February 14, 2020

Last Modified on 12/28/2022 12:24 pm EST

This week, Chrome version 80 is rolling out **changes to how third-party cookies are used**. The change will outright block third-party cookies that don't meet certain requirements.

In anticipation of this change, we updated a number of the third-party cookies that KnowledgeOwl uses, with a particular focus on cookies leveraged by our contextual help widgets (both **Widget 2.0** and the **Modern Widget**), including those requiring authentication to view all files. We rolled out fixes to address these changes on Friday, February 14.

We have had reports from a couple customers who are using non-https knowledge bases who have run into issues with these new policies. In these situations, the fastest fix is to transition your knowledge base to use https: (by checking the Force SSL Links option in Settings > Basic, which will shift your knowledge base from http: to https:). Customers using private domains that aren't using https: will need to coordinate with your domain administrators to make this change. If you're experiencing issues with your knowledge base this week, please **contact us** .