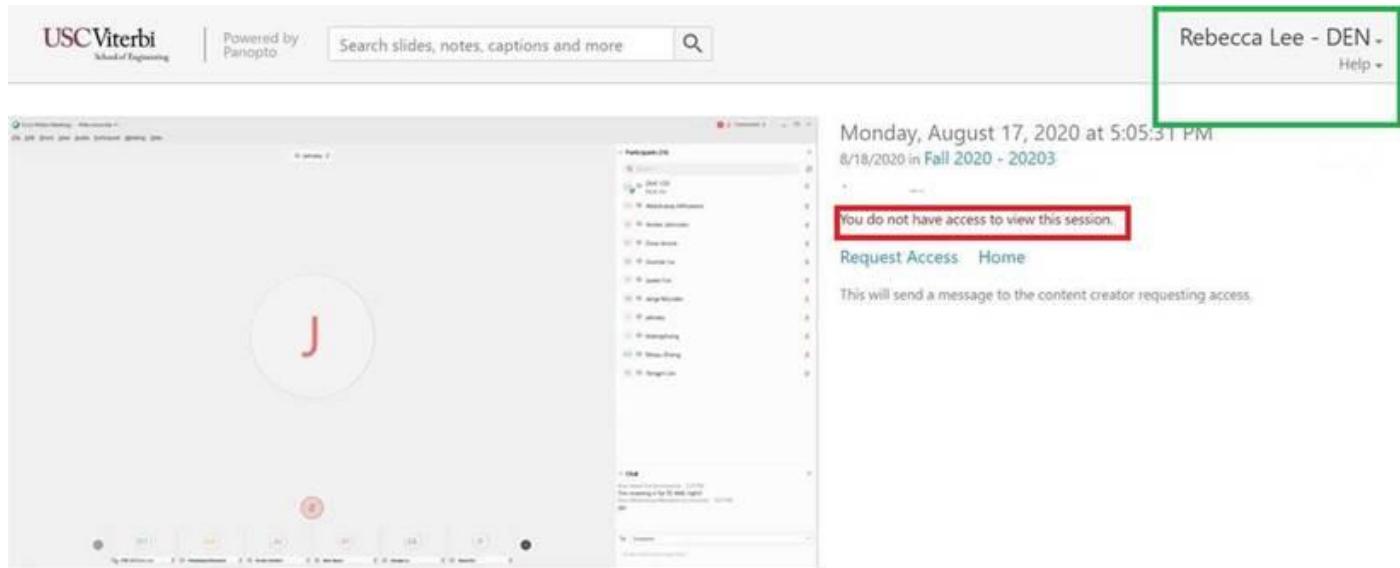If you encounter the error "You do not have access to view this session" **DO NOT select the "request access" link.** Clicking that link will not give you access. Instead, please follow the steps below:

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 for assistance.