

MOBILE APP USER INFORMATION



Which Version of Android do I need to run the Event App?

Your device needs to be running Android version 5.0 or above to use the app.



Which Version of iOS do I need to run the Event App?

Your device needs to be running iOS version 10 or above to use the app.

If you are using the mobile web app on an iPad or Tablet, etc., you must have cookies turned on in their mobile browsers. (This is not necessary for any native iOS or Android app.)

Attendee Mobile App Features:

Navigation. The main sections of the app can be accessed from any page within the app by clicking the menu icon in the upper left-hand corner (looks like three stacked horizontal lines) or sideswiping to the right. Select the "Home" button to return to the app's gathering homepage. You can Search the sessions, attendees, speakers, and sponsor/exhibitor sections using the magnifying glass icon in the upper right-hand corner or the search bar. *For multi-event apps, select "Back to List" to return to the app's list/landing page.*

Sessions/Agenda. In the Sessions section you will be able to access session times, room locations, speaker information, and any session descriptions. When you select a session, you can click on the map icon to pull up the floor plan map and see a drop pin on the room location for that session. Clicking on a speaker name pulls up their detail page. You can search for session titles, group terms, speaker names, and location names in the Agenda. If applicable, you may Filter the sessions by group terms by clicking on the funnel icon and selecting a specific filter option to see its relevant sessions. If any Links, Live Polls, and/or Surveys have been added to the session, you may click on the appropriate button to view and participate.

My Schedule. You may customize your schedule by adding agenda sessions to the My Schedule section. Select a session within the agenda and click on the "My Schedule" button to save it. Then view your saved agenda sessions under the My Schedule section. You may also set up off-agenda personal events by selecting the pencil icon in the My Schedule section.

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Speakers. Click on the Speakers section to view more detail on the speakers and their sessions. You may search by name, title or organization. You may also access speaker detail on an agenda session.

Attendees. In the Attendees section you can search and sort the list by Name, Organization, or any designated group terms. And, if applicable, you may Filter the list by group terms by clicking on the funnel icon and selecting a specific filter option to see its relevant attendees. If applicable to this app, an envelope icon next to the attendee name indicates the attendee has logged into the app and can be messaged (see Attendee-to-Attendee Messaging for more details on this feature.)

Sponsors. In this section, you may search and sort the list by sponsor Level, Name, Location, or any designated group terms. And, if applicable, you may Filter the list by group terms by clicking on the funnel icon and selecting a specific filter option.

Info. In the Info section you will find key logistical information about the event and the app.

Links. The Links section provides useful URLs.

Maps. Find your way at the event using the Maps feature. View all maps in the Maps section and click on a specific location on the map to reveal the location name. If applicable, for agenda sessions and exhibitors/sponsors, click on the map icon next to the location name to pull up the map with the specific location drop pinned.

Messages. Messages from the event organizer will appear in the Messages section of the app. Allow Push Notifications on your device for this app to receive important messages from the event organizer even when you are not in the app. If applicable to this app, login to send new individual messages to other logged-in attendees, and to receive and reply to individual messages (see Attendee-to-Attendee Messaging for more details on this feature.)

Notes. You can take notes in most sections of the app. Click on an agenda session, attendee, speaker or exhibitor/sponsor/company and select the notepad icon in the upper right-hand corner (or swipe the screen to the left). By selecting "All Notes" on the note-taking page, you can "Collect" your notes and the app will organize them by topic and allow you to email them to yourself. If applicable to this app, login to sync your notes across multiple devices.

Surveys. Offer your valuable feedback for agenda-related Surveys and Overall Conference Surveys. For agenda-related surveys, select the session and click on the session survey button, answer the questions and click "submit." For the Overall Conference Survey, go to the Surveys tab in the menu, select the survey, answer the questions and click "submit." The Overall Conference Survey is to be completed

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after the last day you attend the conference.

Login to participate in the following interactive app features:

Attendee-to-Attendee Messaging. Login to send attendee messages in the App. Check out the Messages section to compose a new message or reply to another logged-in attendee. To see the list of eligible recipients and to create a message, select the pencil and paper icon in the upper right-hand corner. You may also send a message from the Attendees section by selecting a logged-in attendee (indicated by an envelope icon next to the attendee's name in the Attendees list).

My Credits.

Login to the app and "Check-In" or take the session surveys for applicable agenda sessions to track your continuing education credits. Go to the My Credits section to view your progress.

Messaging Within the App

Though much of the app is accessible without logging in, to send messages to other attendees or to receive messages from other attendees, you must login to the app. If a password has not already been provided to you, you may easily create one.

Creating a Password

Overview: The app uses the email address with which you registered as your username. When you request a password, a reset link is sent to that email address, establishing your identity. Please click on the link in that email -- this will take you to a website where you may enter a password of your choosing.

To create an account 1) your email address must be on the list of attendees and 2) you must have access to that email address. If someone other than you submitted your event registration, it is possible that you may not have access to the email account we have on file, and it may be that multiple people were registered with the same email address. If this is the case, please contact the Francine Farrell at ategoresources@live.com to have your unique email address entered into the system.

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1. Request a Password Link

Instructions for iPhone/iPad

- Press the Login button in the top navigation bar.
- A login screen will appear. Enter just your email address in the top field and press the Email Password button in the top navigation bar

Instructions for Android

- Press the Login button, which is located just below the top navigation bar.
- A login screen will appear. Press the Request a Password link in the instructional text.
- Enter your email address in the single input field and press Email Password Link

Instructions for BlackBerry

- Press the Login link, which is located just below the "Messages" title text at the top.
- A login screen will appear. Press the Create a Password link in the instructional text.
- Enter your email address in the single input field and press the Send me password instructions link.

2. Check Your Email Account

Check the email account for the email you provided above. You will receive an email with a link. Make sure to check your junk/spam folder, just in case the message was incorrectly categorized as spam.

3. Click on the Link in Your Email and Create a Password

- Press the link in the email you received.
- You will be taken to a website where you may enter and confirm the password of your choosing.
- Once you have pressed the button on the form to create that password, you will be taken to a web page confirming that you are ready to send and receive messages for your event.
- You may now return to the event app and login with your email address and the password that you created.

Sending a Message

Not all attendees create an account or login, and therefore not all attendees will be reachable through the in-app messaging system.

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Instructions for iPhone/iPad and Android

If an attendee has logged in, there will be a small arrow next to their name on the attendees list. If you click on the attendee's name, you will be presented with the attendee's page. If they are eligible to receive messages, you may press the Send Message button in the upper right-hand corner in the navigation bar to compose a message.

Instructions for BlackBerry

If an attendee has logged in, his or her name will be hyperlinked and clickable on the attendee list. If you click on the attendee's name, you will be presented with the attendee's page. If they are eligible to receive messages, you may click on the Send Message link to compose a message.