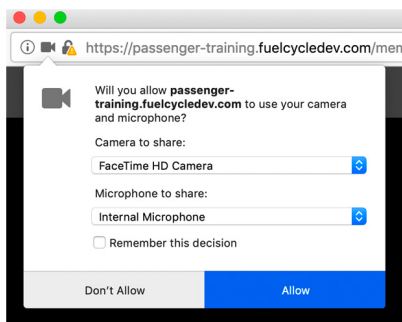# FC Live

Supported Devices and Browsers

FC Live is supported on the Fuel Cycle Android and iOS mobile apps and the following desktop browsers:

- Chrome version 72+ (video and screensharing)
- Firefox version 52+ (video and screensharing)
- Safari version 11+ (video only; no screensharing).

How to Join a Video Session

When the session begins in 60 minutes or less, you'll see a countdown to start time on the Activity page. As soon as the start time is reached and the moderator has started the session, you'll see a Join Now button to click.

If you are joining from a desktop/laptop browser, affirm that the Community will be able to access your existing camera and microphone.

NOTE: YOU MUST ALLOW THE BROWSER TO ACCESS YOUR CAMERA AND MICROPHONE IN ORDER TO PARTICIPATE IN THE VIDEO SESSION.

If you don't allow access to your camera and microphone, your browser will be black, and nothing happens. You must allow access to your camera and microphone.

Once the video session is over, the browser will no longer have access to your camera and microphone. This permission only lasts as long as the session lasts.

If you are joining from an office or other professional environment, audio and video might be blocked by an internal firewall. Work with your IT department to fix this by one of the following:

Option 1: Add "*.twilio.com" to the SSL decryption bypass on your web proxies.
Option 2: Whitelist the IP addresses outlined at this link: https://www.twilio.com/docs/video/ip-address-whitelisting

Fuel Cycle, Inc.