ISEH 2024 - Attendee App FAQs

Download the ISEH 2024 Attendee App
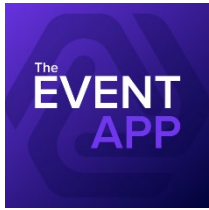

Figure 1 – The Event App by EventsAIR

To download the ISEH 2024 Attendee App, open your camera app on your phone, tablet, or other device and scan the QR code below to download the app. Please note, the ISEH 2024 attendee app is called **The Event App by EventsAIR** in the app store.

You can also download the conference app by searching for **The Event App by EventsAIR** in your mobile app store.

QR codes

iOS App	
Android App	
HTML5 app	

Download the App | iOS | Android | HTML 5

Figure 2- Attendee App landing page, insert Event Code

Logging in to the Attendee App

Once you have downloaded the attendee app, you will be prompted to allow notifications; we suggest you allow this so you can get live app alerts.
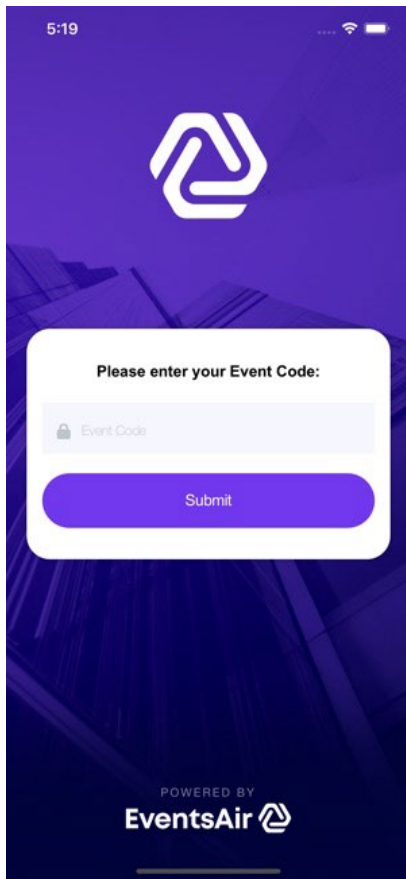
You will be taken to the EventsAIR landing page where you will be asked for an Event Code, please use **iseh2024**. This will take you to the ISEH 2024 Attendee App menu page, where you can access some basic features and log in.

Some features are only accessible once you **log in**, to log in, simply use the email address and password you created when submitting your abstract and registering for the conference. You can reset your password if you do not remember it. Please note, you will only be able to use the check in feature when using the iOS or Android apps, and not via the HTML 5 app.

You will be prompted to check your contact details when you log in for the first time. We would encourage you to add a profile photo and share your basic contact details to aid networking when using the app.

If you have any queries whilst using the app, please contact cpdservices@abdn.ac.uk or contact the registration desk at the conference.
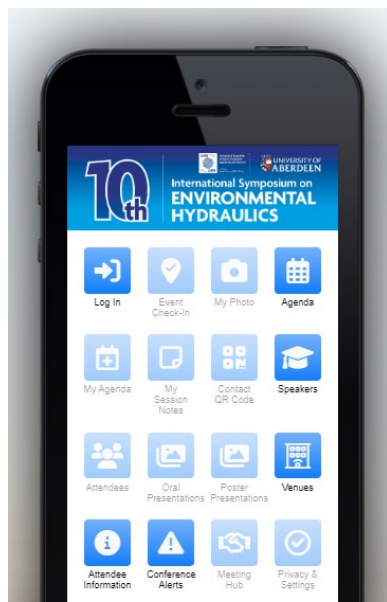

Figure 3 – ISEH 2024 Attendee App; some features are not accessible whilst logged out. To access the full features, you must click 'Log In'.

Figure 4 – ISEH 2024 Attendee App; Once logged in, you can access all the features.

Can I log in ahead of the session to see how the platform looks?

Yes, we would recommend that all attendees log into the platform ahead of the conference to get used to the Attendee App.

Can I check in ahead of the conference?

No, we collect check-in information upon arrival. Please select the **'Event Check-in'** option within the attendee app, then select **'Scan now'** to scan the QR code displayed at the registration desk/welcome boards. This will update our system so we can see you have arrived. Once checked in, please collect your name badge and bag from the registration desk.

I am attending soon and have not received my pre-event information for the conference

Pre-event information is emailed to the contact email address used when registering to attend, a few days ahead of the conference taking place. Please check your junk/spam folder.

My browser is not showing the attendee app correctly

Please note that older internet browsers such as internet explorer do not support the platform, the provider recommends using Google Chrome or another newer browser (such as Microsoft Edge). Mac Safari browser has difficulties with the platform, and we would advise using an alternative web browser.

My browser won't let me scroll the pages

Since the app was developed for mobile device usage, you cannot use your mouse to scroll the pages. You will need to click and drag the page to navigate around.

Making notes when watching a session

Add notes to **My Session Notes** – These can be exported out at the end of the event from the export button in the top right corner.

Event feedback

Please feedback to us how you found the event, including use of the attendee app. All feedback is appreciated whether good or bad and we always aim to make use of the feedback to improve future events. You can email us at cpdservices@abdn.ac.uk.

I'm having problems, who can I contact?

Should you require any assistance from our organisation team, please contact cpdservices@abdn.ac.uk or come visit us at the registration desk for assistance during the conference.