How do I allow 3rd party cookies to prevent students from being unable to access content within CourseArc?

- **Problem:** With new security features being implemented to secure data stored on computers and protect the individuals using those devices, Internet browser companies are initiating new security features that block 3rd party sites from storing cookies on any device; thus, causing the user to receive error messages when that user access as site that requires these cookies.

- **Resolution:** To resolve this issue, please ensure the following settings in the listed browsers have been set. This should enable students to access the content in their courses and not receive error messages.

  - **Safari:**
    - Open Safari browser.
    - Open Safari Preferences.
      - Click on Safari in menu bar and then click on Preferences.
    - Select the Privacy tab.
    - Uncheck the box beside the option: “Prevent cross-site tracking”
    - Close out of Safari Preferences.
    - Retry opening up the content that the student was receiving an error upon loading.

  - **Chrome:**
    - Open Chrome browser.
    - Open Chrome settings
      - Click on the vertical ellipse in the upper-right corner of the browser window, and then click on Settings.
In the Settings window, scroll down until you see the Advanced drop-down. Click the triangle pointing downward to open the Advanced Settings.

Scroll down until you see the Content Settings option, and then select that option.

In the Content Settings window, Select the Cookies option.

In the Cookies Window under the Allow section, select the Add button, and add the following URLs:

- [*].coursearc.com
- [*].instructure.com

Close out of settings, and reconnect to VA course to retry loading CourseArc content.

Microsoft Edge

- Open Edge browser.
- Click on the 3-dotted “More” link to open Settings.
- Scroll down and click on View Advanced Settings.
- Scroll down until you see the setting for Cookies.
- In the drop-down box for Cookies, please select the following option:
  - Don’t block cookies.
- Close out of any open settings windows, and Edge browser.
- Reconnect to your VA course, and open page with CourseArc content.