



## ACRM CONFERENCE APP FAQ

### GETTING STARTED

**Q: What is the name of the Conference App in the Apple store or the Google Play store?**

**A:** ACRM 93rd Annual Conference

**Q: What do I search to download the App?**

**A:** Search for ACRM or ACRM 93rd Annual Conference

**Q: My Bluetooth turned on when I downloaded the app. Do I need to keep it on?**

**A:** No. At any time, Bluetooth may turn on when you download the app. You do not need to keep it running to use the app.

**Q: Does the app work without Wifi?**

**A:** Yes. You will only need Wifi for the initial download of the app and to receive subsequent updates.

**Q: Why do I need to login and create a password?**

**A:** Creating a password enables the app to seamlessly synchronize your personal agenda and other starred items between your different devices.

### EXPLORING SESSIONS

**Q: How can I search for the session I want to attend?**

**A:** Select the Schedule widget. Then select the magnifying glass in the top-right corner to search for a session by keyword, title or ID number.

**Q: How do I view the description of a particular session?**

**A:** Once you find the session in the Schedule widget and select it, the session will open in the "Info" view where the session description is displayed.

**Q: How do I know who is presenting a particular session?**

**A:** Once you find the session in the Schedule widget and select it, you will see "Speakers" under the Session title. Tap "Speakers" to see all presenters. Tap a presenter's name to see all of the sessions and posters they will present.

**Q: Can I search for a session by its primary track?**

**A:** Yes. Select the Schedule widget. At the bottom, select the day you wish to view, then select “By Track.”

**Q: How can I search for the presenter I want to hear?**

**A:** Select the Speaker widget. In the top-right corner select the magnifying glass to search for presenters by name.

**Q: Can I see all the sessions a particular speaker is presenting?**

**A:** Yes. Use the Speaker widget to find a favorite presenter. When the selected presenter page opens, you will see the presenter’s credentials and any biographical or contact information the presenter chose to share. Tap “Sessions” under the presenter’s name to see all sessions that speaker is presenting.

**Q: Can I add a Speaker to my favorites section to view again at a later date?**

**A:** Yes. A speaker profile can be saved or “favorited” to view at a later time. Once in the Speaker profile, simply click the star at the bottom of the screen. The speaker will now be able to be viewed in “My Event” under the “Favorite Speakers” tab.

**HOW TO CREATE A PERSONALIZED AGENDA**

**Q: How do I create a personalized agenda of the sessions I wish to attend?**

**A:** Tap the Schedule widget to review sessions. Tap a session title to select it, then tap the calendar+ icon in the bottom-left corner to add that session to your own agenda.

**Q: How can I view the sessions in my personalized agenda?**

**A:** From the home screen, select “My Event”. You will then be able to see the agenda you previously created.

**Q: If I change my mind, how do I remove a session from my agenda?**

**A:** From the home screen, select “My Event,” then “My Agenda.” Tap the title of the session you wish to remove, then tap the Schedule – icon in the bottom-left corner.

**Q: When I select “My Event” to view my personalized agenda, I also see an option called “My Alerts.” What is that?**

**A:** This is where you will find conference announcements and important updates from ACRM.

**HELPFUL TOOLS IN THE APP**

**Q: Where can I find the conference floorplan for the hotel?**

**A:** Select the “Mapping” widget and then select “Maps” to view the conference floorplan.

**Q: Can I find out more information about ACRM?**

**A:** If you select the Info widget, you will be able to view information about the Annual Conference and ACRM.

**Q: Can I use the app to take notes?**

**A:** Yes. Go to the session you are attending and tap the pencil icon in the bottom-center of the screen. You can also take notes about exhibitors. Go to “Exhibitors,” tap on the exhibitor you visited and then the pencil icon in the bottom-right corner to add notes.

## **EVALUATING SESSIONS**

**Q: Can I rate a session?**

**A:** Yes. Select a session you attended and tap the thumbs up icon in the bottom-right corner to access a brief survey or enter comments.

**Q: Does the session evaluation on the app qualify me for continuing education (CME/CEU) credit?**

**A:** No. Certificates will be awarded to registered attendees who pay a CME/CEU processing fee (in advance online or at the onsite registration desk), attend educational sessions, and complete an online session evaluation by 22 December 2016.

## **EXHIBITOR INFORMATION**

**Q: Can I add an Exhibitor to my favorites section to view again at a later date?**

**A:** Yes. Once in the exhibitor’s profile, simply click the star at the bottom of the screen. The exhibitor can then be viewed in “My Event” under the “Favorite Exhibitors” tab.

**Q: How can I find the location of an Exhibitor?**

**A:** Select the Exhibitor widget to view all exhibiting companies. Select an exhibitor to read their description and booth number.

## **CONTINUING EDUCATION CREDIT**

**Q: How do I receive CME/CEU credit?**

**A:** After participating in conference continuing education (CE) activities, attendees will receive instructions via email from the **Firm, Inc.** for submitting activity evaluation forms and downloading CE certificates earned. Certificates will be awarded to those participants who attend the conference, pay a processing fee, and complete an online session evaluation by 22 December 2016. The number of continuing education credits/contact hours/units awarded will be based on the number of conference hours attended and the requirements of the specific accrediting organizations.