

Live Sessions: FAQs and Resources for Academic Staff

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How do I access Live Sessions for my course?

Sign into eddy LMS, go to your course and locate **Live Sessions** under **Course Overview** in the left-hand column. When you click on **Live Sessions**, a shared monthly calendar will appear displaying all **Live Sessions** for this course, categorized by course ID and related modules. **Live Sessions** are also displayed in a corresponding list view on the right-hand side of the page.

The screenshot shows the 'Live Sessions' interface. On the left, a calendar for June 2022 displays several sessions as colored blocks:

- Friday, June 17, 2022, 4:00 PM to 4:30 PM (30 minutes): soe:ISQI2021UAT:Friday Tutorial
- Tuesday, June 21, 2022, 12:10 PM to 12:40 PM (30 minutes): soe:ISQI2021UAT:UATISQIM001,UATISQIM002 101 test in advance
- Thursday, June 23, 2022, 12:05 PM to 12:35 PM (30 minutes): soe:ISQI2021UAT:UATISQIM001,UATISQIM002 in advance of our demo

On the right, a sidebar shows details for the selected session (Friday, June 17, 2022, 4:00 PM to 4:30 PM):

- Title: soe:ISQI2021UAT:Friday Tutorial
- Start button
- Starts in 2 days, 1 hour
- Next session: Tuesday, June 21, 2022, 12:10 PM to 12:40 PM (30 minutes): soe:ISQI2021UAT:UATISQIM001,UATISQIM002 101 test in advance. Includes a 'Join' button.
- Next session: Thursday, June 23, 2022, 12:05 PM to 12:35 PM (30 minutes): soe:ISQI2021UAT:UATISQIM001,UATISQIM002 in advance of our demo. Includes a 'Join' button.

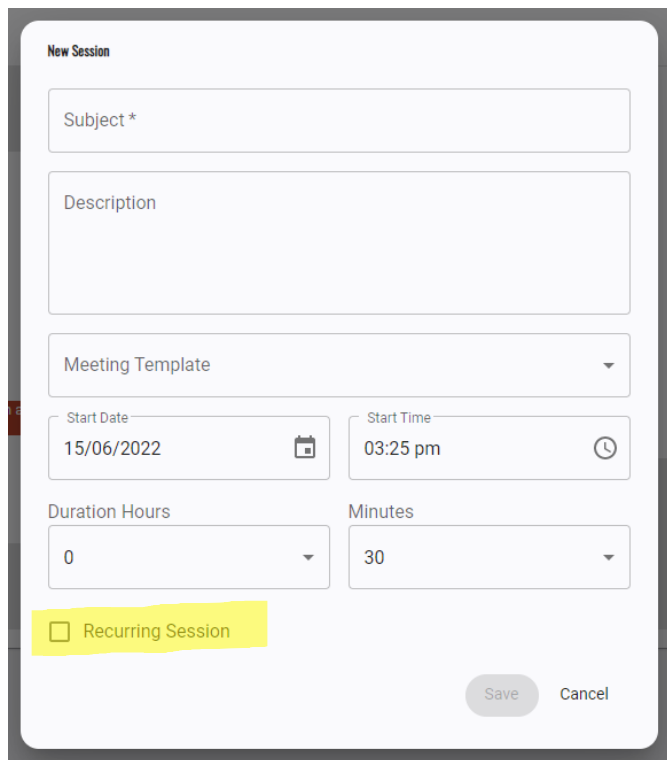
How do I access my Zoom account?

You can access your Zoom account here: <https://up-education.zoom.us/>. If you have any issues accessing your Zoom account, please request support via the [IT Support Portal](#) or email Helpdesk@up.education.

For Students: SOE students should have signed up on Zoom via <https://zoom.us/> using the same email address they use to access their eddy LMS account. All other students will have access to Zoom through single sign-in via <https://up-education.zoom.us/>.

How do I create another occurrence of the same Live Session?

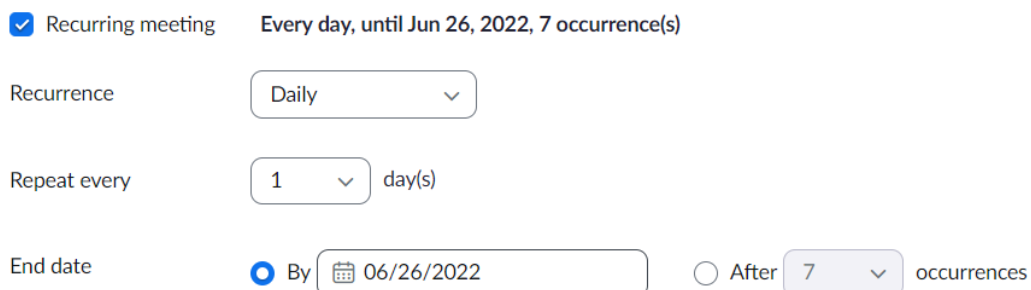
If you are creating a **New Session** in eddy LMS, check the **Recurring Session** box to enable subsequent occurrences of this particular **Live Session**.



The screenshot shows a 'New Session' form with the following fields and options:

- Subject *
- Description
- Meeting Template (dropdown)
- Start Date: 15/06/2022
- Start Time: 03:25 pm
- Duration Hours: 0
- Minutes: 30
- Recurring Session (highlighted in yellow)
- Save and Cancel buttons

To create another occurrence for an existing **Live Session**, log into your [Zoom account](#), select the session you want to create subsequent occurrences for under **Meetings > Scheduled Meetings**. Check the **Recurring Meeting** box and complete the details accordingly. **Note:** Recurring **Live Sessions** should always be edited in Zoom, they cannot be edited in eddy LMS.



The screenshot shows the following settings for a recurring meeting:

- Recurring meeting: Every day, until Jun 26, 2022, 7 occurrence(s)
- Recurrence: Daily
- Repeat every: 1 day(s)
- End date: By 06/26/2022 After 7 occurrences

You will also need to check the appropriate box under **Registration** to determine whether attendees need to register for each occurrence of this **Live Session**, or to register just once to be able to attend any of these **Live Sessions**.

- Registration Required
- Attendees register once and can attend any of the occurrences
 - Attendees need to register for each occurrence to attend
 - Attendees register once and can choose one or more occurrences to attend

Select whether **Registration Approval** is automatically or manually provided to students:

Registration Questions Custom Questions

Approval

- Automatically Approve**
Registrants will automatically receive information on how to join the meeting.
- Manually Approve**
The organizer must approve registrants before they receive information on how to join the meeting.

