

# Inclusive Access Ebook Error

## **Problem:**

Students with Macbooks and Safari who experience problems accessing Inclusive Access materials in MyClasses via the Required Course Materials link on the course menu.

The error may say that Cookies are required in order to view content however enabling cookies does not resolve the issue.

## **Solution:**

Your browser does not support the HTML5 video element

On your Mac in Safari select **Safari > Preferences > Privacy**.

**Uncheck** the option "**Prevent cross-site tracking**"

Restart the browser and try logging in again.

If this does not resolve the issue you can try another browser(ie: Google Chrome) to see if the problem persist.

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