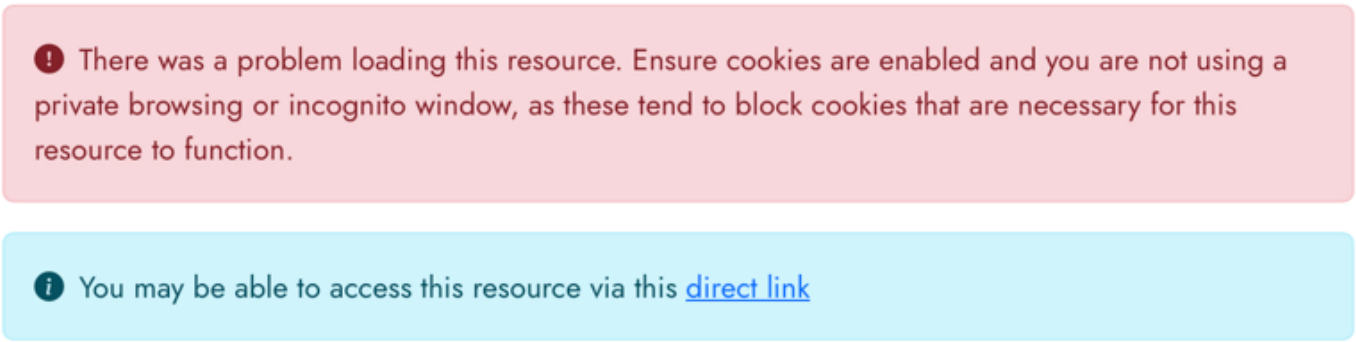
I am seeing a cookie error and can’t load an agent – how do I fix this?

Interacting with agents · https://cogniti.ai/docs/i-am-seeing-a-cookie-error-and-cant-load-an-agent-how-do-i-fix-this/

When you are trying to load a Cogniti agent in a browser, you may see an error message like below.



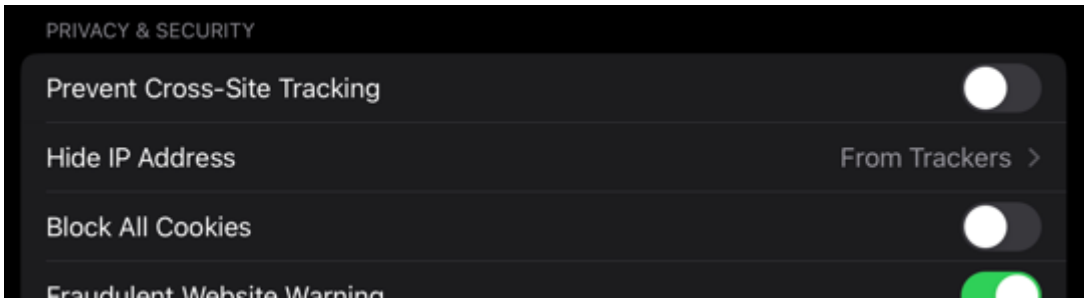
This error shows up usually because the Cogniti agent is embedded in another page (such as in a learning management system), and your browser is configured to prevent certain types of cookies from working. Embedded Cogniti agents need 'cross-site cookies' to be enabled in order to recognise you and log you into Cogniti seamlessly. These cookies are 'cross-site' because Cogniti's URL is different to the URL of page where Cogniti is embedded (usually a learning management system page).

Enabling cross-site cookies

Different browsers have different ways to allow cross-site cookies. Here are a few common examples.

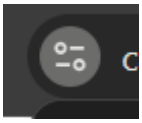
Safari on iPad

In Settings, find Safari, and then navigate to the Privacy & Security settings. Disable 'Prevent Cross-Site Tracking', and disable 'Block All Cookies'.

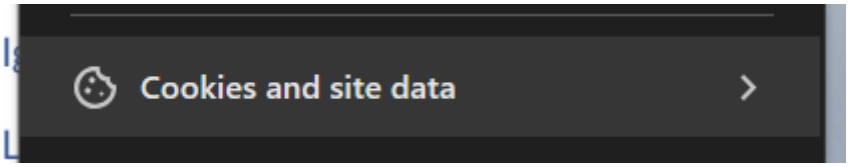


Chrome incognito mode

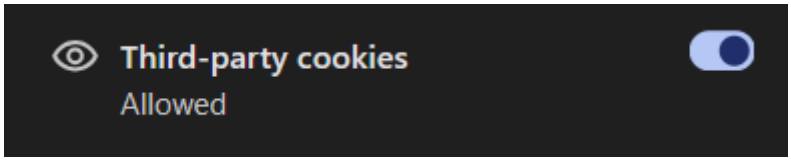
In any page, click the settings icon next to the URL in the address bar:



Select the *Cookies and site data* menu item.



Then enable third party cookies.



If you are currently on a page, you'll need to reload it for these settings to take effect.