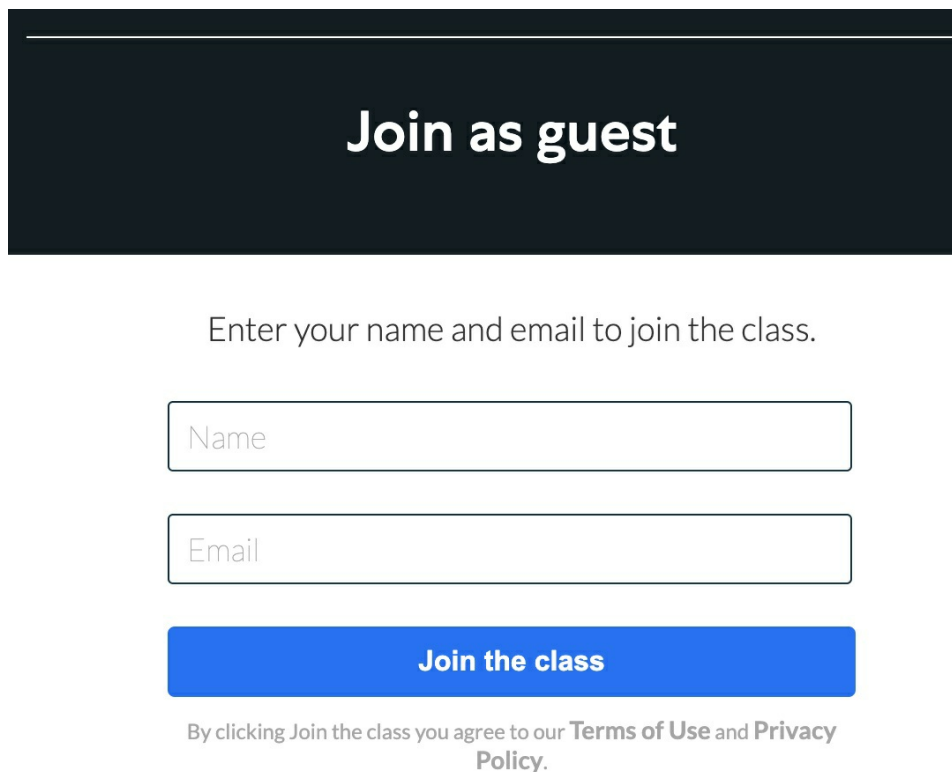


Enabling 3rd Party Cookies for Chrome “Incognito” Mode and Safari for Mac

About

When you are logged into your media library or KMS using the Chrome incognito mode (Version 83 or above) or the Safari browser, and you click to join a virtual room, you might see the following screen display:



This happens because, in those browsers, third-party cookies are blocked by default. Therefore, you'll need to unblock them manually, to allow your log-in credentials to be passed from your media library or LMS to the virtual room.

