ASE 2021 Virtual Experience

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:

- **https://ASE2021.onlineeventpro.freeman.com**

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"
4. Be sure to add https://ASE2021.onlineeventpro.freeman.com to "Sites that can always use cookies."
5. Refresh the browser and try running the videos once more.