Quick Guide: Update Panopto Host on your Personal Device

Update Panopto Host

After October 4th you must update the Panopto settings on your personal device to point to the new server where ECU Panopto videos are hosted: ecu.ap.panopto.com

These instructions apply to anyone who installed the Panopto desktop client or mobile phone application on a personal device that is not managed by ECU. ECU managed laptops, desktops or smartphones will be automatically updated and no user action is required for those devices.

Smartphone Steps

1. Launch the Panopto application on your personal smartphone or tablet device

2. If you are signed-in,
   a. Click the burger icon  on the left-hand side of the application. Click your user account and then choose to Sign Out.

3. When signed-out, follow these steps:
   a. Click the burger icon  and choose Sign In
   b. When the ECU sign in page appears, click Change Site in the top right side of the app
   c. Then sign in to Panopto by entering your ECU email address in the email address field
   d. Panopto will automatically direct you to the new server.
Desktop / Laptop Steps

1. Launch the Panopto application on your **personal** laptop or desktop computer.

2. If you are already signed-in, click the **Sign Out** button.

3. When signed out, follow these steps:
   a. Click the **Sign In** button.
   b. When the ECU sign in page appears, from the Server line delete the address ecu-panopto.aarnet.edu.au and then type in **ecu.ap.panopto.com**
   c. Follow the prompts to log in using your ECU credentials, and you will now successfully access the new Panopto host.

Note: if you have chosen for the app to ‘Remember me’ you may see an error when you open Panopto as it tries to access the old host. Updating the server will fix this error.