

Home (/s/) Documentation Video Tutorials (https://howtovideos.hosted.panopto.com/Panopto/Pages/Folders/DepartmentHome.aspx?folderID=4b9de7ae

browser not accepting cookies

<u>VIEW</u> > <u>TROUBLESHOOT VIEWING</u> (/S/TOPIC/0T03900000EOV... (/S/TOPIC/0T039000000RTT...

How Do I Enable Third Party Cookies in Supported Browsers?

Last modified on: Apr 6, 2020

Jump to Section

1. Enable Third-Party Cookies in Chi 🛔

# Overview

Panopto utilizes third-party cookies to Authenticate third-party Identity providers and requires that your browser accept third-party cookies.

If you receive the following errors, you will need to turn on third party cookies in your browser.

"Sign-in succeeded but your browser isn't accepting cookies. Third-party cookies may be disabled."

"Enable third-party cookies for [your site] in your browser, then refresh the page to continue."

### 1. Enable Third-Party Cookies in Chrome

- 1.1. On your computer, open Google Chrome.
- 1.2. From the top right, select the three vertical dots and then Settings (Fig.1).

.

|            |               |         | :       |  |  |  |
|------------|---------------|---------|---------|--|--|--|
| New tab    |               |         | Ctrl+T  |  |  |  |
| New windo  | w             |         | Ctrl+N  |  |  |  |
| New incog  | nito windo    | w Ctrl+ | Shift+N |  |  |  |
| History    |               |         | I       |  |  |  |
| Downloads  | 5             |         | Ctrl+J  |  |  |  |
| Bookmarks  | ;             |         | I       |  |  |  |
| Zoom       | Zoom - 100% + |         |         |  |  |  |
| Print      |               |         | Ctrl+P  |  |  |  |
| Cast       |               |         |         |  |  |  |
| Find       |               |         | Ctrl+F  |  |  |  |
| More tools |               |         | I       |  |  |  |
| Edit       | Cut           | Сору    | Paste   |  |  |  |
| Settings   |               |         |         |  |  |  |
| Help       |               |         |         |  |  |  |
| Exit       |               |         |         |  |  |  |
|            |               |         |         |  |  |  |

Figure 1

#### How Do I Enable Third Party Cookies in Supported Browsers?

1.3. This will open a web page, Settings. On the left hand navigation bar, select the Advanced Settings drop down menu (Fig. 2).



Figure 2

1.4. In the Advanced drop down menu, select Privacy and Security and then Site Settings (Fig. 3).



#### Figure 3

1.5. On the Site Settings page, select Cookies and Site Data (Fig. 4).

How Do I Enable Third Party Cookies in Supported Browsers?

| ← Site Settings  | 0        |  |
|--|----------|--|
| All sites  |          |  |
| View permissions and data stored across sites                  | Þ        |  |
| Permissions  |          |  |
| Cookies and site data Allow sites to save and read cookie data | •        |  |
| Location     Ask before accessing                              | <i>•</i> | Last modified on: Apr 6, 2020          |
| Camera   |          | Jump to Section                        |
| Ask before accessing   | *        | 1. Enable Third-Party Cookies in Chr 💲 |
| Figure 4   |          |  |

1.6. On the Cookies and Site Data page, make sure that the Block third-party cookies setting is toggled off (Fig. 5).

| Cookies and site data   | 2 Search               |
|---|------------------------|
| Allow sites to save and read cookie data (recommended)  | -                      |
| Clear cookies and site data when you quit Chrome  |                        |
| Block third-party cookies<br>When on, sites can't use your browsing activity across different sites to personaliz<br>may not work properly. | ze ads. Some sites 🛛 🔵 |
| See all cookies and site data   | *                      |

Figure 5

# 2. Enable Third Party Cookies in Firefox

2.1. Select the three vertical lines in the top right corner, and select **Options** (Fig. 6).

|                  |   |        | 1.0    | Ξ                               |
|------------------|---|--------|--------|---------------------------------|
| ۲                | Sign in to Firefox  |        |        | >                               |
| <u>lılıı</u>     | Privacy Protection  | 5      |        |                                 |
| Ģ                | New Window  |        | C      | Ctrl+N                          |
| 8                | New Private Wind  | ow     | Ctrl+S | hift+P                          |
| Ģ                | Restore Previous S  | ession |        |                                 |
|                  | Zoom –  | 100%   | +      | ×۶                              |
|                  | Edit  | ж      | Ъ      | Ê                               |
| lii\             | Library   |        |        | >                               |
| -0               | Logins and Passwe   | ords   |        |                                 |
| ż.               | Add-ons   |        | Ctrl+S | hift+A                          |
|                  |   |        |        |                                 |
| ₽                | Options   |        |        |                                 |
|                  | Options<br>Customize  |        |        |                                 |
|                  |   |        | (      | Ctrl+O                          |
|                  | Customize   |        |        | Ctrl+ O<br>Ctrl+ S              |
|                  | Customize<br>Open File  |        |        |                                 |
|                  | Customize<br>Open File<br>Save Page As  |        |        |                                 |
| ✓<br>₽           | Customize<br>Open File<br>Save Page As<br>Print   |        |        | Ctrl+S                          |
| ✓<br>₽           | Customize<br>Open File<br>Save Page As<br>Print<br>Find in This Page  |        |        | Ctrl+S<br>Ctrl+F                |
| ✓                | Customize<br>Open File<br>Save Page As<br>Print<br>Find in This Page<br>More                                |        |        | Ctrl+S<br>Ctrl+F<br>>           |
| ✓ ♦              | Customize<br>Open File<br>Save Page As<br>Print<br>Find in This Page<br>More<br>Web Developer               |        |        | Ctrl+S<br>Ctrl+F<br>>           |
| י<br>ק<br>ג<br>י | Customize<br>Open File<br>Save Page As<br>Print<br>Find in This Page<br>More<br>Web Developer<br>What's New |        |        | Ctrl+S<br>Ctrl+F<br>><br>><br>> |

