

Troubleshooting - Learn VLE, Canvas VLE, & Panopto Generic Troubleshooting Guide

Guidance for users that experience issues/error messages when attempting to use our key systems on a computer.

Section 1: Supported & Updated Browsers:

Where possible make sure you're using either **Google Chrome** or **Mozilla Firefox** browser, as opposed to Safari, Internet Explorer, Edge, Qihoo 360, Baidu, UC, QQ or others and **make sure it's up to date**. [Not sure what browser you're using, or what version? This third party tool can tell you.](#)

- Chrome:
 - [Download Chrome here](#)
 - [Update Chrome here](#)
- Firefox:
 - [Download Firefox here](#)
 - [Update Firefox here.](#)

Why use Chrome and Firefox?

- Safari utilises very strong (and sometimes *overly* strong) security settings, which can break some content types - [More information about why we advise that you don't use Safari at York.](#)
 - We perform rigorous testing of our systems on both Chrome and Firefox and are confident in their suitability
 - Other browsers are **not** tested (we can't test them all!), and as such we cannot confirm their suitability
 - Using browsers other than Chrome or Firefox could open you up to experiencing browsing/ functionality issues
 - If you are based within a company or institution where you have to use Internet Explorer, ensure that compatibility mode is turned off to improve your VLE experience: [IE Compatibility Mode Guidance.](#)
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Section 2: Tips for Users Already Using Supported & Updated Browsers:

Try the following steps, one at a time, to see if they resolve the problem:

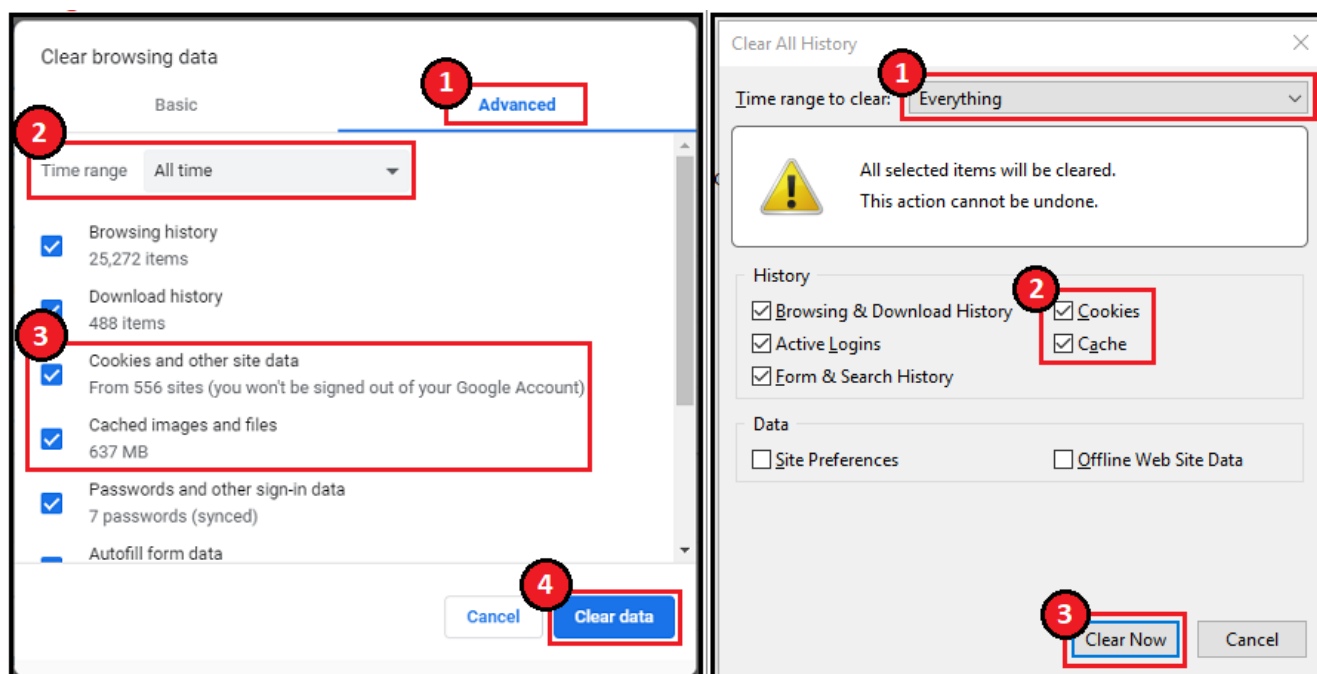
2.1 Clear Your Cookies and Cache "From All Time"

