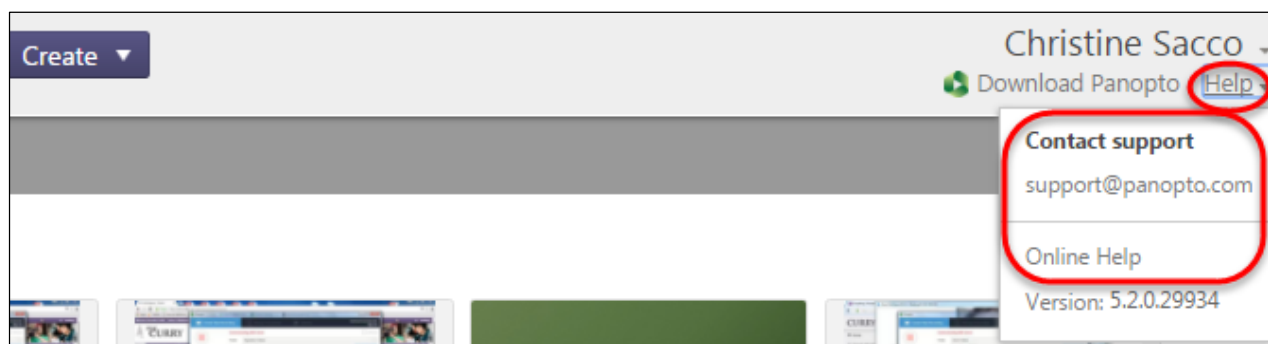**Panopto Support**

Panopto Support Services are available 24/7 to its users. If you need assistance at any time including off hours you may contact Panopto by:

- **Phone (24x7):** 1-855-765-2341
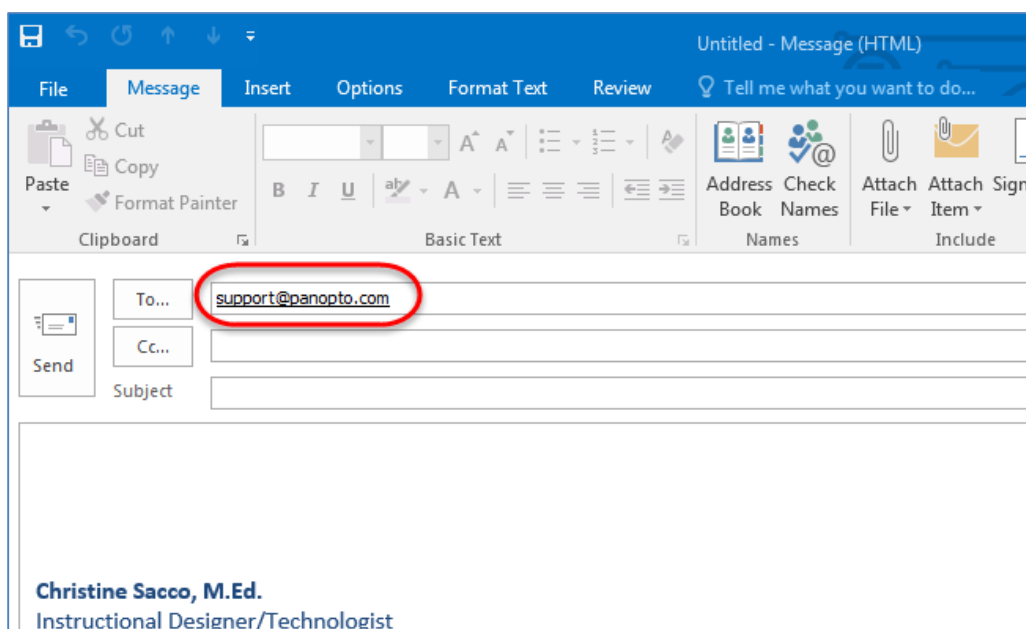- **Email (24 x7):** support@panopto.com

If you are already in Panopto, you can get support by:

Step 1: Clicking on **Help** on the right hand side of the screen. You will see:

- **Contact support**
- **Online Help**

If you click on support@panopto.com, your Outlook email will open with the address filled in. You can submit your question here.


You will receive an email confirming receipt of your ticket and follow-up messages with an answer or possibly a request for more information.

If you click on Online Help, you can choose:

- **Submit a Help Ticket** – click on this to fill in a Subject, Description and Submit
- **Live Chat** – click on this to Chat with a Support Person
- **More Ways to Contact Us** – click on this to find the telephone number to contact Support (Mon-Fri - 8am to 8pm)
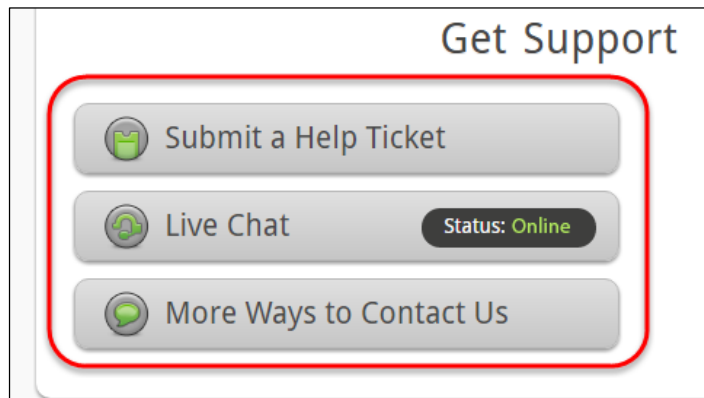
To check the status of your ticket, you can click on **Submit a Help Ticket** and **Check your existing requests**.
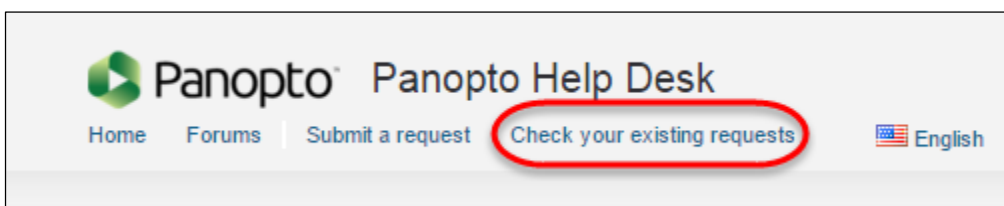
Step 3: Please note that there are other available resources on this Page:
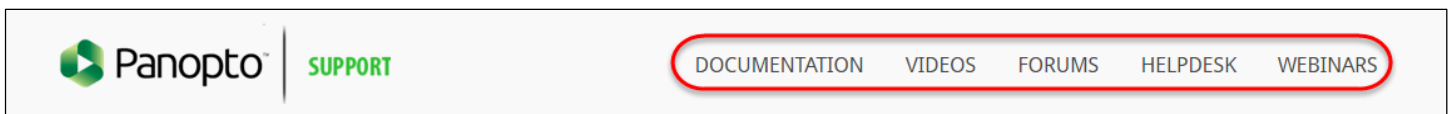
An alternate way to get Help is to go directly to: https://support.panopto.com which will bring you to the Panopto Support Page.