Panopto™
(/s/)

Home (/s/)   Documentation ⌄   Video Tutorials (https://howtovideos.hosted.panopto.com/Panopto/Pages/Folders/DepartmentHome.aspx?folderID=4b9de7ae-008   Log In

> browser not accepting cookies

VIEW
(/S/TOPIC/0TO39000000EOV…   >   TROUBLESHOOT VIEWING
(/S/TOPIC/0TO39000000RTT…   Last modified on: Apr 6, 2020

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How Do I Enable Third Party Cookies in Supported Browsers?

[1. Enable Third-Party Cookies in Chr ⌄]

Overview

Panopto utilizes third-party cookies to Authenticate third-party Identity providers and requires that your browser accept third-party cookies.

If you receive the following errors, you will need to turn on third party cookies in your browser.

"Sign-in succeeded but your browser isn't accepting cookies. Third-party cookies may be disabled."

"Enable third-party cookies for [your site] in your browser, then refresh the page to continue."

1. Enable Third-Party Cookies in Chrome

1.1. On your computer, open **Google Chrome**.

1.2. From the top right, select the three vertical dots and then **Settings** (Fig.1).
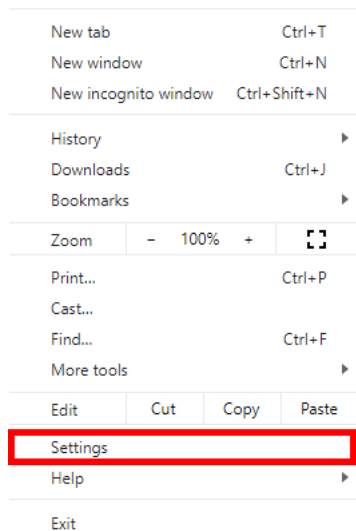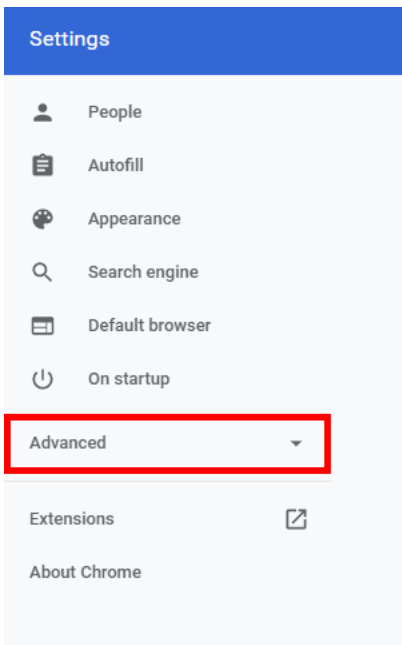

Figure 1

1.3. This will open a web page, **Settings**. On the left hand navigation bar, select the **Advanced Settings** drop down menu (Fig. 2).

