Issue #1: Video not available

If you try to access the link before the show becomes available, you will see a screen that tells you “No results were found. You might see results if you sign in”. There is no need to sign in, the video will become available starting Friday, March 19, 2021 and Friday March 26, 2021 at 7:30pm and remain available until Sunday, March 21, 2021 and Sunday, March 28, 2021 at 11:59pm (depending on which weekend you have signed up for). If you try to access the performance outside of this window you will get this error.

Issue #2: No Blood at the Root folder appearing

If you do not see a title folder with “Blood at the Root (Cast A/B)” when you load the page, please double check that you have entered the URL correctly. You do not need to copy and paste the link in your browser window, you can click in the image in the email containing the link or directly click the link provided. If you do copy and paste the link in your browsers URL bar, and you do not see a folder title you have likely input the link incorrectly.

Issue #3: Password does not work.

The password granting you access to the livestream becomes live and able to be used beginning at 5:30pm on the premiere date for your weekend, so March 19 for March 19-21 and March 26 for March 26-28, which will allow you to gain access to the streaming link (though the video will not be live until 7:30pm on that same day). If you are trying to enter the password or access the link prior to this time your password will not be valid. Please be aware that the March 26 stream password will not be activated until after the March 19 streaming weekend is complete, so it will not work until after March 21 at 5:30pm.

Issue #4: Video will not play

Panopto works best using the latest version of the following browsers: Chrome, Firefox, Microsoft Edge. We do not generally recommend using Internet Explorer to view this stream, as many versions of Internet Explorer may not be supported. If you are having trouble playing the video, please make sure your browser has been updated to the latest version.