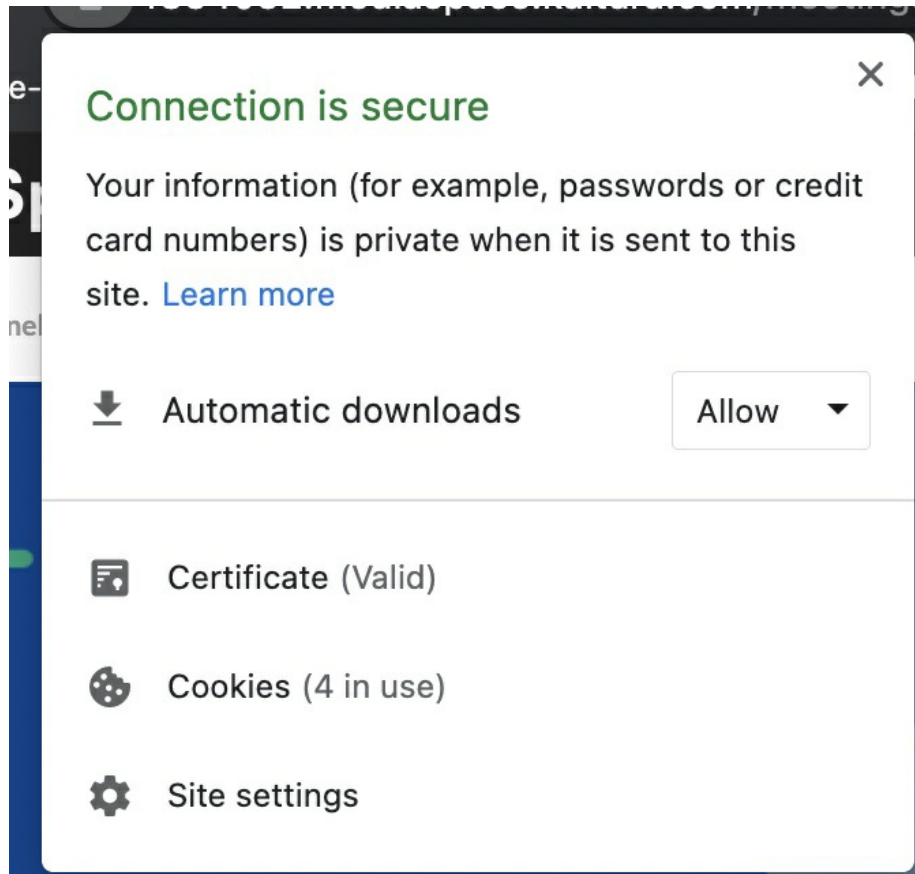
Unblock third-party cookies

Google Chrome web browser

1. Click the **Lock** icon to the left of your browser's address bar.



You will see the following pop-up:



2. Click **Cookies**.

You will see the following pop-up:

Cookies in use

Allowed

Blocked

The following cookies were blocked (third-party cookies are being blocked without exception)

▶ newrow.com

▶ smart.newrow.com

Name	no cookie selected
Content	no cookie selected
Domain	no cookie selected
Path	no cookie selected

Allow

Clear On Exit

Done

3. Click the **Blocked** tab at the top.
4. Click on each row listed in the box, and then click **Allow** each time.

Cookies in use

Allowed

Blocked

The following cookies were blocked (third-party cookies are being blocked without exception)

▶ newrow.com
▶ smart.newrow.com

Name	no cookie selected
Content	no cookie selected
Domain	no cookie selected
Path	no cookie selected

Allow

Clear On Exit

Done

You will see *Allowed* written now next to each row:

Cookies in use

Allowed

Blocked

The following cookies were blocked (third-party cookies are being blocked without exception)

▶ newrow.com	Allowed
▶ smart.newrow.com	Allowed

Name no cookie selected

Content no cookie selected

Domain no cookie selected

Path no cookie selected

 Cookies from smart.newrow.com allowed

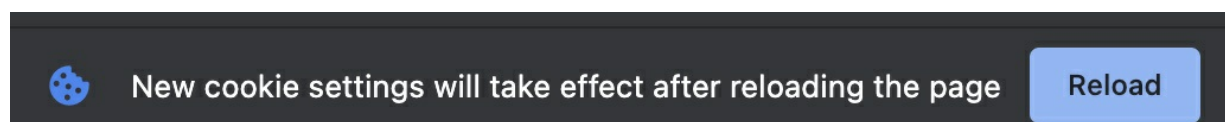
Allow

Clear On Exit

Done

- Click **Done**.

You will see the following message bar display under your browser bar:

