



## How Do I Enable Third Party Cookies in Supported Browsers?

### 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.”

**Click the browser you are using, from the following list, to jump to the relevant steps:**

1. [Google Chrome](#)
2. [Firefox](#)
3. [Internet Explorer](#)
4. [Microsoft Edge](#)
5. [Safari for macOS \(desktop/laptop\)](#)
6. [Safari for iOS \(mobile\)](#)

# 1. Enable Third-Party Cookies in Google 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).

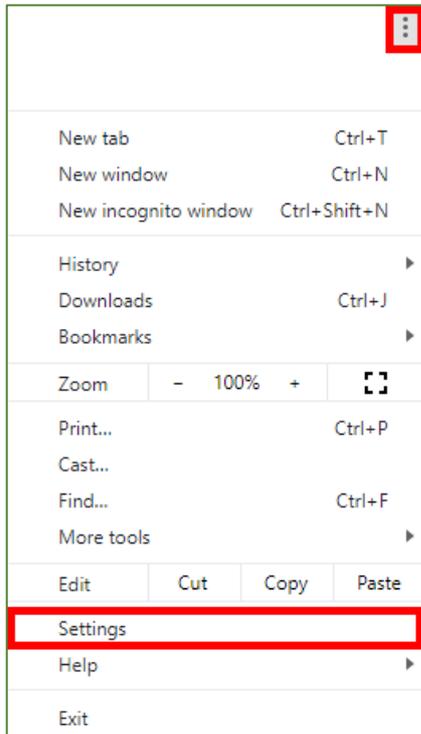


Figure 1

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

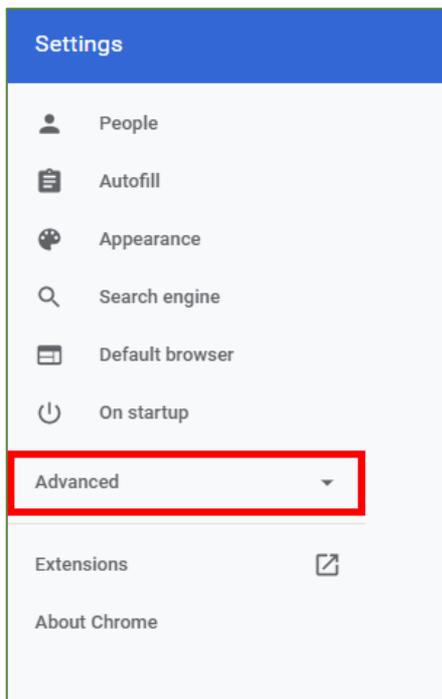


Figure 2

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

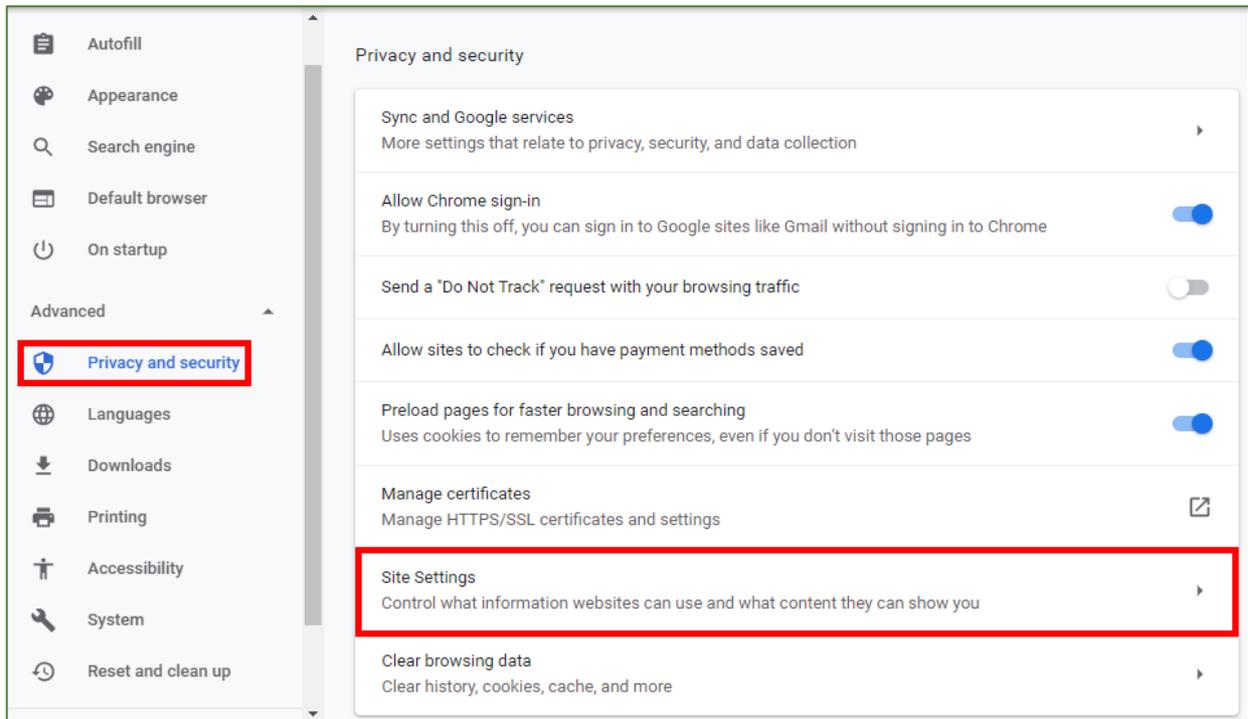


Figure 3

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

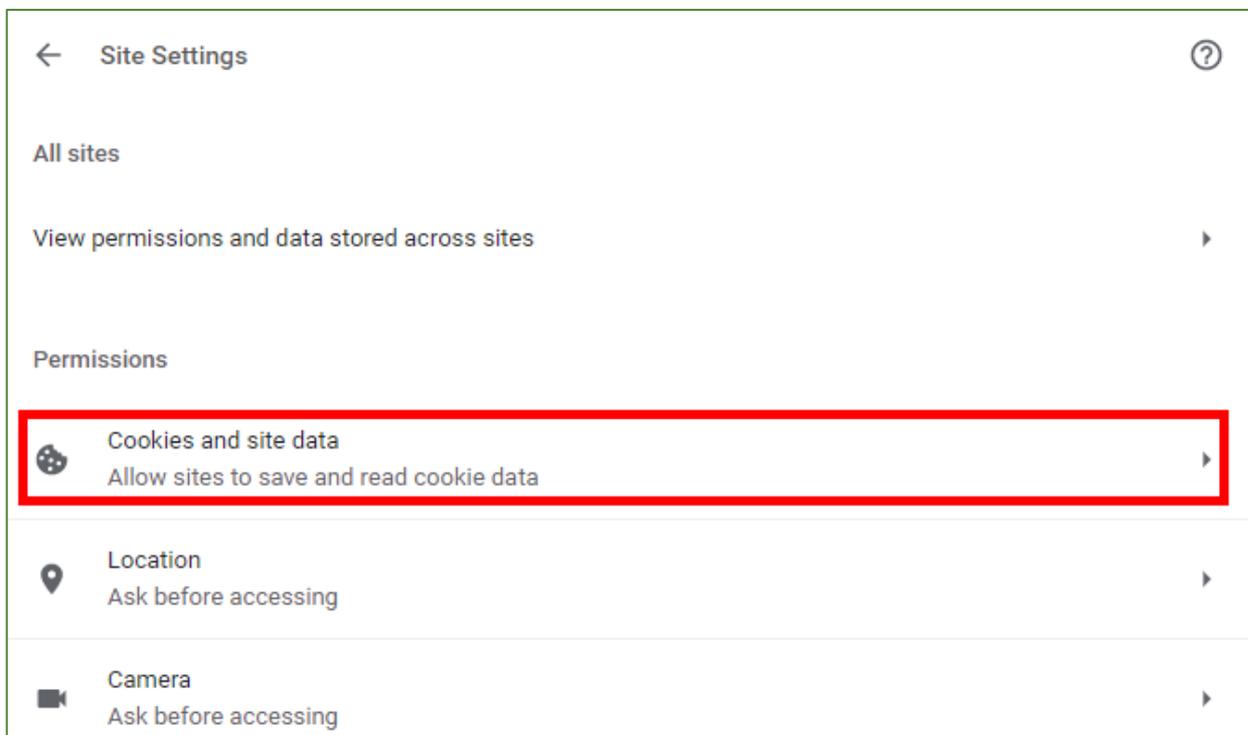


Figure 4

