

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

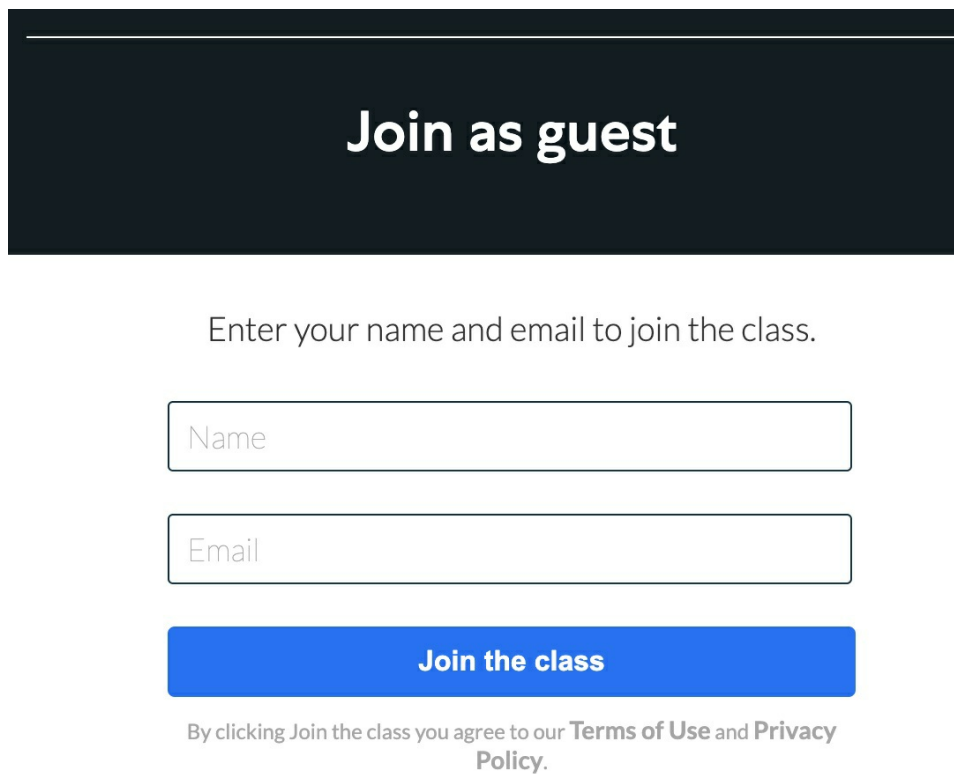
Last Modified on 08/25/2025 7:30 pm IDT

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:



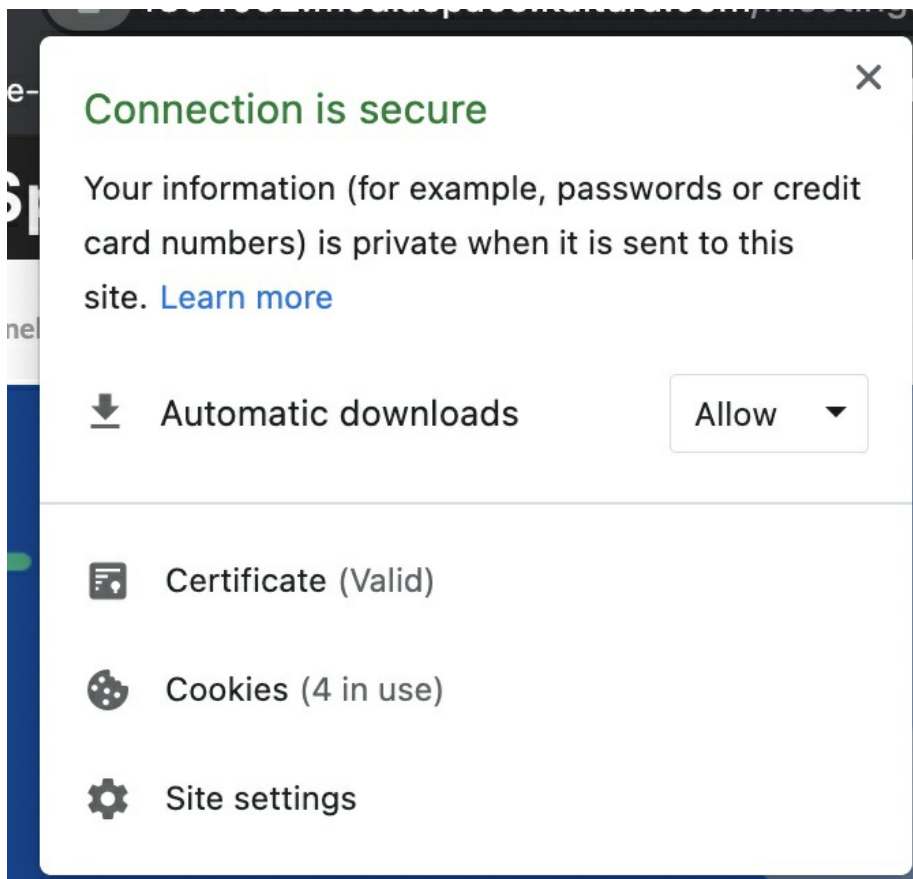
This happens because, in those browsers, third-party cookies are blocked by default. Therefore, you'll need to unblock them manually, to allow your log-in credentials to be passed from your media library or LMS to the virtual room.

