

Kaltura Video

Allowing Third-Party Cookies

- In order for you to access the Kaltura platform/services, you will first need to ensure that your primary web browser (the one you will use to access your D2L courses/Kaltura services) is set to allow third-party cookies. If that is not enabled, you may receive a “Access Denied” or message similar to the below:

It seems your browser is blocking 3rd party [session cookies](#) which are required for the Kaltura application. To resolve this issue, please update your settings to allow 3rd party cookies.

- Steps are included on the next page to walk you through how to enable third-party cookies depending on your web browser of choice. You may click the below browser name to jump to the relevant section of this guide. At this time, we only recommend using Firefox, Chrome, or Safari to access Kaltura.

[Firefox](#)

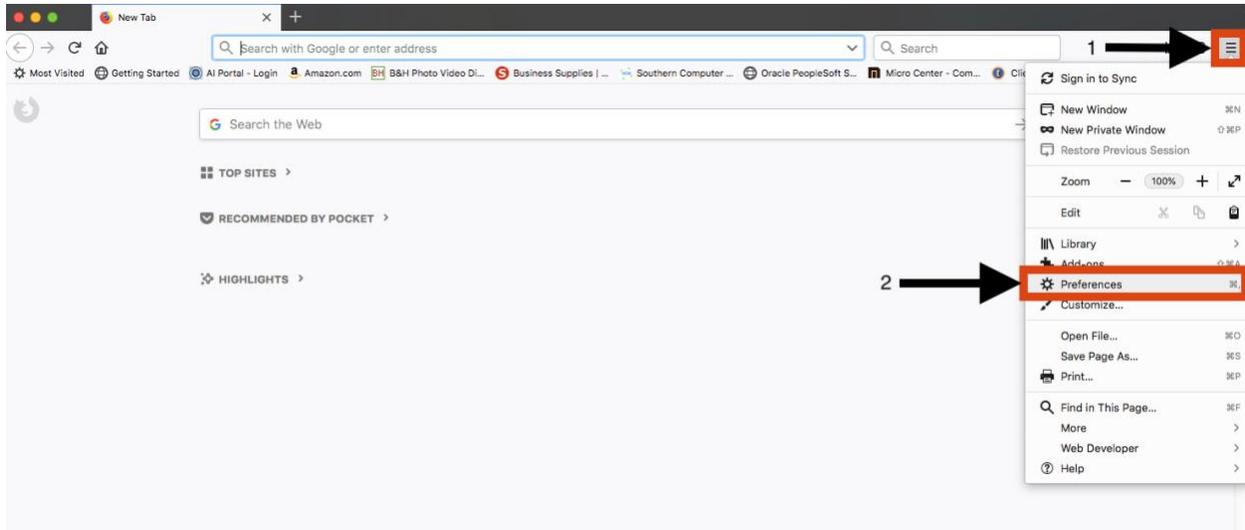
[Chrome](#)

[Safari](#)

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Firefox

Step 1: Open FireFox and click the bars icon in the upper right-hand corner of the browser, then select “Preferences”



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Step 2: Next, click “Privacy & Security” on the left-hand side and then direct your attention to the “Cookies and Site Data” area.

The screenshot shows the Firefox browser interface with the 'about:preferences#privacy' page open. On the left sidebar, the 'Privacy & Security' option is highlighted with a red box and labeled '1'. An arrow points from this box to the 'Cookies and Site Data' section, which is also highlighted with a red box and labeled '2'. The 'Cookies and Site Data' section shows options for accepting cookies and site data, with a dropdown menu for 'Accept third-party cookies and site data' set to 'Never'.

