NOTE: Is your MU Video content not playing in your browser depending on which browser you are using, please follow these steps below for your browser of choice.

Solution for Mac Safari

1. In Mac Safari, click Safari on the top left side of your window.
2. Click Preferences.
3. Click Privacy.
4. Uncheck the box called “Prevent cross-site tracking”.
5. Revisit or refresh your D2L My Media or Media Gallery page. You should now see the page come up without any error messages.
6. Go back to Preferences and check the box called “Prevent cross-site tracking”.
7. Closeout your Preferences window.
8. Go back to your D2L course and click Media Gallery to refresh the page, it should work now.

Solution for Google Chrome

1. Go to your browser window and type chrome://settings.
2. Click Privacy and Security
3. Click on Site Settings
4. Click on Cookies and site data.
5. Here you will have two ways to turn on 3rd party cookies
   A. Enable Block third-party cookies, or
   B. Go to Allow and add [*]Kaltura.com. This will make an exception for Kaltura to load up in D2L.

Enable third-party cookies for specific sites

Some websites may not work properly when third-party cookies are blocked, even with the Cross-site and social media trackers setting.

To turn off Enhanced Tracking Protection for a specific website:

1. Visit the website.
2. Click on the shield to the left of the address bar.
3. Toggle the switch at the top of the panel.

This will turn off Enhanced Tracking Protection for this site. The page will reload automatically and allow trackers on this site only.

To turn Enhanced Tracking Protection back on, follow the same process.
Help Desk

Help Desk Contact Info

Location: Boyer Building
Phone: 717-871-7777
Email: help@millersville.edu
Classroom Hotline: 717-871-7280
After Hours D2L Help: 877-325-7778

D2L Email and Live Chat

Hours:

**Call Center**
- Fall/Spring Semesters:
  - M-TH 8AM - 7PM EST, F 8AM - 5PM EST
- Summer Sessions:
  - M-F 8AM - 4PM EST

**Walk-in TAC**
- M 9-11AM, 12-7PM
- T 11AM-4PM
- W 9:10:30AM, 1-7PM
- TH 9AM-5PM
- F 9-11AM, 1-4PM

**By Appointment** - book an appointment

**Technical Assistance Center** - access via W. Frederick Street side of building