Notification

- Send an email to host when someone registers

Other options

- Close registration after event date
- Restrict number of registrants
- Allow attendees to join from multiple devices
- Show social share buttons on registration page

How do I edit a Live Session?

To edit an existing Live Session, log into your [Zoom account](#), select the session you want to edit under **Meetings > Scheduled Meetings**, then select **Edit**. Make any required adjustments, for example to the session name, date, start time or duration.

Check that the **Registration** field in your Zoom **Meeting** is ticked. This is what allows a student to register for a session.

Topic

When

Duration hr min

Time Zone

Recurring meeting

Registration Required

Meeting ID Generated ID 971 8583 3888 Personal Meeting ID 298 618 5978

Security Passcode
Only users who have the invite link or passcode can join the meeting

Waiting Room
Only users admitted by the host can join the meeting

Require authentication to join

If this **Live Session** needs to be recurring, ensure **Recurring Meeting** is selected and complete the details accordingly. Note: Recurring **Live Sessions** should always be edited in Zoom, they cannot be edited in eddy LMS.

Recurring meeting Every day, until Jun 26, 2022, 7 occurrence(s)

Recurrence ▾

Repeat every ▾ day(s)

End date By After ▾ occurrences

You will also need to check the appropriate box under **Registration** to determine whether attendees need to register for each occurrence of this **Live Session**, or to register just once to be able to attend any of these **Live Sessions**.

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The organizer must approve registrants before they receive information on how to join the meeting.

Notification

- Send an email to host when someone registers

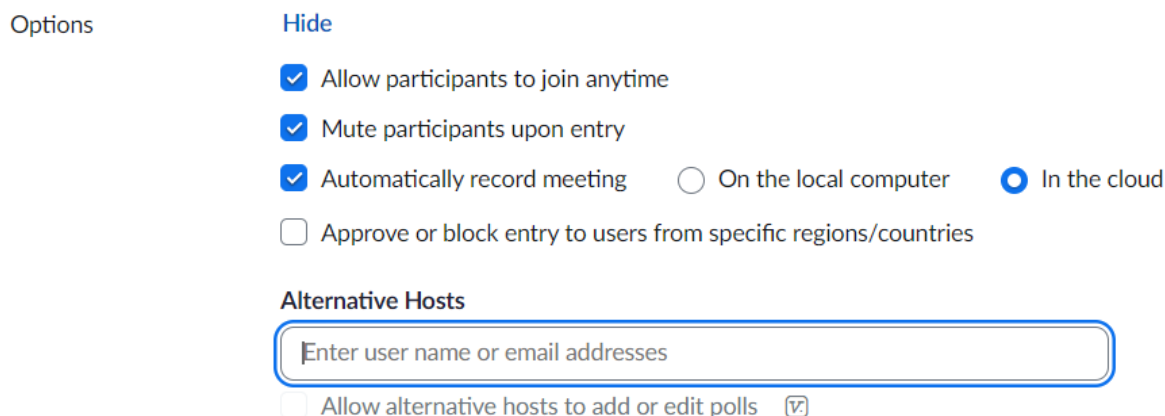
Other options

- Close registration after event date
- Restrict number of registrants
- Allow attendees to join from multiple devices
- Show social share buttons on registration page

I'm unable to facilitate one of my Live Sessions. Can another tutor host it on my behalf?

Yes, there are two options to add new hosts:

1) In your Zoom Meeting set-up, under **Options** you can input the username or email address of an Alternative Host or Hosts.



The image shows a screenshot of the Zoom Meeting Options interface. On the left, the word "Options" is displayed. On the right, there is a "Hide" link. Below this, there are several settings: "Allow participants to join anytime" (checked), "Mute participants upon entry" (checked), "Automatically record meeting" (checked) with radio buttons for "On the local computer" (unselected) and "In the cloud" (selected), and "Approve or block entry to users from specific regions/countries" (unchecked). Under the heading "Alternative Hosts", there is a text input field with the placeholder text "Enter user name or email addresses" and a "Allow alternative hosts to add or edit polls" checkbox (checked).

2) To take over another tutor's **Live Session**, you will first need to ensure that you/the other user has been given [Scheduling Privilege](#). If the user you want to assign hosting rights to doesn't have **Scheduling Privilege**, you will first need to assign this by enabling **Display meetings scheduled for others**.

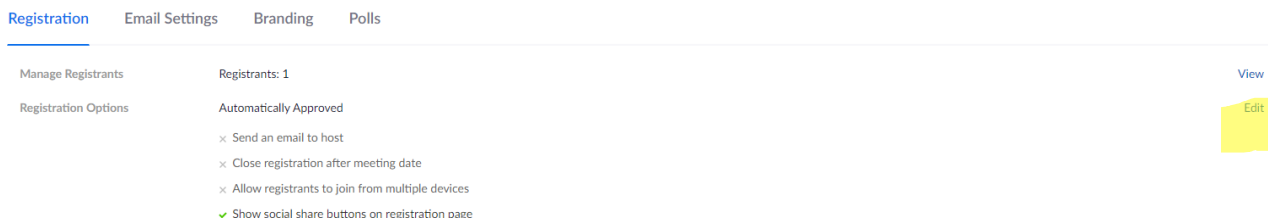
Go to the navigation menu, select **Account Management** then **Account Settings**. Click the **Meeting** tab. Under **Admin Options**, find **Display meetings scheduled for others** then toggle to enable or disable it. Click the **Lock icon** to confirm this setting.

Now when the user logs into their **Zoom** account and goes to **Meetings > Scheduled Meetings**, they will be able to search for you and select a new host or edit your sessions.

