<p align="center">**Content For "Know Before You Join"**</p>

Supported Browser Language:
We support 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](#)

Corporate IT Settings
In some rare cases, corporate IT settings will block unknown websites. Please have your IT Security team whitelist the following addresses to help alleviate access trouble:

> **OE Pro Sites:**
> https://tps2020.onlineeventpro.freeman.com/
> https://onlineeventapi.com
> https://oepauthentication.azurewebsites.net
> https://whereby.com/
> Cdn.livestream.com
> Api.new.livestream.com
> playback.akamaized.net/*
> livestream-f.akamaihd.net/*

> **Grip Site**:
> https://matchmaking.grip.events

> **Troubleshooting Livestream**
> Turn off browser-based Ad-Blockers

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

Customer Support

Some common questions to ask for users having trouble accessing OEPro:

- If the user is seeing a 'no connection page' or "network error" upon login
- Has the user cleared their cache?
- Is the user on a corporate VPN?
    - Can they access OEPro with VPN turned off?
        - If so, to run on VPN their security team will need to whitelist OEPro and Grip
- Can they access the site on a personal device?

Simplest solution:

Try another device.

Next options:

1) 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. 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.

2) 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 isn't 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.

3) **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 'http://tps2020.onlineeventpro.freeman.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.