

Google Chrome Browser on PC/Mac - Troubleshooting Cookie Settings

Version 95 of Google Chrome browser (released October 2021) introduced stricter rules around third party cookies, and so have all versions since. Cookies are small data files that are used by browsers for many purposes, but some of them are required to allow certain tools to function. [Learn more about cookies](https://support.google.com/chrome/a/answer/9165698) [support.google.com].

This guide covers how you can set your Cookie settings in such a way that they should allow the required cookies through for our central systems, such as Panopto (aka Replay) and Collaborate Ultra. You have two options:

1. **Allow all cookies** - the easier option to enable, but potentially less secure for general internet browsing
2. **Allow cookies only on the Panopto and Collaborate sites** - the more secure, **recommended** option.

This guide covers both options in different sections. If you prefer video guides, see here: [Video Guide - Chrome Cookie Settings](#). This guide is for Windows or Mac computer users. If you're on a mobile, see our related guide:

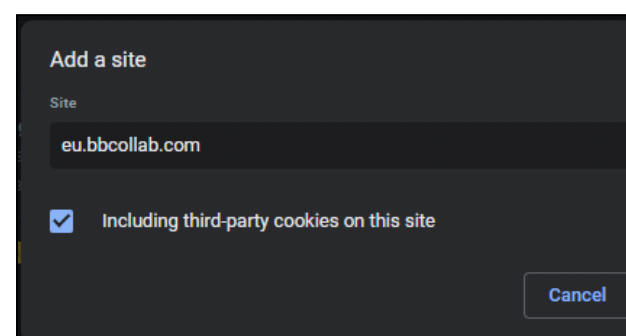
- [Android Panopto Troubleshooting Guide](#)
- [iPhone/iPad Panopto Troubleshooting Guide](#).

Method 1: Allowing All Cookies from all Websites (Not Recommended)

1. Click on the “three dot” options icon (⋮) in the very top right of your browser window
2. Select “Settings” in the list that displays
3. Type “Cookies” into the search box at the top of the page
4. Click on the “Cookies and Other Site Data” option, in the Privacy and Security section
5. In the “General Settings” area near the top of the page, simply select “Allow all cookies” and then close the Settings page.

Method 2: Allowing Cookies Only for Certain University Websites (Recommended)

1. Click on the “three dot” options icon (⋮) in the very top right of your browser window
2. Select “Settings” in the list that displays
3. Type “Cookies” into the search box at the top of the page
4. Click on the “Cookies and Other Site Data” option, in the Privacy and Security section
5. Scroll down the page to the “Sites that can always use cookies” section and click **Add**
6. Enter the first site address you want to allow cookies from:
 - a. Add **onlinestudy.york.ac.uk** for Canvas VLE (used by distance learners)
 - b. Add **eu.bbcollab.com** to allow Collaborate content
 - c. Add **uniofyork.padlet.org** for Padlet
 - d. Add **york.cloud.panopto.eu** to allow Panopto/Replay content
 - e. Add **eu.alma.exlibrisgroup.com** for Reading Lists (aka Leganto)



- f. Add **vle.york.ac.uk** for generic Yorkshire VLE content (aka Blackboard/Learn), shouldn't be needed, but may help with some items
 - g. Add **turnitinuk.com** for TurnItIn content checking and assignment submissions
 7. Tick the **"Including third-party cookies on this site" box**
 8. Click **Add**
 9. Repeat steps 5 through 8 for each site you wish to add.
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Further Help

- See [our "Introduction to Learning Technologies" Help Pages](#)
 - [Contact Us, the Digital Education Team.](#)
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Digital Education Team, University of York - linktr.ee/uoyvle
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