

## Mobile App FAQ

### Logging in and Technical Help

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#### 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 are 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 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.

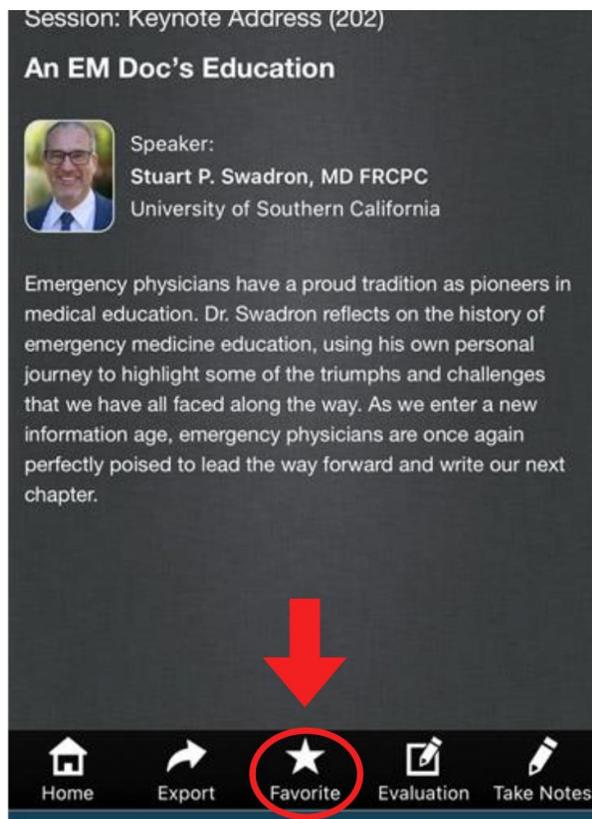
Please keep your login information in a safe, easily accessible place in case you are logged out at any time during the conference.

## Sessions and Presentations

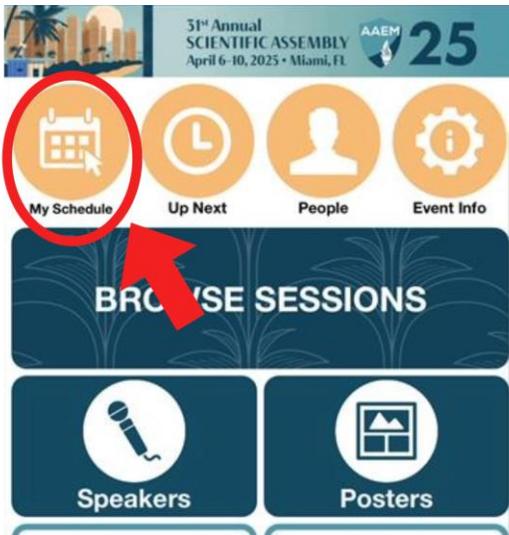
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### How do I add sessions to my personal schedule?

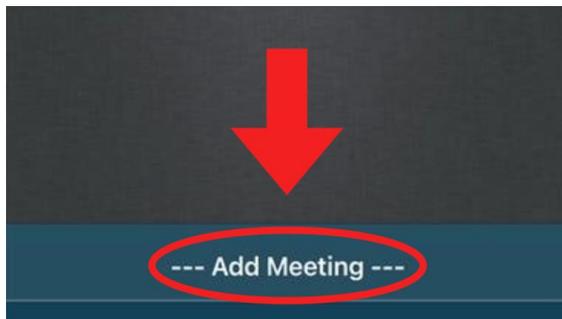
Create a personal schedule by tapping on the star next to presentation titles.



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



In the "My Schedule" tile, select "--- Add Meeting ---" if you have a meeting outside of AAEM25 programming that you would like to add to your schedule.



### How can I search for a presentation in the app?

Through Browse Sessions:

1. Select the "Browse Sessions" tile on the home screen.
2. Choose one of the "Browse by..." options (by day, by topic, session type, presentation title, speaker)

Using the Search function:

1. Select the Search icon - a magnifying glass at the top and bottom of the app's home screen 
2. Enter the presentation title, keywords from the title, or the speaker.

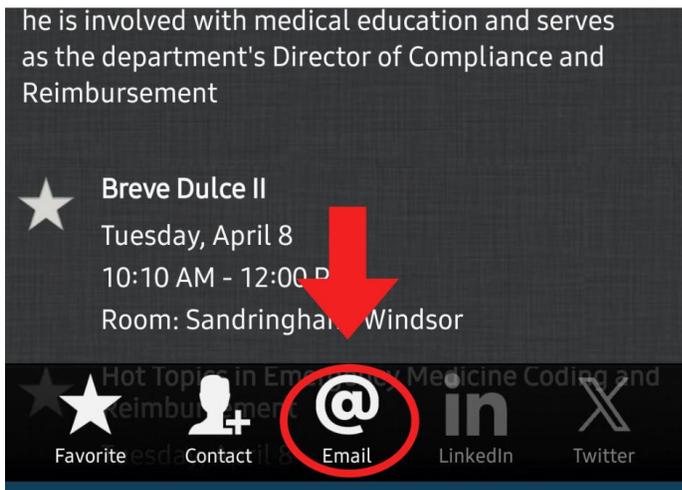
### Where can I find the presentation slides?

