ASLMS Conference Mobile App FAQ

Get Started

Q: Do I need to register to access the mobile app?
   A: You may access some areas of the mobile app without registering, however you must be registered to log in and access attendees-only content, such as chat and bookmarked sessions.

Q: How do I log into the app?
   A: Select the **My Planner** button from app home page and enter your registration email address and password.

Q: How do I log out of the app?
   A: You do not need to log out of the app. However, if you want to log out for reset purposes, select the **My Planner** button, then the **Sign Out** button. You can then log in again using your email and password.

Q: How do I update my profile?
   A: Select the **My Planner** button. You may update your photo by selecting the camera icon over your existing photo/placeholder photo. You may select to make your profile public by clicking the checkbox for Make profile public. No other profile settings can be updated in the app.

Q: How do I return to the app homepage?
   A: If the bottom menu bar is visible, select the Home button from it. If the bottom menu bar is not visible, you likely have a browser window open over the app. Select the X button at the top of the pop-up navigation window or pull the browser window down.

Adjust Your Settings

Q: How do I turn bookmark alerts on or off?
   A: Select the **My Planner** button, then Settings. Select your preferred alert notification setting.

Q: Can I add bookmarked sessions to my personal calendar?

A: Select the **My Planner** button, then Settings, select Add Bookmarked Events to Calendar. NOTE: For the events to appear in your calendar, select this prior to bookmarking any items.

Discover - Browse and Bookmark

Q: How do I bookmark a session?
A: Select the **Program at a Glance** button from the app homepage and click into the session you wish to bookmark. Select the Bookmark button just under the session title and date/time. NOTE: Sessions bookmarked in the app will not appear in your calendar/bookmarks in either the Attendee Service Center or Virtual Event Platform.

Q: Where are sessions that I have bookmarked?
A: Select the **My Planner** button, then the **My Sessions** button. Bookmarked sessions will appear in a list view, and you can filter by date. For a calendar view of bookmarked sessions, select the **My Agenda** button from the **My Planner** page. You may also add personal appointments to your agenda by using the + button. NOTE: Personal appointments added through the app will not be synced to your Virtual Event Platform agenda.

Q: How can I learn more about a speaker?
A: Select the **Speaker List** button from the app homepage. Search for and select the speaker to see their biography, additional details, and their presentations. You may also access a speaker's details by selecting them from the session details.

Q: How can I learn more about an exhibitor?
A: Select the **Exhibitor List** button from the app homepage. Search for and select the exhibitor to view their details.

Connect - Networking

Q: How can I connect with other attendees?
A: Select the **Attendee List** button from the app homepage. Search for and select the attendee you wish to connect with. You may send them a chat message.

Q: How can I connect with a speaker?
A: Select the **Speaker List** button from the app homepage. Search for and select the speaker, then select the **Email** button. You may send a message from there. NOTE: No email addresses are shared via the app.

Q: How can I connect with an exhibitor?

A: Select the **Exhibitor List** button from the app homepage. Search for and select the exhibitor. You may schedule an appointment or send them a message from their details screen via the buttons located under their name and address.

Q: How can I connect with ASLMS Social Media?
A: Select the **Connect with Us** button from the app homepage to access links for the ASLMS Instagram, Twitter, Facebook, and LinkedIn pages.

Q: How can I see all my chat conversations?
A: Select the **Chat** button from the app homepage. A side menu list will populate with your Exhibitor Booth chats, Discussion Group chats, and Private chats. You may select an existing chat from the list or use the + buttons to create a new chat.

Miscellaneous

Q: How do I access CME Credit?
A: The **Credit/Session Evals button** in the mobile app will take you to the Attendee Service Center login page. Once logged in, using the same credentials as the mobile app, you may access the credit page to claim your credits.

Q: Where can I see previous in-app notifications?
A: Select the **Notifications** button from the app homepage.

Q: Can I see the ePosters in the mobile app?
A: No, due to the size of the files used to build the ePoster gallery, ePosters would take too long to load in the app. You can view the ePosters online through the Virtual Event Platform.

Q: Can I see the Product Showcase in the mobile app?
A: No, due to the size of the files used to build the Product Showcase, the products would take too long to load in the app. You can view the Product Showcase online through the Virtual Event Platform.