kaltura

Set up your LMS Video to avoid third-party cookie issues

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> 🔐 **This article is designated for administrators.**

About

Some users may see a "third-party cookie" error message when using Kaltura's Application Framework (KAF). This isn't a bug - it happens because modern browsers (like Safari, Firefox, and soon Chrome) block third-party cookies by default.

Why KAF uses cookies

KAF keeps your session active across multiple requests. Without its session cookie, you'll lose your login and actions inside KAF won't work. Because KAF usually loads inside an iframe in your LMS, browsers treat its cookies as third-party if the domains don't match.

We've got you covered

Kaltura has come up with an effective solution: for the past several years, new LMS integrations have successfully used a subdomain (alias) for KAF, so cookies are treated as first-party and won't be blocked.

If using an alias isn't possible, Chrome users can manually allow third-party cookies as a temporary workaround. For step-by-step instructions, please click here.

How to set it up

If your LMS is hosted under your own domain, use the Hostnames module to create a new alias (subdomain) for KAF. By loading KAF through this subdomain, the cookies are no longer considered third-party, so browsers won't block them. For example, if your LMS is *lms.univ.edu*, create something like *kaf.lms.univ.edu*.

> ✅ If you don't see the Hostnames module in your Configuration Management console, contact your Kaltura representative to have it enabled.

Need help? See Set up alias hostname for video portal and KAF .

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![Kaltura logo]

> If your LMS environment is hosted under your <u>LMS provider's domain</u>, please reach out to your Kaltura representative for help setting up an alias. They'll help you find the best option for your setup.

For Canvas users

Canvas requires a developer key for the new subdomain. An account admin can create this by following this Instructure guide. A vanity URL and a Dev Scoped Key are required in both LTI 1.1, and LTI 1.3, to learn more see Kaltura Video App for Canvas Upgrading from LTI 1.1 to LTI 1.3.

If you're using DuckDuckGo

The DuckDuckGo Chrome extension is not supported and using it could lead to potential playback issues.

For Apple devices (iOS/iPadOS 18, macOS Sequoia)

Some Apple devices may show a *You must enable 3rd party cookies* message when playing videos. This is due to Apple's recent cookie changes. To fix it, make sure your KAF uses an alias (subdomain) or update to iOS 18.0.1 or later.

Need help?

For technical assistance, please submit a ticket via the Customer Care Portal with the following information:

- PID and KAF instance.
- New subdomain for KAF (and a developer key if you are using Canvas)