

# MOBILE AND WEBSITE FAQs

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**Quick Guide to Mobile Icons:**

**iPhone**

	Menu option. Depending on the location in the app you see this icon, it will provide you options on how to proceed with the item you selected. For example, if you are on the agenda page and you click on this icon next to a session you have the option to add that session, to your calendar or take notes on that session.
	This icon seen under "My Event" will allow you to export all your selected sessions as well as your accepted meetings requests to your preferred calendar.
	If you see this icon on a page of the mobile app, it means that you can apply filters to the information to help narrow your search. It can be based on interest or topic depending on the page you are on.
	This icon will allow you to search for key terms, phrases or names of attendees.

**Android**

	Menu option. Depending on the location in the app you see this icon, it will provide you options on how to proceed with the item you selected. For example, if you are on the agenda page and you click on this icon next to a session you have the option to add that session, to your calendar or take notes on that session.
	This icon seen under "My Event" will allow you to export all your selected sessions as well as your accepted meetings requests to your preferred calendar.
	This icon means that an item has been flagged. If this icon is found next to a session, it means it has been added to the list of sessions you are interested in attending. If found next to an attendee's name, it means that the attendee is now added to your list of contacts.
	If you see this icon on a page of the mobile app, it means that you can apply filters to the information to help narrow your search. It can be based on interest or topic depending on the page you are on.
	This icon will allow you to search for key terms, phrases or names of attendees.

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### ***How do I download the app to my phone?***

iPhone users can download the app through the iTunes store by searching for "[AAPMR2018](#)"

iOS App Requirements:

iPhone 4s and later

iOS 11 and later

iPad 2 and later

All iPad mini models

Android users can download the app through the Google Play store by searching for "[AAPMR2018](#)".

Android Requirements:

5.0 and up

### ***How do I login to the app?***

A registered member can login to the event app by using the same username (your email address) and password that you use to log in to [www.aapmr.org](http://www.aapmr.org). If you have forgotten your password or need assistance with your login information, contact [info@aapmr.org](mailto:info@aapmr.org). You can also reset your password by clicking "Forgot my password" on the login page.

### ***How do I edit my profile on the app?***

**iPhone** users can edit their profile information by clicking on My Event > Your profile photo (on the upper left hand corner) > Make Edits > Save

**Android** users can click on My Event > Edit (pencil icon on the top right) > Make Edits > Update

**NOTE: Edits made via this app will NOT update your AAPM&R member profile**

### ***How do I edit my notifications settings?***

You can edit your notifications settings by clicking More > Notification Settings.

### ***How do I add sessions I am interested in to my schedule?***

iPhone users can add sessions to their schedule by clicking on Agenda > The menu option (down carrot) on session they are interested in attending > Add to Schedule

Android users can add sessions to their schedule by clicking on Agenda > The menu option (the three dots) on the session they are interested in attending > Add to Schedule

**Note: Adding a session to your schedule does not mean that you are registered for the event. Some session are ticketed events, which will need to be purchased prior to the session. You can identify which sessions are tickets by noting the ticket icon on the bottom left of the logo on the session.**

***What does it mean to add someone to my contact list?***

Adding someone to your contact list means that you saving them as a contact in the mobile app. You will be able to easily search and communicate with your contacts without having to search for them in the attendee list each time.

***How do I see my contact list and delete someone from my list?***

To view your contact list, you will need to go to Attendees > Contacts (on the top navigation) > Select the menu option of the attendee you wish to remove from your contact list > Remove

***How do I add someone to my contact list?***

**iPhone** users can add an attendee to their contact list by clicking on Attendees > The menu option (down carrot) of the attendee that you would like to add as your contact > Add

**Android** users can add an attendee to their contact list by clicking on Attendees > The menu option (three dots) of the attendee that you would like to add as your contact > Add

***How do I create a meeting request with an attendee?***

**iPhone** users can create a meeting request with an attendee by clicking on Attendees > The menu option (down carrot) on the attendee that you would like to send the meeting request to OR Contacts (on the top navigation) and find the contact and click on the menu option (down carrot) that you would like to send a meeting request > Meeting

**Android** users create a meeting request with an attendee by clicking on Attendees > The menu option (three dots) on the attendee that you would like to send the meeting request to OR Contacts (on the top navigation) and find the contact and click on the menu option (three dots) that you would like to send a meeting request > Meeting

You will need to create a subject for the meeting, select a time and location you would like to meet-up (as a starting location), as well as add other attendees to this meeting request. It is optional to include a description. The attendees that you send a request to will be notified and have the option to accept or decline your request. If a member accepts your meeting request, you will see that meeting in your agenda under "My Event tab".

**NOTE: It may take 5-10 minutes for the request to show on the attendee's phones.**

***How do I view my schedule of sessions I am interested in and meeting requests?***

**iPhone** users can view the schedule of sessions they are interested in or meetings they have requested or accepted by clicking on My Event. On the home page of the My Event everything is broken out by day and all the sessions you are interested in as well as all your meeting requests.

**Android** users can view the schedule of sessions they are interested in or meetings they have requested or accepted by clicking on Agenda or My Event. On the homepage of the My Event everything broken out All, Upcoming or Past meetings or sessions.

***If someone contacts me through the app will they have access to my email or personal contact information?***

No personal contact information will be shared with other attendees. The app will only share or show the information that is disclosed in your profile page. Your email address will not be shared with other members or exhibitors. When a member contacts you, it is directly through the app not your email. You may receive notifications but that is also generated through the app.

***How do I send a message or view my messages?***

To send a message to an attendee you will need to select an attendee on tab and on the menu option select "Message".

