

AMA meetings app FAQs

“CrowdCompassAttendeeHub” Mobile App

The 2019 Interim Meeting details will be available on the app closer to the time of the meeting. Use the app during the meeting for comprehensive information about activities and events. If you have any questions about the app, review the most frequently asked questions (FAQs).

Where can I download the mobile app?

Go to the correct store for your device type. Access the app store on iOS devices and the play store on Android. Install the app. Search for "CrowdCompass AttendeeHub." Once you have found the app, tap either "Download" or "Install." After installing, a new icon (**CrowdCompass AttendeeHub**) will appear on your home screen.

- Download for iPhone
- Download for Android

If you're using a Blackberry or Windows phone, skip these steps. You'll need to use the web version of the app.

- Use PC version (meeting information will be updated as it becomes available)

How do I find the event?

Search the AttendeeHub. Once downloaded, open the AttendeeHub app and enter: AMA 2019 Interim Meeting.

The app is asking me to log in. Why do I need to log-in?

Once you log in to the mobile app, you will be able to access the same schedules, bookmarks, reminders, notes and contacts on your phone, tablet and desktop. Below is a list of some other great

things you can do after logging in:

- Take notes
- Share photos
- Rate sessions
- Join the attendee list
- Check-in
- Share contacts
- Share over social media
- Take surveys
- Message fellow attendees

Where can I get my log-in information?

The log-in process is largely self-managed. Just follow the steps below to log in from your device:

- Access the "Sign In" page: Tap the hamburger icon in the upper-left corner to open the side nav, then "Log In."
- Enter your info: You'll be prompted to enter your first and last name. Tap "Next." Enter an email address, and then tap "Next" again.
- Verify your account: A verification email will be sent to your inbox. Open it and tap "Verify Account." You'll see your confirmation code has already been carried over. Just tap "Finish." You'll be taken back to the Event Guide with all those features unlocked.

I've requested log-in information, but I never received an email.

If you haven't received your log-in information, one likely culprit may be your spam filter. We try to tailor our email communications to avoid this filter, but some emails end up there anyway. Please first check the spam folder of your email. The sender may be listed as CrowdCompass.

I lost my log-in info, and I forgot my confirmation code. How do I log myself back in?

To have a verification email resent to you, start by accessing the sign-in page.

- Access the "Sign In" page: Tap the hamburger icon in the upper-left corner to open the side

nav, then "Log In."

Enter your info: You'll be prompted to enter your first and last name. Tap "Next."

Click on "Forgot Code." If you've already logged in before, the app will already know your email address and will send a verification email to you again.

Verify your account: A verification email will be sent to your inbox. Open it and tap "Verify Account." You'll see your confirmation code has already been carried over. Just tap "Finish." You'll be taken back to the Event Guide with all those features unlocked.

How do I create my own schedule?

Open the "Schedule." After logging in, tap the "Schedule" icon.

Browse the calendar. Switch days by using the date selector at the top of the screen. Scroll up and down to see all the sessions on a particular day.

See something interesting? Tap the plus sign to the right of its name to add it to your personal schedule.

How can I export my schedule to my device's calendar?

Access your schedule. After logging in, tap the hamburger icon in the top right, then "My Schedule."

Here you'll see a personalized calendar of the sessions you'll be attending. You can tap a session to see more details.

Export it. Tap the download icon at the top right of the screen. A confirmation screen will appear. Tap "Export" and your schedule will be added directly to your device's calendar.

How do I allow notifications on my device?

Allowing notifications on iOS:

Access the Notifications menu. From the home screen, tap "Settings," then "Notifications."

Turn on "Notifications" for the app. Find your event's app on the list and tap its name. Switch on "Allow Notifications."

Allowing Notifications on Android:

Note: Not all Android phones are the same. The directions below walk you through the most common OS, Android 5.0.

- | Access the "Notifications" menu. Swipe down on the home screen, then click the gear in the top right. Tap "Sounds and Notifications."
- | Turn on "Notifications" for your event's app. Scroll down and tap "App" notifications. Find your event's app on the list. Switch notifications from off to on.

How do I manage my privacy within the app?

Set your profile to Private.

- | Access your profile settings. If you'd rather have control over who can see your profile, you can set it to "Private."
- | After logging in, tap the hamburger icon in the top left, and then tap your name at the top of the screen.
- | Check the box. At the top of your "Profile Settings," make sure that the box next to "Set Profile to Private" is checked.

Or hide your profile entirely:

- | Access the "Attendee List." Rather focus on the conference? Log in, open the "Event Directory" and tap the "Attendees" icon.
- | Change your "Attendee Options:" Click the silhouette icon in the top right to open "Attendee Options."
- | Make sure the slider next to "Show Me on Attendee List" is switched off. Fellow attendees will no longer be able to find you on the list.

How do I message other attendees within the app?

- | Access the Attendee List. After logging in, tap the "Attendees" icon.
- | Send your message. Find the person you want to message by either scrolling through the list or using the search bar at the top of the screen. Tap their name, then the chat icon to start texting.
- | Find previous chats. If you want to pick up a chat you previously started, tap the hamburger icon in the top right, then "My Messages."

How do I block a person from chatting with me?

- | Access the Attendee List. Log in and tap the "Attendees" icon.
- | Block the person. Find the person you'd like to block about by scrolling through the list or using the search bar at the top of the screen. Tap their name, then the chat icon. But, don't type anything, instead tap "Block" in the top right.

I want to network with other attendees. How do I share my contact info with them?

- | Access the Attendee List. After logging in, tap the "Attendees" icon.
- | Send a request. Find the person you want to share your contact information by either scrolling through the list or using the search bar at the top of the screen.
- | Tap their name, then the plus icon to send a contact request. If they accept, the two of you will exchange info.

I want to schedule an appointment with other attendees. How do I do that?

- | Navigate to "My Schedule." Tap the hamburger icon in the top left, then "My Schedule."
- | Create your appointment. In the top right corner of the "My Schedule" page you'll see a plus sign. Tap on it to access the "Add Activity" page.
- | Give your appointment a name, a start and end time, and some invitees. When you're finished, tap done. Invitations will be immediately sent to all relevant attendees.

How do I take notes within the app?

Write your thoughts.

- | Find your "Event Item. After logging in, find the session, speaker or attendee you'd like to create a note about by tapping on the appropriate icon in the "Event Directory," then scrolling through the item list. Once you've found the item you're looking for, tap on it.
- | Write your note. Tap the pencil icon to bring up a blank page and your keyboard. Enter your thoughts, observations and ideas. Tap done when you've finished.

Then export them:

- | Navigate to "My Notes." Tap the hamburger icon in the top right, then "My Notes." Here you'll find all the notes you've taken organized by session.
- | Choose where to send your notes. Tap the share icon in the top right and CrowdCompass will automatically generate a draft of an email that contains all your notes. All you have to do is enter an email address, and then tap "Send."