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:

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

5. Click **Done**.

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



New cookie settings will take effect after reloading the page

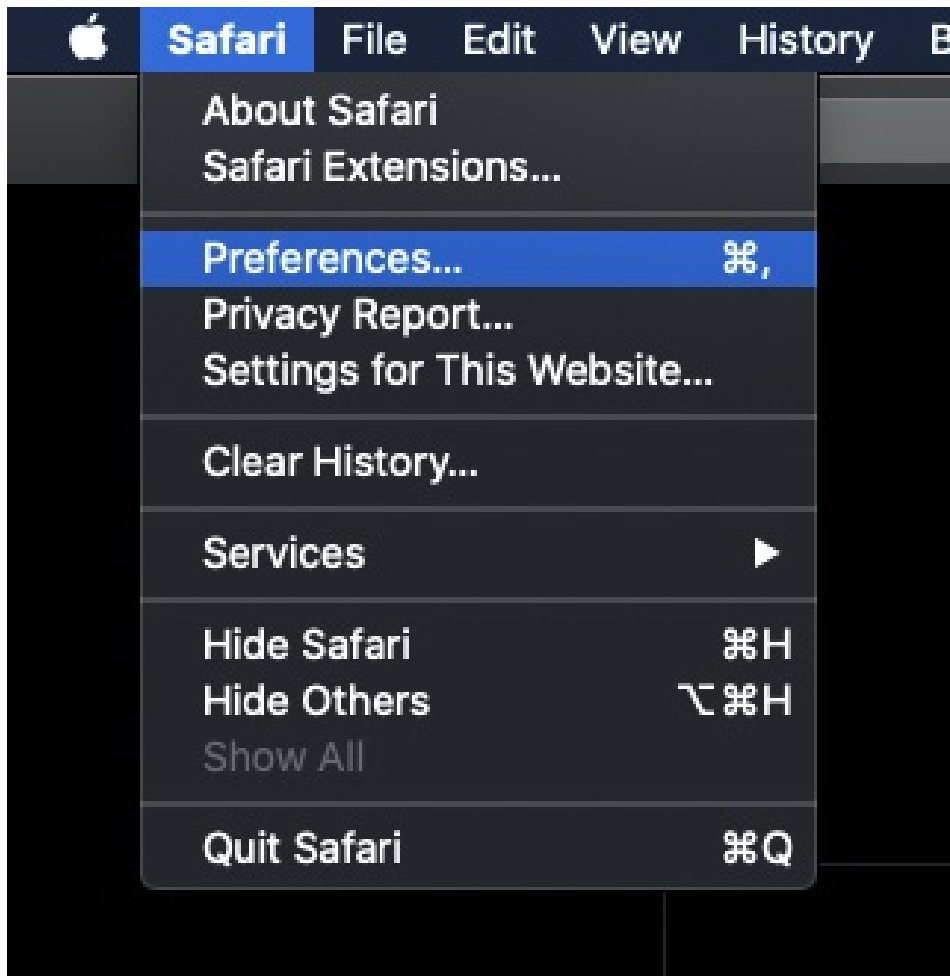
Reload

6. Click **Reload**.

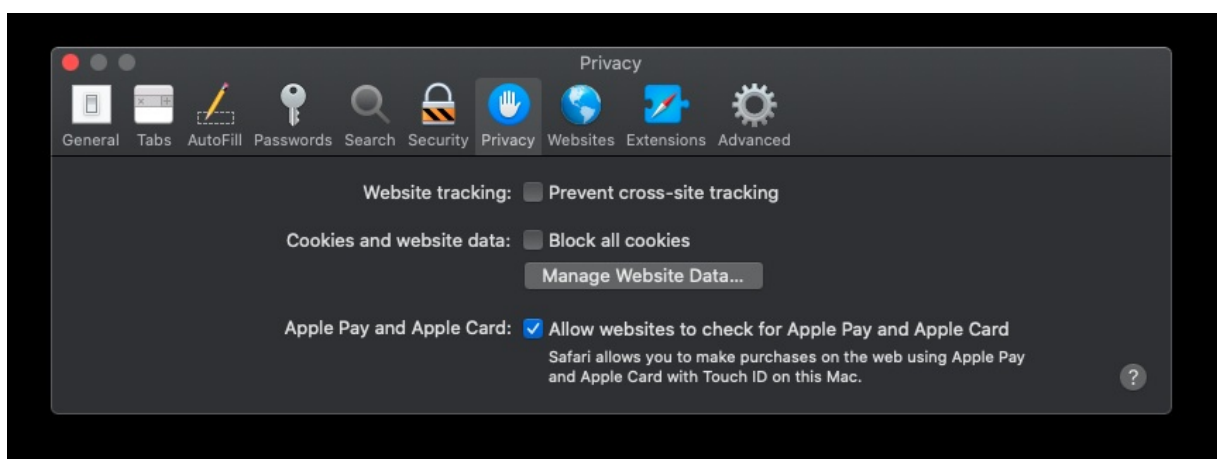
The browser will reload and let you into your virtual room session.