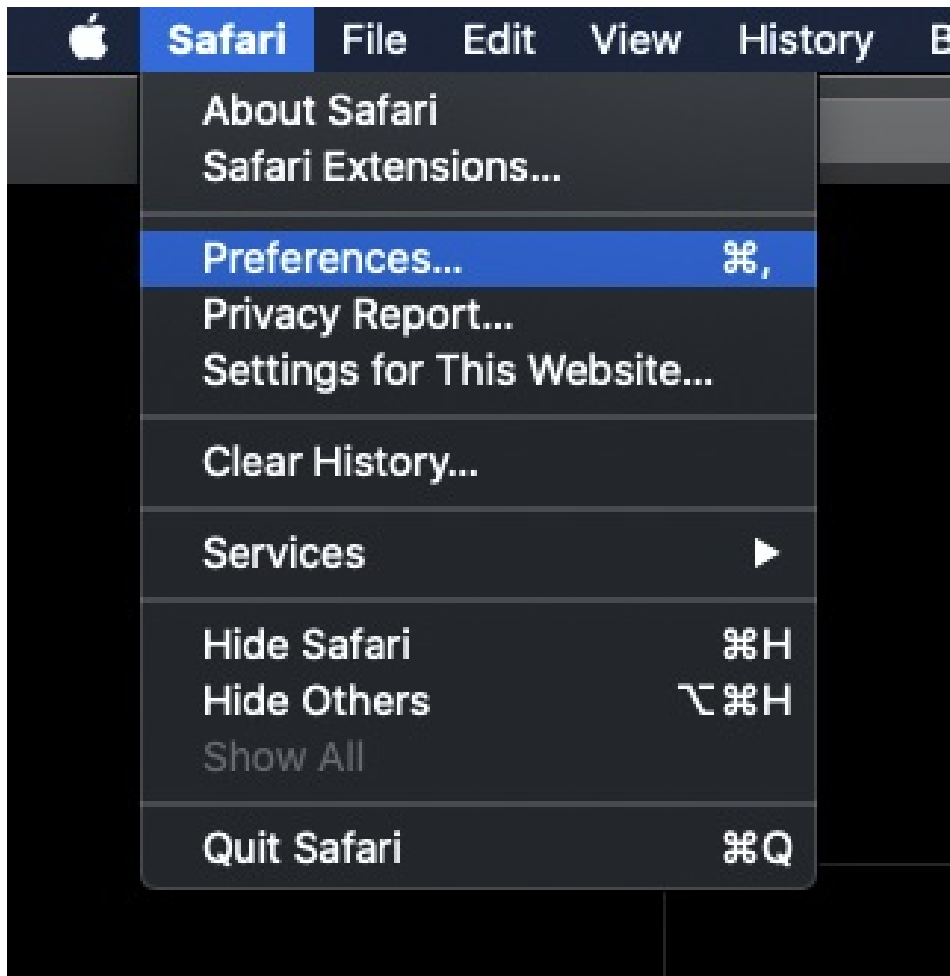


- Click **Reload**.

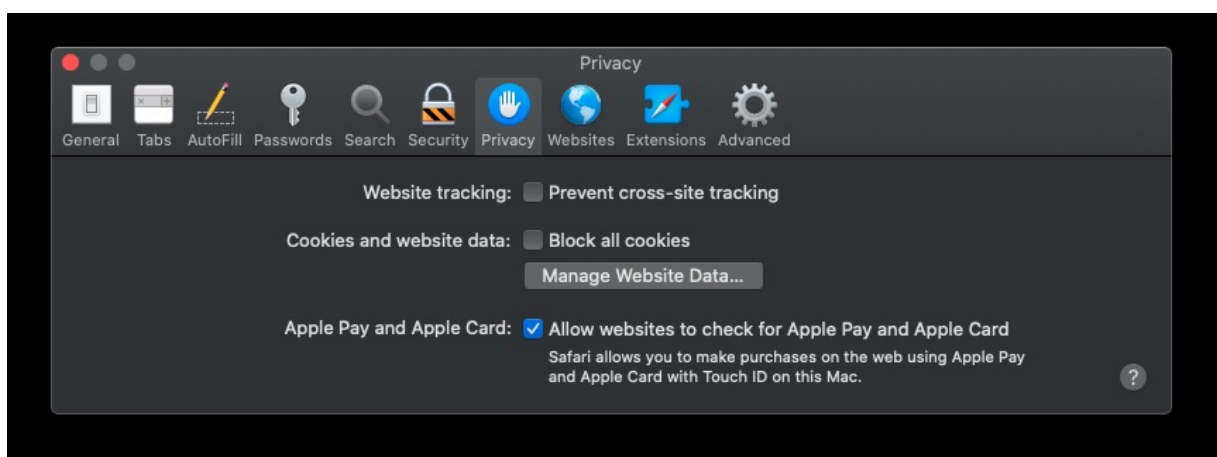
The browser will reload and let you into your virtual room session.

Safari web browser

1. Click on the **Safari** button on the top of your screen.
2. Click **Preferences**.



3. In the **Privacy** tab, beside *Website tracking*, click to uncheck the *Prevent cross-site tracking* option.



4. Click the red **X** on the top left corner of the window to close the Preferences window.
5. Refresh the page on your browser.

You will now see a screen to enter the session via the [desktop app](#).

LAUNCH DESKTOP APP

Click below to launch kaltura's desktop client

[Launch Room](#)

Don't have it installed yet?

[Download it now](#)

You can also use the following web browsers



Found a mistake? Let us know about it! Send us a message at knowledge@kaltura.com

[template("cat-subscribe")]