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Figure 2

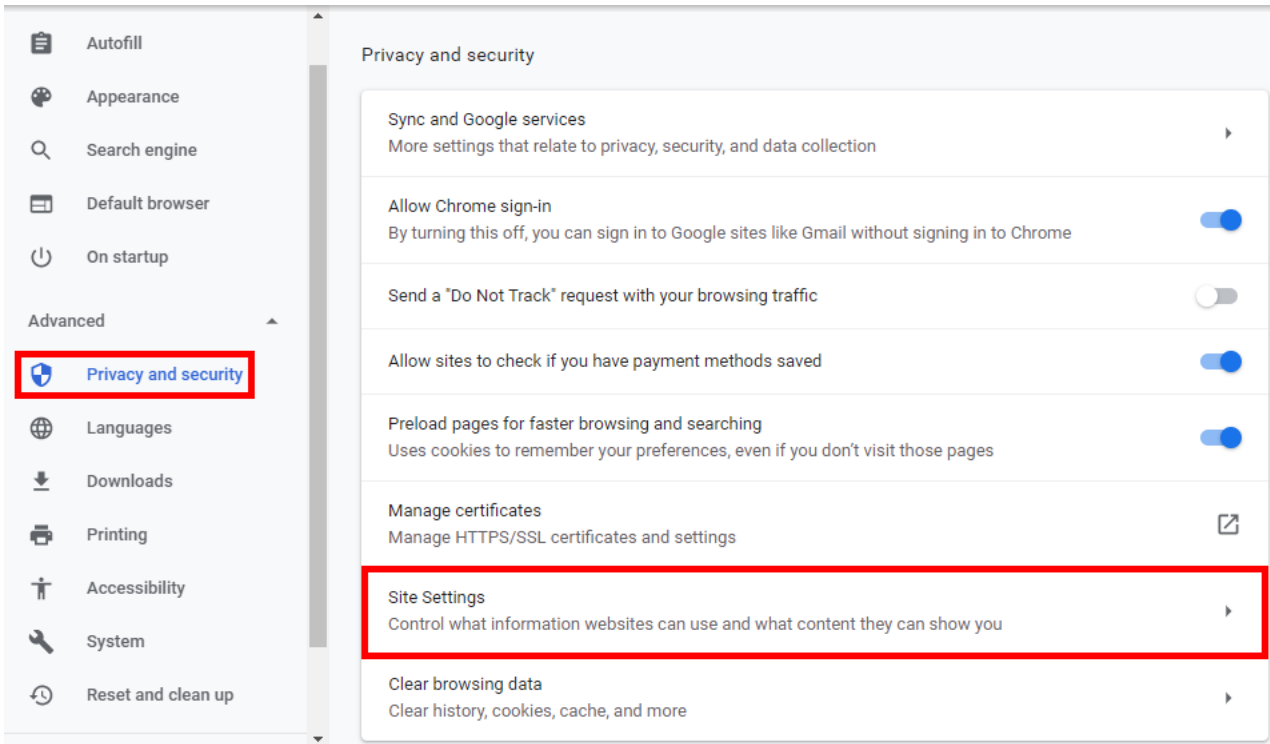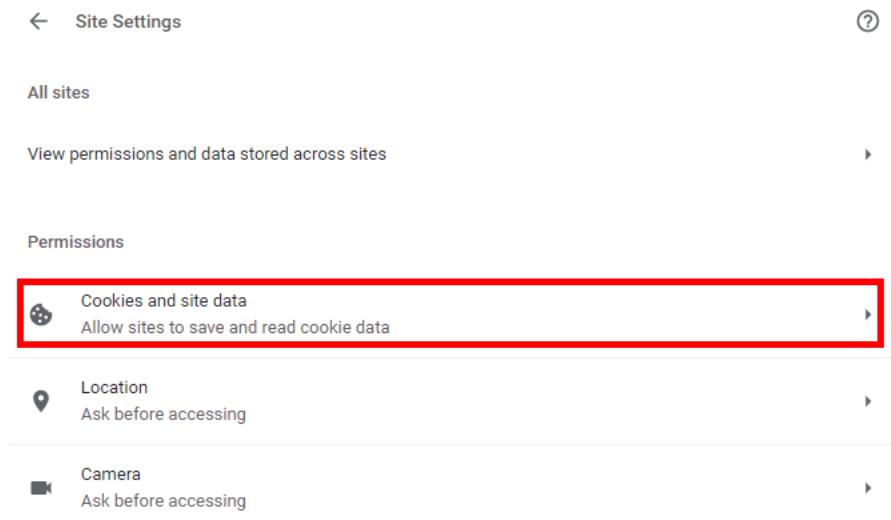*1.4.* In the **Advanced** drop down menu, select **Privacy and Security** and then **Site Settings** (Fig. 3).

Figure 3

1.5. On the **Site Settings** page, select **Cookies and Site Data** (Fig. 4).

←   Site Settings   ⑦

All sites

View permissions and data stored across sites   ▸

Permissions

🍪   Cookies and site data   ▸
      Allow sites to save and read cookie data

📍   Location   ▸
      Ask before accessing

🎥   Camera   ▸
      Ask before accessing

Figure 4

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1.6. On the **Cookies and Site Data** page, make sure that the **Block third-party cookies setting** is toggled off (Fig. 5).

←   Cookies and site data   🔍 Search

Allow sites to save and read cookie data (recommended)   🔵

Clear cookies and site data when you quit Chrome   ⚪

Block third-party cookies
When on, sites can't use your browsing activity across different sites to personalize ads. Some sites may not work properly.   ⚪

