Important Information to Know Before You Join the ASE 2021 Scientific Sessions Virtual Experience

**Supported Browsers**
The most current version of popular browsers: Chrome, Safari, Edge, and FireFox are supported. **Chrome is the preferred browser. Internet Explorer is not supported.** See further information here if needed. [Requirements & Supported Browsers – Livestream](#)

**Corporate IT Settings**
Some corporate IT settings will block websites. Please have your IT Security team whitelist the following url which will be used for the ASE 2021 Virtual Experience platform:


**Email Whitelist**
Platform access notices will be emailed directly from the following email addresses, please add these email addresses to your allowed senders list and whitelist them as possible.

- EventNotice@XpressReg.Net
- eventconfirmation@xpressreg.net

**Mobile Support**
The ASE 2021 Virtual Experience is designed with a responsive interface that is mobile-friendly.

**Common Video & Platform Site Loading Issues**
If you are having trouble loading the platform page or running the session videos, try the following solutions:

- This could be related to your firewall security settings. Disconnect from your VPN, and try loading the site again.
- Clear your cache and cookies, and try loading the site again.
- If you are using a Smart Device (iPhone, Android) or iPad, download the Zoom app to help stream the session videos.
- The platform requires a lot of bandwidth. Make sure you are sitting close to your WiFi router, or try connecting to a hardwire internet line.

**Prevent Cross-Site Tracking**
To prevent issues with videos not playing, make sure to turn off cross-site tracking:

**Apple Users (iPhone, iPad, MacBook)**
1. Open the Settings app (it looks like a gray gear symbol)
2. Scroll down to Safari and tap it
3. Scroll down to “Prevent Cross-Site Tracking”
4. Toggle it off so it’s not green
5. Refresh the browser and try running the videos once more

**Google Chrome Internet Browser**
1. Click the 3 dots in the top right-hand corner
2. Navigate to the Settings Tab
3. Scroll down and click the tab labeled “Cookies & Other Site Data”
5. Refresh the browser and try running the videos once more.