Enabling 3rd Party Cookies for Chrome "Incognito" Mode and Safari for Mac
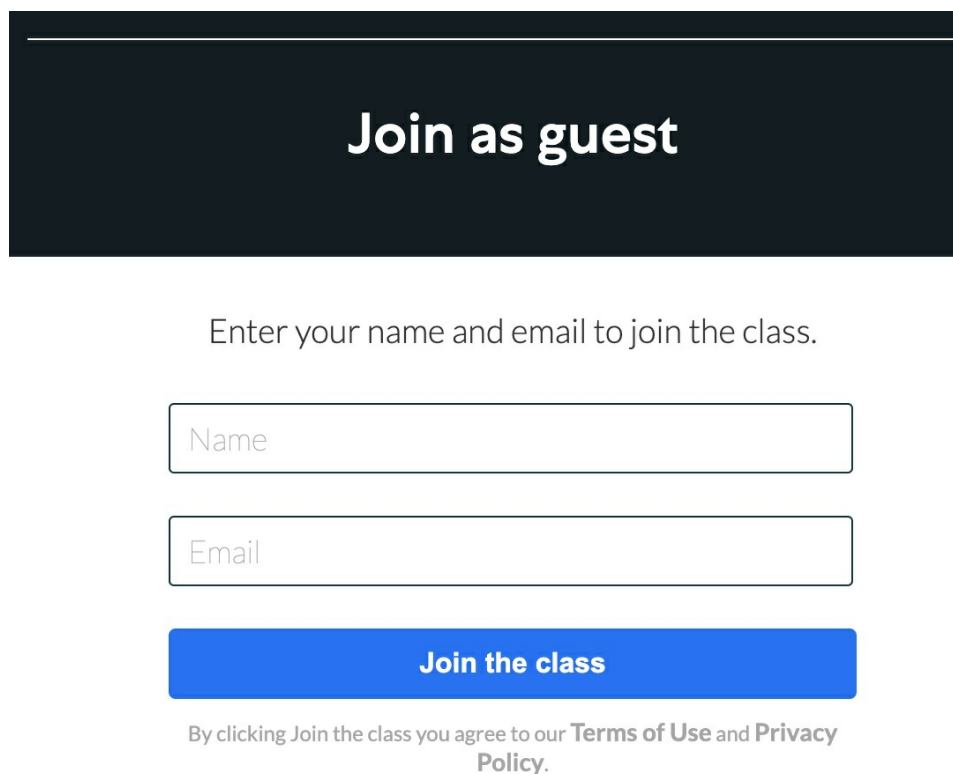
Last Modified on 05/05/2025 4:15 pm IDT

> ℹ **Legacy notice**
> This article documents the **legacy KME Room**. For information on the new room, please visit the **new Kaltura Room documentation**.

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:
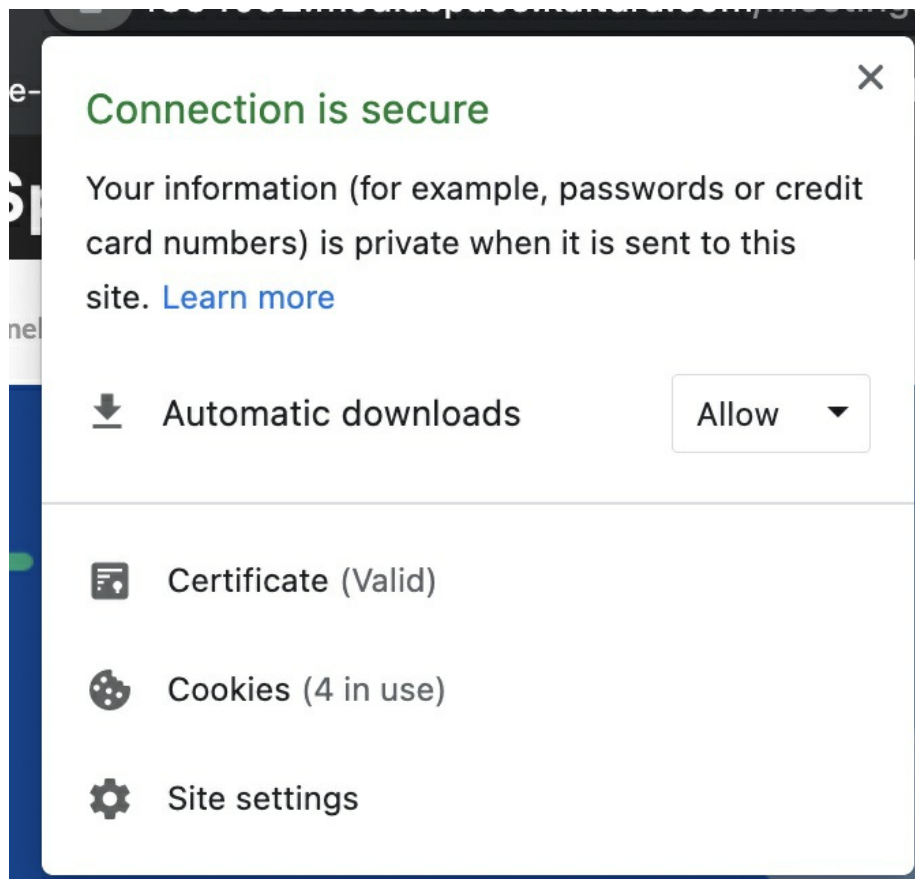

This happens because, in those browsers, third-party cookies are blocked by default. Therefore, you'll need to unblock them manually, to allow your log-in credentials to be passed from your media library or LMS to the virtual room.

