



## SUMMIT APP – FREQUENTLY ASKED QUESTIONS

Please see below for important information on the Summit 2019 App, including how to access it, configuring privacy settings and key features.

For any support issues or questions about the App, please email [summit@consint.org](mailto:summit@consint.org).

### ACCESSING THE APP

#### Who can use the App?

The App is available to anyone who has registered to attend our 2019 Summit / 21<sup>st</sup> Annual Congress in Estoril, Portugal (29 April – 2 May).

If you have not already registered for the event and are planning to, you can do so [here](#).

#### Where can I download the App?

The Consumers International Events App is available to download for Apple and Android users via the links below. For users with phones that do not use iOS or Android operating system, you can still use the Mobile Web link to view content on the App.

Download via App Store: <https://apple.co/2FPdObB>

Download via Google Play: <https://bit.ly/2UtvR0m>

Mobile Web link: <https://bit.ly/2FWsGov>

#### How can I log in to the App?

Once the App has been downloaded to your device, follow the steps below to start using it:

1. Open the App and choose your language (content is available in English, Spanish, French and Portuguese)
2. Add 'Consumers International Summit 2019' to your upcoming events, and then click on the event to proceed.
3. Read our App Privacy Statement before continuing
4. When you get to the log in screen, click on the option: '*First time user? Create a password*'? You will then be prompted to enter the email address that you used to register for event, and you will be sent a 'Create your password' email.

5. When you receive the 'Create your password' email, you will need to use the unique password provided to log in to the App for the first time, and you will then be prompted to create a new secure and memorable password
6. You will be taken to a 'Configure your Privacy' settings page, where you can define your privacy settings, before being taken to the App home page (see below for an explanation on privacy settings)

### **I have not received my 'Create your password' email yet. What do I do?**

The 'Create your Password' email can take up to ten minutes to come through to your inbox. If it takes any longer than that, try requesting the email again. If it still does not come through, notify [summit@consint.org](mailto:summit@consint.org) for further support.

### **I've forgotten my password. How can I reset it?**

If you have been logged out of the App and can't remember your password, please use the Forgotten Password link to reset it, which will be visible when you open the App.

## **CONFIGURING PRIVACY SETTINGS**

### **How can I define my privacy settings?**

At Consumers International, we are committed to treating your data with care and respect and putting you in control of your personal data. To learn more about what personal data is processed when using the App, please see our [App Privacy statement](#).

Before you use the App for the first time, you will be prompted to configure your privacy settings, and will be given the following options:

**Make your profile public:** If you switch this option on, your profile will be made visible once the 'Attendees' feature (our In-App Attendees list) has been launched. If made public, other App users would be able to see your Name, Job Title and Organisation – which will match what you provided when registering for the event. If you choose to upload a profile picture, that will also be visible.

**Allow incoming messages:** If you switch this option on, you will be able to communicate with and receive messages from other users, once our In-App messaging feature has been launched. Other users will only be able to message you via the App and will not be able to see your personal contact details (email or phone). Your conversations will be completely private, and only you and the user you are messaging will be able to read your messages.

Please note, you can edit your privacy settings at any time, either by going to 'My Profile' in your features list, or by clicking on the Settings cog at the top of your slide out menu.

## USING THE APP

### **How can I see what features are available?**

When you load your App, you will be taken to the Activity feed, which will display Consumers International announcements, and Twitter posts using #DigitalHive, if you have connected your App to Twitter.

To view available features, you need to click on the Menu icon in the top left corner of your home screen.

### **Can I view the speakers and latest programme via the App?**

Yes. This is available via your Speakers and Programme features, which display the latest Summit 2019 speaker line up and event agenda. You can also see the panel speaker line up for each session.

### **Will it be possible to personalise my event schedule?**

Yes. When the My Schedule feature becomes available, your App will be synced with the Cvent registration platform so your Parallel Session choices will be displayed in the App. You can also edit and update your choices via the App.

### **I want my profile to be visible on the event Attendees list. How do I do this?**

Once the Attendees feature has been launched, if you cannot see your profile, it is because your Profile has not been set to visible. You can edit your privacy settings at any time, either by going to 'My Profile' in your features list, or by clicking on the Settings cog at the top of your slide out menu.

### **Will there be any audience participation features available at the event?**

Yes. We will be releasing several features to be used during the Summit that will enable users to complete live quizzes, surveys send questions to panellists and speakers.

### **How will I know when a new feature has been released?**

When we release a new feature, we will send a Push Notification and an Announcement which will be visible on your Activity feed. We will also send an email update to the email address you used when registering for the Summit.

## TROUBLESHOOTING

The section of the FAQs covers some problems that you may face when using the App, and possible ways of resolve the issue. It is important to check for App updates and install them

when they become available. If you encounter any problems and need assistance, please contact [summit@consint.org](mailto:summit@consint.org).

### **My App has frozen...**

If your App gets stuck on a particular screen or does not load, you will need to force close and reopen your App. Instructions on how to do this on iPhone's can be found [here](#). Instructions for how to do this on Android can be found [here](#).

### **I am having trouble loading a feature or page on the App...**

This could either be connected to your internet speed or the operating capacity of your phone. To resolve this issue, you could try either of the following:

- Try connecting to Wi-Fi if you are not able to access your data connection
- Try closing other Apps on your device that are running in the background but not being used