![FC Live logo]

Supported Browsers

FC Live is supported on the following desktop browsers:
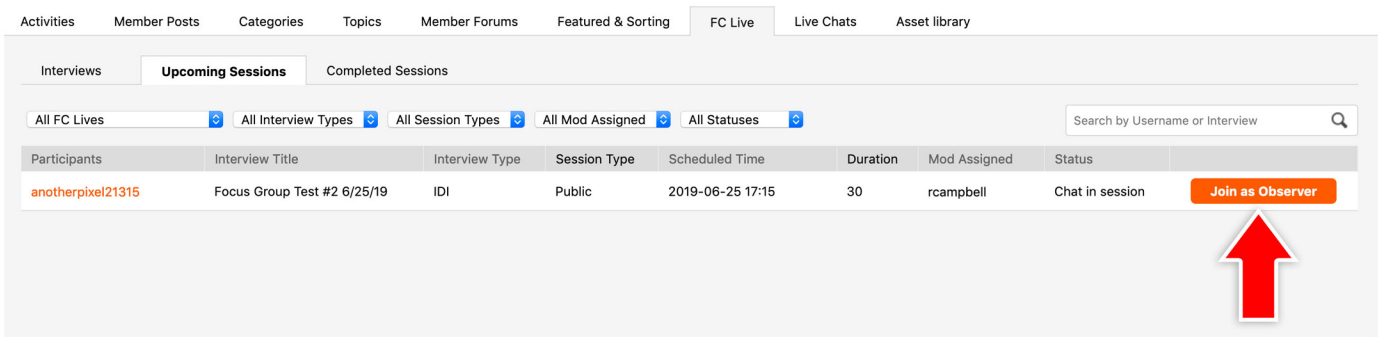
- Chrome version 72+ (recommended browser for best experience)
- Firefox version 52+
- Safari version 11+

How to Join as an Observer

Login in to the admin area with a moderator or client account (if you need an account, please request one from your Fuel Cycle representative).

Once logged in, navigated to Activities > FC Live > Upcoming Sessions

On this screen, you'll see a list of all FC Live sessions. Once the host moderator has started a session, you'll see the status as "Chat in session" and you can join as an observer by clicking the "Join as Observer" button.

A new browser window will launch with the FC Live session. The right column includes a Mod Chat where you can chat with the host moderator and other observers. You can also click the Observers tab to see who else has joined as an Observer.

NOTE: As an observer, the participants cannot see or hear you. Participants cannot see the Mod Chat or Observers column either. You can Exit and Rejoin as an observer at any time during the session.

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

Option 1: Add "*.twilio.com" to the SSL decryption bypass on your web proxies

Option 2: Whitelist the IPs outlined at this link: https://www.twilio.com/docs/video/ip-address-whitelisting