session. Please lock these rooms if another class does not immediately follow your class session. Security is everyone's responsibility.

If You Cannot Get Into The Room:
If you cannot obtain access to your classroom for any reason, please attempt to contact the following people in the order listed below:

- ITS Help Desk, 1-860-465-4346
- Campus Police, 1-860-465-5310

Obtaining Assistance During Class Sessions:
To report any problem encountered in this room or request immediate assistance during a class session, please contact the ITS Help Desk at 1-860-465-4346 or the staff in Webb Hall 410 (the General Purpose Computer Lab) at 1-860-465-4619.
NOTE: These instructions are only for Eastern owned PC desktops and Mac products. If you have an Eastern owned PC laptop, please fill out the Software Request Form in Article 221: Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms.

The Software Center is a program on your PC that allows you to receive software and updates from ITS. It enables us to keep you up to date and allows you to install certain software yourself. Mac users have a different application for this purpose called Self Service.

**On a PC:**

- Click the search icon on the Windows search bar
- Start typing the words: Software Center
- Click on Software Center

![Software Center search result](image)

- Select the application you would like to install from the list, and then click the Install button
- The status will change to Installed once the installation is completed. You can now use your program

**On a Mac and iOS:**

- Go to Applications and Open Self Service (go to the Self Service icon on iOS)
- Enter your username and password
- Locate the application
- Click Install under the logo for the application
- The status will change to reinstall when the install is complete. You can now use the application.
SPSS License Renewal for Home Use

Home use licenses for SPSS expire at the end of December every year. To renew your license, contact cit@easternct.edu for the current code and follow the instructions below.

- Launch the License Authorization Wizard from the Programs or Applications Group on your Mac or PC.
- On the Product Authorization screen, select License my Product Now.
- Click Next.
- Enter your Authorization code (you can copy and paste it).

The License Authorization Wizard sends your authorization code over the Internet to IBM and automatically retrieves your license. This requires you to be online when you do this. Firewalls may prevent successful licensing over the Internet.
Using the SMART Boards

About the SMART Boards
SmartBoards are currently installed in Webb 307, Webb 314, and Webb 206. With them you can write, draw, or type over any Windows application using one of the plastic pens (or even your finger), and you can create presentations that can be saved and printed.

Two SMART Board Programs
The Smartboards feature two programs which are accessible on the instructor’s station; the Smart Board Driver program and the SMART Notebook program.

Smart Board Driver - Must be open or running in the background
- Enables alignment of the board with the projected image
- Converts finger contact into mouse clicks and displays electronic ink
- Floating tools and floating keyboard can be invoked from the Driver window

SMART Notebook - Not necessary for Board use
- Allows you to create, organize and save notes/presentations
- Provides object-creation tools
- Import and/or capture graphics, text, clip art, entire files from Windows applications

Online Help
Extensive online help documentation is available from the SMART Board Driver program.

Select Contents or Help Topics from the Help menu of the SMART Board Driver program
It contains detailed procedural information on every aspect of the SMART Board Driver program and the SMART Notebook.

Orienting the SMART Board
Before you begin using the board, the computer needs to know exactly where on the Board the projected image is located. Use the SMART Board Driver program to provide this information by performing an orientation procedure which involves touching firmly and precisely on a grid of large red crosses that appear on the screen.

Important Notes
Pens or objects must be in the tray. If one of them is lifted or missing from the tray, the board automatically goes into an “electronic ink” or eraser mode and you will not be able to use your finger to click on menus.
In addition, the small power supply and the communication cable must be connected to the tray before the Board will function.

Questions or Problems?
If you have questions or experience difficulty using the program, please contact the Help desk at extension 1-860-465-4346. If you are in session with a class, please inform them of this and that immediate help is required.
Due to the increased use of web conferencing tools and the possibility of disruptive participants, it is important to know how meeting organizers can take precautions and respond if such an event occurs. The information below gives an overview of the subject and the steps that can be taken to remedy it with each of our Web Conferencing tools. First we recommend reviewing whether the web conferencing tool you've chosen is the best for the particular audience. We recommend Webex for public events (with chat and participant audio disabled), MS Teams is best for an audience of Eastern account holders, and Blackboard Collaborate is best for classes. Please refer to Article 621: Choosing a Web Conferencing Tool for more details.

All meetings should be password protected, and the distribution of that password should be carefully controlled. The offending party is often called a hacker and disrupts the chat or audio/visual aspect of the meeting. However, most times they are not hackers, they are simply unwanted participants who are using the tool as any other participant and have been given the meeting access information in some fashion. This can occur if your meeting link is public or if valid participants shared the information with others. The best method of prevention is to regulate access by restricting your distribution of the meeting link and/or password to those who RSVP or register via some other method. If that's not possible or desirable, a publicly accessible event should be one way, with chat and mics disabled for the duration of the presentation or else monitored by the host/organizer while some one else presents. Using the steps below will allow a host to mitigate disruption.