How Do I Enable Third Party Cookies in Supported Browsers?

Last modified on: Apr 6, 2020

Jump to Section

1. Enable Third-Party Cookies in Chi 🛔

Figure 6

2.2. In the right hand menu, select Privacy & Security (Fig. 7).



Figure 7

2.3. On the Browser Privacy page, select the Custom drop down menu. Make sure that the checkbox next to Cookies is unchecked (Fig. 8).

| 0/0/2020       |   |                         |            |  |  |  |  |
|----------------|---|-------------------------|------------|--|--|--|--|
| Browse         | r Privacy   |                         |            |  |  |  |  |
| Enhance        | d Tracking Protection   |                         |            |  |  |  |  |
| $\square$      | Trackers follow you around online to collect information about                            |                         |            |  |  |  |  |
|                | your browsing habits and interests. Firefore<br>trackers and other malicious scripts. Lea |                         |            |  |  |  |  |
| 🔵 Star         | n <u>d</u> ard  |                         | v          |  |  |  |  |
| Bala           | nced for protection and performance. Pag  | ges will load normally. |            |  |  |  |  |
| St <u>r</u> ie | ct  |                         | ~          |  |  |  |  |
| Stro           | nger protection, but may cause some sites   | s or content to break.  |            |  |  |  |  |
| • <u>C</u> ust | tom   |                         |            |  |  |  |  |
| Choo           | ose which trackers and scripts to block.  |                         |            |  |  |  |  |
|                | Sookies   |                         | ~          |  |  |  |  |
|                | ☑ <u>T</u> racking content  | In all windows          | s <b>v</b> |  |  |  |  |
| ✓              | 7 Cryptominers  |                         |            |  |  |  |  |
| ✓              | n Eingerprinters  |                         |            |  |  |  |  |
|                | A Heads up!   |                         |            |  |  |  |  |
|                | Blocking trackers could impact the fu<br>page with trackers to load all content           | -                       | Reload a   |  |  |  |  |
|                |   |                         |            |  |  |  |  |
|                |   |                         |            |  |  |  |  |

Figure 8

### 3. Enable Third Party Cookies in Internet Explorer

3.1. Click the gear icon in the top right-hand corner of Internet Explorer (Fig. 9).



Figure 9

### 3.2. Click Internet Options (Fig. 10).

| Print                       | >            |
|-----------------------------|--------------|
| File                        | >            |
|                             |              |
| Zoom (100%)                 | >            |
| Safety                      | >            |
| Open with Microsoft Edge    | Ctrl+Shift+E |
| Add site to Apps            |              |
| View downloads              | Ctrl+J       |
| Manage add-ons              |              |
| F12 Developer Tools         |              |
| Go to pinned sites          |              |
| Compatibility View settings |              |
| Internet options            |              |
| About Internet Explorer     |              |

Last modified on: Apr 6, 2020

Jump to Section

1. Enable Third-Party Cookies in Chi 🛔

How Do I Enable Third Party Cookies in Supported Browsers?

Figure 10

#### 3.3. Select the Privacy tab and then Advanced Settings (Fig. 11).

| Internet ( | Options  |         |         |             |          | ?     | ×   |
|------------|----------|---------|---------|-------------|----------|-------|-----|
| General    | Security | Privacy | Content | Connections | Programs | Advan | ced |
| Setting    | s ———    |         |         | Sites       | Adv      | anced |     |

Figure 11

#### 3.4. Under Third Party Cookies, select Accept and then OK (Fig. 12).

| Advanced Privacy Settings  | ×                   |
|----------------------------|---------------------|
| You can choose how c       | ookies are handled. |
| Cookies                    |                     |
| First-party Cookies        | Third-party Cookies |
| <ul> <li>Accept</li> </ul> | Accept              |
| OBlock                     | OBlock              |
| Prompt                     | O Prompt            |
| Always allow session cook  | ies                 |
|                            |                     |
|                            | OK Cancel           |