Speakers are encouraged to provide a handout, which may be their slides or a handout summarizing the key learning points. Handouts appear next to the speaker's name in the presentation. Please note, it is optional for speakers to share a handout. You can contact the speaker directly to ask if they would be willing to share their slides with you.



### How can I contact a speaker?

Click the "Email" icon in the Speaker profile. Please note, it is optional for speakers to share their contact information with attendees.



### Where can I take notes and access them later?

Click the “Take Notes” icon at the bottom of the presentation.

You can access the notes later in several ways:



- Presentations with notes appear in Browse Sessions under “My Notes”.
- On the home screen, click “Email My Notes” to email yourself a link to access your notes in a web browser.
- At the bottom of the presentation, click “Export” to email yourself the lecture details and a link to your notes.

## Evaluations

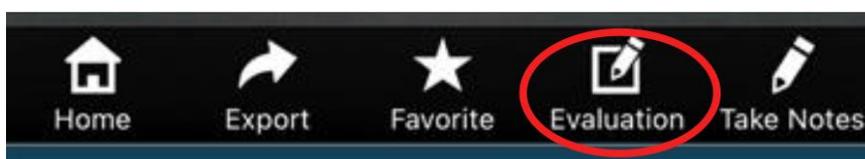
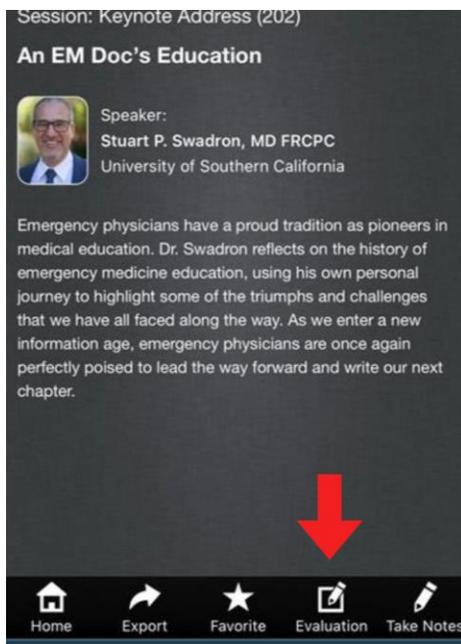
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### How do I fill out my evaluations?

We value 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:

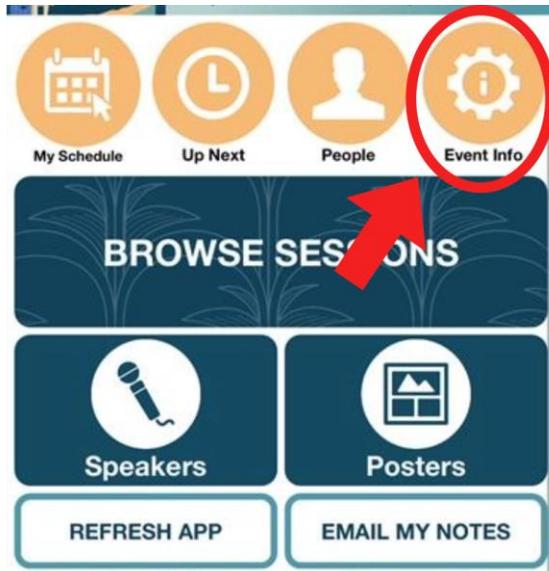
Click the **Evaluation** icon at the bottom of each presentation.



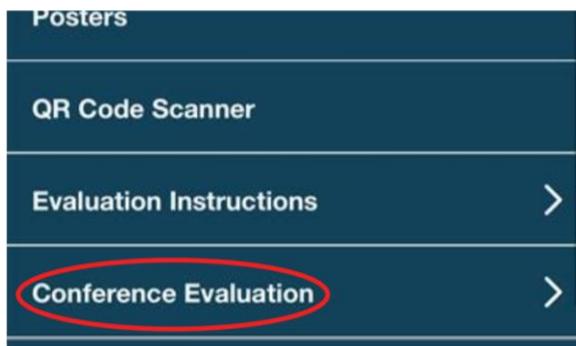
Speakers may include a QR code on their final slide, which you can scan with your phone's QR code scanner.

### 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

### Where can I claim CME?

CME certificates are issued via a separate web portal. A link to the CME portal will be emailed to you within 30 days after the conference. The link will also be posted on the AAEM25 [website](#).