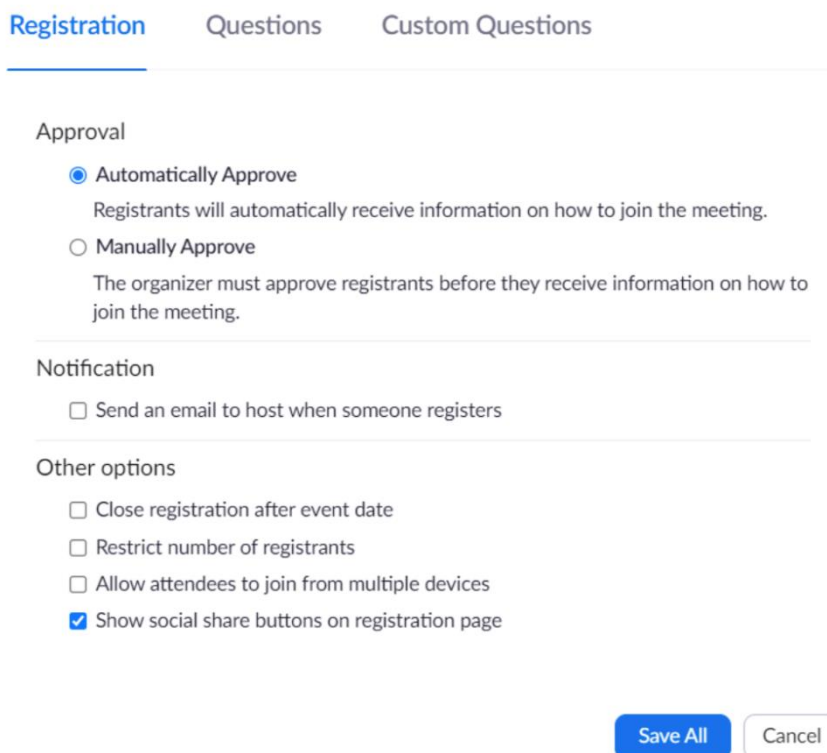
How do I see who has registered for my Live Session?

Log into your [Zoom account](#), go to **Meetings > Scheduled Meetings** and find the session you wish to view registrations for.

To view the names of specific registrants, click on **View** and a pop-up will appear showing the names and email addresses of the students who have registered for this occurrence of the **Live Session**.



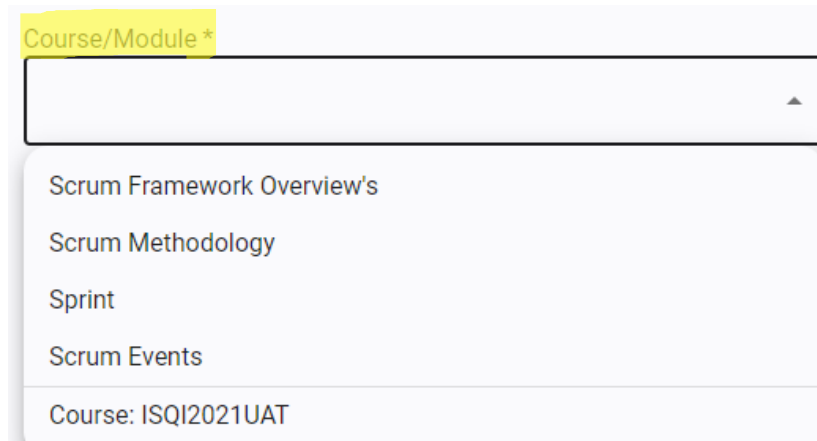
If you can't see the option to **View** registered students, it may be that **Registration Approval** needs to be given manually, in which case you will only be able to view registered students who are **Approved**. To change the mode of **Registration** approval, select the applicable box under **Approval**.



My student can't see the Live Session in eddy LMS

All students enrolled in a course will automatically have access to **Live Sessions**.

When creating a **New Session** in eddy LMS, ensure you have selected the relevant Course or Module from the drop-down menu **Course/Module** (this is a required field).



The image shows a screenshot of a dropdown menu in the eddy LMS interface. The menu is titled "Course/Module*" and is currently open, displaying a list of options. The options are: "Scrum Framework Overview's", "Scrum Methodology", "Sprint", "Scrum Events", and "Course: ISQI2021UAT". The "Course: ISQI2021UAT" option is highlighted in blue, indicating it is the selected option.

Students enrolled in this course or module will see a button **I'll Attend This Occurrence**. This **Live Session** will not be visible to students are not enrolled in this specific module.

How do students register for my Live Sessions?

Students enrolled in this course will see **I'll Attend This Occurrence** displayed in the LMS when they click on the **Live Sessions** calendar or list item. When your students click **I'll Attend This Occurrence**, they will automatically receive a confirmation email in their inbox with a direct Zoom link to attend the session.

To attend the session, they can either click on the Zoom link in their email inbox or click on the **Join** button in eddy LMS.

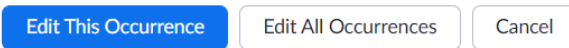
How do I edit a recurring Live Session?

If you have already created a recurring Live Session in Zoom and you need to edit it, log into your [Zoom account](#), select the session you want to edit under **Meetings > Scheduled Meetings**, then select **Edit This Occurrence** or **Edit All Occurrences**.

Make any required adjustments, for example to the session name, date, start time or duration.

Edit Recurring Meeting

You are editing a recurring meeting



Under **Registration**, select whether Attendees (students) needs to register once to attend any of the recurring **Live Sessions**, or if they need to re-register for each **Live Session**.

Click **Save** to confirm changes. Any students enrolled in this occurrence of the **Live Session** will be notified of any date/time changes via email.

PERSONAL

- Profile
- Meetings**
- Webinars
- Phone
- Personal Contacts
- Whiteboards **NEW**
- Recordings
- Settings

ADMIN

- Dashboard
- > User Management
- > Device Management
- > Room Management
- > Phone System Management
- > Account Management
- > Advanced

Zoom Learning Center
Attend Live Training
Video Tutorials

< Back to Meetings

Edit "Monday Session"

Topic:

+ Add Description

When:

Duration: hr min

Time Zone:

Recurring meeting **Every week on Mon, until Jul 4, 2022, 3 occurrence(s)**

Recurrence:

Repeat every: week(s)

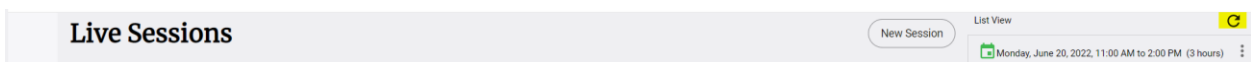
Occurs on: Sun Mon Tue Wed Thu Fri Sat

End date: By After occurrences

Registration: Required

- Attendees register once and can attend any of the occurrences
- Attendees need to register for each occurrence to attend
- Attendees register once and can choose one or more occurrences to attend

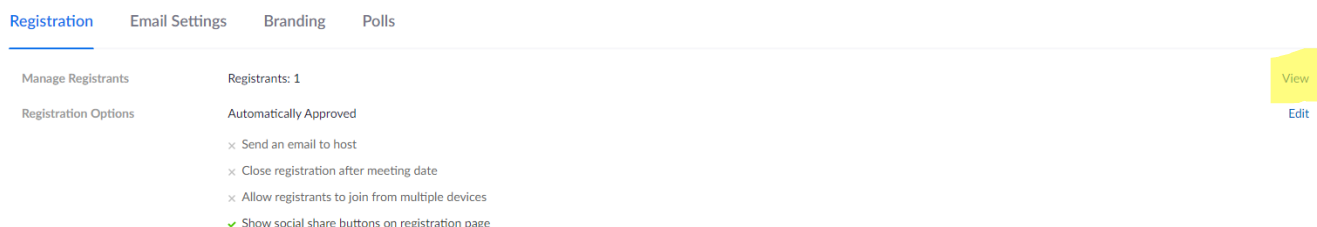
To view the updated **Live Session** on Eddy LMS, click the refresh symbol above the list view on the top right corner of **Live Sessions**.