Figure 12

# 4. Enable Third Party Cookies in Edge

4.1. In the top right corner, select the ellipses ... and then select Settings (Fig. 13).

| New window                 | Ctrl+N         |
|----------------------------|----------------|
| 🖾 New InPrivate windo      | w Ctrl+Shift+P |
| Zoom                       | — 100% + 🖍     |
| 5∕≡ Favorites              | Ctrl+I         |
| 뜰 Reading list             | Ctrl+M         |
| 💵 Books                    | Ctrl+Shift+U   |
| 🕄 History                  | Ctrl+H         |
| ↓ Downloads                | Ctrl+J         |
| く Extensions               |                |
| Show in toolbar            | >              |
| 🔓 Print                    | Ctrl+P         |
| ✓ Find on page             | Ctrl+F         |
| A <sup>i)</sup> Read aloud | Ctrl+Shift+G   |
|                            | ackhar         |
| -⇔ Pin this page to the t  | askuai         |
| More tools                 | >              |
| . 2                        |                |

Last modified on: Apr 6, 2020

Jump to Section

1. Enable Third-Party Cookies in Chi 🛔

Figure 13

4.2. A pop out menu will appear from the right, select Privacy & Security (Fig. 14).



Figure 14

Last modified on: Apr 6, 2020

1. Enable Third-Party Cookies in Ch

Jump to Section

4.3. In the Cookies dropdown, make sure that Don't block cookies is selected (Fig. 15).

| Cookies             |        |
|---------------------|--------|
| Don't block cookies | $\sim$ |
|                     |        |

Figure 15

# 5. Enable Third Party Cookies in Safari

Please note: as of Safari 13.1, third party cookies are blocked by default. For more information, visit Webkit's article: <u>Full Third-Party Cookie Blocking and More (https://webkit.org/blog/10218/full-third-party-cookie-blocking-and-more/)</u>.

5.1. Open Safari and go to the right-hand corner and click on Safari -> Preferences from the drop down menu (Fig. 16).



Figure 16

5.2. Navigate to the Privacy Tab and make sure "Prevent cross-site tracking" is unchecked. (Fig. 17).

| _ | AutoFill |   | Security |                      |            | y<br>Z<br>Extensions | <b>Ö</b><br>Advanced                              |   |
|---|----------|---|----------|----------------------|------------|----------------------|---|---|
|   |          |   | ١        | Website <sup>-</sup> | tracking:  |                      | nt cross-site tracking<br>absites not to track me |   |
|   |          | c | ookies a | nd webs              | site data: | Block a Manage       | all cookies<br>e Website Data                     | ? |

Figure 17

# 6. Enable Third Party Cookies for Safari on iOS

https://support.panopto.com/s/article/How-to-Enable-Third-Party-Cookies-in-Supported-Browsers

#### How Do I Enable Third Party Cookies in Supported Browsers?

Please note: as of Safari 13.1, third party cookies are blocked by default and will break an embedded video. For more information, visit Webkit's article: <u>Full Third-Party Cookie Blocking and More (https://webkit.org/blog/10218/full-third-party-cookie-blocking-and-more/)</u>.

### iOS 10.3.2

6.1. Go to your phone's Settings and choose Safari. (Fig. 18).



6.2. Set Block Cookies to Always Allow (Fig. 19).

| Safari                      |                |
|-----------------------------|----------------|
| Search Engine               | Google >       |
|                             | Google         |
| Search Engine Suggestions   |                |
| Safari Suggestions          |                |
| Quick Website Search        | On >           |
| Preload Top Hit             |                |
| About Search & Privacy      |                |
| GENERAL                     |                |
| Passwords                   | >              |
| AutoFill                    | >              |
| Frequently Visited Sites    |                |
| Favorites                   | Favorites >    |
| Open New Tabs in Background |                |
| Show Favorites Bar          | $\bigcirc$     |
| Show Tab Bar                |                |
| Block Pop-ups               |                |
| PRIVACY & SECURITY          |                |
| Do Not Track                | $\bigcirc$     |
| Block Cookies               | Always Allow > |
| Fraudulent Website Warning  |                |
| Check for Apple Pay         |                |

How Do I Enable Third Party Cookies in Supported Browsers?

Last modified on: Apr 6, 2020

Jump to Section

1. Enable Third-Party Cookies in Ch

Figure 19

### iOS 11

6.3. Go to your phone's Settings and choose Safari. Uncheck Prevent Cross-Site Tracking (Fig. 20).

| Settings Safari   |            |
|---|------------|
| PRIVACY & SECURITY  |            |
| Prevent Cross-Site Tracking   | $\bigcirc$ |
| Block All Cookies   | $\bigcirc$ |
| Ask Websites Not to Track Me  | $\bigcirc$ |
| Fraudulent Website Warning  | $\bigcirc$ |
| Camera & Microphone Access  | $\bigcirc$ |
| Check for Apple Pay   |            |
| Allow websites to check if Apple Pay is set up.<br>About Safari & Privacy |            |
| Clear History and Website Data  |            |
| READING LIST  |            |
| Automatically Save Offline  | $\bigcirc$ |

Last modified on: Apr 6, 2020

Jump to Section

1. Enable Third-Party Cookies in Chi 🔶

Figure 20