



PPS 2017 CONFERENCE APP

Troubleshooting, Tips, and Tricks

Troubleshooting

WHY CAN'T I FIND THE APP IN THE APP STORE?

- Search for CrowdCompass AttendeeHub and Install it.
- Once downloaded, open AttendeeHub and enter "PPS 2017" into the search bar. Click on PPS 2017 and the conference app will download to your phone.
- *If you are using a Blackberry or Windows phone, you will need to use the web version of the app, found here: <https://event.crowdcompass.com/pps2017ac>*

WHY WASN'T MY INVITATION DELIVERED? There are three things that could be wrong if your invitation wasn't delivered. One, the email was sent to your junk folder. Two, your domain is blocking the email. Try a different email address with a different domain. Three, your company is blocking emails from our server. Send the following IP addresses and domains to your IT department and they can have our content whitelisted: *IP Addresses: 166.78.70.104, 198.61.255.245, 198.61.255.238*
Domains: crowdcompassmail.com, crowdcompass.mailgun.org, apta.org.

WHY CAN'T I LOG IN? In order to login, you must first verify your account. To do this, open the invitation you received using the email inbox you used to register for the conference or the app. Tap "Verify Account." Tap "Open App." Then click, "Finish." If you continue to have problems, visit the registration desk for help.

WHY CAN'T I VIEW MY SCHEDULE? My Schedule is different from the general attendee schedule located on the home page. You build a personalized schedule by clicking the plus button next to sessions when inside the "Schedule".

CAN I CHANGE THE LANGUAGE OF THE APP? Yes! Our PPS2017 app supports English, French, German, Spanish, and both Continental and Brazilian Portuguese. To change the language on **iOS**: From your device's home screen, tap Settings, then General, then select Language & Region. Tap iPhone Language and choose your preferred language from the list. Or, to change the language on **Android**: Swipe down on the home screen, then click the gear in the top right. Tap Language and Input, then Language. Choose your preferred language from the list. Once you do, text within the app will change as well.



NETWORKING TRICKS

First, Build Your Profile by tapping the hamburger icon in the top left corner of your screen. Then tap your name. If your name does not appear, you need to login first. Once you are inside your profile, fill out the text fields to give other attendees a sense of who you are. Write a short bio, provide contact information, and add social media and website information so attendees can connect with you outside of the app.

Make Your Profile Public so that attendees can learn more about you. Attendees will automatically see your name and company on the attendee list; but all other information in your profile is private unless you enable public profile access. To do this, use the hamburger menu to find your name. Click on it and uncheck the box near the bottom of the screen that says "Set Profile to Private." Public profiles will display all of the information included in your bio including phone, email, address, and social media handles.

Share your contact card with other attendees by finding and tapping their name on the attendee list. Click "Add Contact." If they accept, you will both exchange contact information automatically using the contact info you have in your profile.

Connect Your Social Media Account. When you connect your social media account to the app, you can make social media posts inside the app that will automatically share to your external accounts. Use the "Social Stream" icon to upload photos, text, and share sessions. To add social accounts, click the hamburger menu in the top left corner of the screen. Tap your name to access your profile settings. Scroll down to find a series of buttons prompting you to connect your social media accounts. Connect LinkedIn, Twitter, Facebook, or Google to your attendee app by clicking the button to "authorize in the app."

Follow an Attendee's Social Media Account Once you have shared contact information, access "My Contacts" using the hamburger menu in the top left corner of your screen. Click on the contact you wish to connect with online. You will be taken to a page that shows all of their social networks. Tap on any logo to connect to their online social account.

SESSION CHECK IN Let other attendees know that you are in a session by checking in. Inside the agenda, click the name of the session you are attending. Tap the blue "Check-Ins" button below the session title to check in to a session. You will see the number of session check-ins increase when you do!

HOW DO I CHAT WITH ATTENDEES? Find the person you wish to chat with in the attendee list. Tap their name, then the chat icon. Start typing!



PRIVACY TIPS

Can I Block An Attendee From Contacting Me? Yes! Find their name on the attendee list. Tap it. Then tap the chat icon. A "Block" button will appear on the top right corner of your screen. Click it. The attendee will no longer be able to contact you.

Can I Hide My Name From The Attendee List? Yes! You can hide your name from the attendee list available in the app. To do so, click "Attendees." In the top right corner of the screen, tap the settings icon. Click "Hide on Attendee List." Your name will no longer be displayed on the app's attendee list.

HANDOUTS AND NOTE-TAKING TRICKS

Where Can I Access the Session Handouts? The handouts can be accessed in two places. For a complete list of all conference handouts, click the "Handouts" icon from the home screen. Or, click "Schedule" from the home screen, find the course you are attending and click on it. All of the handouts for this session can be found below the description under "Documents."

Can I Take Notes Within The App? Yes! Click on any session, speaker, or attendee. Tap the "note" icon to bring up a blank page and your keyboard. Enter your thoughts, observations and ideas. Tap "Save" when finished. Notes can be exported and sent to your email at any time.

Can I Export Notes? Yes! Tap the hamburger icon on the top left corner of your app. Then click on, "My Notes." Here you will see all of the notes that you have taken throughout the event. Tap the share icon in the top right corner of the screen. The app will automatically generate a draft email that contains all of your notes. Enter your email address, and tap "Send."

How Do I Download Pdf Handouts And Brochures? Access the PDF you wish to download. Click the icon on the top right corner of the screen next to the document header. You will have the option to Send, Open, Save, or Print the document.