How do I automatically approve students who register?

All enrolled students who register for the session should be automatically approved.

Log into your [Zoom account](#), go to **Meetings > Scheduled Meetings** and find the session you wish to view. Click on the name of the session you wish to view, then scroll down until you see **Registration**.

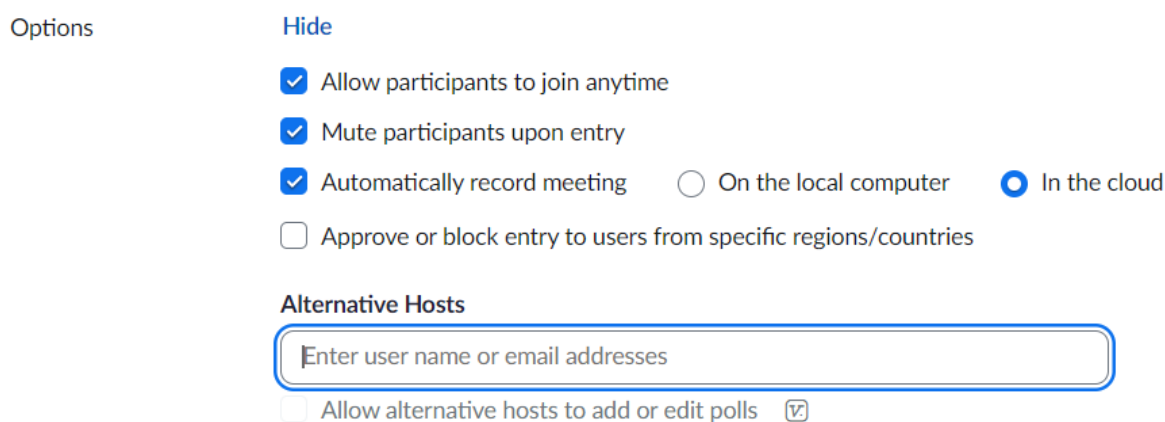


Click on **View** and a pop-up will appear showing the names and email addresses of the students who have registered for this occurrence of the **Live Session**.

If you can't see the option to **View** registered students, it may be that **Registration Approval** needs to be given manually, in which case you will only be able to view registered students who are **Approved**. To change the mode of **Registration** approval, select the applicable box under **Approval**.

How do I record a Live Session?

Your Live Session will be recorded automatically. You can check or manage this setting in your Zoom account, under **Meetings and Options**. Check that the boxes **Automatically record meeting** and **In the cloud** are selected.



If the **Live Session** has begun and you are unsure if it is being recorded, you can click on **Record** (the red button) in the Zoom window. You will see a recording indicator in the top-left corner indicating that this function is active.

How do I change my Zoom background?

To change your background image in Zoom, click on your profile picture then click on Settings (the cog icon). Select **Backgrounds & Filters**, then click on **Virtual Background**. Alternatively, click **Blur My Background**.

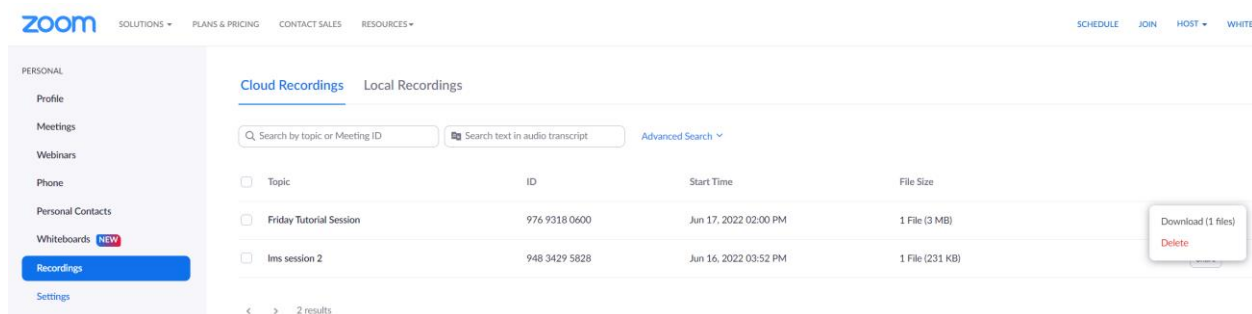
Learn more about [setting your Virtual Background image here](#).

How do I share my screen with students in Live Sessions?

To share your screen with students during a **Live Session**, select **Share Screen** (green arrow icon). Select the desktop that you want participants to see.

Where can I find and download my recorded sessions?

To find your recorded **Live Session** in Zoom: Sign into your [Zoom account](#) and click on **Recordings** from the list on the left-hand-side of the page. Find the Cloud recording from the recordings list.



The screenshot shows the Zoom web interface. On the left is a navigation menu with 'Recordings' highlighted. The main content area is titled 'Cloud Recordings' and contains a table of recordings. The table has columns for 'Topic', 'ID', 'Start Time', and 'File Size'. There are two rows of recordings. A 'Download (1 files)' button is visible next to the second row.

