



**KIDNEY  
WEEK** 2022

Know Before You Go  
**Technology**

### Supported Browsers

The Kidney Week 2022 Virtual Platform supports the most current version of the popular browsers including: Chrome, Safari, Edge, and FireFox. Chrome is the preferred browser.

Internet Explorer 11 is no longer supported.

### Supported Devices

The Kidney Week 2022 Virtual Platform is designed with a responsive interface that is mobile friendly. You may access the digital meeting on your smartphone, tablet, or computer. We recommend that the site is accessed only through one device and through Chrome or Safari for the best user experience. You must log in again on each new device.

If you need technical assistance, please go to the following link on the platform and fill out the technical support form: <https://kidneyweek.asn-online.org/support>. You may also visit our ASN Live Chat at the bottom of each page of the platform or contact [email@asn-online.org](mailto:email@asn-online.org).

### Corporate IT Settings

Some corporate IT settings will block websites. Please have your IT Security team whitelist the following addresses:

#### Sites

<https://onlineeventapi.com>  
<https://onlineeventapp.com>  
<https://freemanco.com>  
<https://oepauthentication.azurewebsites.net>  
<https://fileviewer.freemanco.com>  
<https://fileviewer.freemanco.com>  
[https://eu.jotform.com/OEP\\_Support/freeman-virtual-support-portal](https://eu.jotform.com/OEP_Support/freeman-virtual-support-portal)  
<http://eum.appdynamics.com>  
<https://quant-app.com>  
<https://kidneyweek.asn-online.org>  
[oepbasicauth.azurewebsites.net](https://oepbasicauth.azurewebsites.net)  
<http://freeman.whereby.com>  
<https://asn.apprisor.org>  
<https://vb.tapsnap.net/kidneyweek2020>  
<http://kwtoolkit.asn-online.org>  
<https://app.powerbi.com>  
<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](https://cdn.livestream.com) [Api.new.livestream.com](https://api.new.livestream.com)

### **Sites (cont.)**

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  
https://www.lennd.com/  
https://www.filestack.com/  
http://cloudfront.net/  
https://whereby.com

### **Troubleshooting Livestream**

Turn off Ad-Blocker

Log-in using a personal device

## **Technical Issues**

If you experience technical issues with the event website (404 error pages, video playback issues, trouble connecting to live chat, etc.), please try the following steps to troubleshoot:

1. Log in again using a different supported browser (Chrome, Safari, Edge, FireFox).
2. Be sure your browser is up to date. We recommend using Chrome or Safari.
3. Check your Wi-Fi connectivity.
4. If using a VPN, disconnect and log in again or completely disconnect from the VPN.

If you can see video and hear audio, then your video player is working. If you do not, please check to make sure you are using an updated browser. We recommend using Chrome or Safari, and be sure to refresh your browser. If you still have issues, please go to the following link on the platform and fill out the technical support form: <https://kidneyweek.asn-online.org/support>. You may also visit our ASN Live Chat at the bottom of each page of the platform or contact [email@asn-online.org](mailto:email@asn-online.org).

## **Solutions to Common Questions**

1. Confirm that you are using the correct link: <https://kidneyweek.asn-online.org> to access the platform.
2. Make sure that you are using your ASN login that you used to register for Kidney Week 2022.
3. If you need to reset your password, visit the ASN website here: <https://www.asn-online.org/password>.
4. If you see a no connection page or network error upon login, check that you have done the following:
  - a. Cleared your cache.
  - b. If you are using a VPN, turn it off.
  - c. If the VPN is needed, have your security team whitelist the websites above.
  - d. Try to access the site on a personal device.

### **If none of the solutions above work:**

#### **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 this works, then 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:

- **Chrome** – On your computer, open Chrome. At the top right, click the menu button (3 stacked dots) > More tools > Clear browsing data. At the top, choose a "Time range." To delete everything, select "All time." Check the boxes for "Cookies and other site data" and "Cached images and files." Click the "Clear data" button.
- **Safari** – On your computer, open Safari. Open "Settings." Click "Safari." Click "Clear History and Website 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** – On your computer, open Firefox. At the top right, click the menu button (3 stacked lines) > Settings. Click the "Privacy & Security" panel. In the "Cookies and Site Data" section, click the "Clear Data" button. Remove checkmark for "Cookies and Site Data." Add checkmark for "Cached Web Content." Click the "Clear" button. Close the "about: preferences" page.

## **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, then it is also possible that it might not be supported by our system.

If you think there might be a problem with your browser, then try logging in using another browser. If this works, then there are many possible reasons why your usual browser is not currently working. "JavaScript" and "Accept Cookies" should be enabled/allowed.

To make sure 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 webpage following our login page might have been blocked causing you to be unable to log in.

If you think there might be a problem with your antivirus or firewall, then try logging in using a different device. For example, if you are logging in from a desktop computer, try logging in using your smartphone. If this works, then the issue is due to something affecting the device that cannot log in. In this case, you can add <https://kidneyweek.asn-online.org> and [oepbasicauth.azurewebsites.net](https://oepbasicauth.azurewebsites.net) to trusted websites on your antivirus and firewall settings to be able to log in 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.