



[A GUIDE TO THE ACCE 2018 APP](#)

The ACCE 2018 app is now live for viewing on your iOS or Android device or desktop. The conference app is a convenient way to review everything you need to know about ACCE 2018 in Sydney.

Enhance your conference experience by using the app to view your personal schedule, take and save notes, download documents, and contact other conference participants and more right at your fingertips! You can also view partners and exhibitors, interactive maps and important information regarding the conference.

Get started by downloading the app to your iPhone, iPad or Android devices today.

To download the conference app, search "**CrowdCompass AttendeeHub**" in the Apple Store (iOS) or Google Play (Android). Alternatively, click on the relevant store links below.



Blackberry and Windows phone users can access the web-based app at <https://crowd.cc/acce2018>.

HOW TO DOWNLOAD AND INSTALL THE CONFERENCE APP

To download this app, click on the relevant icons above or search "**CrowdCompass AttendeeHub**" in the Apple Store (iOS) or Google Play (Android). Install the app onto your device.

After you have downloaded the app, search "**ACCE 2018**". When you have found the conference app, tap to launch the ACCE 2018 app.

Once download has completed, you will be able to access content for the upcoming conference. Changes to the program, partners and exhibitors and conference information will be updated as planning progresses and will be automatically updated when you view the app.

Please note: In order for changes or new content to sync to your app, internet or data connection must be enabled. The app can also be used offline, however updates will not automatically sync.

IMPORTANT INFORMATION

The ACCE 2018 app is free to use and available to everyone.

Prior to the conference, we recommend delegates download and create an account with the mobile app.

To create an account:

1. Click the menu button. This can be found in the far left corner
2. Click Log In
3. Enter your First and Last name and click "Next"
4. Enter your email and click "Next"
5. A verification email will be sent to your entered email address. Click the "Verify Account" button
6. Click "Open App" or "Open in Mobile Web Browser" to obtain your verification code
7. Enter your verification code on the login page and click "Finish". Please make a note of your verification code as you will need this to log in should you log out
8. You will now be logged in and can start personalising your schedule

Should you have any questions or issues regarding the app, please contact the Conference Organiser at +61 2 9368 1200 or email info@acce2018.com.au.

FREQUENTLY ASKED QUESTIONS

I have searched for ACCE but nothing is coming up under the search results.

Check that you have searched for “CrowdCompass Attendee Hub” in the relevant app stores, NOT in your internet browser. Once you have installed the AttendeeHub app, search for ACCE 2018 within the app.

It is asking for my username and password to download the app – how do I retrieve this?

This is the login details for your personal account with either Apple or Google for the app store. You will need to follow the relevant prompts to retrieve this. The Conference Organiser does not have access to this.

I have downloaded and launched the app. What do I do next?

You need to search for the ACCE 2018 app to further download the content. Once downloaded, you can access the app content.

I can only see a few menu items – where are the rest?

If you are using the app on a tablet, the menu items are listed on the left navigation bar. If you are using the app on an iPhone or Android phone, the menu items appear as icons. You need to swipe left/right to view more menu options.

There is a log in option within the app – what does this do?

By logging into the app, you will be able to customise your schedule and view the delegate list.

Click the log in button to log into an existing account or to create a new account. Please keep the unique registration code handy as you will need this to log in. If you misplaced this and would like to retrieve the details, please contact +61 2 9368 1200 or by email to info@acce2018.com.au.

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How do I add a session to my personal schedule?

Click on the relevant sessions and then click on the “Add” button.

How do I view the sessions I have added to my personal schedule?

On the navigation menu under My Items, select My Schedule to view your added sessions.

Which session room should I go to for my preferred presentation?

When you click to view the individual session details, you will see the name of the session room allocated. You can also click on the session room to view the conference floorplan.

I see my details listed on the Attendees menu item. How can I remove myself from the attendee list?

Within the Attendees menu item, click on the settings button on the top right corner and select the option to hide your profile.

I am still having trouble with the conference app. Where can I get assistance with this?

You can contact the Conference Organiser prior to the conference at +61 2 9368 1200 or by email at info@acce2018.com.au. Otherwise, visit the registration desk at the conference venue on the day.