Mobile App FAQs

What type of device do I need to use the Conference App?
Android Devices: Android OS 8.0 or higher.
Apple Devices (iPhone or iPad): iOS 13.0 or higher.

How can I check the version of iOS on my iPhone or iPad?
Navigate to Settings, General, and then About. Scroll down the page until you see Version.

How do I update the version of iOS on my iPhone or iPad?
Select Settings > General > Software Update then follow the prompts.

I have downloaded the app from the Apple App Store, but don't remember my Apple ID password. How can I reset it?
Follow these steps here to reset your password and regain access to your account.

I keep getting logged out of my iOS app when I close it. Is there any way to help me stay logged in?
To avoid this forced logout issue, we recommend uninstalling the eventScribe/Container app completely from your device and reinstalling it. Apple pushed out a security software update, and as a result, attendees with an older version of the eventScribe/Container app will be logged out of the event details when they close the app and will be required to log in each time the app is re-opened. Any attendees downloading the eventScribe app for the first time this year should not encounter this forced logout issue.

Do I need an Internet connection to use the app?
An Internet or data connection is required to download the app and download documents within the app (PDF documents and presentations). Once documents have been downloaded inside the app, an internet connection is NOT required for users to view information on an ongoing basis, access materials, and take notes. However, for Android users to access documents in the "Event Info" section of the app, either an Internet or a data connection is required. To use or view websites, etc., Internet access is required.

How do I contact app technical support?
Navigate to the hamburger menu (three vertical lines in the upper right-hand corner) within the app and tap Technical Support, or stop by the registration desk.

How do I build "My Schedule"?
Tap the star next to a presentation to "favorite" that presentation. The star will then turn yellow and will be added to the "My Schedule" tile.

How do I take notes or draw on presentation slides?
To take notes or draw on presentation slides, you must first download the slides. Use "Schedule" to navigate to a presentation. Select "View Slides," then "Notes." Use the "Notes" mode to type notes adjacent to the slide. To return to the full slide view, select "Nav." Notes are automatically saved. Use the "Pen" to draw directly on the slide and the "Marker" to highlight areas of the slide.

How do I take notes when there are no slides?
Use "Schedule" to navigate to a presentation. Select "Take Notes," then select the "Notes" mode to type notes adjacent to the blank slide. To return to the full view, select "Nav." Notes are automatically saved.