See all cookies and site data   ▸
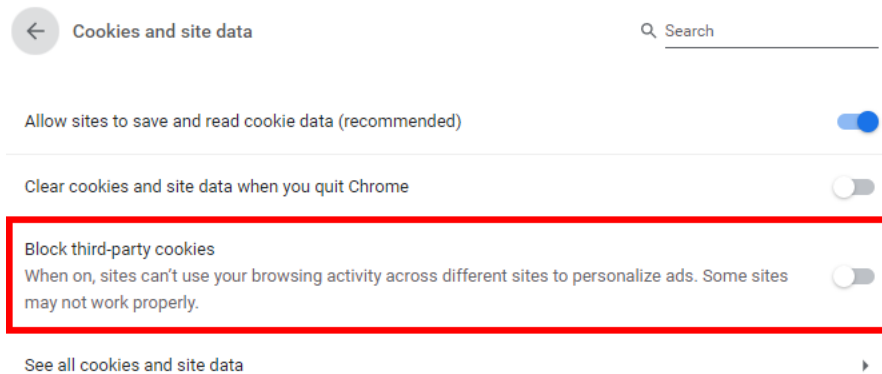
Figure 5

2. Enable Third Party Cookies in Firefox

2.1. Select the three vertical lines in the top right corner, and select **Options** (Fig. 6).
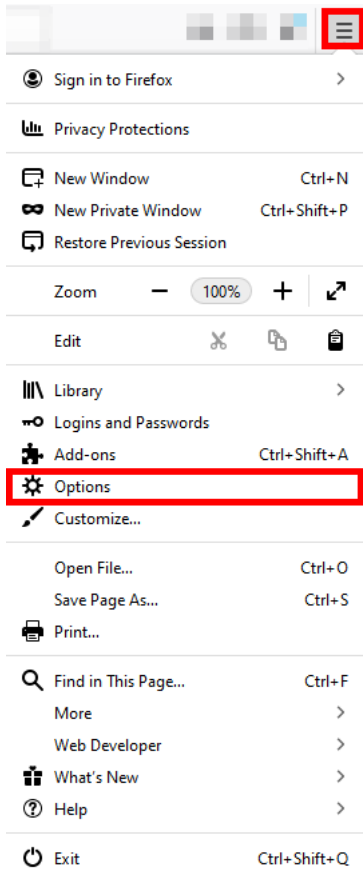
Figure 6

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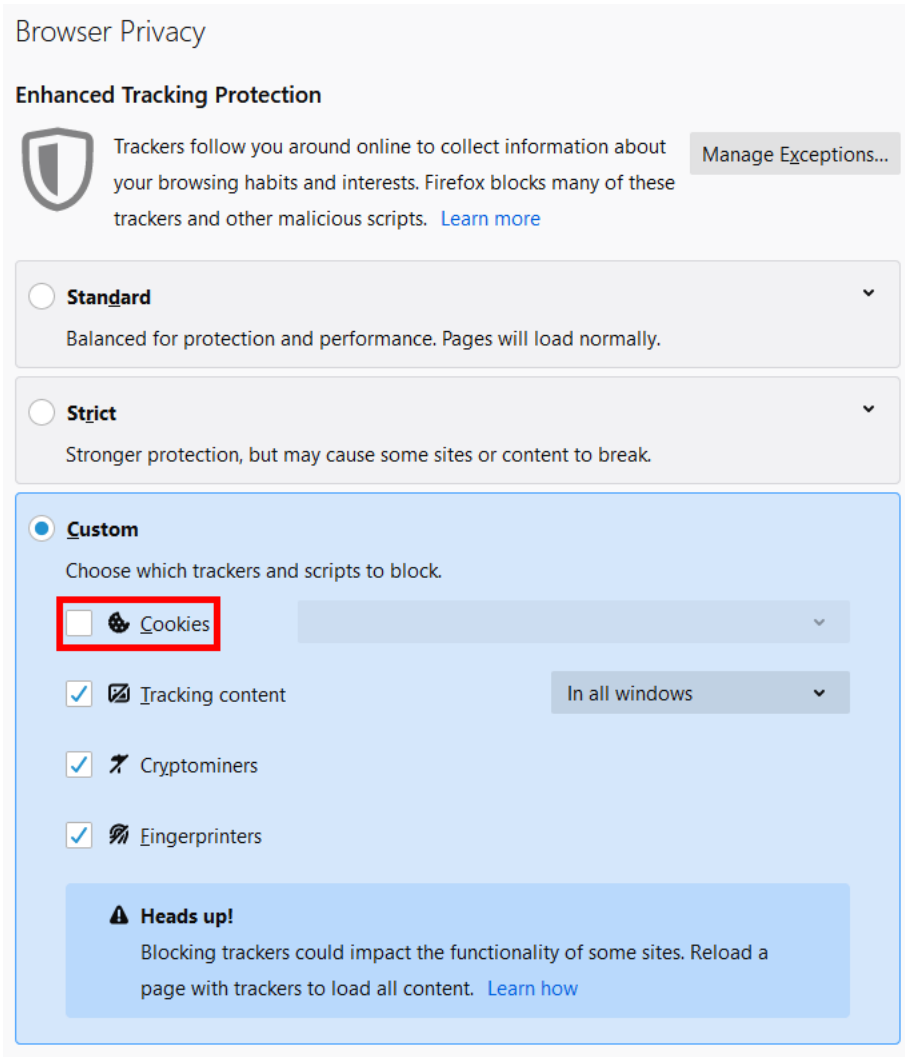
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2.2. In the right hand menu, select **Privacy & Security** (Fig. 7).

