Login tips to access the *virtual* CROI 2021 Platform

- The first step in trouble shooting would be to clear your cache. Browser cache is data stored on your hard drive that are used in place of retrieving data from the internet. An example of data stored would be the menu bar at the top of a website that is used on all tabs of the site. This data are recorded the first time you enter the website and are pulled from your hard drive every time you enter the page.

- **Try clearing cache-**
    - Clearing cache is emptying the stored data that are in your hard drive. This will require your computer to download all the information again when returning to the site.
    - Clearing your cache will eliminate old data stored from the page and allow you to start fresh with the website.
- **How do I clear my cache?**
    - You will need to enter your browser's privacy and security settings. Select "Browsing data" and "Cached images and files", Last step will be to select "clear now". For more specific browser instructions see below. You may also wish to follow up with your institution's IT department for further assistance.

- **Google Chrome:**

    - Type **CTRL+SHIFT+Del** to go directly to the clear browsing data dialog box, below. You can also, click the vertical dots at the top right of Chrome's menu bar, and then click **Settings.**
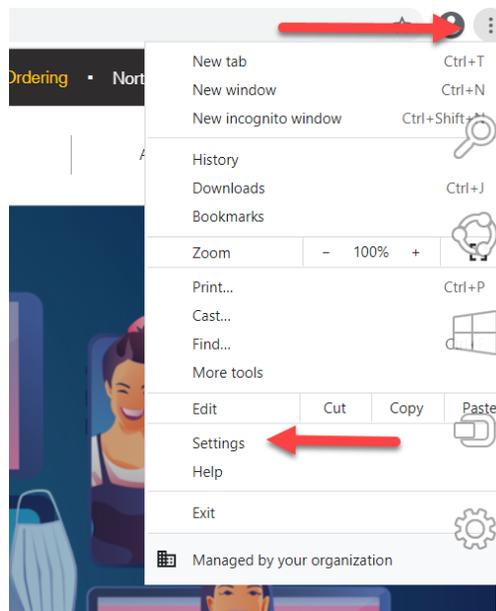

- Scroll until you see "Clear browsing data"
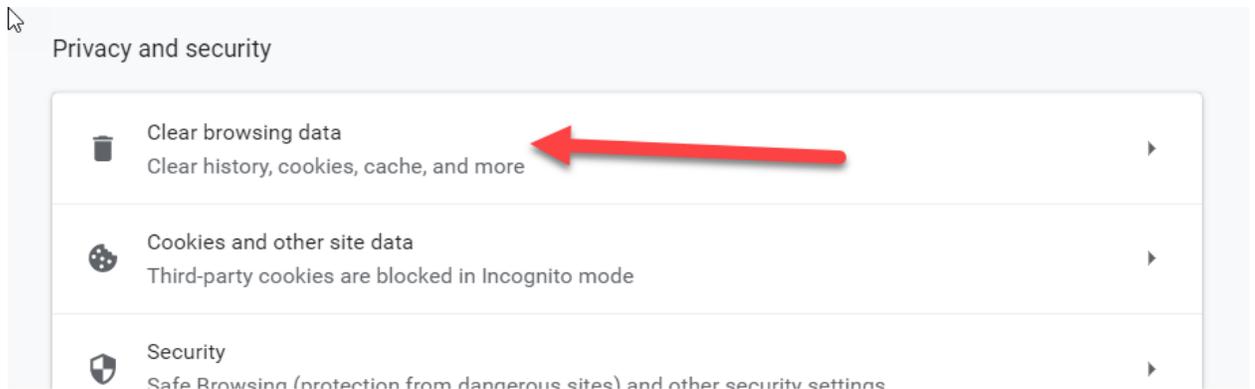
- You may need to scroll to the bottom and click Advance to show more options.
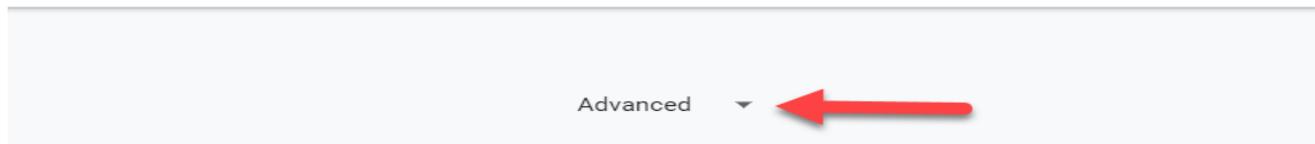
- Ensure that "Cached images and files" is selected, this represents the browser cache. Then click "clear data"

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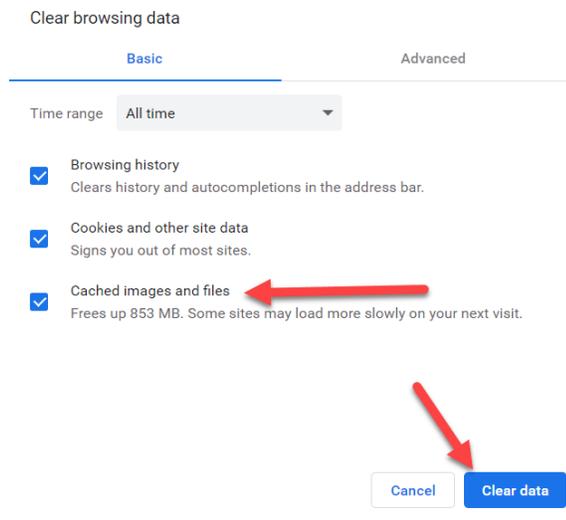
- **Microsoft Edge:**