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

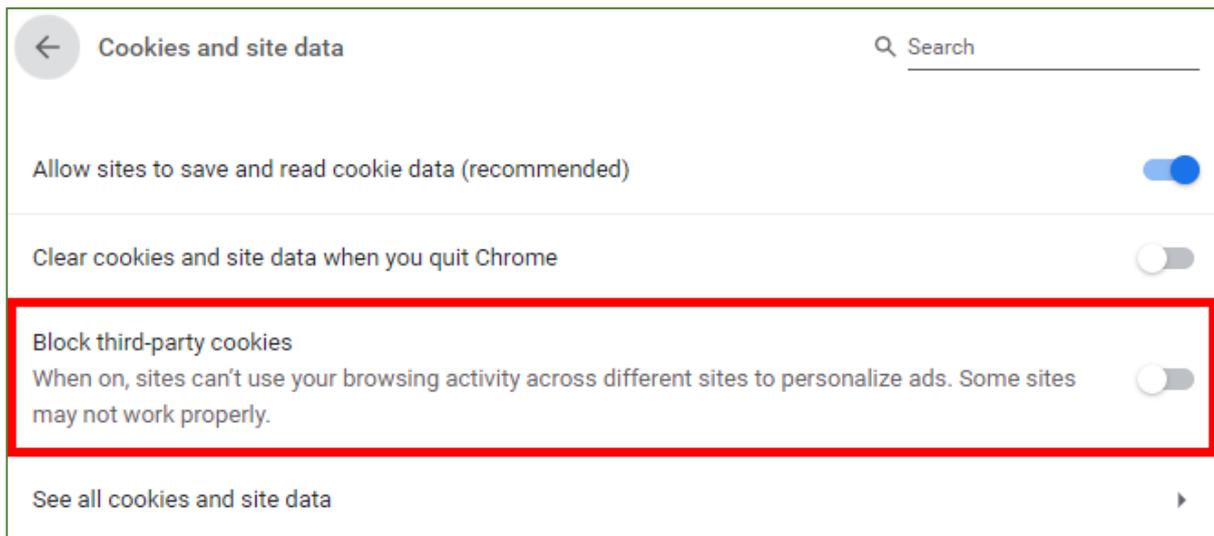


Figure 5

## 2. Enable Third Party Cookies in Firefox

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

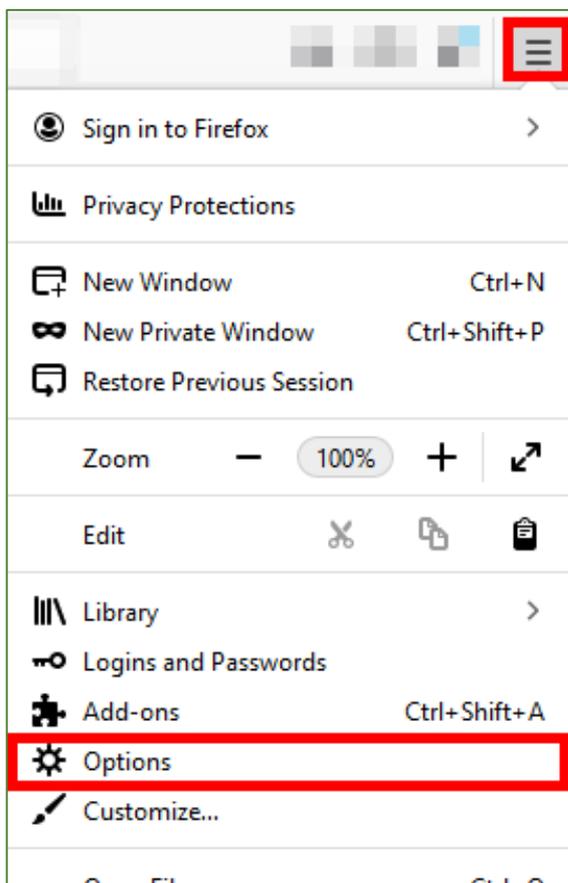


Figure 6

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

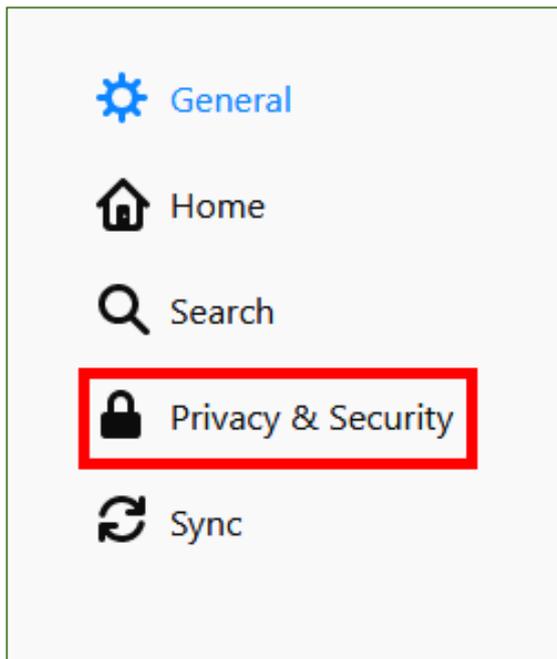


Figure 7

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).

