

## **RD Mobile**

### **Mobile App Onsite Frequently Asked Questions (FAQ)**

#### **1. How do I download the event app?**

- You can download the event app from the App Store (for iOS devices) or Google Play Store (for Android devices). Search for the event name in the store.

#### **2. How do I log in to the app?**

- Open the app and enter the email address you used to register for the event. You will receive a verification code via email. Enter this code in the app to log in.

#### **3. What should I do if I forget my password?**

- If you forget your password, click on the “Forgot Password” link on the login screen. Follow the instructions to reset your password via email.

#### **4. How can I view the event schedule?**

- Once logged in, navigate to the “Schedule” or “Agenda” section of the app. Here, you can view all sessions, speakers, and event activities.

#### **5. How do I create a personalized schedule?**

- In the “Schedule” section, you can add sessions to your personal agenda by clicking the “Add to My Schedule” button next to each session.

#### **6. Can I receive notifications about event updates?**

- Yes, make sure to enable push notifications in the app settings to receive real-time updates and announcements from the event organizers.

#### **7. How do I connect with other attendees?**

- Use the “Networking” or “Attendees” feature in the app to view and connect with other participants. You can send messages, schedule meetings, and exchange contact information.

#### **8. What should I do if I encounter technical issues with the app?**

- If you experience any technical difficulties, please contact the support team via the “Help” or “Support” section in the app. You can also email support at [support email address].

#### **9. How can I provide feedback about the event?**

- After the event, you will receive a survey via email or within the app. Please take a few minutes to provide your feedback to help us improve future events.

#### **10. Is there a way to access event materials after the event?**

- Yes, event materials such as presentations and recordings will be available in the app or on the event website for a limited time after the event.

- **11. How do I update my profile information?**
- Go to the “Profile” section in the app. Click on “Edit Profile” to update your information such as name, contact details, and profile picture.
- **12. Can I access the event app on multiple devices?**
- Yes, you can log in to the event app on multiple devices using the same email address and verification code.
- **13. How do I participate in live polls and Q&A sessions?**
- During sessions, navigate to the “Polls” or “Q&A” section in the app. Follow the prompts to submit your responses or questions.
- **14. Is there a way to take notes within the app?**
- Yes, many event apps have a “Notes” feature. You can take notes during sessions and save them for later reference.
- **15. How can I find information about speakers?**
- Go to the “Speakers” section in the app to view profiles, session details, and biographies of all event speakers.
- **16. What should I do if I lose my event badge?**
- Visit the registration desk at the event venue to get a replacement badge. You may need to show a valid ID.
- **17. How do I access session handouts and materials?**
- Session handouts and materials are usually available in the “Resources” or “Documents” section of the app.
- **18. Can I provide feedback on individual sessions?**
- Yes, you can rate and provide feedback on individual sessions through the “Feedback” or “Survey” section in the app.
- **19. How do I find my way around the event venue?**
- Use the “Maps” or “Venue” section in the app to view floor plans and navigate the event venue.
- **20. Are there any social media integrations in the app?**
- Yes, you can connect your social media accounts to the app and share updates, photos, and experiences directly from the app.
- **21. How do I join virtual sessions or webinars?**
- Navigate to the “Sessions” or “Webinars” section in the app. Click on the session you want to join and follow the instructions to access the virtual meeting.

- **22. Can I download session recordings?**
- Session recordings are typically available for streaming within the app or on the event website. Download options may vary.
- **23. How do I report inappropriate behavior or content?**
- Use the “Report” feature in the app to notify event organizers of any inappropriate behavior or content. You can also contact support directly.
- **24. What networking opportunities are available?**
- The app may offer various networking features such as chat rooms, discussion forums, and virtual meetups to connect with other attendees.
- **25. How do I find information about sponsors and exhibitors?**
- Visit the “Sponsors” or “Exhibitors” section in the app to learn more about event sponsors, exhibitors, and their offerings.
- **26. Can I customize my app notifications?**
- Yes, go to the “Settings” section in the app to customize your notification preferences and choose which alerts you want to receive.
- **27. How do I access the event’s Wi-Fi?**
- Wi-Fi details are usually provided in the “Info” or “Resources” section of the app. Follow the instructions to connect to the event’s Wi-Fi network.
- **28. What should I do if I have dietary restrictions?**
- Inform the event organizers of any dietary restrictions during registration or through the app. Special meal options will be available.
- **29. How can I find local attractions and restaurants?**
- Use the “Local Info” or “Explore” section in the app to find recommendations for local attractions, restaurants, and activities.
- **30. How do I stay informed about future events?**
- Subscribe to the event organizer’s newsletter or follow them on social media to stay updated on future events and announcements.