This usually resolves most issues. Try clearing your browser's cache and cookies, **after saving any work you're working on in the browser (as this may be lost)**:

- [How to clear cache & cookies on Chrome](#) - use the "Advanced" tab, make sure you select time frame "All time", and tick at least the "clear cookies and other site data" and "cached images and files" boxes
- [How to clear cache & cookies on Firefox](#) - make sure you set the "Time range to clear" to "Everything", and that you have at least the "cookies" and "cache" boxes ticked

Google Chrome

Mozilla Firefox

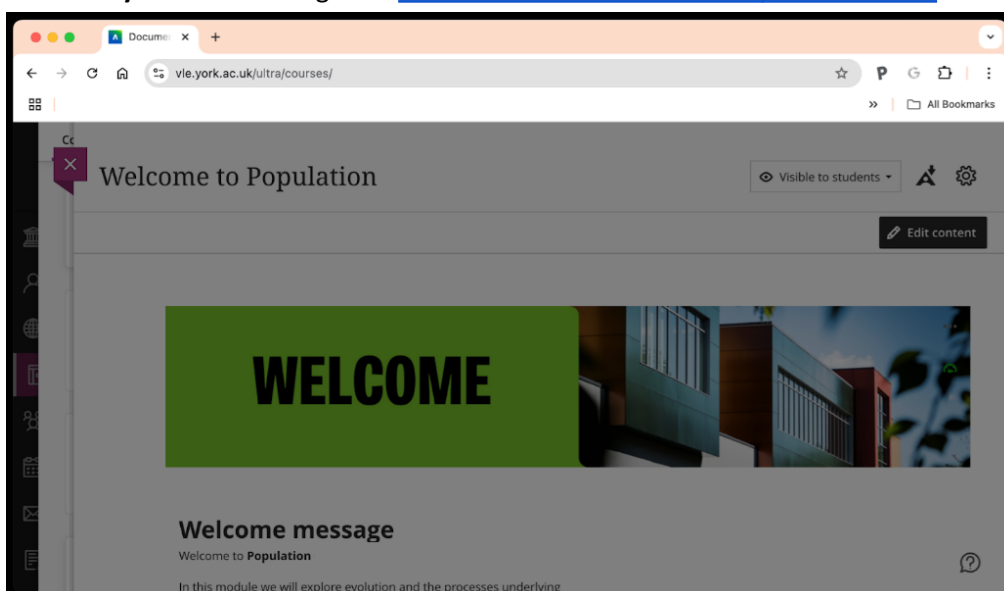


If you are unable or unwilling to perform a cache and cookie clear at this time:

- Try using [Incognito Mode](#) (if you're using Google Chrome), or [Private Browsing](#) (if you're using Mozilla Firefox) and see if this works as expected.
- If this *does* work, it suggests that the issue you're experiencing **would** be resolved by doing a full cache/cookie clear on your normal browser, as incognito/private windows don't use cookies or cache
- You can temporarily use an Incognito or Private window with our systems if that works for you, but ideally you should schedule in a cache/cookie clear soon.

2.2 Has Your VLE Page "Gone Grey" and Become Unresponsive?

- If **no** - move on to section 2.3 below
- If **yes** - work through our [Guide: Learn VLE - Fix for "Grey Screen" Issue](#)



2.3 Consider Your Browser Extensions/Add Ons

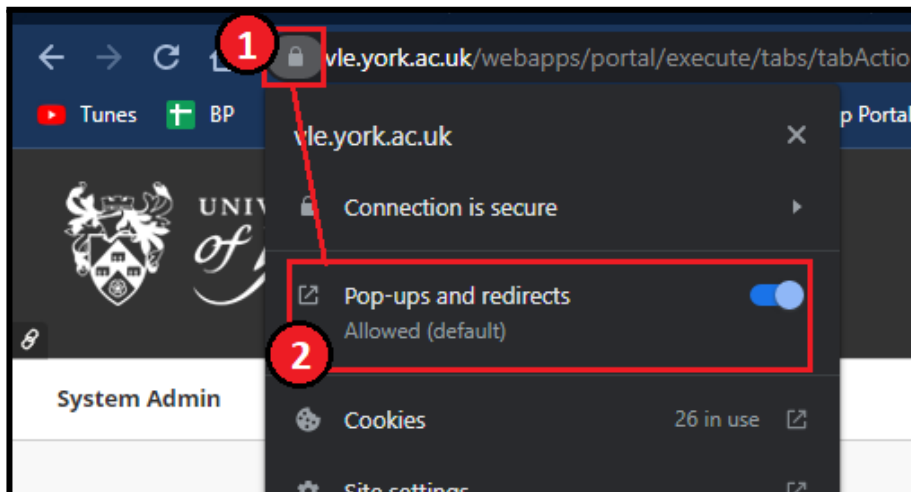
If you're using an adblocker-type browser extension (Chrome) or add-on (Firefox) try disabling it and then reloading the page you're trying to view.