Safari web browser

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

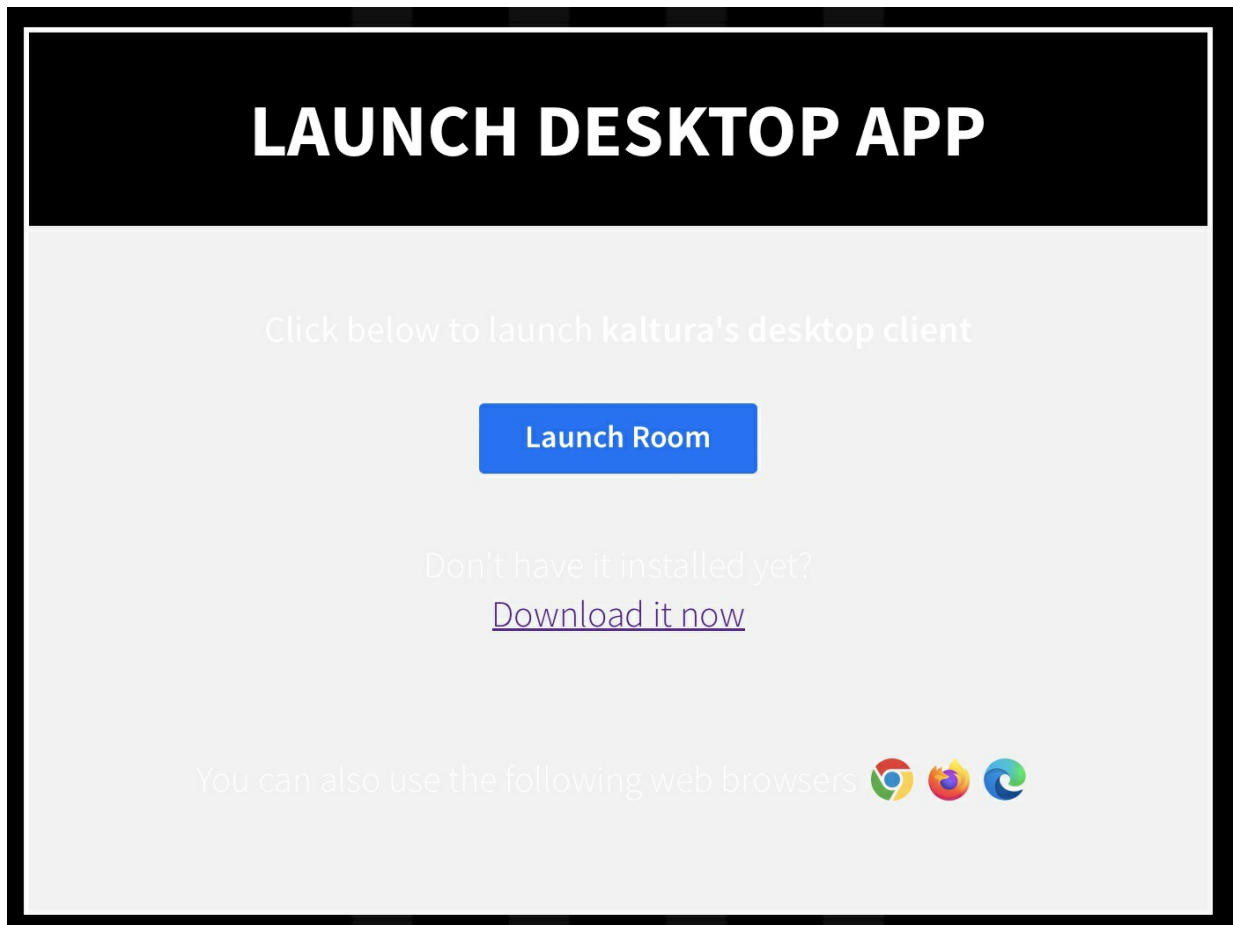


3. In the **Privacy** tab, beside *Website tracking*, click to uncheck the *Prevent cross-site tracking* option.



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