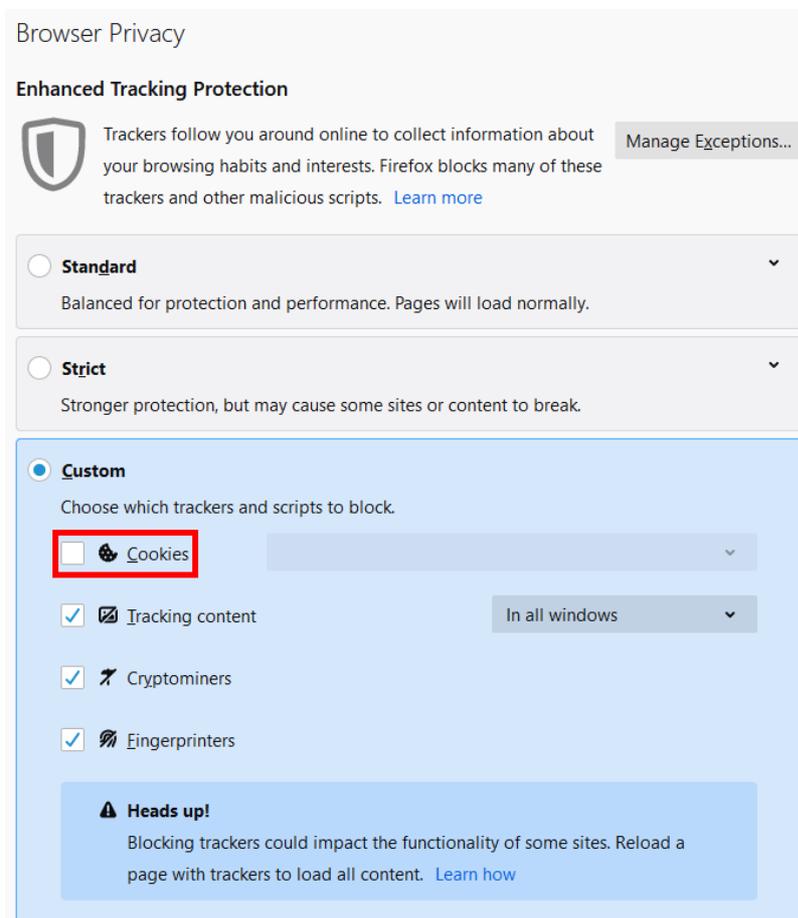


Figure 8

### 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).

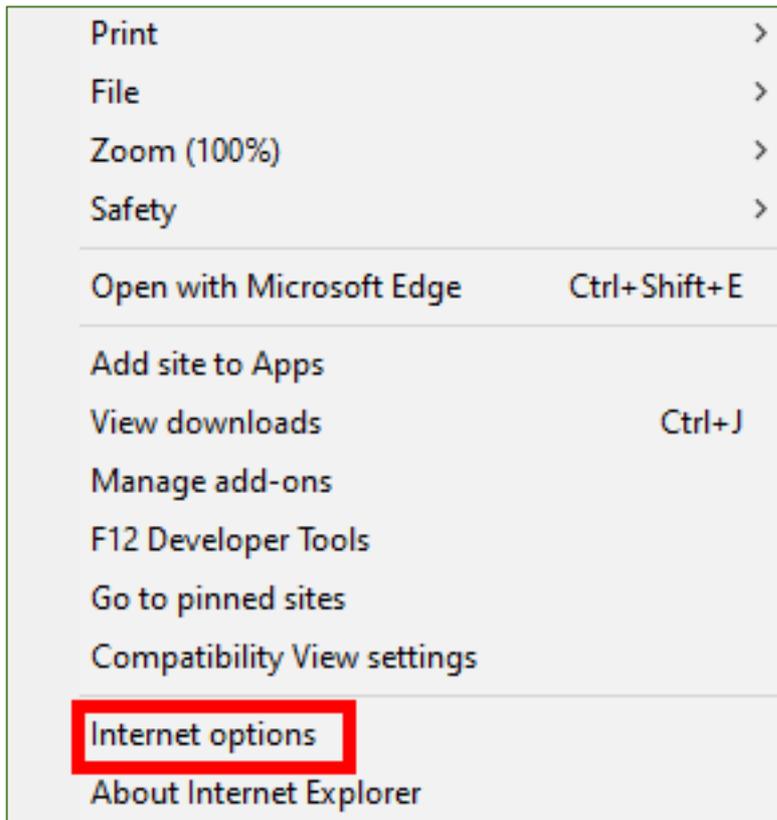


Figure 10

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

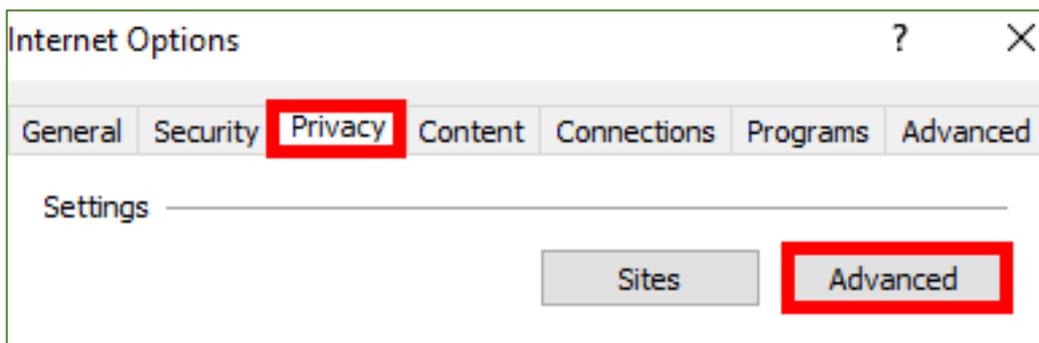


Figure 11