Figure 7

2.3. On the **Browser Privacy** page, select the **Custom** drop down menu. Make sure that the checkbox next to **Cookies** is unchecked (Fig. 8).

Browser Privacy

Enhanced Tracking Protection

Trackers follow you around online to collect information about your browsing habits and interests. Firefox blocks many of these trackers and other malicious scripts. Learn more

Manage Exceptions...

○ **Standard**
Balanced for protection and performance. Pages will load normally.

○ **Strict**
Stronger protection, but may cause some sites or content to break.

● **Custom**
Choose which trackers and scripts to block.

☐ 🍪 Cookies

☑ ▨ Tracking content   In all windows

☑ ✗ Cryptominers

☑ 🚫 Fingerprinters

⚠ **Heads up!**
Blocking trackers could impact the functionality of some sites. Reload a page with trackers to load all content. Learn how

Figure 8

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3. Enable Third Party Cookies in Internet Explorer

3.1. Click the **gear** icon in the top right-hand corner of Internet Explorer (Fig. 9).

⌂ ☆ ⚙ 🙂

Figure 9

3.2. Click **Internet Options** (Fig. 10).

Print	＞
File	＞
Zoom (100%)	＞
Safety	＞
Open with Microsoft Edge	Ctrl+Shift+E
Add site to Apps	
View downloads	Ctrl+J
Manage add-ons	
F12 Developer Tools	
Go to pinned sites	
Compatibility View settings	
Internet options	
About Internet Explorer	
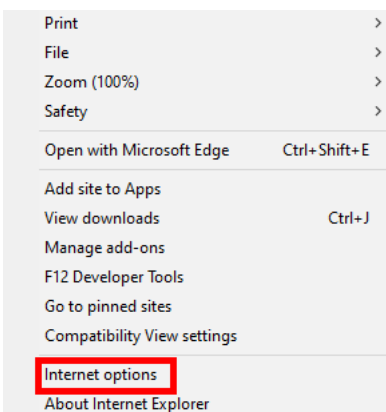
Figure 10

3.3. Select the **Privacy** tab and then **Advanced Settings** (Fig. 11).

Figure 11
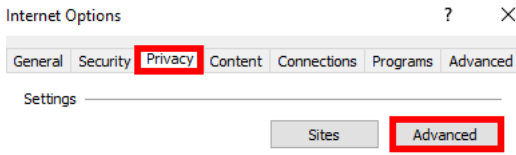
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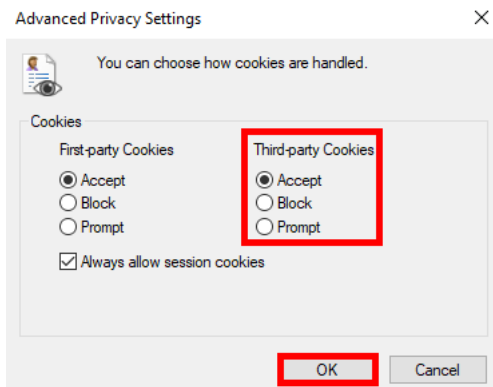*3.4.* Under **Third Party Cookies**, select **Accept** and then **OK** (Fig. 12).

