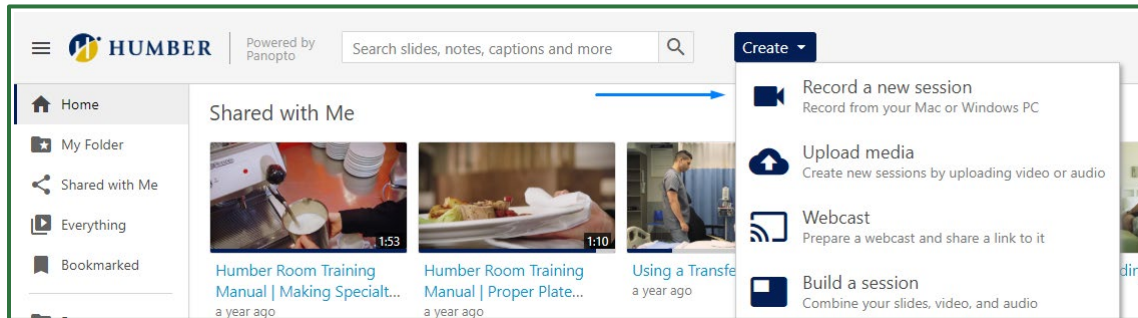


## Reconfiguring your Panopto App for the Canadian Migration:

This guide will show you how to re-configure or re-install the Panopto Desktop & Mobile Apps in order for them to work after the migration to Canadian Servers.

### Panopto for Windows/Mac:



- 1) Once you login to [Panopto](#), simply click **Create** → **Record a New Session**. Doing so should reconfigure your app to connect to the new Canadian Servers.
- 2) If this does not work, you may wish to uninstall and re-install the Panopto app, and then repeat Step 1.

### Panopto for iOS (iPhone/iPad):

- 1) When you launch the Panopto app on iPhone or iPad, you will be faced with an error.
- 2) You may sign out and sign-in to resolve it, or download and re-install the [Panopto](#) app from your device's App Store.
- 3) Enter your Humber e-mail address into the Panopto app and then select Humber in order to login\*.

### Panopto for Android:

- 1) When you launch the Panopto app on Android, you may be faced with an error.
- 2) Download and re-install the [Panopto](#) app from your device's App Store.
- 3) Select "Sign In" from the top right of the screen\*.
- 4) Enter your Humber e-mail address into the Panopto app and then select Humber in order to login\*.

*\*Please note that Panopto for iOS & Panopto for Android will only work if you have signed in to Panopto (at least once) using a web browser.*

Should you require immediate assistance, please reach out to Humber's IT Support Centre at x8888 to help guide you through these instructions, or reach out to [Humber's Panopto Support Team](#) via e-mail.