Technology Tips

Supported Browsers:
WEFTEC Connect supports the most current version of the popular browsers; Chrome, Safari, Edge, and FireFox. Chrome is the preferred browser.

IE 11 is no longer supported as Vimeo Livestream is critical and not available on IE. See further information here if needed. [Requirements & Supported Browsers – Livestream](#)

If You're Having Trouble Accessing WEFTEC Connect:
If you are having trouble accessing the site, please try the following:

1. **Adjust Corporate IT Settings**
    Some corporate IT settings will block websites. Please have your IT Security team safelist the following addresses:
    *   https://onlineeventapi.com
    *   https://www.weftecconnect.org/
    *   https://matchmaking.grip.events
    *   https://oepauthentication.azurewebsites.net
    *   https://fileviewer.freemanco.com
    *   https://www.livestream.com
    *   https://eu.jotform.com/OEP_Support/freeman-virtual-support-portal

2. **Seeing a 'no connection page' or "network error" upon login**
    a. There might be a problem with the web browser's cache and cookies
       Try logging in using an "incognito" browser window (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. Every browser has a different way to clear cache and cookies, so you will have to check how to do this depending on what browser you are using.

    b. There might be a general problem with the web browser
       It is possible that some settings on your web browser are causing the problem with logging in. If you are using an uncommon browser, it is also possible that it might not be supported by our system.

       o   Try logging in using another browser. If logging in with another browser works, then there are many possible reasons why the browser you normally use isn't currently

working. "JavaScript" and "Accept Cookies" should be enabled/allowed. These are the two more common issues for this type of problem.

- o Make sure Google Chrome is correctly accepting cookies, you can go to "Settings > Privacy and Security > Site Settings > Cookies and site data". The option "Allow sites to save and read cookie data" should be enabled. The options "Keep local data only until you quit your browser" and "Block third party cookies" should be disabled.

c. There might be a problem with blocking via the antivirus or corporate firewall policies
Antivirus and firewall software sometimes automatically block certain sites out of minor suspicions, and the web page following our 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, 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.

If logging in using a different device works, this proves in general that the issue is due to something affecting the device that cannot login. This would need to be done for all forms of antivirus and firewall software on your computer. You may need to engage your IT help desk if this is a corporate IT policy.

d. If using a corporate VPN
- o Turn off VPN
- o If turning off the VPN is not an option, ask your IT department to whitelist the websites listed above under **Corporate IT Settings**.
- o Use your personal device to access the site. WEFTEC Connect is optimized for mobile viewing.

3. **Troubleshooting Livestream**
   a. Turn off Ad-Blocker

If you have additional technical support questions, please visit: https://eu.jotform.com/OEP_Support/freeman-virtual-support-portal