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Figure 12

4. Enable Third Party Cookies in Edge

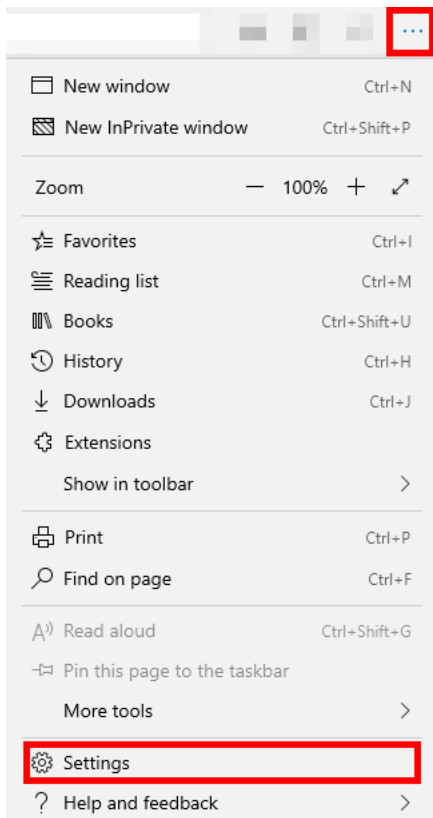*4.1.* In the top right corner, select the ellipses **...** and then select **Settings** (Fig. 13).

Figure 13

4.2. A pop out menu will appear from the right, select **Privacy & Security** (Fig. 14).
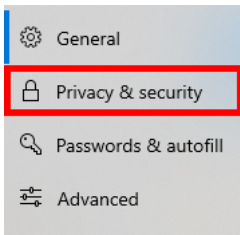
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4.3. In the **Cookies** dropdown, make sure that **Don't block cookies** is selected (Fig. 15).
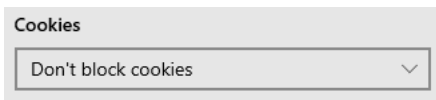
Figure 15

5. Enable Third Party Cookies in Safari

Please note: as of Safari 13.1, third party cookies are blocked by default. For more information, visit Webkit's article:
Full Third-Party Cookie Blocking and More (https://webkit.org/blog/10218/full-third-party-cookie-blocking-and-more/).

5.1. Open Safari and go to the right-hand corner and click on **Safari** -> **Preferences** from the drop down menu (Fig. 16).
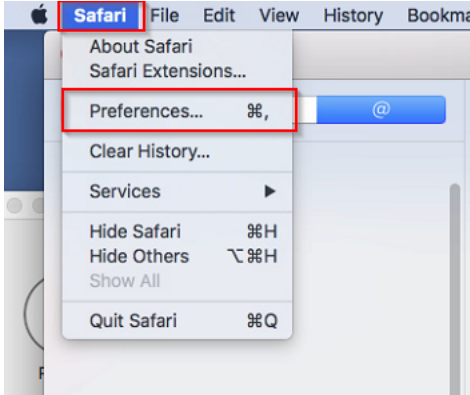

Figure 16

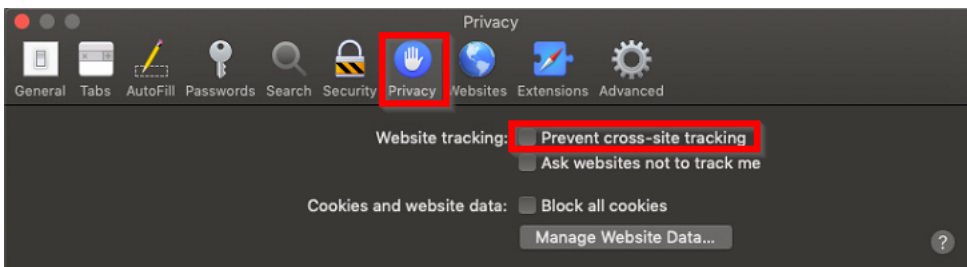*5.2.* Navigate to the **Privacy Tab** and make sure "**Prevent cross-site tracking**" is unchecked. (Fig. 17).

Figure 17

6. Enable Third Party Cookies for Safari on iOS

Please note: as of Safari 13.1, third party cookies are blocked by default and will break an embedded video. For more information, visit Webkit's article: Full Third-Party Cookie Blocking and More (https://webkit.org/blog/10218/full-third-party-cookie-blocking-and-more/).

iOS 10.3.2

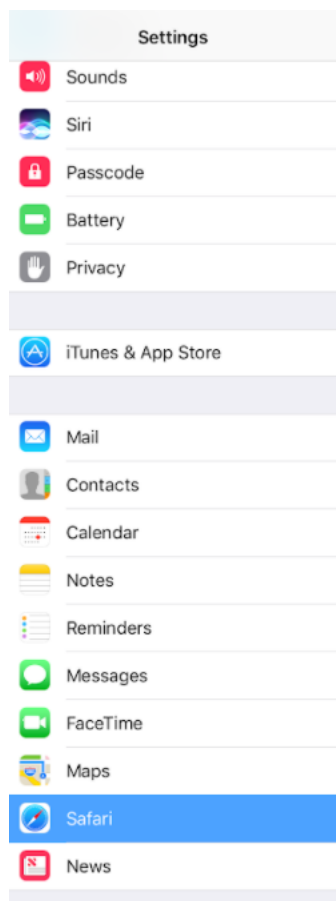*6.1.* Go to your phone's **Settings** and choose **Safari**. (Fig. 18).

