

# AUDIENCExSCIENCE Tech Tips

*Thank you for joining our live virtual experience! Below is a helpful guide with tech tips for troubleshooting issues that you may experience during the event.*

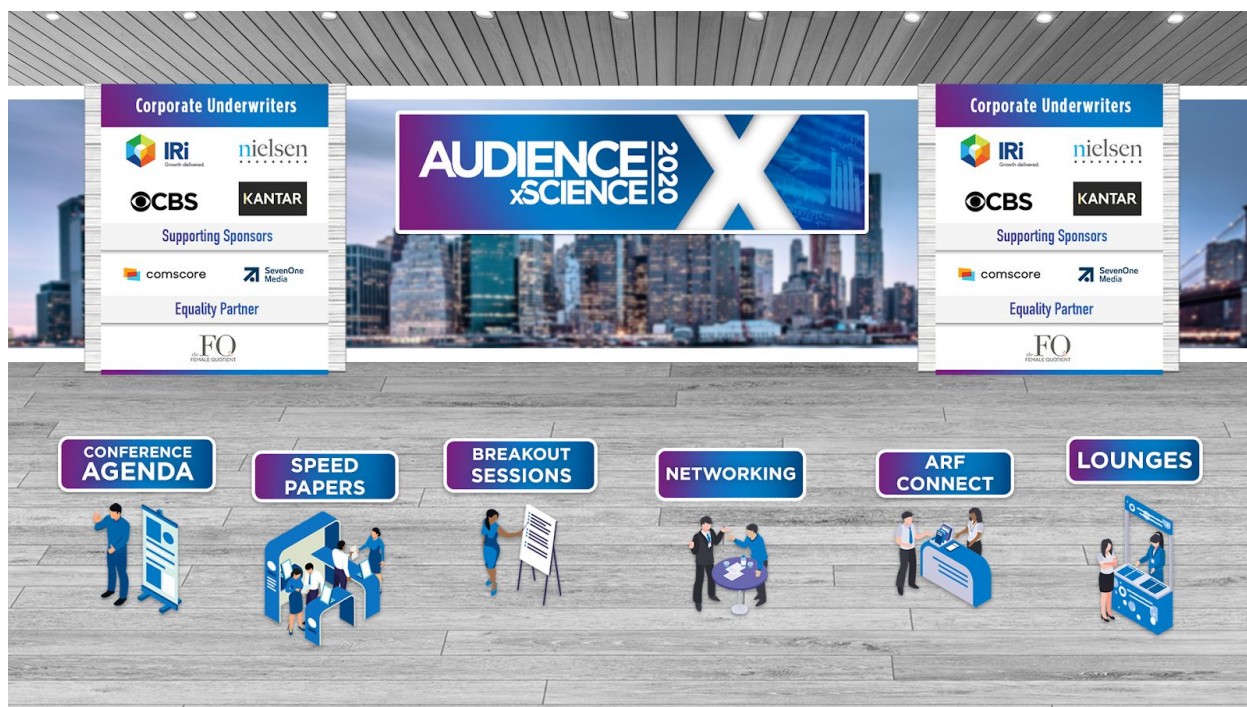
## Password Not Working

Please make sure you are on <https://www.splivestream.com/arfax2020/> and that you are using all caps **AXS2020**. This password will only work with the email that you registered with so please ensure you are entering the correct email address.

## Interactive Lobby

You can interact with our virtual lobby and lounges by clicking on any image and/or the corresponding text above it. If you do not see an image like the one below upon logging into the site, you may have a browser compatibility issue. Keep reading for help troubleshooting.

*Tip: If an image is clickable, the entire area will highlight as your mouse passes over it*



## *Inability to see the video player or interactive images*

### **Change your browser**

If you see a black box or no visible player on your screen, try using a different web browser. We recommend [Google Chrome](#) or [Firefox](#) for best compatibility. This will also help you troubleshoot an inability to see our interactive lobby and/or lounge images.

### **Check your cookies preferences**

If using a different browser didn't work, please ensure that your browser preferences are set to allow cookies. Here are the settings for [Google Chrome](#) and [Firefox](#).

### **Delete your cookies**

If you are already on one of our recommended browsers and have the settings mentioned above enabled, try deleting your cookies by pasting the text below into your browser's address bar and following the on screen prompts.

**Google Chrome:** `chrome://settings/privacy`

**Mozilla Firefox:** `about:preferences#privacy`



 Chrome | `chrome://settings/privacy`

Though we strongly recommend the above browsers, below are the cookie settings for Safari, Internet Explorer and Microsoft Edge.

**Safari:** preferences>privacy> uncheck "block all cookies" manage website data, remove all. ([online guide](#))

#### **Internet Explorer:**

1. In Internet Explorer, select the Tools button, point to Safety, and then select Delete browsing history.
2. Select the Cookies and website data check box, and then select Delete.

#### **Microsoft Edge:**

1. Open the new Microsoft Edge and then select Settings and more > Settings > Privacy and services.
2. Under Clear browsing data, select Choose what to clear.
3. Under Time range, choose a time range.
4. Select Cookies and other site data, and then select Clear now.

### **Disable Firewall Settings**

If you are on a company computer or a computer that is connected to a company VPN, there may be a firewall setting that is blocking the player from showing. Please disconnect from your VPN or try accessing the site on a personal device such as a tablet or cell phone. You can also ask your company to whitelist our domain (<https://spvirtualexperience.com/>).