



## CCC 2017 App Frequently Asked Questions

The CCC 2017 App is a comprehensive guide to the Canadian Cardiovascular Congress meeting. It includes access to the schedule, session content, speaker/presenter list, event supporters and exhibitors, as well as hotel and facility maps, Wi-Fi information, social media links and tons of other useful information. This app will save you time with custom schedules, note capabilities and search options.

### Getting Started with the App

#### Q: How do I locate and download the CCC 2017 App?

1. Using an iOS or Android mobile or tablet device open the App Store or Google Play.
2. Search for "**Crowd Compass AttendeeHub.**"
3. Select "GET" to begin downloading the App to your iOS device. Be sure to have data or wi-fi in order to download. Enter your apple ID and password if requested to begin the download.
4. Click "Install" for Android users.
5. Once the download is complete, search "Canadian Cardiovascular Congress" or "CCC 2017".
6. Click on the CCC App icon to download the content.
7. Important: You will see past events available on the event list, click on the Canadian Cardiovascular Congress 2017 event icon to download the event data. Be sure to do this before going offline. A green bar will appear to show the status of the download. To complete this download you will require a Wi-Fi or 3G connection. This may take several minutes, Wi-Fi recommended.



BlackBerry Users: Access the web-version of the app by inputting the following link into the web browser:  
<https://event.crowdcompass.com/cardiocongress2017>

#### Q: Do I need to create a CrowdCompass account?

No, it is not a requirement to create a CrowdCompass account upon login. If no account is created, you still have the ability to explore the app and its contents; however some app functions will be limited.

We recommend creating an account, as you will have additional functionality capabilities to (1) Build and export your schedule through the "My Schedule" section, (2) Save notes, (3) message attendees and book meetings with other delegates through the Attendee List.

*Tip! Create and activate your account before going offline so all bookmarks and schedules will be saved when you re-connect and be available across all devices.*

#### Q: How do I sign up for a CrowdCompass account?

Create your account and modify your account details to display and share information within the app and in the Attendee List. Note: Your profile to set to Private by default in your Profile Settings.

In order to use the App with all its functionality, you must Log In.

1. Click on the top left menu button and click "Log In"
2. Click on the Sign Up link
3. Fill in the necessary blanks and click "Register Account"



You will now be logged in for the event and use all App functionality.

### **Q: How do I access my personalized schedule?**

Upon opening the App, tap on the Event Guide Menu and then select the “My Schedule” icon. If you are not logged into the app and have not yet added sessions to your schedule, the schedule will appear blank.

### **Q: How do I add sessions to my personalized schedule?**

When you locate a session that you would like to add to your schedule, click on the “Add” button. If you have not yet created a CrowdCompass account the app will prompt you to create an account and you must do so to be able to utilise this function.

### **Q: Can I opt out of Push Notifications?**

Yes. You do not need to receive up-to-date push notifications, however they provide useful information on sessions throughout your CCC experience. If you wish to see notifications without getting them pushed to your device, you will be able to see them on the Event Guide Menu, under Event Compass, on the Notifications tab. See below on how to opt in and out.

- Click on the Settings application and tap Notifications. Tap on the CCC App (iOS). Tap the alert style you prefer. Make sure to change your notification setting from OFF to ON if you wish to receive notifications. Turn the setting OFF if you do not wish to receive notifications. This can be changed at any point during the event.
- Devices using the web version will not receive push notifications, such as Windows Phones and BlackBerry devices.

## **Event Guide Icons**

**Schedule:** This icon allows you access to all of the activities at CCC 2017, all sessions and meetings. There are various ways to filter this information, for example;

1. Full CCC schedule, By Day, AM/PM
2. By Track – May not include all Affiliate meetings or sessions – please see Specialty Meetings for a more comprehensive view pertaining to your group.
3. By Session Type – Search for a particular session type here (i.e. accredited symposia, plenary, oral, workshop, highlighted ePoster).
4. By Speaker - You can tap on the speaker’s name to see the list of sessions the speaker is presenting in. To see speaker bios, search a speaker name or scroll down in a session.
5. Bookmarked Activities - This will list any activities, speakers or exhibitors that you have bookmarked.

**Specialty Meetings:** Find Educational Partner and Affiliate programme information. This includes business meetings, board meetings and AGMs all in one location.

**Community Forum:** View a list of all Exhibitors at CCC 2017 by name or by sponsorship level. Click on the Community Forum Floor Plan to locate different exhibitors. New this year is the Community Forum Theatre – schedule of activities may be found here.

**ePosters:** Find a list of all ePosters along with the date, time, and specific screen at which they may be found. Search the listings by track or by day.

**#CCCVAN:** Log-in to your Twitter or Facebook account to participate in the hashtag activity thread for the meeting. Follow @SCC\_CCS on Twitter for up-to-date CCC info.



**Audience Q&A:** Quick access to the Audience Q&A and Live Polling app. Click here to submit your questions to the speakers and directly participate in various sessions throughout CCC.

**Search:** Search for anything within the app including sessions, speakers, topics, etc. You will be able to find what you are looking for by tapping on the list item to see the detail description, or find out when and where something is happening.

**App Sponsor:** Find out more information about the App Sponsor.

**Attendee List:** Join the Attendee List. Attendees are able to share contact information, message other Attendees, and access restricted content.

**Info:** Lists all General Programme Information, App Feature "How To's," and Maps of the city and venue floor plans.

## My Items

**Activity Feed:** This feed will show all posts for this event as well as event notifications. You can also see posts from your contacts, sessions you've rated, bookmarked, shared, or added to your schedule in the "My Feed" tab. Get the conversation started by posting in the Activity Feed.

**My Schedule:** Your personalized schedule.

**My Messages:** Get started sending messages. Go to the Attendee List, find a person, and select the messaging icon on their profile page. To receive messages, be sure to log in and join the Attendee List.

**My Contacts:** Share contact information using the Attendee List. A list of your contacts will be found here.

**My Notes:** Take notes during the conference and review them here.

## Technical / App Support

### Q: Which browser should I use?

The App works best on Chrome and Firefox browsers. If you are using Internet Explorer, it is best to access the event in 'Private Browsing' mode.

### Q: How do I contact CrowdCompass Technical Support?

If you require any support at any point before or during the event, please email or call support.

Email: [support@crowdcompass.com](mailto:support@crowdcompass.com) (24hrs)

Telephone: (888) 889-3069, (option 1), Monday - Sunday 9am-9pm EDT

### Q: Who should I contact if I am having trouble with my CrowdCompass account?

Call the CrowdCompass support line at 1-888-889-3069, Monday - Sunday 9am - 9pm EDT or by email:

[support@crowdcompass.com](mailto:support@crowdcompass.com) (24hrs)