



SHAPE America National Convention and Expo Mobile App FAQs

How do I download the Mobile App?

- For iOS users:
 - Go to the “App Store” on your mobile device.
 - Search for “SHAPE America 2024” and download the app.
- For Android users:
 - Go to the “Google Play Store” on your mobile device.
 - Search for “SHAPE America 2024” and download the app.

How do I sign in to my account?

1. Locate your SHAPE America Registration Confirmation email (from “@confmail.experient-inc.com”). The **four-digit Confirmation ID** (located underneath the Profile heading in that email) will become your Registration ID when you log in to create your personalized schedule.
- Once you have opened the mobile app, click the “Sign In” button at the top of the screen. On that page, enter the email address associated with your convention registration and your Registration ID (which is the four-digit Confirmation ID from your Confirmation email).
 - If you have forgotten your Registration ID, click “Forgot Registration ID?” underneath the orange Sign In button on the Sign In page. After entering your First Name, Last Name, and the Email you used to register, you will receive an email with your Registration ID.



I don't see My Schedule or My Favorites in the app; what do I do?

Check to make sure that you are signed in. These options only appear if you are logged in to your account on the mobile app. A quick way to check is to see if your initials appear in the top right corner of your screen in the mobile app.

I've already created my schedule and favorited sessions on the event website; do I have to do it all over again in the mobile app?

No, everything you do in the mobile app is automatically updated on the website, and likewise all your changes on the website will be reflected in your mobile app.

How do I navigate the Schedule?

In the mobile app, tap the "Schedule" button with a Calendar icon at the top left corner of the screen. Once there, Sessions are listed by day, and then by time slot. To navigate between days, tap on one of the dates in the row at the top of the page.

Once you are on the date you want, you can scroll down the page to browse all sessions on that date. Note that sessions are color-coded and categorized with left-aligned vertical text for quick identification of type, such as Presentation or Meeting.

Clicking on the Session Title will open up that Session's information. Additionally, next to the Session Title is a vertical bar with 3 icons that perform the following functions:

- Star icon: Adds a Session to your "My Favorites" section.
- Plus Sign icon: Adds a Session to your "My Schedule" section.
 - o Once a Session has been added to your schedule, the icon will change to a calendar icon with a checkmark in the center.
- Note w/ Paper Clip icon: Opens up a screen where you can take notes about that session that are only visible to you.



How do I review My Schedule?

You can review the full list of sessions you've added to your schedule by clicking the My Schedule calendar option. Any sessions or events you have added to your schedule will appear on your schedule.

Can I add an event to My Schedule that is not listed in the convention program?

Yes, if you'd like to add something to your calendar that isn't an official part of the convention program, you can do so by clicking the Add Event button. After clicking the Add Event button, a window will appear that allows you to add a title, description, date, and time for your event. After you have filled out the appropriate fields, click save to add this new event to your schedule.

Can I download My Schedule?

Yes, from the My Schedule page, you can download your convention schedule to a calendar file or an Excel file by selecting the appropriate button.

How do I review the items I have favorited?

To access the full list of items that you have favorited in the app, select the My Favorites option. You will see several tabs, as your favorited items are separated into the following categories: sessions, papers (research abstracts), and sponsors and exhibitors. Click on the appropriate tab to see the full list of sessions/companies you have favorited in that particular category.



Can I remove a Session from My Schedule or My Favorites?

Yes, if you tap the activated Star icon or Plus Sign icon on either the Schedule or the Session page, that session will be removed from your personal list.

What if I want to browse Sessions by type rather than by date?

You can do this by navigating to “Program Calendar” via the Main Menu. After selecting a Program type, all matching sessions will appear ordered by date and time.

Am I able to browse Sessions by topical area?

You can do this by navigating to “Categories” in the Main Menu. Once you have chosen the category that you are interested in, every session that matches that category will be presented in alphabetical order.

Is there a quick reference for what the different colors for Sessions mean?

The quickest way to check is to go to “Program Calendar” in the Main Menu for a quick visual reference of what each color means. They are also listed here:

- **Blue/Gray:** Business Meetings
- **Gray:** Commercial Presentations
- **Green:** Presentation Submissions
- **Orange:** Research Abstracts
- **Red:** Research Symposium
- **Deep Purple:** Social Event / Supplemental Meeting
- **Pink/Purple:** Supplemental Meetings or Invited Sessions



Am I able to see only the Sessions that a particular Speaker is presenting at?

You can do this by navigating to the “Speaker and Author Index” via the Main Menu. Once there, you can quickly filter Speaker names by clicking on the letter in the alphabet row underneath “People Index” that matches the Speaker’s first letter of their Last Name. Results are ordered alphabetically by Last Name.

- On certain phones, you may have to press, hold and swipe the alphabet row to the left to see the later letters of the alphabet.

Can I favorite a speaker?

You cannot utilize the favorite function to favorite a speaker, but you can bookmark a speaker. After accessing a speaker’s profile by clicking on their listed name in a session page or by accessing their profile in the Speaker and Author index, select the person icon next to their name. This will add them to your bookmarked speaker list, which is accessible by the My Contacts option from the menu available after click Menu at the top of your screen.

