

Safari Troubleshooting Guide for Page Access

Step-by-step instructions to resolve page access issues caused by cookie, cross-site tracking, or authentication problems.

Solution 1: Check Safari Privacy Settings

- 1 Open Safari.
- 2 Go to Safari > Settings (or Preferences on older versions).
- 3 Click the Privacy tab.
- 4 Temporarily uncheck Prevent cross-site tracking.
- 5 Make sure Block all cookies is not enabled.
- 6 Close the Settings window.
- 7 Quit and reopen Safari.
- 8 Sign out of Mason SSO (if already signed in).
- 9 Sign back in and try the link again.

Solution 2: Clear Website Data and Cookies

- 1 Choose History > Clear History.
- 2 Or go to Safari > Settings > Privacy > Manage Website Data.
- 3 Remove data for coursemedia.gmu.edu (or your Kaltura domain).
- 4 Remove data for login.microsoftonline.com / Mason SSO (if applicable).
- 5 Remove data for gmu.edu.
- 6 Restart Safari.
- 7 Try the link again.

Quick Diagnostic Test

- 1 Open a Private Browsing window by selecting File > New Private Window.
- 2 Open the link in the Private Browsing window.
- 3 If it works there but not in a normal window, the issue is likely related to cached cookies or authentication.