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

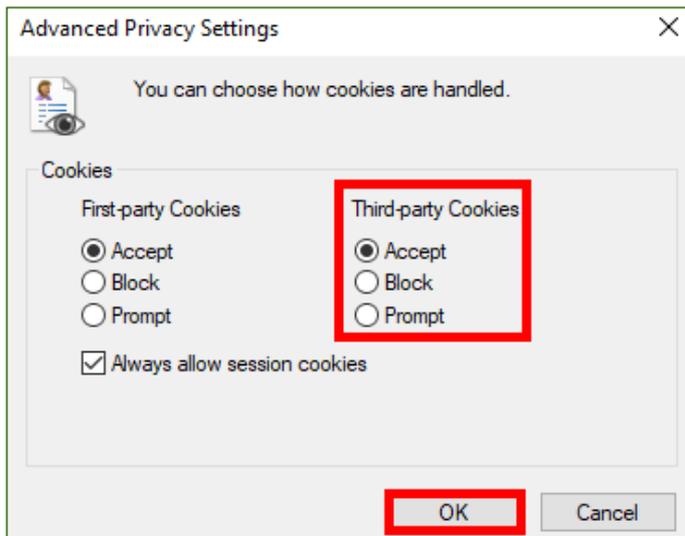


Figure 12

## 4. Enable Third Party Cookies in Microsoft Edge

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

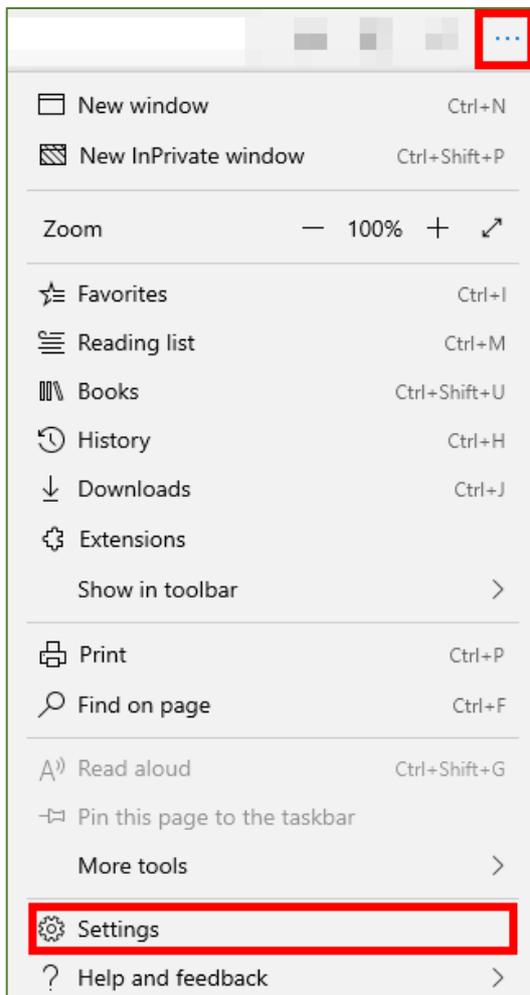


Figure 13