Topic	ID	Start Time	File Size
Friday Tutorial Session	976 9318 0600	Jun 17, 2022 02:00 PM	1 File (3 MB)
lms session 2	948 3429 5828	Jun 16, 2022 03:52 PM	1 File (231 KB)

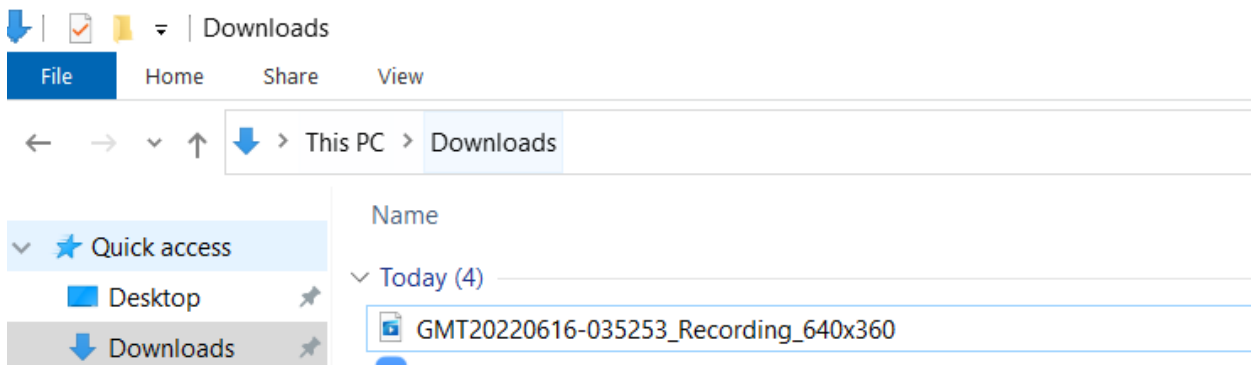
How do I know when my recording is ready in Zoom?

You will receive an email in your inbox when your Zoom recording is available and ready to be shared. Click on **View Detail** in the email to view the recording.

How do I download my Live Session recordings?

Sign into your [Zoom account](#) and click on **Recordings** from the list on the left-hand-side of the page. Find the Cloud recording from the recordings list. To the right of the recording you have selected, click on the icon with the three dots and select **Download File**, then **Download** from the pop-up box that appears.

The Cloud recording will appear in the Downloads folder on your desktop (Windows example below).

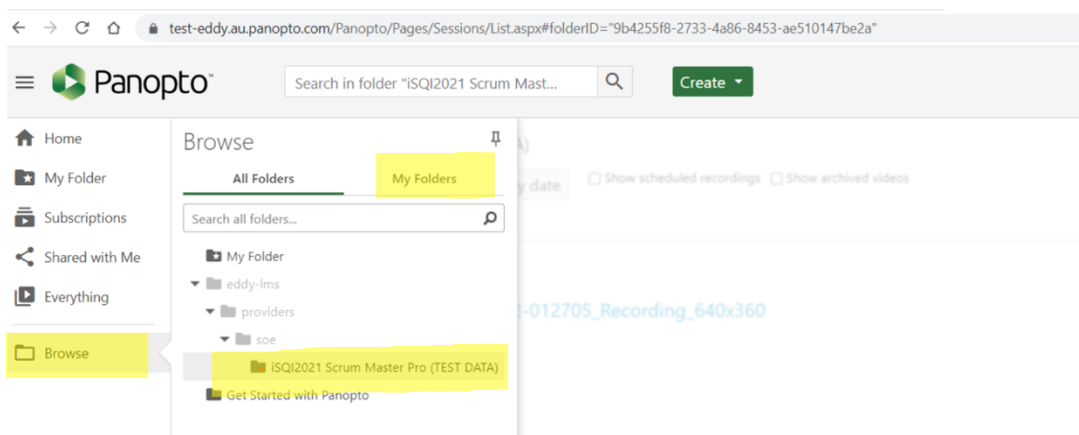


How do I access my Panopto account?

Sign into eddy LMS, then open Panopto in your browser and you will have automatic access to Panopto via this link <https://eddy.au.panopto.com/>.

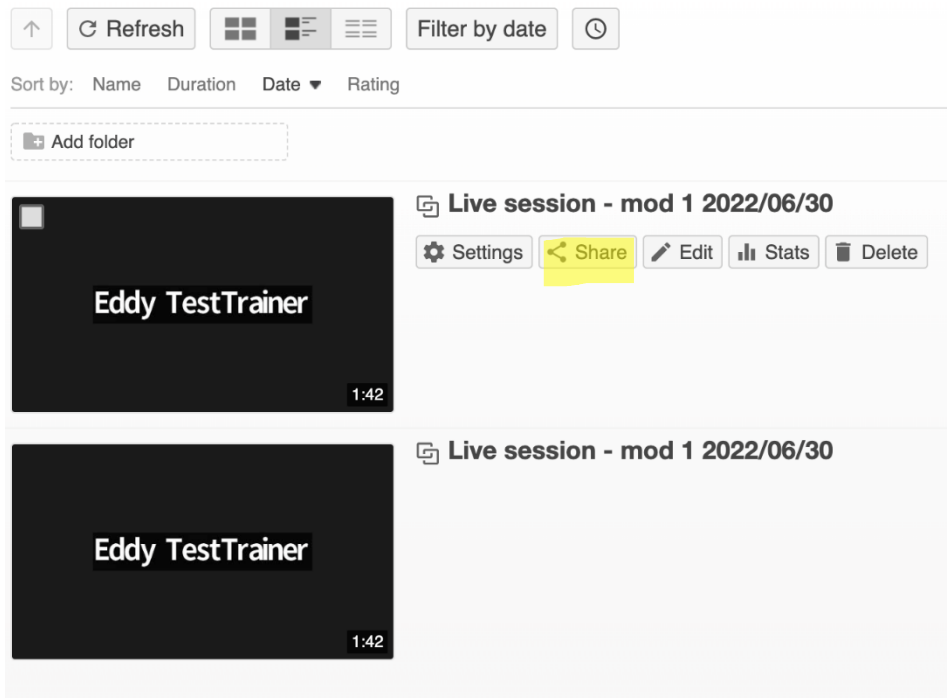
Where do I find my course folders in Panopto?

Select **Browse** in the left-hand column, then **My Folders**, then find your **Course Folder**.



