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.

Platform Site Loading
If you are having trouble loading the platform page, it could be related to your firewall security settings. Disconnect from your VPN, or try opening the browser in “incognito” mode. Another option is to clear your cache and cookies, and try loading the site again.

Prevent Cross-Site Tracking
To prevent issues with videos not playing, make sure to turn on 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. Navigate to the Settings Tab
2. Scroll down and click the tab labeled “Cookies & Other Site Data”
3. Be sure to add [https://ASE2021.onlineeventpro.freeman.com](https://ASE2021.onlineeventpro.freeman.com) to “Sites that can always use cookies”. (See screenshot below as reference)
4. Refresh the browser and try running the videos once more.