

Mobile App FAQ

Where do I go if I need help with the app onsite?

Visit the Registration Desk!

Registration Desk Hours:

- Saturday, April 27 | 7:30am-6:00pm
- Sunday, April 28 | 7:30am-6:00pm
- Monday, April 29 | 7:30am-6:00pm
- Tuesday, April 30 | 7:30am-6:00pm
- Wednesday, May 1 | 7:30am-12:00pm

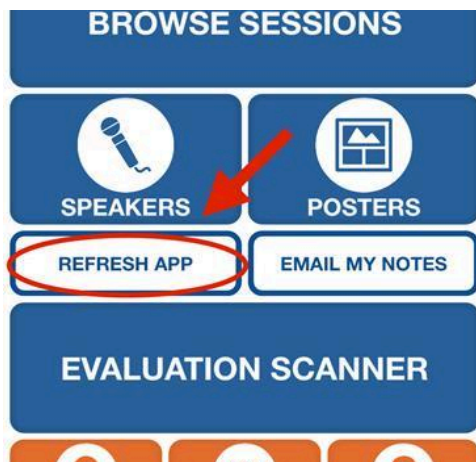
What do I do if I forget or lose my login information and get logged out?

AAEM Staff is happy to assist you if you lose your account information, please visit the registration desk for help logging in. **Do not** create a new account if you already have an existing one. Personalized schedules do not carry over to a new account.

Please keep your login information in a safe, easily accessible place in case you are logged out at any time during the conference.

How do I ensure that all of the information in the app is updated?

Refresh the app using the button on the home screen each time you open the app to ensure you are viewing the most up to date information. Tap the button circled below on your app to refresh.

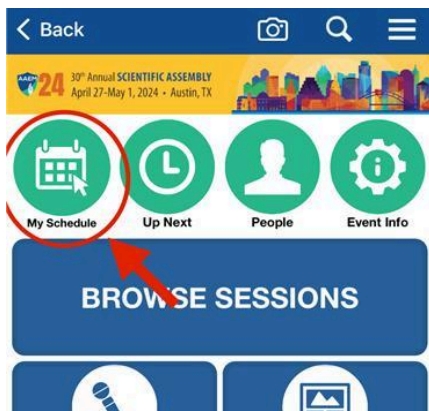


How do I add sessions to my personal schedule?

Browse the event information and create a personal schedule by tapping on the star next to presentation titles.



View your full daily schedule through the "My Schedule" tile on the app's home screen.



How do I enable push notifications for the mobile app? Is this important?

It is important to have your notifications on so you are notified when key sessions and events are about to begin. You can turn notifications on by allowing them when you are setting up the app or by visiting your phone's "Settings" app and searching for "AAEM Events".

Why am I asked to log in every time I open the app?

Due to Apple's terms and conditions, some iPhone users are asked to sign in every time an app is opened if it has been downloaded on their phone for an extended amount of time.

To fix this issue, we encourage you to try deleting and redownloading the "AAEM Meetings" app. If the issue continues, please visit the registration desk.

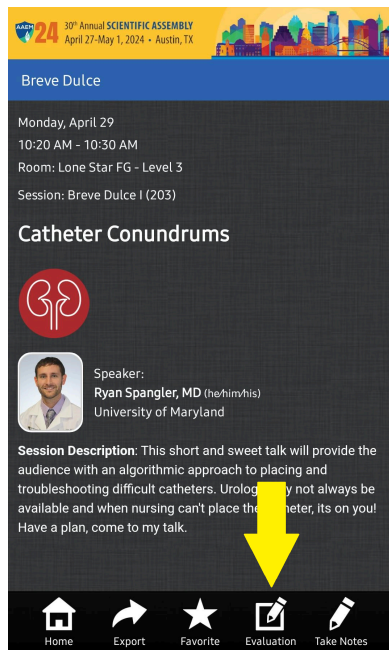
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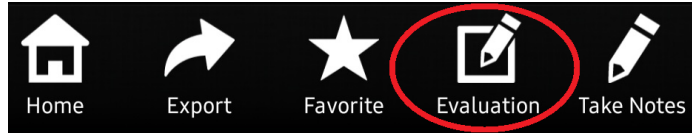
How do I fill out my evaluations?

The Education Committee values your feedback! Please complete **speaker evaluations** for each presentation you attend, and share your thoughts about the overall conference in the **Conference Evaluation**.

Speaker Evaluations

There is an **Evaluation** button at the bottom of each presentation.





How to Find Presentations in the app:

During a didactic presentation:

1. Speakers may include a QR code on their final slide.
2. Hold up your mobile device and click EVALUATION SCANNER on the app home screen.

Through BROWSE SESSIONS:

1. Select the BROWSE SESSIONS tile on the home screen.
2. Choose one of the "Browse by..." options (by day, presentation title, session type, speaker, etc.).
3. Open the presentation you attended.
4. Click the **Evaluation** button at the bottom of the presentation.

Using the Search Function:

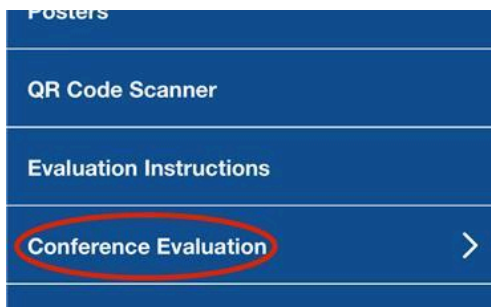
1. Select the search icon (magnifying glass at the top of the app's home screen).
2. Enter the presentation title, keywords from the title, or the speaker.
3. Open the presentation or speaker that you were looking for in the search results.
4. Click the **Evaluation** button at the bottom of the presentation.

Conference Evaluation

1. Select the "Event Info" tile.



2. Find "Conference Evaluation" on the list.



3. Open the webpage.

4. Fill out your evaluation and submit