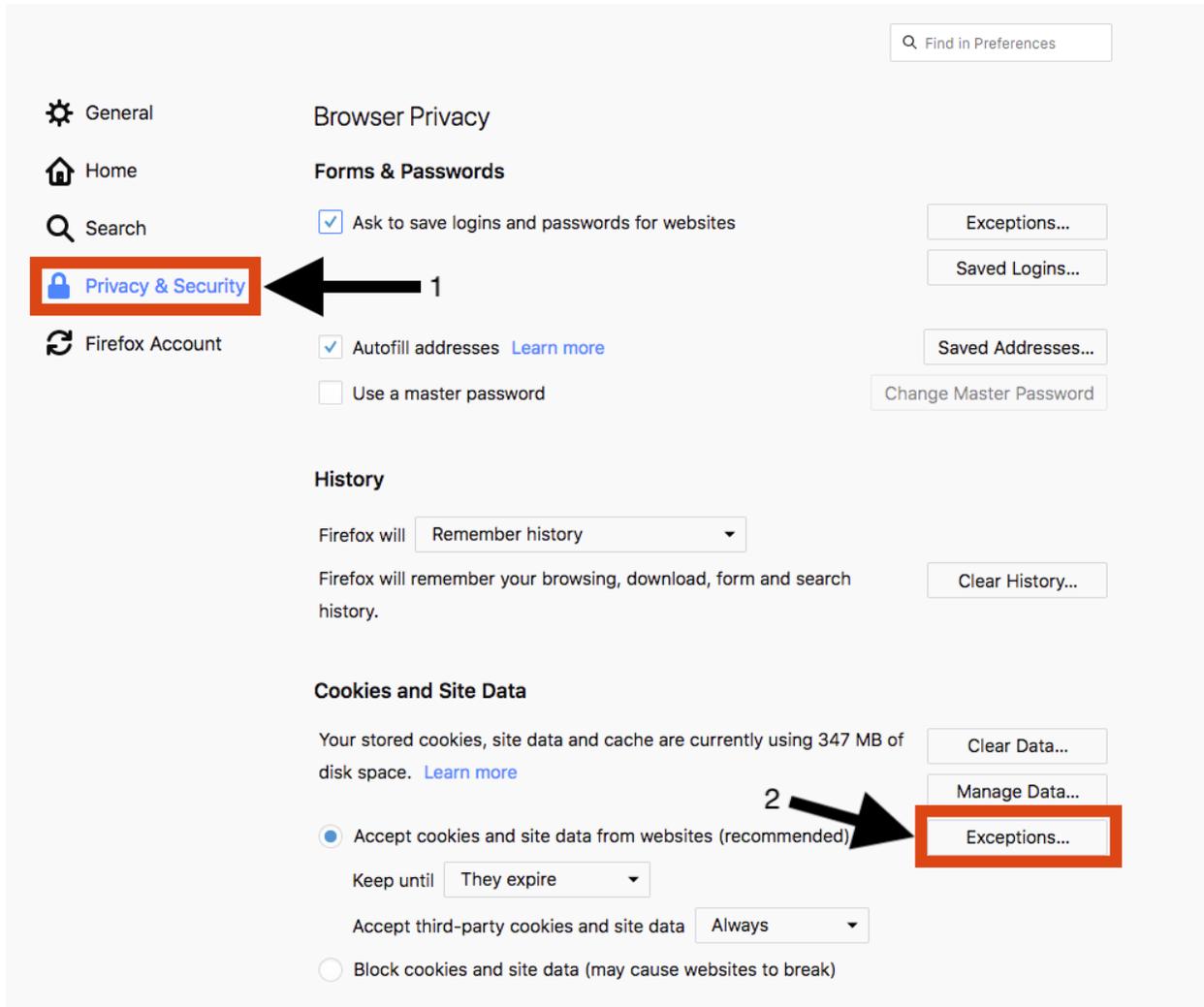
Step 3: To allow third-party cookies globally (for any websites you visit) select “Accept cookies” and click the drop-down list for “Accept third-party cookies” and select “Always”. You should then be able to login to D2L and access Kaltura via your course navigation bar.

Optional:

- If you do not wish to globally allow third-party cookies, follow the below steps to add an “Exception” for Kaltura. This will only allow cookies for the Kaltura application but continue preventing them for other websites you may visit.