Unblock third-party cookies

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:

![Kaltura logo]

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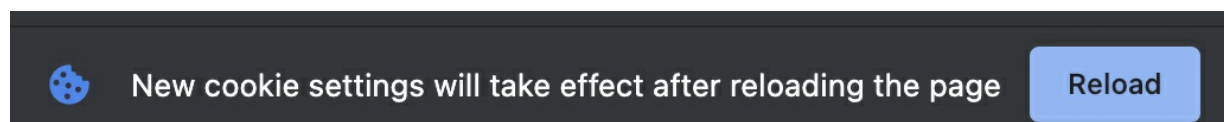
You will see *Allowed* written now next to each row:

5. Click **Done**.

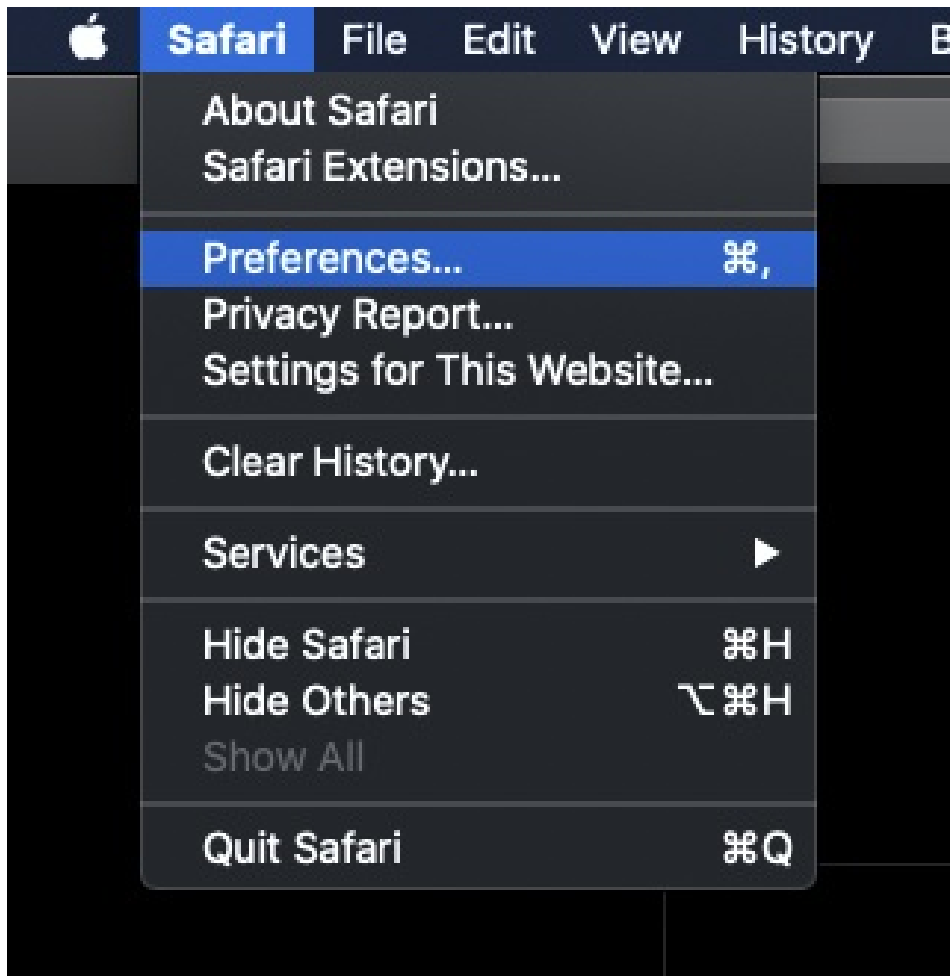   You will see the following message bar display under your browser bar:
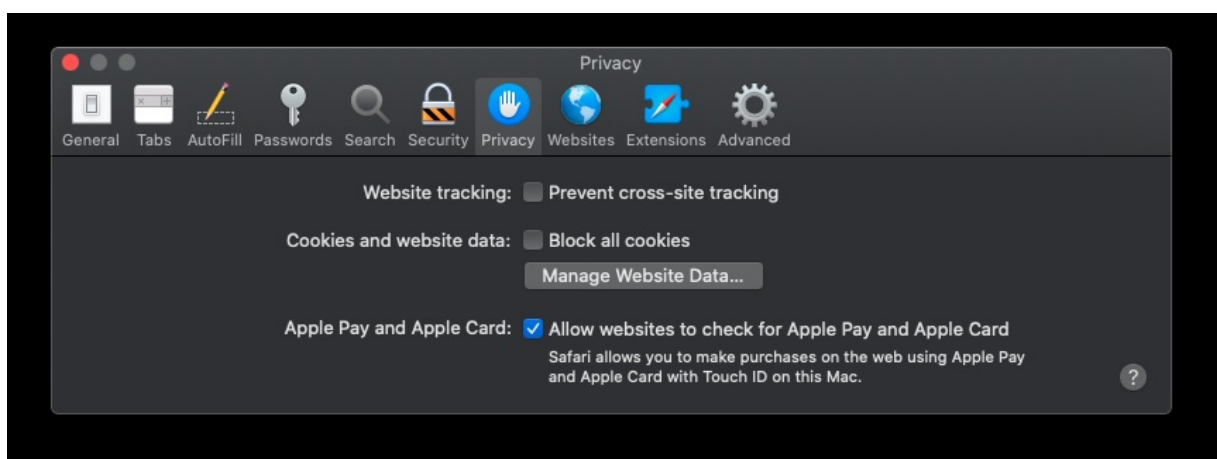

