Some users may have problems accessing files that are stored in ShareStream. Access to the files can be restored by following the steps below. Please note that Firefox is the recommended browser for Blackboard.

### Step 1

**Accept third-party cookies must be set to Always.**

**In Firefox:**

1. From the **Tools** menu, select **Options**.
2. Click on **Privacy**. In **History**, from the **Firefox will**: dropdown menu, select **Use custom settings for history**.
3. Make sure the **Accept cookies from sites** is selected and **Accept third-party cookies** is set to **Always**.

**In Apple Devices (iPhone and iPad)**

**iOS 7**

1. Tap **Settings > Safari**.
2. Under **Privacy & Security**, view the **Block Cookies** setting.
3. If set to **Always**, tap **Block Cookies** and select either "From third parties and advertisers" or **Never**.
   
   Note: "From third parties and advertisers" is the default Safari setting. Cookies can store information that identifies you. See below for additional information.
4. Test the affected webpage or website.

**iOS 6 or earlier**

1. Tap **Settings > Safari**.
2. Under **Privacy**, view the **Accept Cookies** setting.
3. If set to **Never**, tap **Accept Cookies** and select either "From visited" or **Always**.
   
   Note: "From visited" is the default Safari setting. Cookies can store information that identifies you. See below for additional information.
4. Test the affected webpage or website.
In Safari:

Open Safari, click on the Safari Menu, click on Privacy and set the Block cookies and other website data to Never.

Close and reopen your browser.

Please close your browser and try to access the files again. If there is still a problem, continue to Step 2 below.

**Step 2**

1. Firefox is the recommended browser for Blackboard. Please be sure you have installed the most recent “Extended Support Release” version of Firefox, which can be downloaded here: [http://www.mozilla.org/en-US/firefox/organizations/all.html](http://www.mozilla.org/en-US/firefox/organizations/all.html). The ESR versions of Firefox are more stable, and have been more extensively tested. (Currently, Firefox 24 ESR is the version you need.)

2. Please be sure you have the most recent version of Java installed, and it is working properly. This can be checked by going to: [http://java.com/en/download/index.jsp](http://java.com/en/download/index.jsp)

3. Please be sure all pop-up blockers have been disabled. Depending on what browser toolbars you have installed, you may have multiple pop-up blockers installed and working against you. To disable your Firefox pop-up blocker, go to:
   a. Tools’ menu
   b. Select ‘Options’
   c. Select the ‘Content’ area at the top
   d. Uncheck ‘Block pop-up windows’

4. Clear your browsers cache. Please see this tutorial that explains how to clear the cache on the most common web-browsers: [http://www.wikihow.com/Clear-Your-Browser’s-Cache](http://www.wikihow.com/Clear-Your-Browser’s-Cache)