

SINAPSE ASM Attendee App FAQs

Download the SINAPSE ASM Attendee App



To download the SINAPSE ASM 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 SINAPSE ASM attendee app is called **The Event App by EventsAIR** in the app store.

Download the Attendee App | [iOS](#) | [Android](#) | [HTML 5](#)

Figure 1 – The Event App by EventsAIR

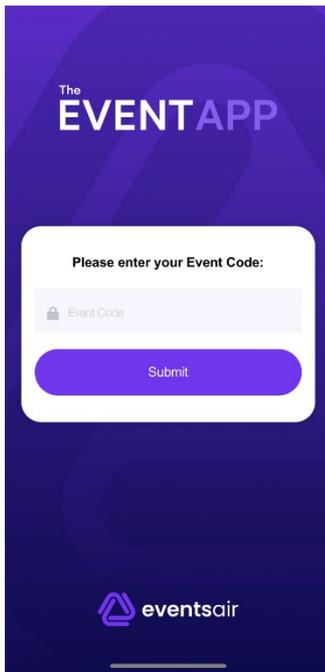
We highly recommend enabling notifications to ensure you receive timely updates. You can do this by accepting the prompt when it appears or by adjusting your notification settings within your mobile device after downloading the app.

This will help you stay informed about conference alerts and messages or connections from other attendees.

QR codes

<p>iOS App</p> 	
<p>Android App</p> 	
<p>HTML5 app</p> 	

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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.**

Event Code

You will be taken to the EventsAIR landing page where you will be asked for an **Event Code**, please use **sinapse2025**. This will take you to the SINAPSE ASM 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.

Figure 2- Attendee App landing page, insert Event Code

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.

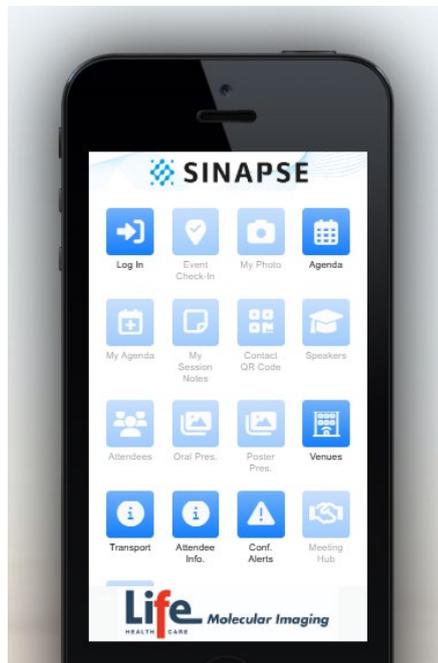


Figure 3 – SINAPSE ASM Attendee App; some features are not accessible whilst logged out. To access the full features, you must click 'Log In'.



Figure 4 – SINAPSE ASM 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. You can simply say your surname at the desk and we can check you in manually or you can do this in the App. 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 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.

I keep getting notifications to update the app

Each time the App updates with new information, for example someone changes their profile picture, or the agenda changes etc it will prompt you to update the App. We recommend you do so you receive the most up to date version.

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.