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Figure 18

6.2. Set **Block Cookies** to **Always Allow** (Fig. 19).

Figure 19

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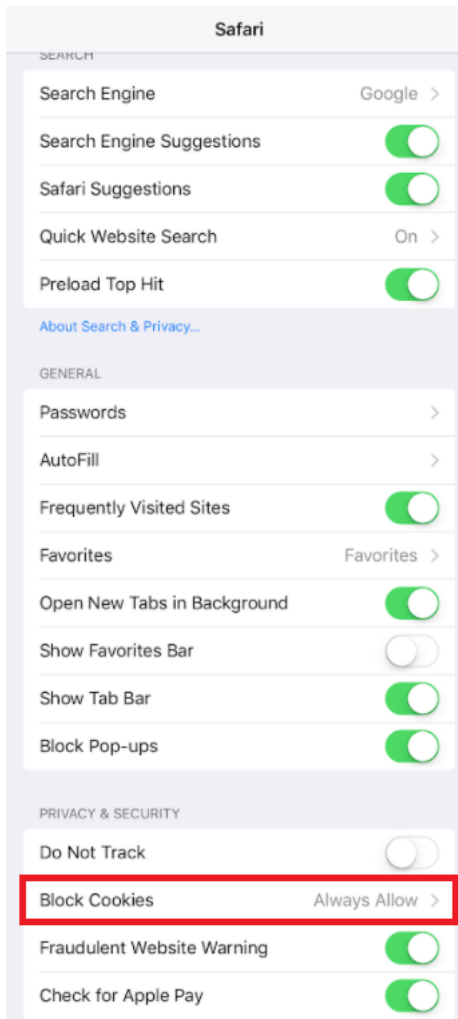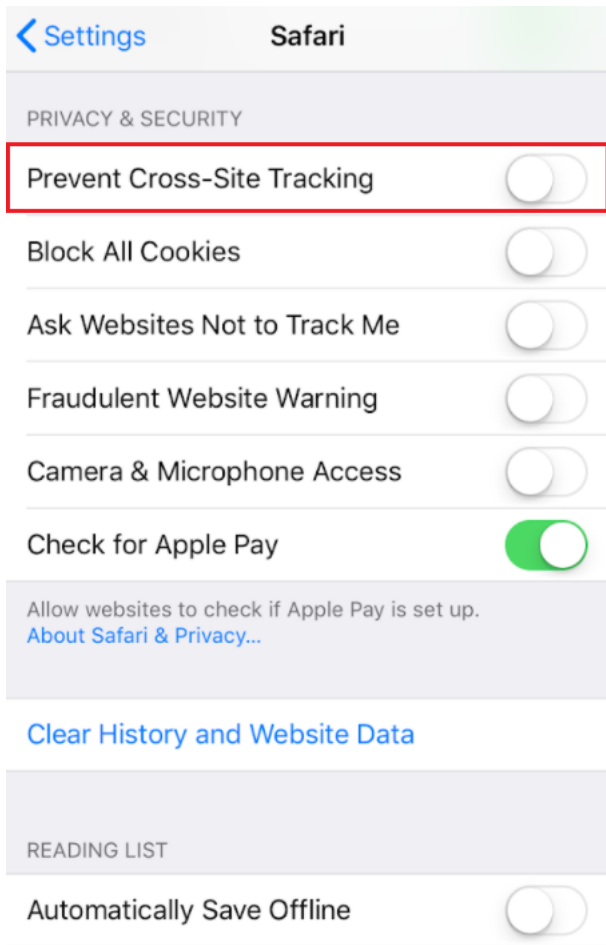[1. Enable Third-Party Cookies in Chr ▲▼]

iOS 11

6.3. Go to your phone's Settings and choose Safari. Uncheck **Prevent Cross-Site Tracking** (Fig. 20).

Figure 20

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