

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 do I download a Kaltura Video in Canvas?](#)
- [Which tools can I use to create videos or presentations for my class?](#)
- [How do I caption my Zoom recording?](#)
- [What is the process for recording, editing, and sharing a video for my class?](#)
- [How do I edit videos in Kaltura or manage the captions?](#)