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[Staff]: Apple Safari Browser Not Working with Some Brightspace Add-ons

1 message

ITC Information Technology Center <itc@xula.edu>

Sun, Jun 6, 2021 at 8:27 PM

To: Faculty <faculty@xula.edu>, Staff <staff@xula.edu>, Students <students@xula.edu>

For Apple device users:

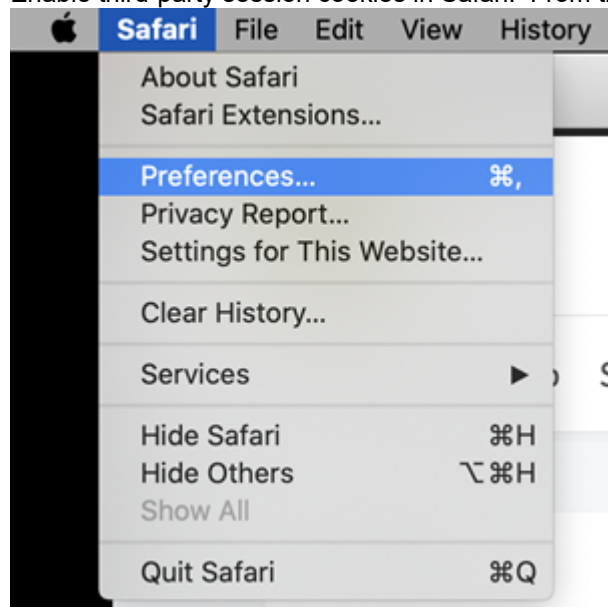
Several users reported that some Brightspace add-ons like Zoom and Respondus Lockdown browser were not functioning properly when using the Safari browser. This is caused by the fact that the Safari browser is blocking third-party browser session cookies. Session cookies are small text files that websites put on your device to store information about you and your preferences. Blocking these cookies prevents these add-ons from working properly in Brightspace.

Solution 1:

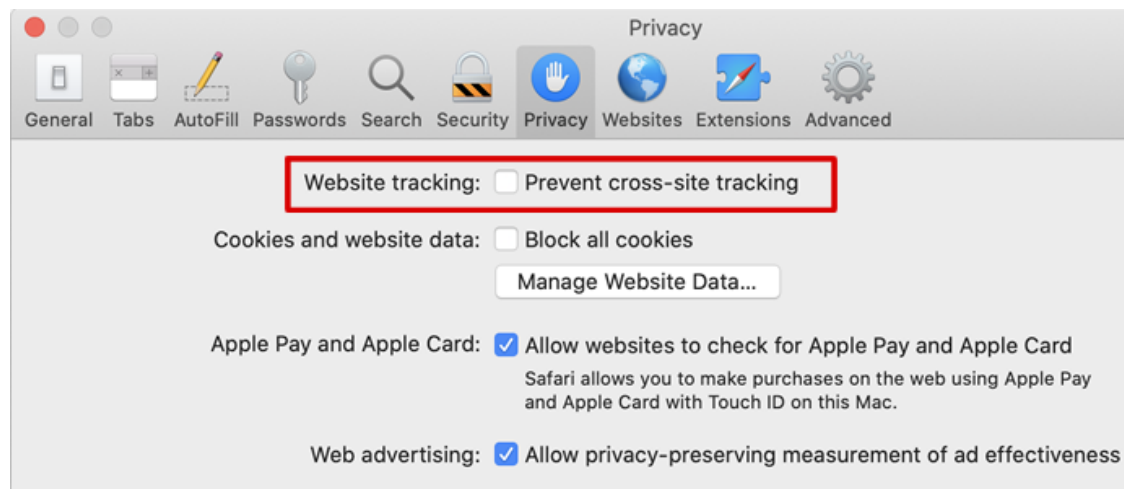
The easiest fix to this issue is to use another browser like Google Chrome when accessing Brightspace.

Solution 2:

Enable third-party session cookies in Safari. From the Safari menu, click on "Preferences..."



Under the "Website tracking:" section, ensure the checkmark next to "Prevent cross-site tracking" is **REMOVED**.



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The Brightspace add-on will now function properly the next time it is accessed.

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