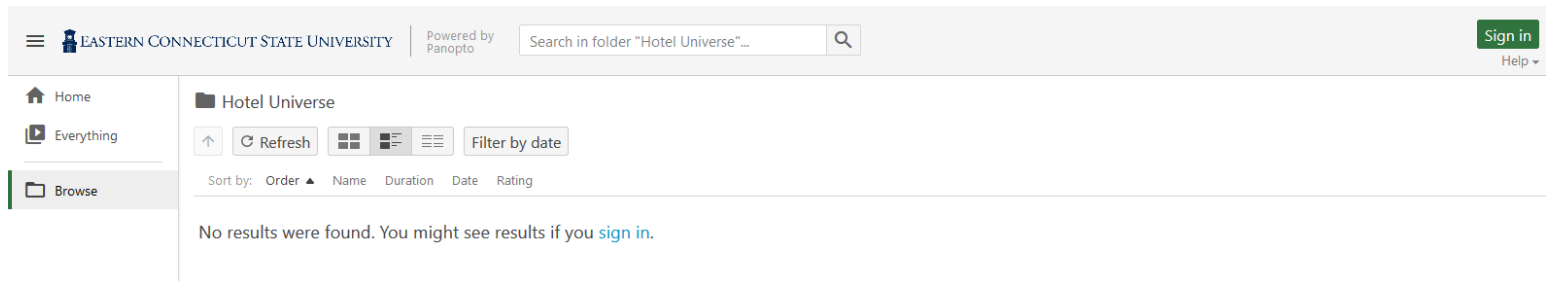
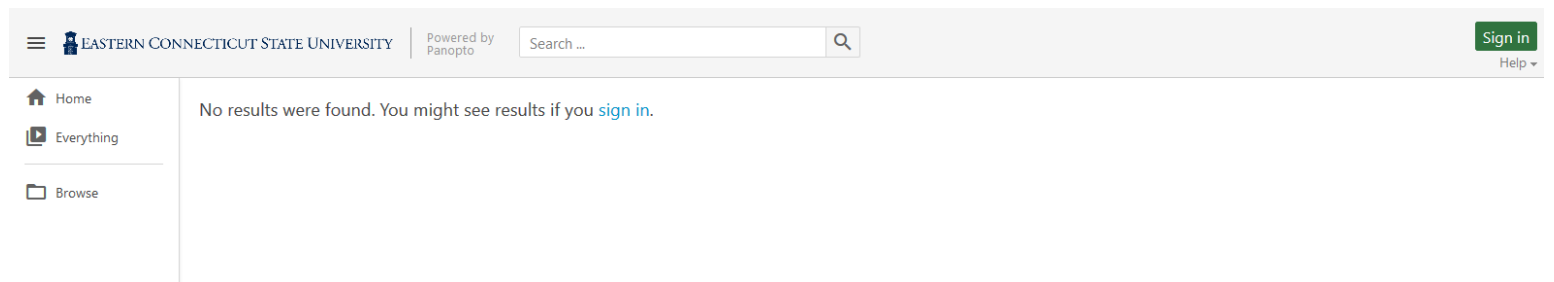


Issue #1: Video not available



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, February 19, 2021 at 7:30pm** and remain available until **Friday, February 26, 2021 at 11:59pm**. If you try to access the performance outside of this window you will get this error.

Issue #2: No Hotel Universe folder appearing



If you do not see a title folder with “Hotel Universe (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: 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.