

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

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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.

🔆 kaltura



You will see the following pop-up:

e-	Connection is secure	×
nel	Your information (for example, passwords or credicard numbers) is private when it is sent to this site. Learn more	t
	▲ Automatic downloads Allow ▼	
-	Certificate (Valid)	
	Cookies (4 in use)	
	Site settings	

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.newrov	v.com	
Name	no cookie selected	
Content	no cookie selected	
Domain	no cookie selected	
Path	no cookie selected	





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





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

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- 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.

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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