You can view your messages under My Event > Messages. You will be able to view your received, sent and archived messages. The app currently does not have the ability to delete any messages but you are able to archive them to remove them from your inbox.

***How do I take notes on a session or a person and view them later?***

You can take notes on a session, an attendee, an Exhibitor or a Job Fair company. To take notes on any of those options select the menu option on what you would like to take notes on and select notes. You can view all the notes you have taken by clicking on My Event > Notes.

***What is the Conferences i/o, Audience Response System?***

The Conferences i/o, Audience Response System gives attendees the ability to participate with the presenter in real-time from any device. Attendees have the ability to ask the presenter a question through your device, see other questions asked by other attendees, and up-vote questions that you want answered. Attendees also have the ability to answer questions asked by the speakers during the session. Answers can be shown in real-time on the presenter's screen.

***How do I respond to a live polling questions through the Audience Response System?***

To answer a live polling question, you will need to access the session that you are attending by clicking on My Schedule > The session. During the presentation, the speaker will move through their slides and some slides will trigger a question to pop-up in the session on your device. You will need to click on that question and select your answer and then select submit. The presenter will be able to show the results of the poll in real-time once the allotted time is complete.

***How do I complete the session evaluation?***

Attendees will be able to access the session evaluation 5 minutes after the end of each session. To answer a session evaluation, you will need to access the session that you are attending by clicking on My Schedule > the session > Click here for Session Evaluation. Each session will cover an evaluation of each speaker. Please complete all of the evaluations questions and click "submit" when you have completed it.

**Gamification FAQs**

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[How to I view my points?](#)

[How do I see the leader board?](#)

[I completed a task and my point were not recorded, what do I do?](#)

***How do I scan a QR Code?***

You can find two QR codes scanners on your mobile device. One is on the Home Screen and the other one is in the Menu Screen.

Once you have the scanner open, place your phone or tablet screen a slight distance away from the QR code you want to scan. Make sure the entire QR code shows in your screen for the scanner to read the code properly. Once the scanner has properly scanned the QR code the message "Unlocked achievement successful" will appear on your screen.

***How to I view my points/ranking?***

On the Home Screen of the mobile app, you will see your current points and ranking next to your name and photo (if available).

***How do I see the leaderboard?***

On the Home Screen of the mobile app, you will see the Leaderboard under your own points and current ranking. The leaderboard provides real time rankings of all game participants. The leaderboard updates

approximately every 15 minutes.

***I completed a task and my point were not recorded, what do I do?***

If you are having any issues with your scanner or the QR code, stop by the Member Solutions Center located XXXXX. Someone at the booth will be able to assist you with your issue.

**Website FAQs**

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***How do I login to the website?***

Members can access the website at [www.aapmr2016.zerista.com](http://www.aapmr2016.zerista.com). A registered member can login to the event app by using the same username (your email address) and password that you use to log in to [www.aapmr.org](http://www.aapmr.org). If you have forgotten your password or need assistance with your login information, contact [appsupport@aapmr.org](mailto:appsupport@aapmr.org). You can also reset your password by clicking "Forgot my password" on the login page.

***How do I change my notification settings?***

Attendees can change their notification settings by logging into the events website at [www.aapmr2017.zerista.com](http://www.aapmr2017.zerista.com) and clicking on the menu dropdown on the upper right hand corner (next to your name) and selecting "notifications". Members can elect or opt-out of various types of messages. You have the option to receive notifications by email, push notifications (through your phone) or no notifications at all. Once you have made changes to your notification settings, click "save" at the bottom of the page to save all your changes.

***How do I update my profile?***

Members are recommended to update their information through their member profile page on the [www.aapmr.org](http://www.aapmr.org) website. Members can login into the [www.aapmr.org](http://www.aapmr.org) website and click on "My Account" on the upper right hand corner of the page. When you save the changes on your member profile page, that information will update the mobile app information within the hour.

**\*Note:** Any updates to your profile page on the mobile event app or events website, will NOT update your member profile on the [www.aapmr.org](http://www.aapmr.org) website.

***How do I search for something on the website?***

Each navigation bar on the website (Attendees, Agenda, Faculty, Job Fair, Exhibitors and Additional Info.) has their own search box on each page. You can search by: Name, Company, Position, Country, Tags, or Key Word(s).

***How do I add or remove someone as a contact list?***

You will need to click on the "Attendee" tab on the top navigation. To add someone as a contact on the website you will need to search and find the person you wish to add as your contact. Once you have located that person's profile on the website click on the "+" sign icon to the right of their profile.

To view the contacts that you have added you can go to the menu dropdown on the upper right hand corner (next to your name) and select "Contacts". You will see all your contacts listed on this page.

To remove someone from your contacts list, you will need to go to the menu dropdown on the upper right hand corner (next to your name) and select "Contacts". When you have located the person you want to remove from your contacts list you need to click on the "-" sign icon to the right of their profile.

***How do I add something to my agenda?***

Click on "Agenda" on the top navigation bar on the top navigation. Once you have located that session that you would be interested in click on the "+" sign icon to the right of their profile.

***How do I export my calendar or print my schedule?***

You can view your schedule by clicking on the down carrot next to your name on the upper right hand corner and clicking "My Schedule". From there you have the option to print out your schedule or export your calendar to your Outlook, iCal or Google calendar.

***How do I respond to a live polling questions through the Audience Response System?***

To answer a live polling question, you will need to access the session that you are attending by clicking on the session you are attending either through My Schedule or searching for it in the Agenda tab. During the presentation, the speaker will move through their slides and some slides will trigger a question to pop-up in the session on your device. You will need to click on that question and select your answer and then select submit. The presenter will be able to show the results of the poll in real-time once the allotted time is complete.

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