4.2. A pop out menu will appear from the right, select **Privacy & Security** (Fig. 14).

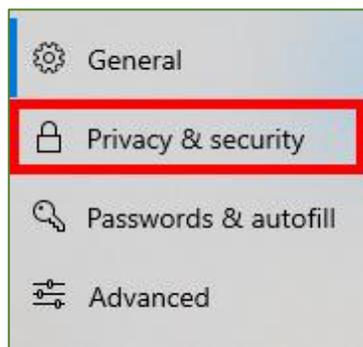


Figure 14

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.](#)*

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

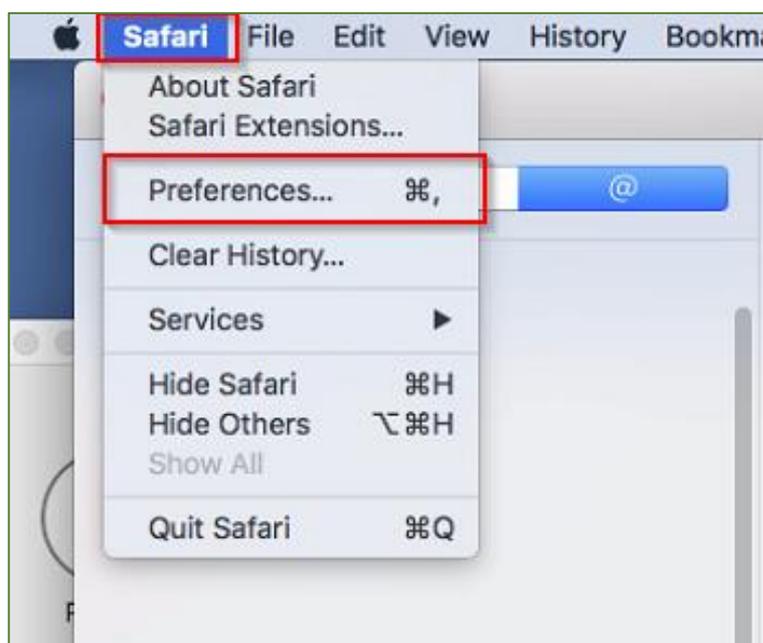