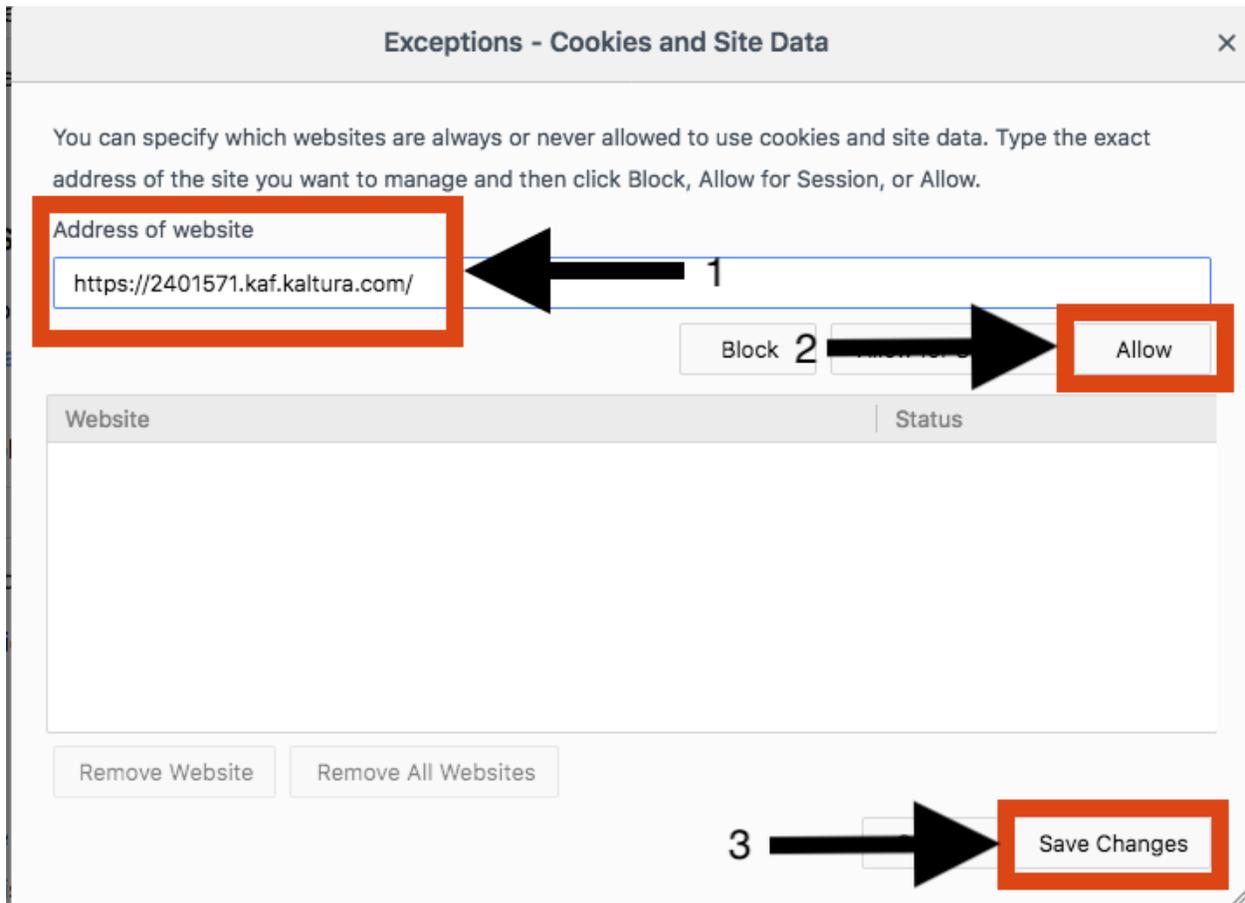
Instructions continued on next page

Optional Step 1: To allow an exception for Kaltura, ensure you are still within the “Privacy & Security” window, and click “Exceptions” located in the Cookies and Site Data area.



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Optional Step 2: In the “Address of website” field, add the following URL <https://2401571.kaf.kaltura.com/> then click “Allow” and then “Save Changes”

