Why am I getting an error message about cookies when trying to review a Kaltura video in Canvas?

Tell Me

1. If you're trying to view a Kaltura video using Internet Explorer, Edge, or Safari browsers, you may get an "Access Denied" or the below error.

   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.

2. Use Chrome or Firefox as your browser and the issue should resolve.

Browsers

Which browsers does Canvas support?

- How do I access Canvas using a mobile browser on my iOS device?
- How do I access Canvas using a mobile browser on my Android device?

Related FAQs

- How can I get an HTML embed code to share my Kaltura Video?
- How do I request captions for a Kaltura video?
- How do I customize the Kaltura Capture local recording folder on my computer?
- How can I create a presentation in Kaltura Capture?
- How can I create a video using my webcam in Kaltura Capture?