Blackboard

iOS Setting to Allow Cross-Website Tracking for Blackboard App and Blackboard Instructor App

Date Published: Nov 11,2021 **Category:** Product:Blackboard_Instructor,Bb_Student; Version:X9_1,SaaS   **Article No.:** 000076036

Product: Mobile

Document Type: Administrator Documentation

Document Summary: With the release of Blackboard app v6.11 and Blackboard Instructor app v4.11, a new iOS setting was created for the apps to allow cross-website tracking. This setting may be required to access LTI tool links from the apps on iOS devices.

Information: Before the "Allow Cross-Website Tracking" setting was made available on iOS devices, Blackboard app and Blackboard Instructor app users may have encountered 3rd-party session cookie errors when accessing LTI tool links. These 3rd-party session cookie errors have not been observed on Android devices when accessing LTI tool links from the apps.

In order to enable "Allow Cross-Website Tracking" for the Blackboard app and Blackboard Instructor app, please follow the steps below:

- Update the Blackboard app to v6.11 and the Blackboard Instructor app to v4.11 on an iOS device
- Launch the respective app to add the "Allow Cross-Website Tracking" option to the iOS Settings menu for each app
- Close the respective app in order to enable the setting
- Go to **Settings > Blackboard** and **Settings > Instructor** to enable the setting

For any questions, please submit a support case on Behind the Blackboard.

Related Links and Resources: Please see the image below for the location of the "Allow Cross-Website Tracking" setting:
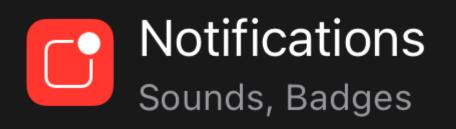
ALLOW BLACKBOARD TO ACCESS

Siri & Search ›

Notifications ›
Sounds, Badges

	Mobile Data	⬤

Allow Cross-Website Tracking ⬤

PREFERRED LANGUAGE

🌐 Language   English (UK) >