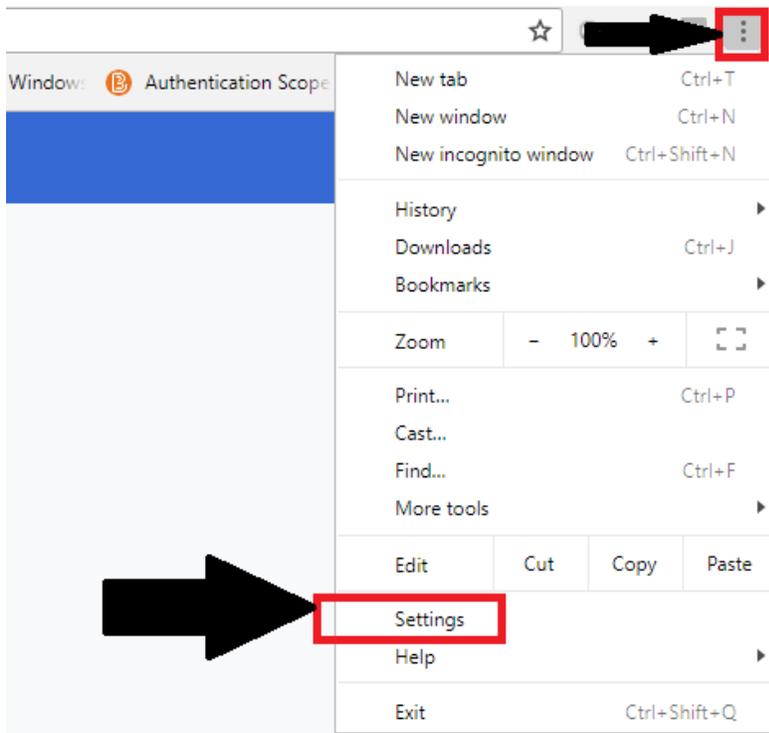


Optional Step 3: Now, you can login to D2L and access Kaltura from the link within your course navigation bar.

Congratulations! You’ve just successfully allowed or set an exception to allow third-party cookies within Firefox.