- Here is an [explanation of extensions for Chrome](#)
- Here is an [explanation of add-ons for Firefox](#)

2.4 Enable Pop Ups for the VLE/Panopto:

Our VLEs and Panopto can use a small pop up window to log you in. Please ensure that you allow pop up windows in your web browser for the VLE and for Panopto:

- **On Google Chrome:**
 - a. Visit [the VLE](#) (or onlinestudy.york.ac.uk if you're one of our distance students)
 - b. Click the padlock icon next to the site's address at the top of the page
 - c. Toggle the option to enable pop ups "on" by clicking on it (it should switch from grey to blue)
 - d. Reload the page



- **On Mozilla Firefox:** Enable a Pop Up exception for vle.york.ac.uk (or onlinestudy.york.ac.uk if you're one of our distance students) and for york.cloud.panopto.eu: [Creating Pop Up Exceptions on Mozilla Firefox](#).

Section 3: Cookies

Check and update your cookie settings, depending on which browser you're using. [What are cookies?](#)

Google Chrome Cookie Settings

Google Chrome is continually introducing more-stringent cookie settings, which can make some VLE and related content display incorrectly. If you're seeing error messages mentioning cookies, or log in boxes that aren't responding, please work through the relevant following guide:

- [Windows/Mac computer - General Guidance on Google Chrome cookie settings](#)
 - [Windows/Mac computer - Guidance for Cookie Issues Specific to Chrome v.120](#)
- [iPhone/iPad - Generic Guidance on Google Chrome cookie settings](#)
- [Android mobile device - Generic Guidance on Google Chrome cookie settings](#).

Mozilla Firefox Cookie Settings

As of late 2022, Mozilla Firefox introduced more-stringent cookie settings which can make some VLE and related content display incorrectly. These changes include disabling "third party cookies" by default, which are a small piece of functionality that can help websites "talk" to each other. If you experience content not working as expected when using Firefox, please try adding exceptions to your cookie settings for University websites:

- [Firefox - How to enable Third Party Cookies for specific sites](#)
- Add exceptions for the following sites, as relevant:

- Add **onlinestudy.york.ac.uk** for Canvas VLE (used by distance learners)
 - Add **eu.bbcollab.com** to allow Collaborate content
 - Add **mentimeter.com** and **menti.com** to allow Mentimeter polling content
 - Add **uniofyork.padlet.org** for Padlet
 - Add **york.cloud.panopto.eu** to allow Panopto/Replay content
 - Add **eu.alma.exlibrisgroup.com** for Reading Lists (aka Leganto)
 - Add **vle.york.ac.uk** for generic VLE content (aka Blackboard/Learn)
 - Add **turnitinuk.com** for TurnItIn content checking and assignment submissions.
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Section 4: Video / Panopto-Specific Guidance

As well as all the above information in this guide (which is also relevant to Replay/Panopto) the following may be of use:

- Log into [the Panopto website](#), which should then “push through” any delayed access permissions you have pending, then try viewing your videos in the VLE again
 - Getting an error when trying to log into Panopto? [Panopto Log In Troubleshooting Guidance](#).
 - Trying to view Panopto videos on a mobile device? You will need to [install and use the Panopto app](#).
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Further Help

- Having trouble logging in to something? See [our LogIn Troubleshooting Guide](#).
 - “Getting Started” Help: [our "Introduction to Learning Technologies" Help Pages](#)
 - [Contact Us, the Digital Education Team](#).
 - Please include screenshots or photos of your device’s whole screen showing just before and during the issue you’re experiencing. [Guidance on taking and sharing screenshots can be found here](#).
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Digital Education Team, University of York - linktr.ee/uoyvle
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