6. Click **Reload**.

   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.
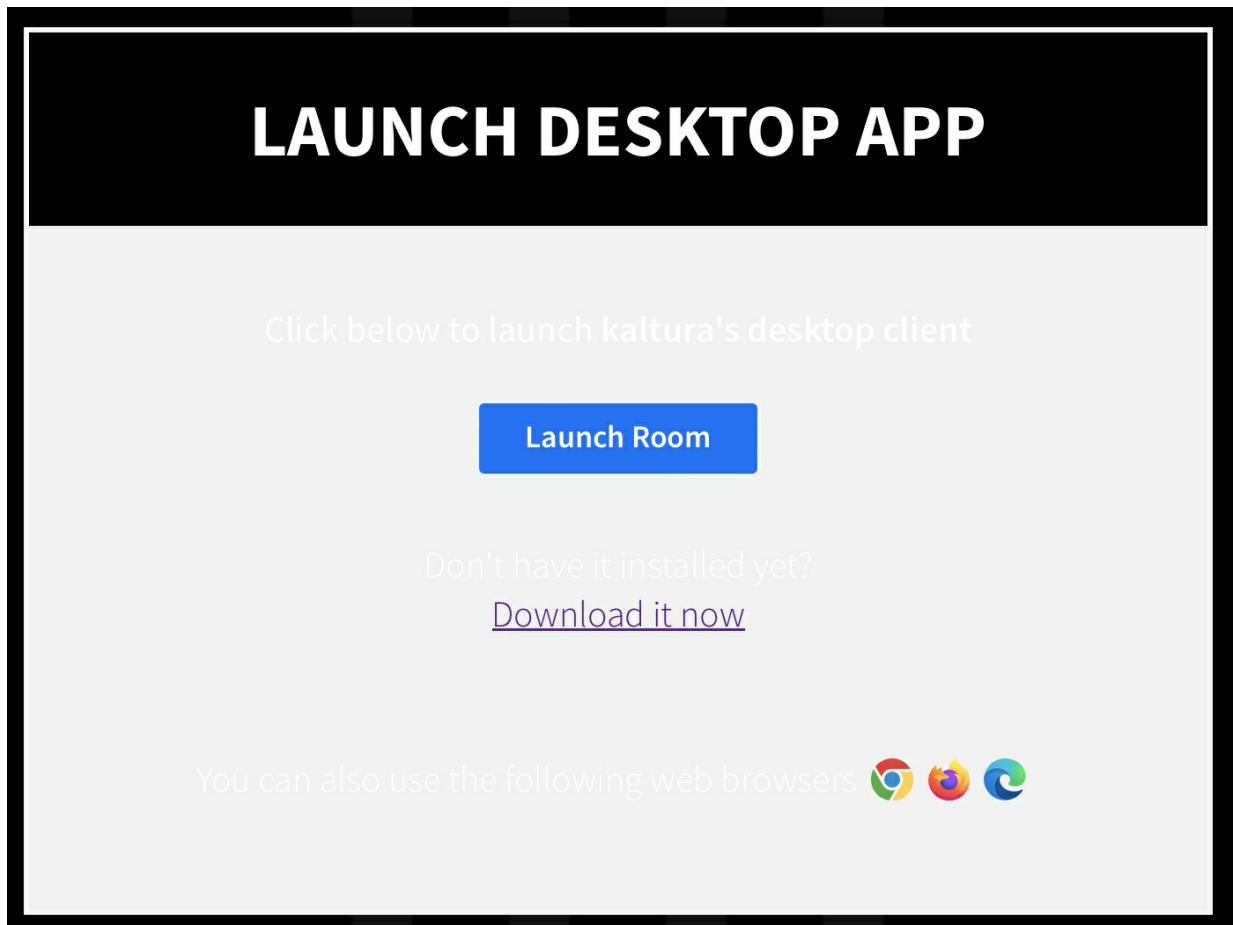2. Click **Preferences**.

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.

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