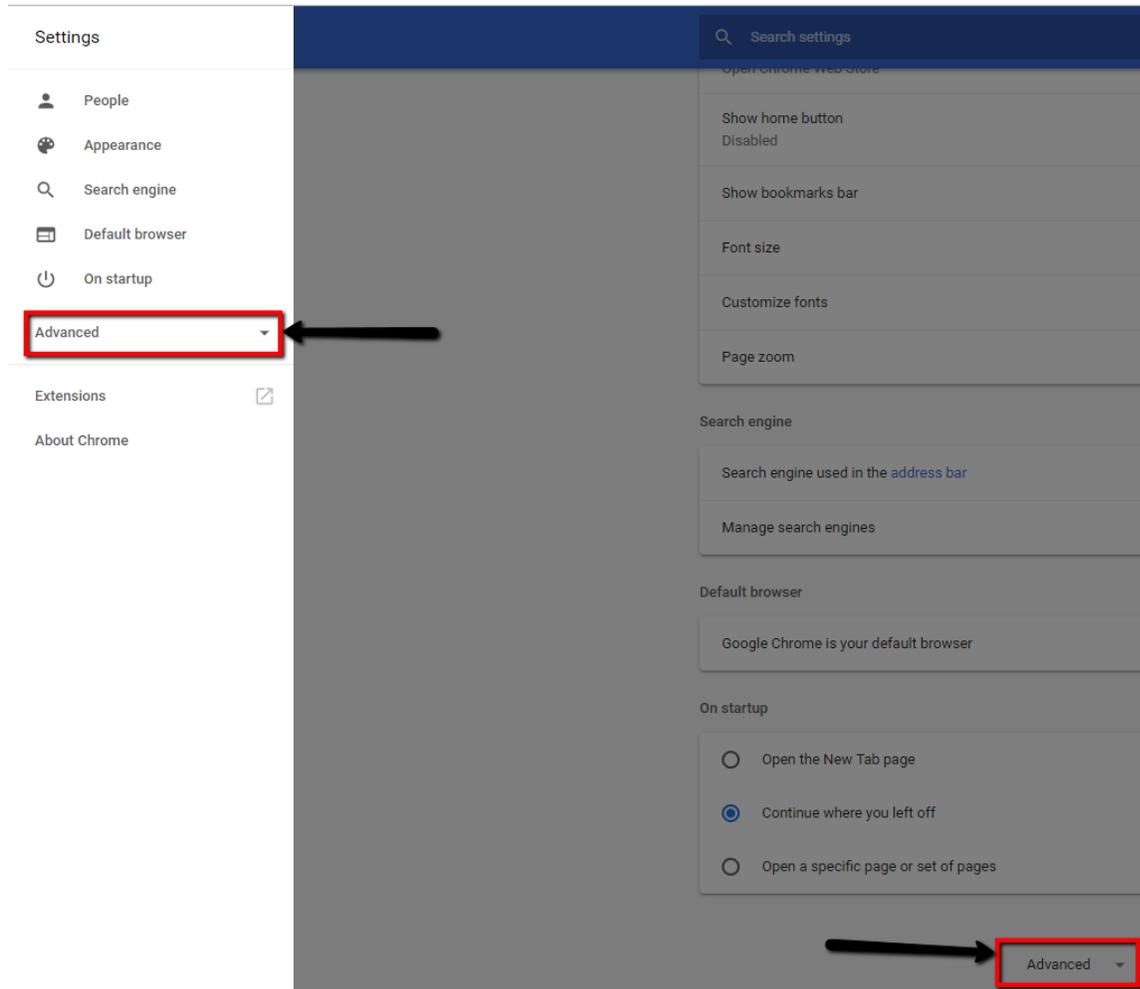
Chrome

Step 1: Begin by opening the browser's options by clicking the three dotted icon in the upper right-hand corner and select Settings.



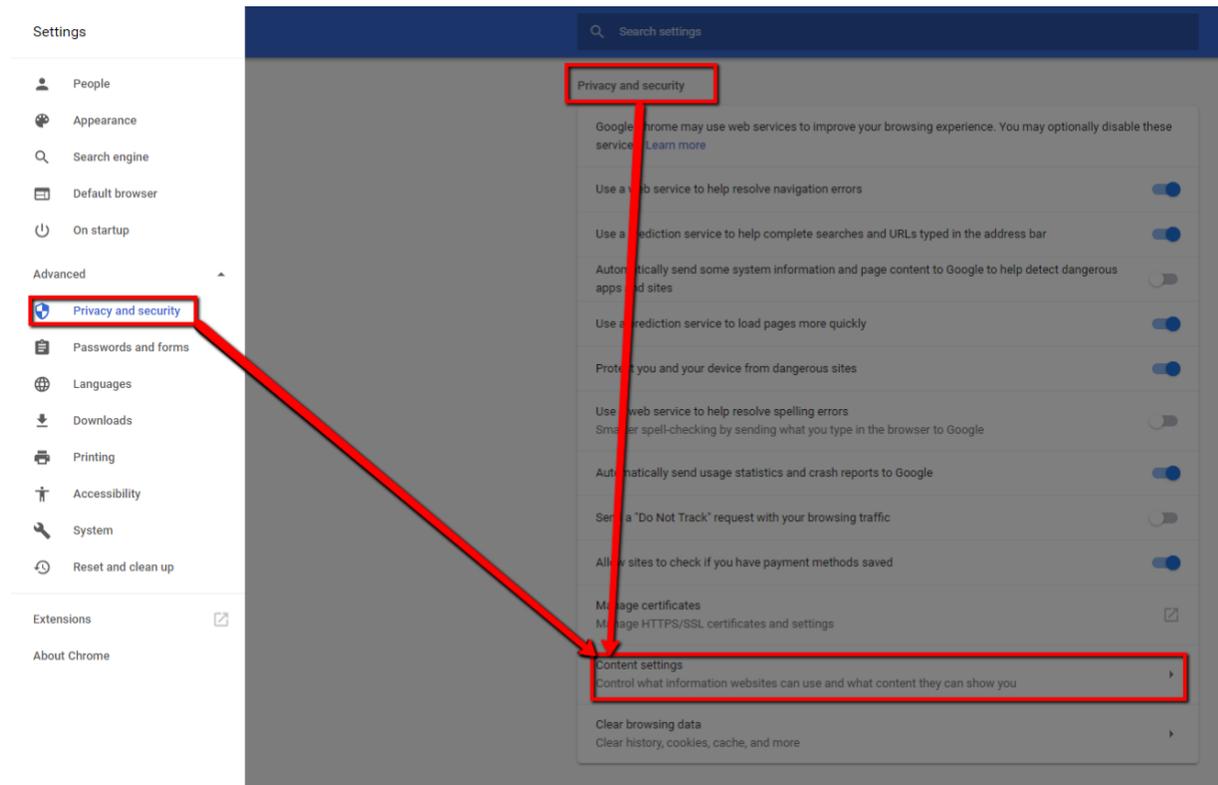
Instructions continued on next page

Step 2: Show Advanced settings by clicking Advanced at the bottom of the page, or by clicking Settings in the upper left-hand corner and expanding the Advanced section.