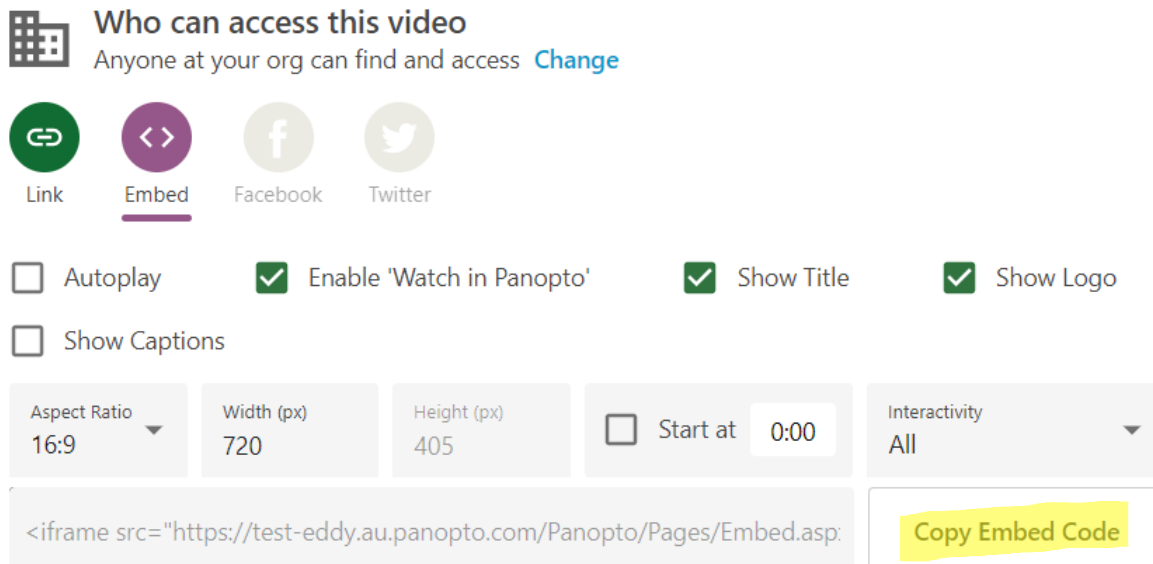
How do I share recordings with students?

Click on the video file you want to share then click the **Share** icon.



The screenshot shows a video management interface. At the top, there are navigation buttons: an up arrow, a 'Refresh' button, a view toggle (grid/list), a 'Filter by date' button, and a clock icon. Below this is a 'Sort by' dropdown menu with options: Name, Duration, Date, and Rating. A dashed box labeled 'Add folder' is visible. The main content area displays two video thumbnails, each with the text 'Eddy TestTrainer' and a duration of '1:42'. The first video has a menu of actions: Settings, Share (highlighted in yellow), Edit, Stats, and Delete. The second video has the same title and duration but no visible action menu.

Select **Embed**, then **Copy Embed Code**.



The screenshot shows the 'Who can access this video' settings page. It features a grid icon and the text 'Who can access this video' followed by 'Anyone at your org can find and access' and a 'Change' link. Below this are four sharing options: Link, Embed (selected with a purple underline), Facebook, and Twitter. There are also several checkboxes: 'Autoplay' (unchecked), 'Enable 'Watch in Panopto'' (checked), 'Show Title' (checked), 'Show Logo' (checked), and 'Show Captions' (unchecked). At the bottom, there are input fields for 'Aspect Ratio' (16:9), 'Width (px)' (720), 'Height (px)' (405), 'Start at' (0:00), and 'Interactivity' (All). A 'Copy Embed Code' button is highlighted in yellow, and the embed code is visible in a text area below it: `<iframe src="https://test-eddy.au.panopto.com/Panopto/Pages/Embed.asp:`

Define who can access this recording by selecting **Your Organization** from the drop-down menu (default setting). All students enrolled in your course will be able to view the recording in the LMS.

Who can access this video
Anyone at your org can find and access

Link Embed Facebook Twitter

Autoplay Enable 'Watch in Pa...

Show Captions

Aspect Ratio: 16:9 Width (px): 720 Height (px): 405

<iframe src="https://test-eddy.au.panopto.com/...">

Who can access this video

- Restricted**
Only specific people and groups
- Your Organization (unlisted)**
Anyone at your org who has the link
- Your Organization**
Anyone at your org can find and access
- Public (unlisted)**
Anyone who has the link

Next, go to eddy LMS and paste the embed code into a **New Thread** in your module Forum. Click on the down arrow to **Show/Hide Advanced Options** then select the HTML icon. Click paste to embed the Panopto link for students to view. Then click **Post to Forum** to confirm.

THREADS

Visible groups: All participants

Subject

Message

HTML A B I [Rich Text Editor Icons]

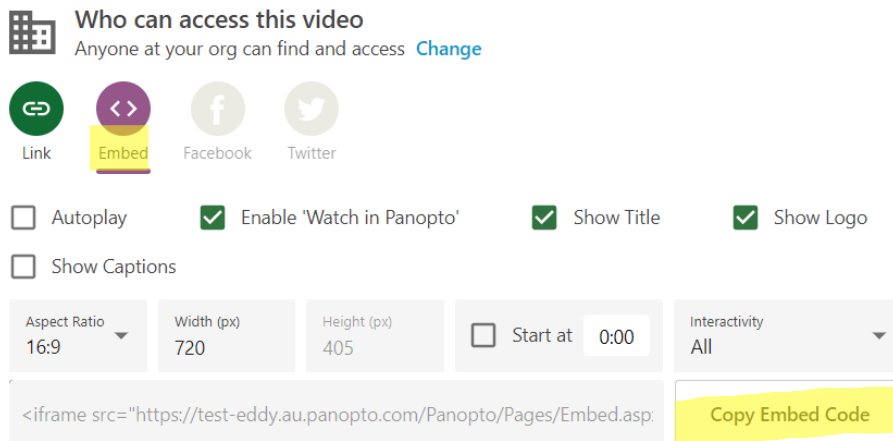
1 <p>
</p>

- Required

Post to forum Cancel Advanced

Where do I find the Panopto embed code?

Click on **Share** next to the video you want to share. Select **Embed**, then **Copy Embed Code**.

