Supported Browsers

- We support the most current version of popular browsers Chrome, Safari, Edge, and FireFox.
- **Chrome is the preferred browser.**
- **Internet Explorer 11 is not supported** as Vimeo Livestream is critical and not available on Internet Explorer.

If you are unable to successfully login and view the program, follow the steps below for resolving your issue on your computer.

Troubleshooting

Disconnect Institution / Company VPN Access

Ensure that you are disconnected from your institution’s / company’s virtual protocol network (VPN).

Clear Cache and Cookies

There might be a problem with the web browser’s cache and cookies. Try logging in using an "incognito" feature (which usually ignores all your stored cache and cookies).

If logging in via incognito works, you might need to clear your browser’s cache and cookies to be able to log in from a normal window again.
How do I clear my cache? Every browser has a different way to clear cache and cookies, so you will have to check how to do this depending on what you are using.

Chrome

- On your computer, open Chrome.
- At the top right, click the 3 stacked dots.
- Click “More tools”.
- Click “Clear browsing data.”
  - At the top, choose a time range.
  - To delete everything, select All time.
  - Next to “Cookies and other site data” and “Cached images and files”, check the boxes.
  - Click “Clear data”.

Edge

- On your computer, open Edge.
- Press the keys [Ctrl], [Shift] and [Del].
- A new Window opens. Select the option “temporary services and files”.
- Confirm your selection by clicking on the “delete” button.

FireFox

- Click the menu button at top right (3 stacked lines) and select “Settings”.
- Select the “Privacy & Security” panel.
  - In the “Cookies and Site Data” section, click “Clear Data”.
  - Remove the check mark in front of “Cookies and Site Data”.
  - With “Cached Web Content” check marked, click the “Clear” button.
  - Close the “about: preferences” page.

Safari

- Open “Settings”.
- Tap “Safari”.
- Tap “Clear History and Website Data”.
Corporate IT Settings / Antivirus and Firewall Software

Some corporate IT settings will block websites. These corporate Antivirus and Firewall software sometimes automatically block certain websites out of minor suspicions, and the web page following the login page might have been blocked causing you to be unable to login.

If you think there might be a problem with your Antivirus or Firewall software, you can try logging in using a different device. For example, if you are logging in from a desktop computer, try logging in using your mobile phone.

Whitelisting / Safelisting

Website address for IT security whitelisting/safelisting, whitelist addresses as shown.

OE Pro Sites:

The event show url: https://online.weftec.org
*.onlineeventapi.com
*.onlineeventapp.com
*.freemanco.com
https://oepauthentication.azurewebsites.net
https://fileviewer.freemanco.com
https://eu.jotform.com/OEP_Support/freeman-virtual-support-portal
http://eum.appdynamics.com
https://quant-app.com
https://quant-api.com
oepbasicauth.azurewebsites.net
http://freeman.whereby.com

Partner Sites:

https://app.powerbi.com
https://www.sli.do
WEFTEC Online – Know Before You Join

https://cognito-idp.us-west-2.amazonaws.com
https://cognito-idp.us-east-1.amazonaws.com
https://onlineeventpro-content-prod.s3.us-west-2.amazonaws.com
Cdn.livestream.com
Api.new.livestream.com
playback2.akamaized.net/*
playback.akamaized.net/*
livestream-f.akamaihd.net/*
secure-playlist.livestream.com/*
http://stream.io.api.com
http://ladesk.com
https://www.livestream.com
Lennd.com (if applicable)
Filestack.com
Cloudfront.net
https://whereby.com

Attendee Interactive:
https://ww2.highmarksce.com/wefce/index.cfm?do=usr.accountGateway&signInType=attendee&providerHash=heWjMIW&APIKey=3559ECED60C4C3B8918276A3CD10AB2B&nextStep=ip.confirmCEU__verifyFlag=false__eventId=AI_EVENTID__attendeeId=AI_ATTENDEEID&RegId=[RegId]&WEFSessionNumber=[WEFSessionNumber]&plannerId=2031

**QWEmail Server Whitelist:**

- Quant: no-reply@quant-app.com

**Troubleshooting Livestream**

- Turn off Ad-Blocker
- Login using a personal device
Mobile Support

OE Pro is designed with a responsive interface that is mobile-friendly.

Video Networking Requirements

Chime: https://docs.aws.amazon.com/chime/latest/ag/network-config.html
Whereby: https://whereby.helpscoutdocs.com/article/425-network-requirements#config