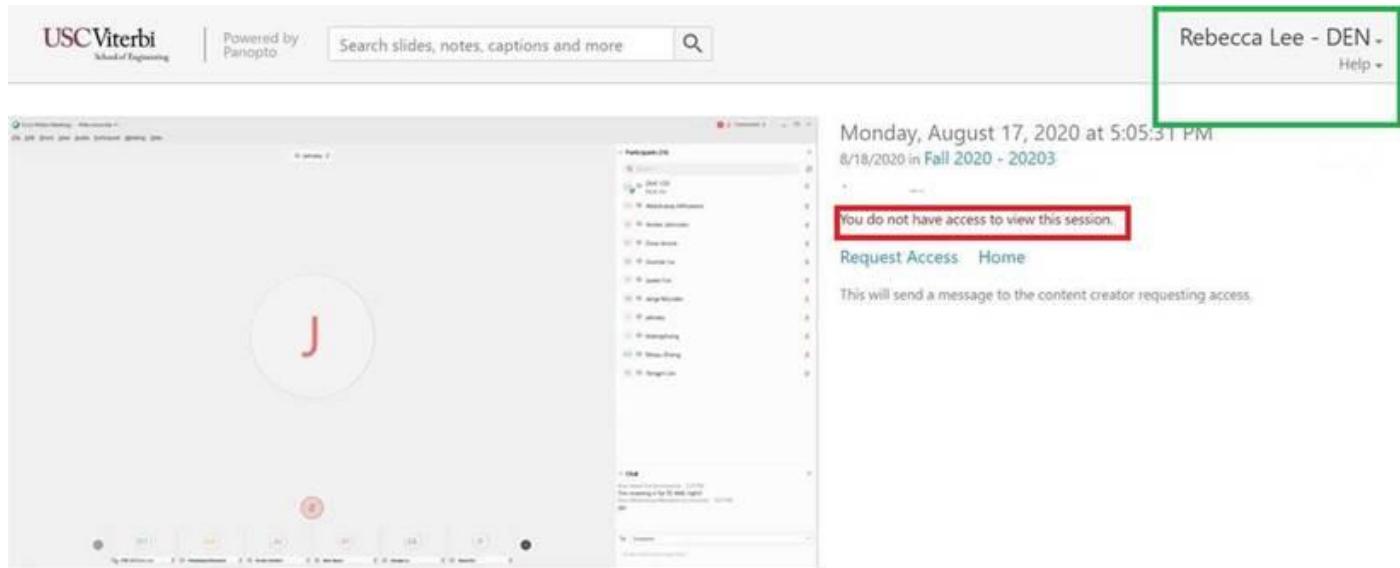


If you encounter the error "**You do not have access to view this session**" **DO NOT select the "request access" link**. Clicking that link will not give you access. Instead, please follow the steps below:

1. Click on your name at the top right (in green below) and log out of Panopto. When you log back in, you should get access.
2. This issue can be caused by being logged into a Blackboard account before logging onto D2L.
3. Other troubleshooting steps:
  - a. After logging out, clear your cache, ensure cookies are permitted for Panopto/D2L, and log back in.
  - b. If you are running any ad-blocker browser extensions, please ensure that Panopto & D2L are whitelisted.
  - c. Try accessing via My Tools >> Panopto Videos
  - d. If the problem persists, please screenshot the error and email [dentsc@usc.edu](mailto:dentsc@usc.edu) for assistance.



The screenshot shows a Panopto video player interface. At the top, there is a navigation bar with the USC Viterbi School of Engineering logo, a search bar, and a user profile for 'Rebecca Lee - DEN - Help'. The main content area displays a video player with a large red 'J' placeholder image. To the right of the video player, a message box contains the text: 'You do not have access to view this session.' Below this message, there are two buttons: 'Request Access' and 'Home'. A note below the buttons states: 'This will send a message to the content creator requesting access.' The entire message box is highlighted with a green rectangular border.