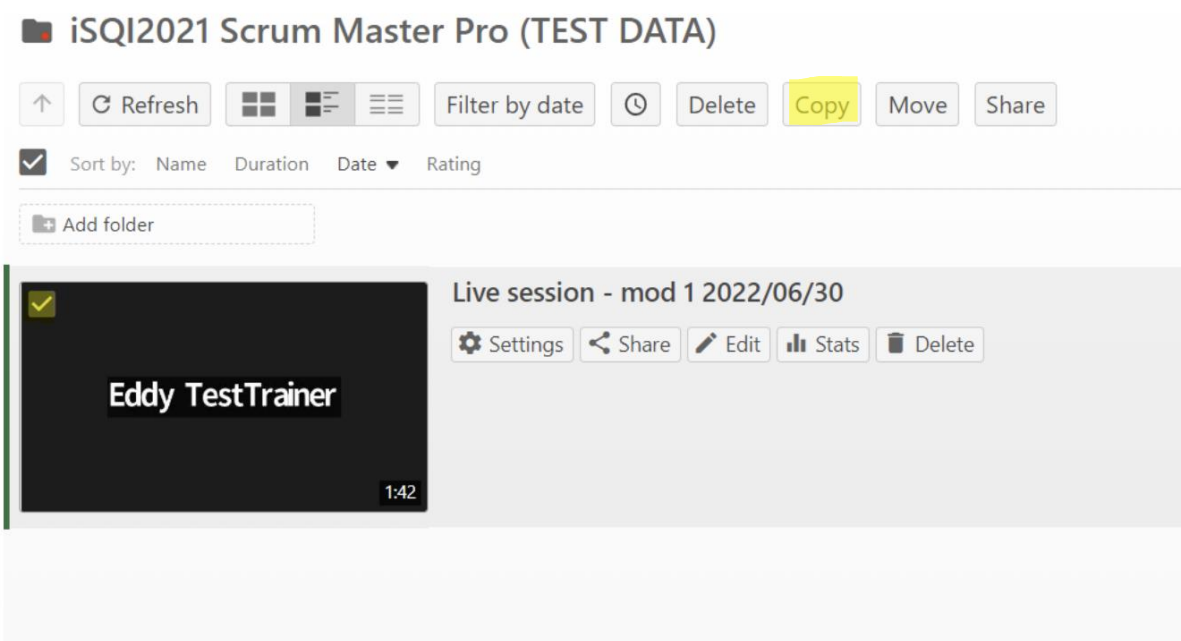


The screenshot shows the 'Who can access this video' section with the text 'Anyone at your org can find and access' and a 'Change' link. Below this are four sharing options: 'Link', 'Embed' (highlighted in yellow), 'Facebook', and 'Twitter'. There are also several checkboxes for video settings: 'Autoplay' (unchecked), 'Enable 'Watch in Panopto'' (checked), 'Show Title' (checked), 'Show Logo' (checked), and 'Show Captions' (unchecked). At the bottom, there are input fields for 'Aspect Ratio' (16:9), 'Width (px)' (720), 'Height (px)' (405), 'Start at' (0:00), and 'Interactivity' (All). A text area contains the embed code: '<iframe src="https://test-eddy.au.panopto.com/Panopto/Pages/Embed.asp'. To the right of the code is a yellow button labeled 'Copy Embed Code'.

How do I copy my videos to another course folder in Panopto?

An original video uploaded to Panopto can be copied and shared across multiple courses.

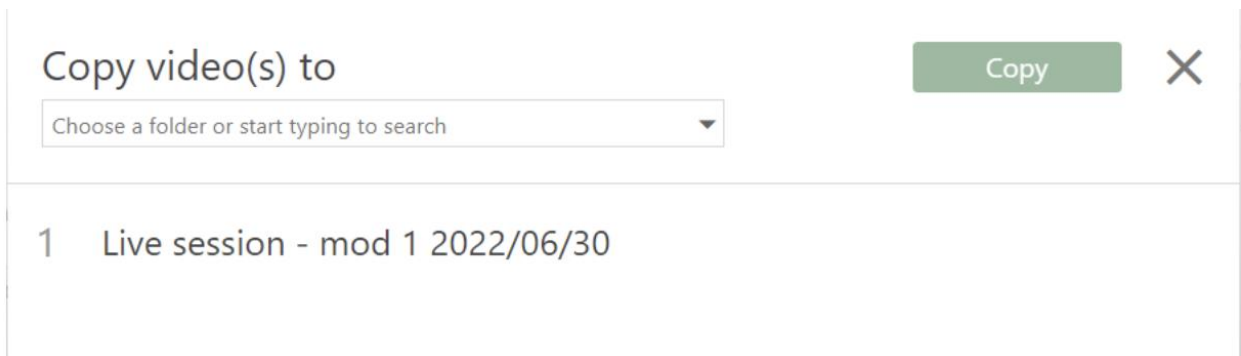
Sign into eddy LMS and open Panopto in your browser. From your course folders, select the video you want to copy and click on it. Several action icons will appear above the video data. Click **Copy** to create a reference copy.



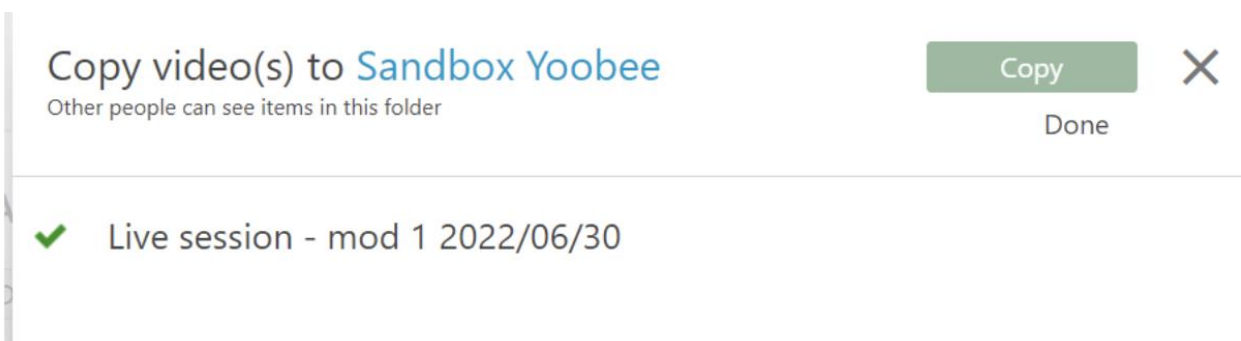
The screenshot shows a folder named 'iSQI2021 Scrum Master Pro (TEST DATA)'. Above the video list are several action buttons: 'Refresh', 'Filter by date', 'Delete', 'Copy' (highlighted in yellow), 'Move', and 'Share'. Below these buttons is a 'Sort by' dropdown menu with options: 'Name', 'Duration', 'Date', and 'Rating'. There is also an 'Add folder' button. The video list shows a video titled 'Live session - mod 1 2022/06/30' with a duration of 1:42. The video thumbnail shows 'Eddy TestTrainer'. Above the video title are several action buttons: 'Settings', 'Share', 'Edit', 'Stats', and 'Delete'.

Note: Reference copies refer back to the original source video. When edits are made to the source video, the changes will automatically be reflected in the reference copy.