Figure 16

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

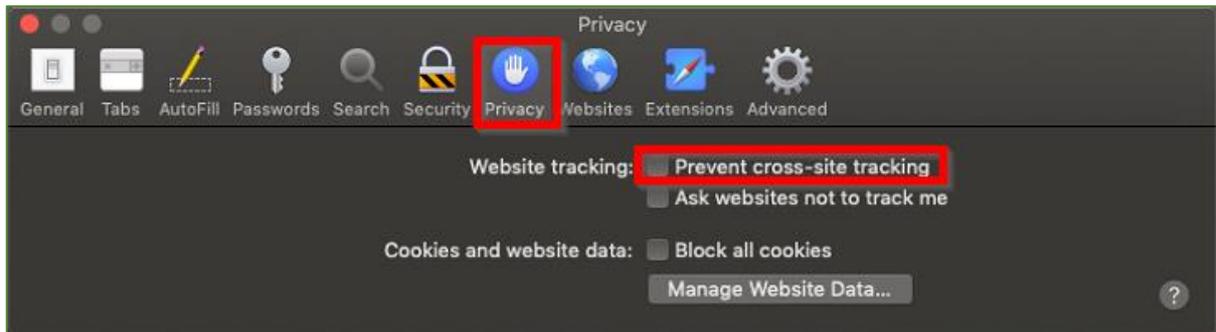


Figure 17

## 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.*

### iOS 10.3.2

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