### Webex

#### Disable Chat

To disable the chat panel within an active Event:

- Within the event, select the Event menu.
- Select Options.
- In the Event Options window, deselect the checkbox marked Chat.
- Click OK.

#### Muting Participants

Muting all participants and preventing them from unmuting can be set at the beginning of the presentation and changed after the presentation if you want to allow questions.

- To mute everyone but yourself and the presenter at once, from the Participant menu, select Mute All or Unmute All.
- To mute participants automatically when they join the meeting, go to the Participants panel and click Mute on entry.
- You can choose to prevent attendees from unmuting themselves until you grant them permission to. From the Participant panel, click More options and uncheck Allow attendees to unmute themselves. When unchecked, attendees can't unmute themselves until you allow them to.

#### Locking a Meeting

Locking the meeting once all attendees have joined the meeting prevents more attendees from joining. Hosts can lock or unlock the meeting at any time while the session is in progress. If you have to expel a participant, having the meeting locked will prevent them from coming back in.

- During the meeting, go to More and then select Lock meeting. You'll see the lock icon at the top of your screen to let you know that the meeting is locked.
- To unlock the meeting, go to More and select Unlock meeting.
- Alternately you can go to the Meeting menu and choose Lock Meeting.

#### Expelling a Participant

Expelling a participant will remove them from the meeting. They will be notified that they have been removed, and if the meeting is locked they can not re enter the meeting. If the disruption is via audio, and you can't identify the participant right away, you can mute all participants while you investigate (see instructions above).

- During the meeting, click to access the People list and then right-click the person's name to remove them:
  - Click Remove from Meeting to remove someone from a Webex scheduled meeting or a Webex Personal Room meeting, or to remove a guest from a Webex team meeting.
  - Click Remove from Space to remove a member of the space from a Webex team meeting.

### MS Teams

MS Teams cannot mute all participants and prevent them from unmuting, nor can it shut down the chat. The tool isn't designed for public events, but rather meetings between colleagues. MS Teams has a setting that requires participants to have an Eastern account, and offenders can be held accountable. There is a method for inviting a guest participant, but not for distribution to mass audiences. If you remove a participant, they will be able to rejoin. Creating your meeting by using the Lobby will effectively prevent a participant from rejoining, but it requires prior setup and more management of admitting participants. The link below shows the process in more detail.

### Remove a Participant
Set meeting to use Lobby

https://www.youtube.com/watch?v=_jj0XgB-P84

Collaborate

Blackboard Collaborate sessions can be configured to not allow attendees to use their mics, cameras, or chat. However, the sessions are limited to the enrolled students by default and therefore attendees can be held accountable. There is a method to invite a guest speaker, but not mass audiences. If your guest link gets into the hand of disruptive participants, you can remove the participants and disable the link using the steps below. If the attendee joined from a course, they are notified about the disconnection and aren't allowed to reconnect. If the session is open ended like the course room, the attendee can rejoin after the moderator has left and rejoined the session. The attendee can join the session again the next time the moderator joins.

Turn off Chat, Mics, and Cameras

To turn off chat, mics, and cameras, open the session settings and uncheck Share Audio, Share Video, and Post Chat Messages.

Remove Attendee

Point to an attendee in the Attendees panel and select Attendee controls. Select Remove from session.

Turn off Guest Access

This setting is off by default, but if you turned it on and now need to turn it off, follow these steps:

- From the Blackboard course, click on the Course Room or Session and uncheck Guest Access on the resulting sidebar.
- Click Save
About Panopto

What is Panopto?
Panopto is a video based platform that is used to transform the way faculty and staff communicate knowledge to students and a video based platform that also transforms the way students learn. Panopto makes it easy for anyone to record, live stream and share videos. Panopto is used worldwide for business purposes and education purposes. Through Panopto, education is made easy with concepts such as Lecture Capture and Flipped Classrooms.

What is Lecture Capture?
Lecture Capture has become an essential utility at many universities. It can be used as a great part of the learning experience. A lecture capture is simply creating a video that records a lecture to be played back time after time. This is especially helpful to students for studying and for the use of homework.

What is a Flipped Classroom?
With a flipped class model, students can watch pre-recorded lectures before class, then use in-class time for discussion and engaging activities. Flipped classrooms allow students to watch the recorded lecture on their own time and pace, increasing engagement and overall achievements.

For faculty, Panopto provides a recording platform that can be used from any laptop or desktop. Once the lecture is recorded, it can then be automatically uploaded to your video library so that students can view the lectures instantly.

