VIRTUAL EVENT PLATFORM
TROUBLESHOOTING GUIDE

SUPPORTED BROWSERS

Google Chrome, Mozilla Firefox, and Microsoft Edge.
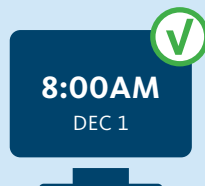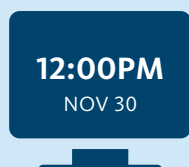
IS MY DEVICE COMPATIBLE?

Not sure if your browser is up to date? *Click here to check.*

DISABLE ADBLOCKERS

Please disable adblockers for the event website, alexandriaevents.are.com.

USE THE SAME DEVICE EVERY TIME

12:00PM
NOV 30

8:00AM
DEC 1

Please access your unique link from the same device every time.

IMPORTANT DOMAINS

Event website:
alexandriaevents.are.com

Email sender:
alexandriaevents@are.com

FIREWALL ISSUES?

Individual company firewalls may block access to the event stream.
If you think you have a firewall issue, please contact your internal IT support.

DON'T MISS A MINUTE
We strongly encourage you to test your event access link prior
to the meeting to troubleshoot any issues in advance.