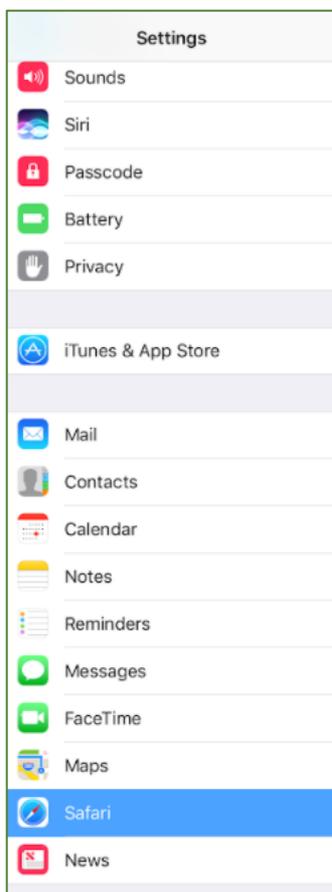


Figure 18

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

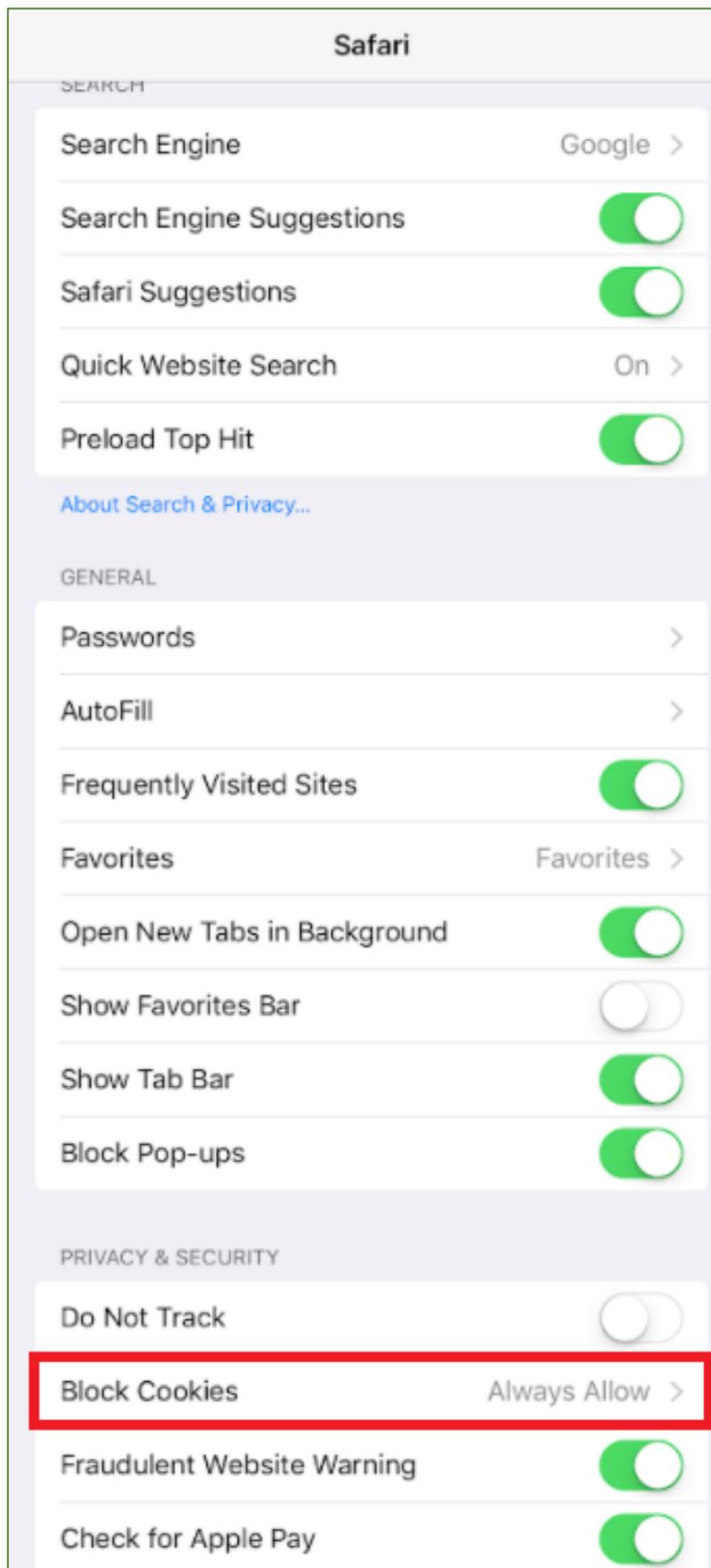


Figure 19

## iOS 11

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

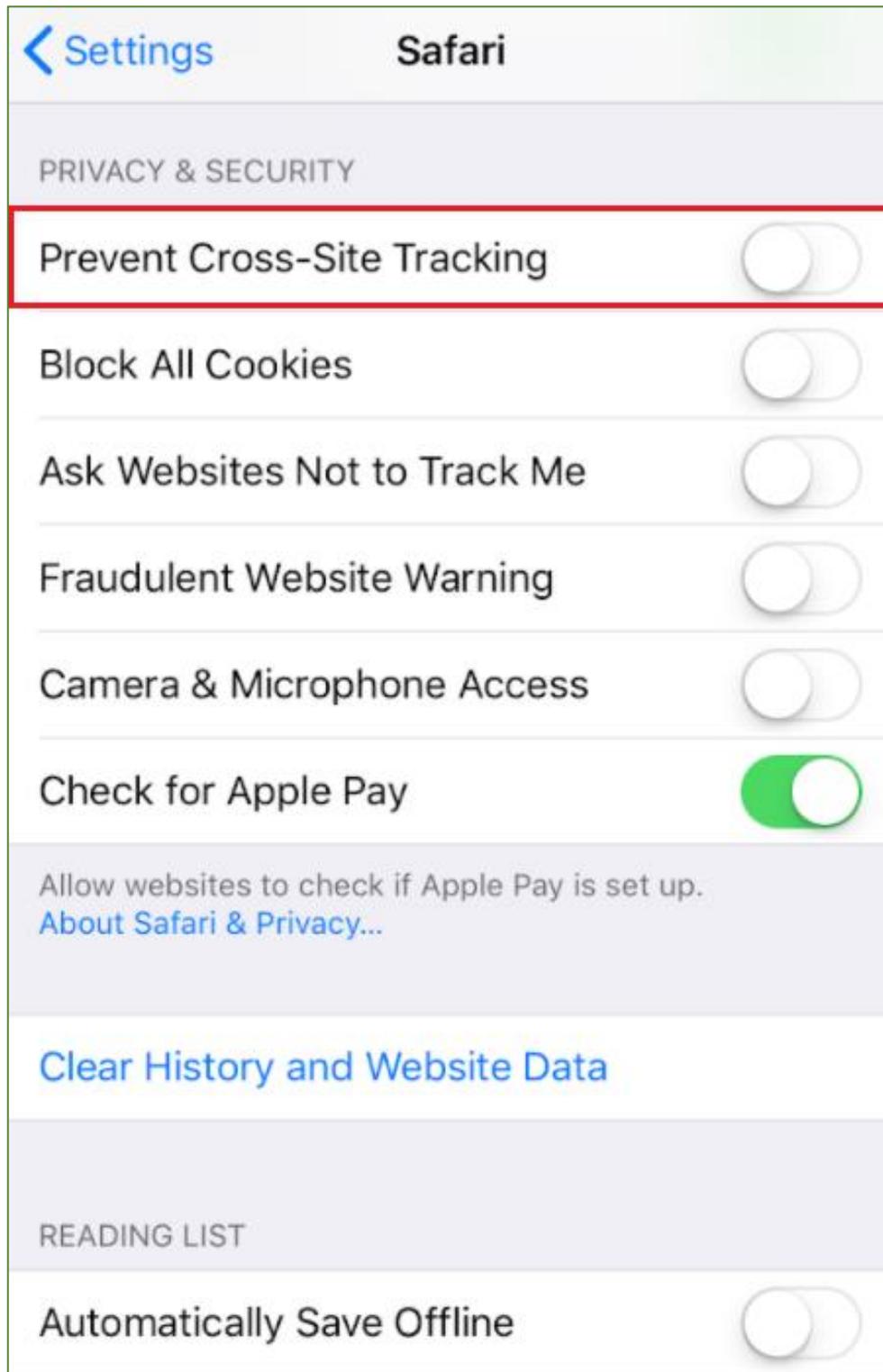


Figure 20