  - Type **CTRL+SHIFT+Del** to go directly to the clear browsing data dialog box, below. You can also, click the horizontal dots at the top right of Chrome's menu bar, and then click **Settings.**

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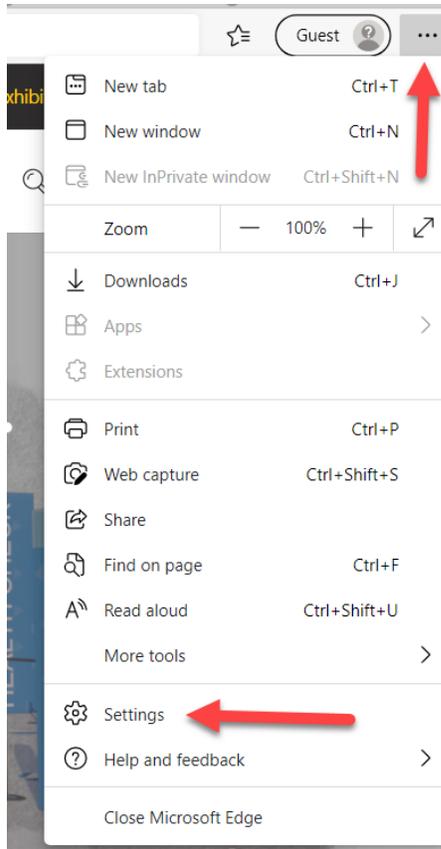
- You will then need to click on privacy and settings.

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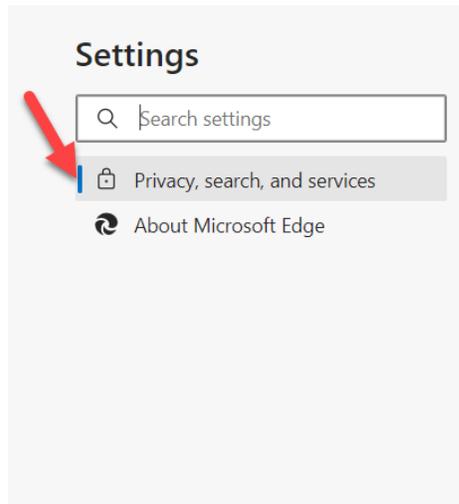
- Click "Choose what to clear"
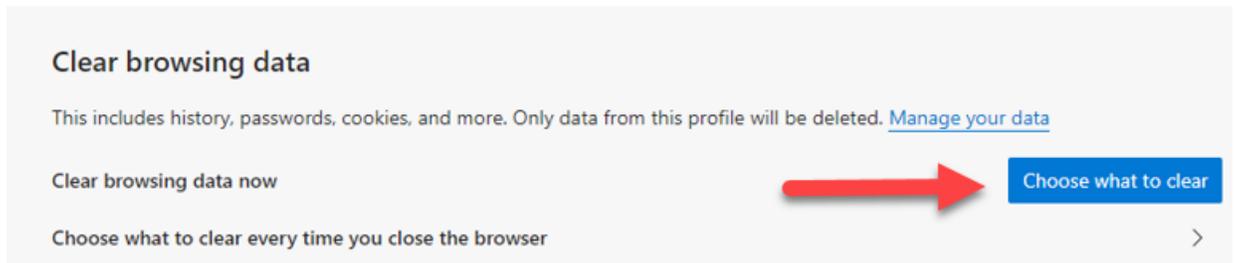
- In the Clear browsing data menu, ensure that "Checked data and files" is checked. This represents the browser cache. Then click "Clear now"

What is the best operating system to view the Virtual meeting?

Supported Browser Language:

We support the most current version of the popular browsers; Chrome, Safari, Edge, and FireFox. **However, Chrome is the preferred browser.**

IE 11 is no longer supported as Vimeo Livestream is critical and not available on IE.

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.

If you think there might be a problem with your browser, you can 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 is not currently working. "JavaScript" and "Accept Cookies" should be enabled/allowed. These are the two more common issues for this type of problem.

To 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.

Antivirus/Firewall

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. In this case, you can add 'uc2020.esri.com' &

'oepbasicauth.azurewebsites.net' to trusted websites on your antivirus and firewall settings to be able to login from your preferred device. 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.

Institutional IT Settings

Some institution IT settings will block websites. Institutions may limit access to certain websites or types of sites they believe might be harmful. To make exceptions to this list, organizations whitelist websites they consider safe for employees to visit when using their private network. A security feature to reduce insider threat—a cyber-attack. Please have your IT Security team whitelist the following addresses:

- **What is an IP whitelist?**
  - It is an approved list of IP addresses and/or IP domains that have permission to access your domain(s). Reserved for only trusted users, IP whitelisting is only set and updated by the site administrator. Please work with your IT to ensure the follow urls are whitelisted:
- www.vcroi2021.org
- iascroi21.onlineeventpro.freeman.com

- https://onlineeventapi.com
- https://oepauthentication.azurewebsites.net
- https://fileviewer.freemanco.com
- https://eu.jotform.com/OEP_Support/freeman-virtual-support-portal
- https://whereby.com/
- Cdn.livestream.com
- Api.new.livestream.com
- playback2.akamaized.net/*
- playback.akamaized.net/*
- livestream-f.akamaihd.net/*
- secure-playlist.livestream.com/*
- https://matchmaking.grip.events
- http://stream.io.api.com/
- http://ladesk.com/
- http://eum.appdynamics.com/

After attempting all of the above steps, if you are still experiencing any technical problems, please click HERE and complete the form for Technical Support.