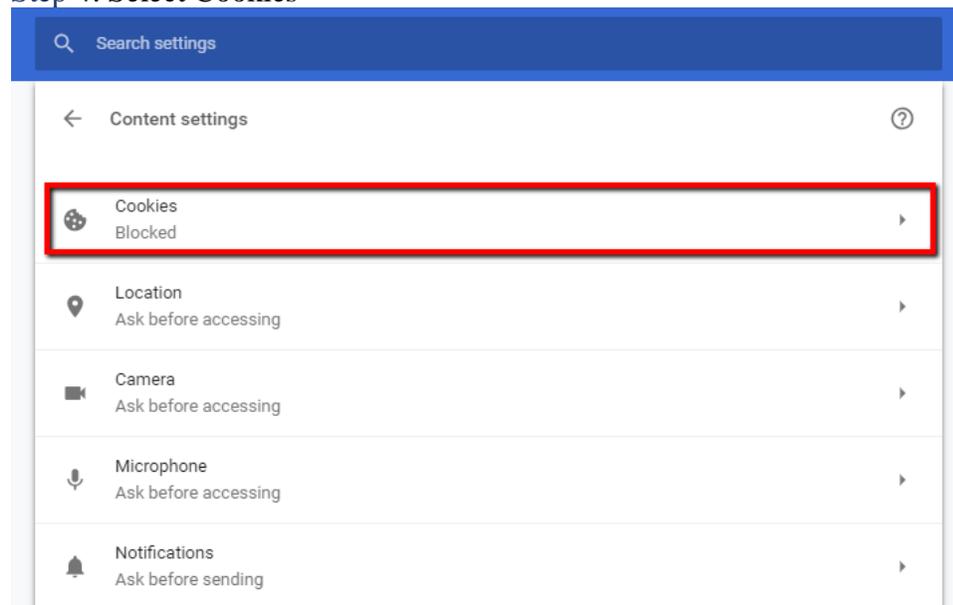


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Step 3: Under privacy and security, click on Content Settings to access cookie options.

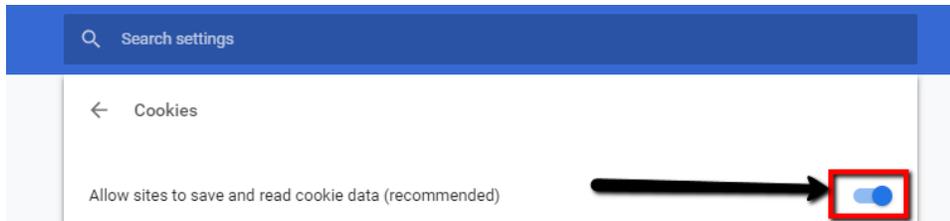


Step 4: Select Cookies

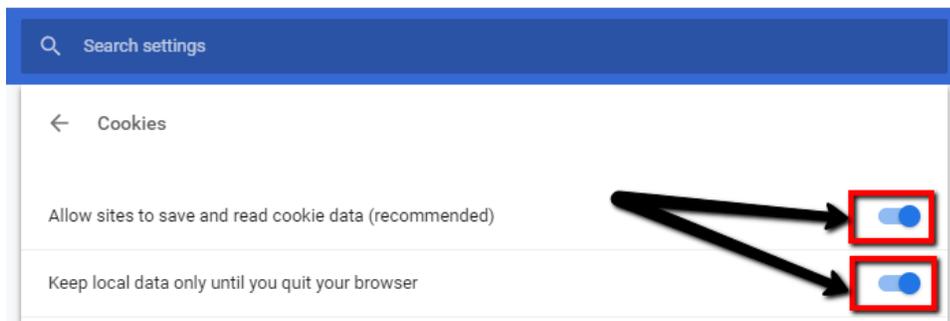


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Step 5: There are several options to enable cookies for Kaltura. The easiest method is to allow sites to save and read cookie data.