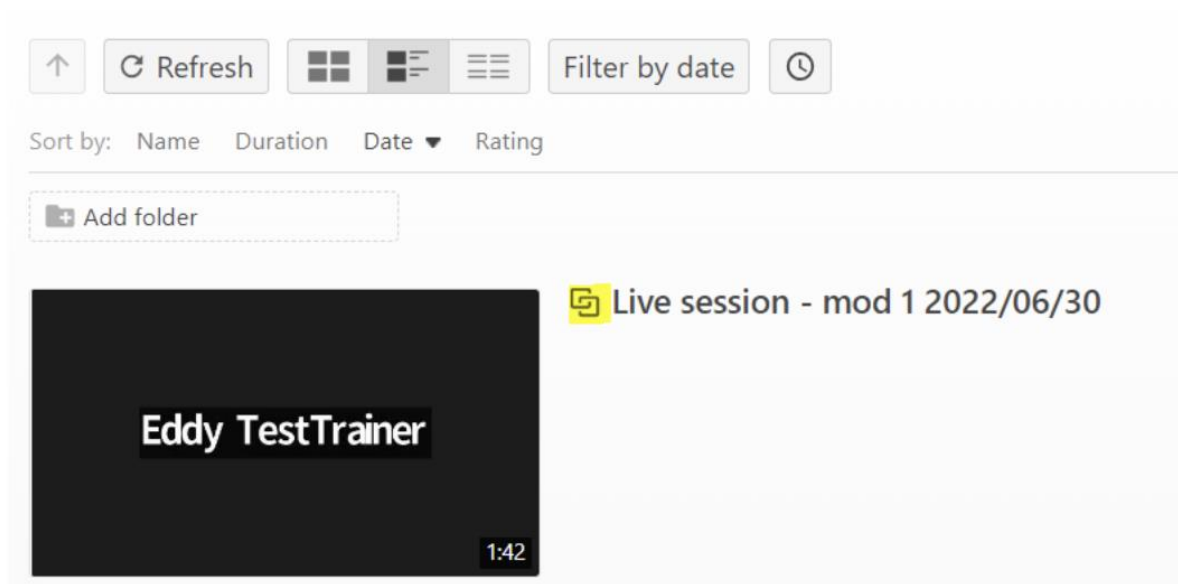
A window will pop up, asking you to select a folder to save the reference copy to. Find the folder from the drop-down or start typing to search, then click **Copy**.



You will receive a message to indicate that the video has successfully copied.



Reference copies of video files in Panopto can be recognised by the icon highlighted below.



[Learn more about creating reference copies in Panopto.](#)

[Learn more about copying video files in Panopto.](#)

[Learn more about how to batch copy and move videos.](#)

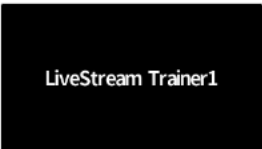
How do I edit my recordings in Panopto?

To edit the details of your Panopto recording, for example the name, preview image or associated tags, access your Panopto account via this link <https://eddy.au.panopto.com/>.

Find the file you want to edit and click **Overview**. Edit details by selecting **Edit** next to each Session Information category.

▶ GMT20220602-012705_Recording_640x360 ✕

Overview Session Information

Share	Name	GMT20220602-012705_Recording_640x360 Edit
Outputs	Folder	iSQI2021 Scrum Master Pro (TEST DATA) Edit
Quiz Results	Tags	+ Tag
Streams	Preview image	 Edit
References	Viewer link	https://test-eddy.au.panopto.com/Panopto/Pages/Viewer.aspx?id=31
Search	Owner	eddylms\livestream.trainer1@swinburneopen.edu.au (LiveStream Trainer1)
Captions	Videographer	eddylms\livestream.trainer1@swinburneopen.edu.au (LiveStream Trainer1)
Audio	Date	Thursday, June 2, 2022 @ 1:51:18 PM Edit
Descriptions	Duration	18:11
Manage	Webcast	No
Log	Discussion	<input checked="" type="checkbox"/> Allow viewers to post comments <input checked="" type="checkbox"/> Enable public comments by default on this video
	Downloads	Use folder setting (Admins, videographers and creator only) ▼

Description

Edit

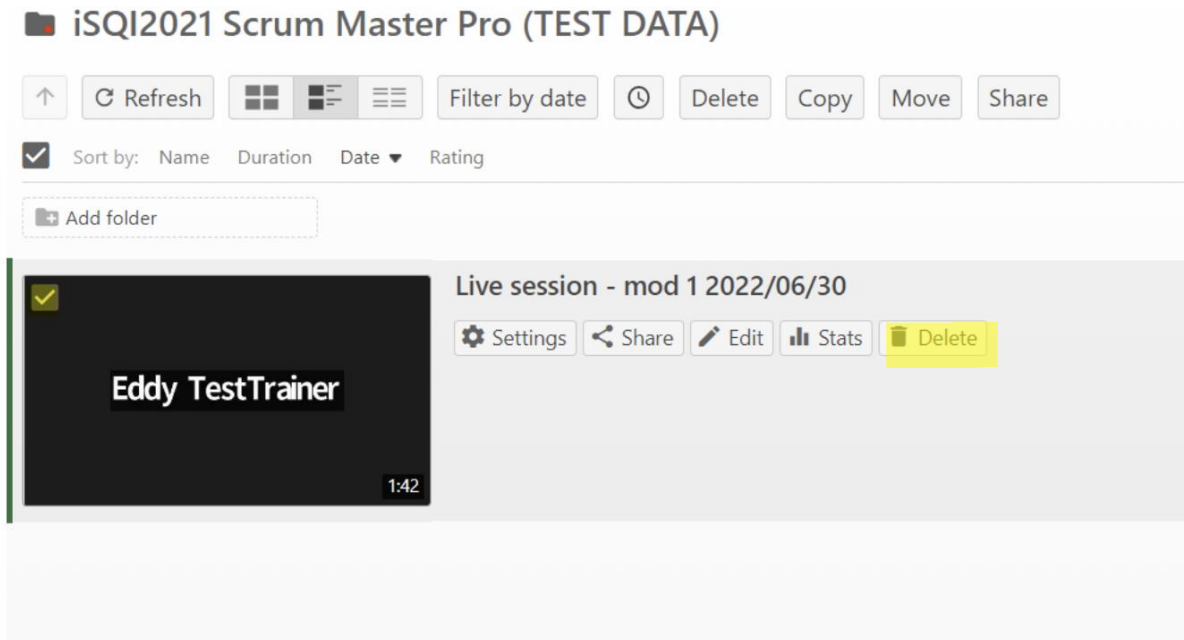
Please use the following naming conventions for any recordings you upload to Panopto:

Live session – module name (if relevant) and date (year/month/date)

(For example: Live session – Scrum Methodology 2022/06/28)

How do I delete video files from Panopto?

From your course folders, select the video you want to delete (for example, if a wrong file has been uploaded) and click on it. Several action icons will appear above the video data.



Select **Delete** then **Yes** to confirm the removal of this video file.

