

Troubleshooting NOW and Panopto issues on a Mac

This guide details the simple steps to take if you are having difficulty accessing video content in NOW or Panopto when using a Mac computer. If issues persist after making the following changes, contact support@ntu.ac.uk.

Use Google Chrome as your default browser

Most major issues do not occur when using Google Chrome, if you do not have it already, [you can download it for free](#).

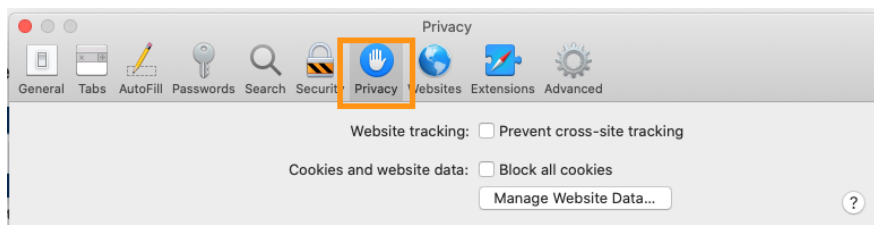
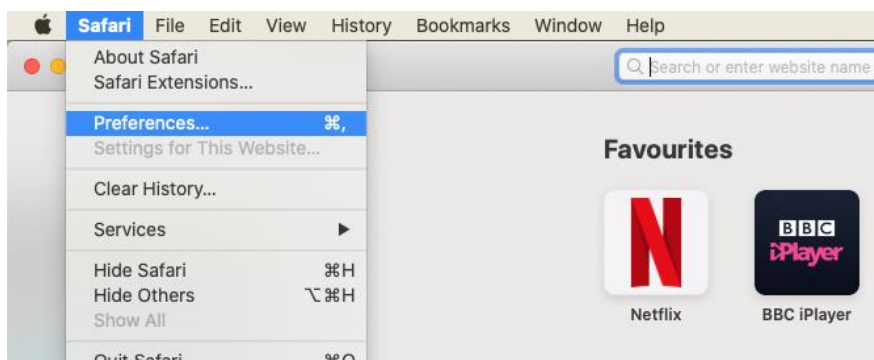
You may also wish to set Chrome to be your default browser. To do this, use one of the following guides:

- [Select a default browser on a Mac](#).

Change Privacy on Safari

If you want to use Safari, take the following steps to try to address the access issue to video/Panopto content in NOW:

1. Use Safari to view the NOW/Panopto content.
2. If you have issues gaining access, go Safari > Preferences > Privacy.



3. Once in Privacy, ensure that both 'Prevent cross-site tracking' and 'Block all cookies' are not ticked, as shown in the screenshot.