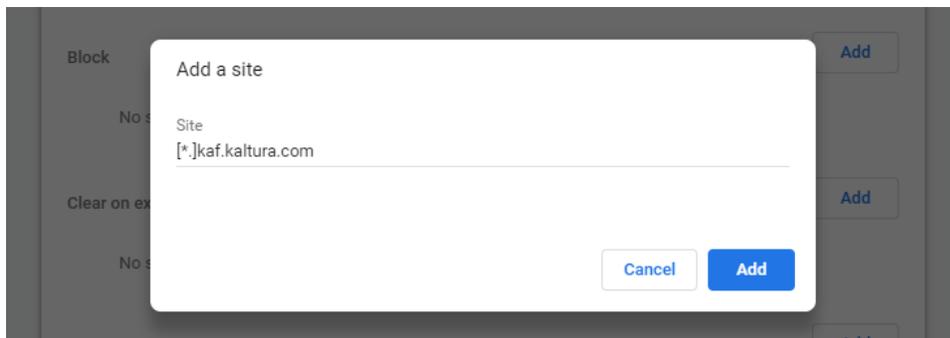


In addition to selecting the first option, you can also select the option to keep local data only until you quit the browser. Doing this will minimize the amount of data stored but also may increase the amount of data needed from you as you land on webpages that use cookies.



To use minimal cookies, do not allow sites to save and read cookie data nor keep local data (the first two options). Instead, scroll down and add the 2 sites listed below to the “Clear on exit” section.

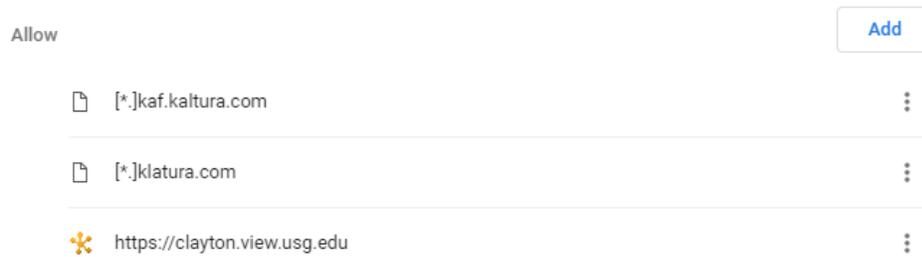
<https://2401571.kaf.kaltura.com/>
<https://clayton.view.usg.edu>



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Adding the 2 listed sites or the “Allow” option will enable cookie data to be permanently stored for only the specific the sites you add.

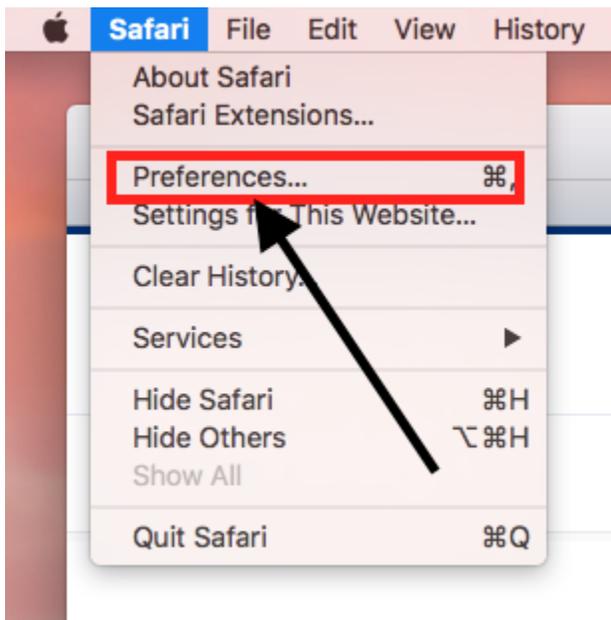
You can remove the sites by selecting the options icon to the right of the site and selecting Remove.



Congratulations! You've just successfully allowed third-party specific or all cookies within Chrome.

Safari

Step 1: With Safari open, go to the Preferences section. If you're using a Mac device, you'll find this along the top of your desktop window.



Instructions continued on next page

Step 2: Click “Privacy”. You may then select “Allow from websites I visit”, or “Always allow”.



Congratulations! You’ve just successfully allowed third-party specific or all cookies within Safari.