How to Clear Cookies in Kaltura Meetings

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**.

Common Issues Solved by Clearing Cookies

- Having trouble with permissions
- Seeing "access restricted," when trying to join.
- Seeing a "Guest" sign in when trying to join asking me to enter my name and email.
- Signed in to Newrow.com or smart.newrow.com without getting the opportunity to enter credentials, (when trying to access my external campus)

How to Clear Cookies

With Kaltura Meetings open, (any session), follow the exact steps shown in the following video. Clearing cookies in any other way will not work. You should the be able to join Kaltura Meetings from the original link.

Your browser does not support HTML5 video.