Panopto Through Blackboard
Panopto is also branched out through the use of Blackboard. Using Blackboard, you can add a Panopto dashboard in your course menu, create a Panopto dashboard in a content area and add the Panopto video link to a content area. These options allow for easy access to pre-recorded videos for faculty and students.

Faculty and Staff can also use their Blackboard account to log into Panopto on the Panopto website. This connects your account with your Blackboard account instantly.
Configure your Blackboard course for Panopto use.

If you want to use Panopto, you must first configure your course to use Panopto. “Configuration does not require a webcam or microphone.

1. Go into the Blackboard course
   Note: the Edit mode needs to be set to ON.

2. Scroll your mouse over the plus symbol on the top left corner of the main menu. Select Tool Link.

3. Name the tool link, e.g. Videos and select Panopto Course Tool Application as the type. Make sure you check the box to make it available to the students. Click Submit.
4. Once the Tool Link (Videos) created, click on the Tool Link and proceed in the configuration of your course with Panopto.

5. Click the Configure button on the right.

6. Click the Add Course to Panopto button.

7. Click Return to course.

8. From the Main Blackboard page, click the tool link that you just created. (Videos)
8. From the Main Blackboard page, click the tool link that you just created. (Videos)

After the configuration, you can use the tool in the classroom or your office so long as you have a webcam or microphone, and installed the Panopto software. Instructions for installing and recording are in Article 523: Installing and Recording with Panopto.

Panopto also offers recording best practices at https://support.panopto.com/s/article/Create-High-Quality-Recordings
Copy/Move a Panopto Video to Another Course

The link below has a video and written instructions for copying Panopto Video to another course. Prior to this you must have already configured the other course to use Panopto as described in Article 468: Configure Your Blackboard Course for Panopto

- Copy Panopto Video from one course to another: https://support.panopto.com/s/article/merge-and-copy-1
Panopto Capture allows a user to easily record audio, video, and entire screens or application windows. A user can access Panopto Capture directly within their browser, and no download is required. The following link contains documentation from Panopto on how to make a video using Panopto Capture: https://support.panopto.com/s/article/How-to-Create-a-Video-Using-Panopto-Capture
Faculty can use Panopto to enable students to record or upload short videos and share them with the class. The instructor must have previously configured their Blackboard course according to Article 463: Configure Your Blackboard Course for Panopto Use. Once configured, the instructor creates an assignment folder according to the instructions below.

**How to create an assignment folder with Panopto:**

1. Click on the Panopto course menu option
   - **NOTE:** The tool may have been given a different name, e.g., Video Lectures or Course Videos
2. Click on the Gear icon
3. Click on the Create Assignment Folder link
4. Click the X

5. The assignment folder is now available for students to record and upload their videos.

**How to rename the assignment folder:**

1. Click on the assignment folder
2. Click on the Gear icon
3. Click on the **Overview** menu option
4. Click the **Edit** link of the folder's name within the Folder Information section

5. Click **Save** after renaming the folder
6. Click the **X** to exit the settings area

**How to manage the settings for the assignment folder:**

1. Click on the **assignment folder**

2. Click on the **Gear** icon

3. Click on the **Settings** menu option
4. Adjust the settings to suit the needs of the course
5. Click the **X** to exit the settings area
Faculty who would like to have the assignment folder connected to a gradebook column in Blackboard should use the instructions below:
https://support.panopto.com/s/article/Assignment-Submission-Workflow-in-Blackboard
Delete Locally Stored Panopto Recordings

As you record, Panopto keeps local copies on your hard drive. These are not necessary after uploading has completed. To avoid filling your hard drive, delete the local recordings located in C:/PanoptoRecorder. You can also set Panopto to automatically delete those files. Under the settings tab in the Panopto recorder, you can check the box to the left of Delete recordings once they are uploaded.
For installing Panopto on a personally owned machine or an Eastern owned PC laptop please refer to the directions below. If installing the Panopto software on an Eastern owned PC desktop computer or any Mac please refer these instructions: Article 468: Software Center (PC) Self Service (Mac) - How To Install Programs.

Note: The steps below assume you have already followed the steps in Article 463: Configure Your Blackboard Course for Panopto Use.

1. Click on the Tool Link you created (Videos).
2. Click on the Create button at the top of your page.
3. Select Record a New Session.
4. Click on Download Panopto. Note: You will see the Windows 32-bit, Windows 64-bit or Mac OS X option depending on what OS is installed on your machine. Panopto will now install on your computer.
5. Follow the steps to run the installer the same way you would any other application.
Recording with Panopto

Record a Video on a Windows PC (Scroll Down For Mac Instructions) (Scroll even Further for iOS (iPad) instructions)

1. Once Panopto is installed, you should access it from your Blackboard course by clicking on the Tool Link you created (Videos)
   
   Note: The browser you use will have an impact the experience and it may look slightly different from the screenshots below.

