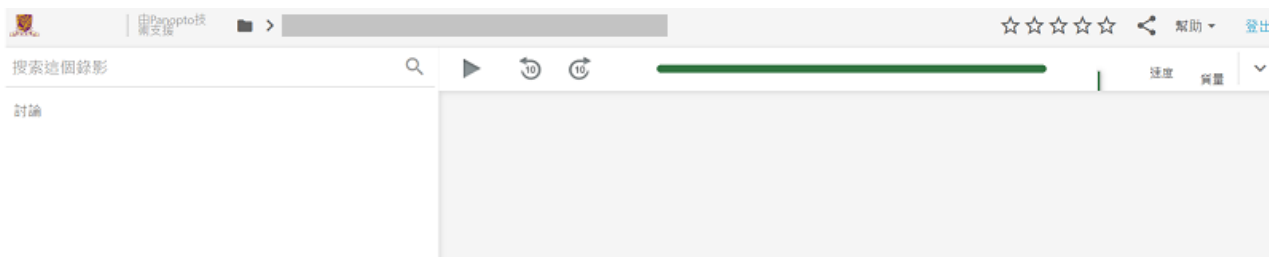


# Panopto videos cannot display in your browser

Last Modified on 29/11/2021 12:21 pm HKT

Some users cannot play Panopto videos as follows:



- Panopto only supports the latest version of browsers (Panopto Support: [Learn About Viewing Requirements](https://support.panopto.com/s/article/Learn-About-Viewing-Requirements) (<https://support.panopto.com/s/article/Learn-About-Viewing-Requirements>)). Please check if your computer has the latest browser(s) installed.
- Or you could use another browser to see if you can access the videos on the computer. If you use a mobile device to view Panopto videos, you can use Panopto App as follows: CUHK EdTech Help Center: [How to log in to Panopto Mobile App](https://help.edtech.cuhk.edu.hk/docs/how-to-log-in-to-panopto-mobile-app) (<https://help.edtech.cuhk.edu.hk/docs/how-to-log-in-to-panopto-mobile-app>)

Questions: [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk)

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