Is there a way I can quickly send Session information to my colleagues?

Yes, when you are on a particular Session page, there is a Share Icon on the right side of the screen underneath the Session title. It will send a direct link to the Session page via the social media or messaging app of your choosing.



How can I access the floor plans for the Huntington Convention Center?

There are two ways you can access the floor maps:

- If you are **looking for a collection of all the floor maps**, click the “Menu” icon in the top right corner of the screen, and scroll down to find a link to “Floor Plans” with a Pin Icon. This screen provides PDFs of the floorplans for the Huntington Convention Center of Cleveland, the Exhibit Hall, and the Hilton Cleveland Downtown.
- If you are **looking for the floor map for a Session in particular**, go to that Session page. Once there, underneath the Session Title you will see a clickable section that specifies the Building, Room # and Floor # of the Session with a Pin Icon beside it. If you click this text, it will pull up the floor plan for that session.

How can I locate a particular Exhibitor in the Exhibit Hall?

From the Main Menu, go to “Exhibitors.” On this screen, Exhibitors are listed in rows of two alphabetically. The number in the center of the blue bar at the top of each Exhibitor box is the Booth Number for that Exhibitor. You can find a floor plan of the Exhibit Hall for reference from the Main Menu by selecting “Floor Plans.”

- Just like Sessions, you are able to Favorite and take Notes on Exhibitors that you want to visit or that you want to contact in the future.



How do I access Session Handouts?

You are able to access Handouts in two ways:

- Via the Main Menu, by selecting “Browse Handouts,” or;
- Within each individual Session.

You may find some Sessions do not have Handouts available for download. The inclusion of Handouts is left to the discretion of the presenter, and as such Handouts may not be available until after a session concludes or at all.

Will there be a Scavenger Hunt this year?

Yes! Within the Main Menu, navigate to “Passport to Prizes” with a Passport icon. Here, you will find information detailing how to participate in our #SHAPECleveland Goosechase Expo Hunt, as well as how to enter to win our Exhibit Hall Door Prize.

Are there Food Concessions available on-site for purchase?

Yes, the location and food selection for Food Concessions can be found from the Main Menu under “General Information.”

Do I have control over my profile’s visibility to other attendees?

You can modify your profile’s visibility by clicking on your initials in the top right corner of the mobile app after you are logged in to your account. After selecting “Connection Preferences,” you can choose whether your name appears in the Attendee List, as well as if other Attendees are allowed to send you connection requests.



Can I add more information to my profile than I did when I registered?

Yes, you can update your profile's information by clicking on your initials in the top right corner of the mobile app after you are logged in to your account.

After clicking the "Personal Information" tab, you can update your Prefix, Credentials, Title and Biography, as well as upload a Profile Image.

After clicking the "Social Media" tab, you have the option to add and set restrictions on your contact info and social media accounts.

- Permissions are toggled individually for each section, so for example you can have your LinkedIn be set to Public, your Facebook be visible only to Connected attendees, and your Phone Number be Private.

How do I connect with a speaker?

From any session page, click on a speaker's name to see their profile or access the speaker's profile via the Speaker and Author Index. To connect, click the Connect button at the bottom of the page. You'll be given the option to select the way in which you'd like to communicate with the speaker. This selection will prompt a template email that you can edit that will be sent to the speaker. The speaker will receive a copy of the email you've drafted and will be given the option to connect with you or delete the request.



How do I connect with an attendee?

Select the magnifying glass icon in the top right corner, then search the attendee by name. Select the Connect button at the bottom of the page. You'll be given the option to select the way in which you'd like to communicate with the attendee. This selection will prompt a template email that you can edit that will be sent to the attendee. The attendee will receive a copy of the email you've drafted and will be given the option to connect with you or delete the request.

How do I see who I have sent connect requests to?

Select Menu at the top of the page, then select My Contacts. Select the Sent tab to see all requests you have sent to speakers and/or attendees.

How do I see whether I have any connection requests?

Select Menu at the top of the page, then select My Contacts. If you have any pending messaging requests, you will find them under the Requests tab. Each request will provide you the option to Confirm or Delete the request. If you have a pending notification request, you will also have a red circle notification by the Menu option at the top of the screen..

How do I see my list of connections?

Select Menu at the top of the page, then select My Contacts. Click on My Connections to see the full list of connections you have to include speakers/attendees who have accepted your connection requests and connection requests that you have accepted from other speakers/attendees.



Can I message with my connections in the app?

No, you cannot message your connections within the app. Please utilize the method of communication they selected when reaching out to connect with that individual.

How do I see notifications that have been sent to app users?

Select the Notifications option at the top of the page to see notifications that have been sent to app users. Please note that these notifications are app wide and will not include your connection requests. If there are unread notifications, you will see a red circle with a number indicating the number of unread notifications next to the Notification menu option.

I have read these FAQs and still need more help! Who do I ask?

If you have questions about the mobile app prior to arriving on site to the 2024 SHAPE America National Convention & Expo, please direct your questions to our team at conv@shapeamerica.org. If you have questions regarding the mobile app on site in Cleveland, please stop by the SHAPE America Assistance Hub located in the Exhibit Level Pre-Function area outside the Exhibit Hall (Hall C).