2. Click on the Create button.

3. Then choose Record a New Session and Open Panopto

4. If you have the Panopto software installed, keep following these instructions. If you need to install the software, please refer to Article 524: Installing Panopto

5. Click Open Panopto.

6. A Launch Application may present itself, select Panopto Recorder as the application and click Open link.
7. The Panopto recording application will open, and you will be logged in.

8. Choose the folder where you want to create the video.

9. Give a title to the video you are recording.

10. Now, determine what content you want to capture. If you want yourself to be in the video, choose a webcam or video camera from the Video drop-down under Primary Sources.

11. Choose your Audio under Primary Sources by selecting a microphone that is connected to your computer (Fig. 8). Note: You must select a primary audio source for a successful recording.

12. After selecting, test your audio by talking in a normal voice to test volume. You should see a few green bars appear as you talk. If you don't see any or see the red and yellow bars highlighted, adjust the volume by using the slider.

13. If you want to record your screen, PowerPoint slides or additional cameras, choose from the options under Secondary Sources. If you want to capture a PowerPoint, you should open that file and
prepare to display it before you hit record.

14. If you will be moving quickly around your screen, adjust the fps setting at the bottom of the screen up to 15. If you will be capturing video playing on your screen, adjust this setting to 30. Note: fps means Frames Per Second, and the setting controls how many pictures per second Panopto is taking of your secondary sources. A higher setting will allow motion to be smoother in the video.

15. If you want to capture your computer's audio, click the checkbox Capture Computer Audio.

16. When you're ready, click the Record button at the top. Panopto will start recording all of the sources you've selected. If you've chosen to record your screen, you can minimize Panopto and begin displaying the content you wish to present.

17. When you are finished, maximize Panopto and click the Stop button.

18. Click the blue Upload button, and your video will automatically be uploaded to your video library.
Record a Video on Mac

There are a few differences when recording a video in Panopto on a Mac.

1. Once Panopto is installed, you should access it from your Blackboard course by clicking on the Tool Link you created (Videos)
   Note: The browser you use will have an impact the experience and it may look slightly different from the screenshots below.

2. Click on the **Create** button.

3. Then choose **Record a New Session** and **Open Panopto**

4. If you have the Panopto software installed, keep following these instructions. If you need to install the software, please refer to Article 524: Installing Panopto.

5. Click **Open Panopto**.
6. A Launch Application may present itself, select Panopto Recorder as the application and click Open link.

7. The Panopto recording application will open, and you will be logged in.

8. Choose the folder where you want to create the video.

9. Give a title to the video you are recording.

10. Now, determine what content you want to capture. If you want yourself to be in the video, choose a webcam or video camera from the Video drop-down under Primary Sources.

11. Choose your Audio under Primary Sources by selecting a microphone that is connected to your computer (Fig. 8). Note: You must select a primary audio source for a successful recording.
12. After selecting, test your audio by talking in a normal voice to test volume. You should see a few green bars appear as you talk. If you don’t see any or see the red and yellow bars highlighted, adjust the volume by using the slider.

13. a) If you want to record your screen, additional cameras, choose from the options under Secondary Sources. You can select two secondary video sources. Select the Secondary 1 or 2 tabs at the top then select the desired secondary video Source from the source drop down list. This is where you select your desktop display for screen capture or additional cameras.

   b) If you want to capture a PowerPoint or Keynote, choose from the Slides Sources. You should open that file and prepare to display it before you hit record.
14. When you're ready, click the **Record** button at the top. Panopto will start recording all of the sources you've selected. If you've chosen to record your screen, you can minimize Panopto and begin displaying the content you wish to present.

15. When you are finished, maximize Panopto and click the **Stop** button.

Click the blue **Upload** button, and your video will automatically be uploaded to your video library.

**Record a Video on iOS (iPad)**

The following link contains instructions for using the Panopto App on iOS devices.

1. [https://support.panopto.com/k/article/ipad-app-0](https://support.panopto.com/k/article/ipad-app-0)
How to Create a Live Webcast with Panopto for Mac and Windows

The following link contains information from Panopto about creating a live webcast with Panopto for Mac and Windows computers.

- How to Create a Live Webcast with Panopto for Mac
- How to Create and Share a Live Webcast with Panopto for Windows
How to Use a Panopto Quiz as a Blackboard Assessment

The following link contains information from Panopto about linking Panopto quizzes to your Blackboard gradebook.

How to Use a Panopto Quiz as a Blackboard Assessment: [https://support.panopto.com/s/article/Use-a-Panopto-Quiz-as-a-Blackboard-Assessment-Blackboard-Gradebook](https://support.panopto.com/s/article/Use-a-Panopto-Quiz-as-a-Blackboard-Assessment-Blackboard-Gradebook)