SBL and AAR 2014 Mobile App FAQs

How can I download the app?

This web page contains direct links to the app:
http://showcase.genie-connect.com/sblaarannualmeetings/.
Or search on "sbl aar" or "aar sbl" in the App Store or Google Play,
or scan the QR code to the right.

Why can't I log in?

Are you entering your details correctly? Check the password you are logging in with against the one supplied to you via e-mail.

Do you have a data / Internet connection? Without one, the app will not be able to connect to the server and log you in. In areas of the venue where Wi-Fi / signal may be weak, you may struggle. You should find an area where you have a good connection and log in. Once logged in you can continue to move around the venue using the app with a limited connection. Bear in mind some features of the app do need the Internet (e.g., the Interactive Floor plan).

What if I forgot my password?

Find and click the "Log In" button, select the "Forgotten Password" link, and enter the e-mail address you used to register for the Annual Meetings. Your password will be resent to you by e-mail.

Why am I unable to download the app or receive the latest data update?

Check your data connection and if possible try a different connection. Do you have issues downloading other apps? A simple test for your device's connection strength is to test another app that displays media content—for example, the Facebook or Instagram apps with photos.

iOS runs background updates, so updates will come through automatically when there is a connection. Android devices require users to manually download the app update. You will see this update waiting in the device curtain, and there will also be a flashing explanation mark/triangle within the app. If you do not see the flashing triangle notification, you can press "check for update now" in the settings widget. The settings widget also displays the build and data version number.

How do I make a personalized agenda and favorite set items?

You can make a personalized agenda; share and favorite lists of sessions, exhibitors, and people; and write notes. This is all collected in the "My Event" widget, which you can e-mail to yourself, if desired.

Using Exhibitors as an example:

The Exhibitors widget allows you to view a full list of Exhibitors attending the event. Exhibitors can also be filtered by alpha listing.

Viewing Exhibitor Details

By selecting individual Exhibitors from the list you can view the Exhibitor Details as well as any additional content provided by an Exhibitor. This may include product information and/or downloadable content.

Adding an Exhibitor to your My Event and Making Notes

To add an Exhibitor to "Favorite Exhibitors" within My Event, click the "Favorites Star." The Exhibitor will now be stored in My Event. Next to the "Favorite Star" you will find the "Note" icon. Click this to add a note about the Exhibitor. Notes will be saved alongside the Exhibitor in the Exhibitors widget as well as in "My Notes" contained in the "My Event" widget.

Sharing an Exhibitor

To share an Exhibitor via social media, hit the "Sharing" icon. This will open your device's sharing options based on the social media apps you have installed. From here you can select the sharing platform you'd like to use (e.g., Twitter) and share the link to view the Exhibitor.

How do I network with other attendees?

Open "Find People." You can search for attendees by keyword, last name, or company (institution). Alternatively, click the Search icon to view the full list of attendees. Select an attendee from the list to view the attendee's details.

From here, you can Favorite, Message, or send a Meeting Request:

- Add a favorite/note: Once you have found the attendee you would like to favorite, select them from the list to view their profile. Next click the "Favorites Star," which will add the attendee to your Favorite list in the "My Event" widget. Next to the "Favorite Star" you will find the "Note" icon. Click this to add a note about the person. Notes will be saved alongside the person in the networking widget as well as in "My Notes" contained in the "My Event" widget.

- Send a message: Once you have found the attendee you would like to message, select them from the list to view their profile. Click the "Message" icon to begin writing your message. Once sent the message will appear under "Sent" items in the "Messages" widget.

- Once you have found the attendee you would like to meet, select them from the list to view their profile. Click the "Meeting" icon to begin arranging your meeting. Select a day, time, location, and summary. Once the request is sent, the recipient can choose to accept, decline, or re-arrange the meeting. The meeting request will appear in both your sent items in the "Messages" widget and in "My Agenda."

Why can't I find myself when searching in Find People?

Attendees will not be able to view themselves in the networking search result, but you can view and edit all your details within "My Profile" in the networking widget. If you do not want to network with other attendees, you can disable the "Enable Networking" option in your "My Profile."

How can I create my own events in the app?

To add personal meetings or events, you must go to a separate web address found here: http://visitors.genie-connect.com/sblaarannualmeetings/. On the web page, click the Log In button to log in. Click "My Event" and then "My Agenda." You should see "Create Ad-Hoc Diary Entry" in the header. Click it to add your event. All times in the event must be entered in an **hh:mm** format, which is based on a 24-hour clock (also known as military time in the US and Canada). The chart below can be used to help you enter the time in the correct format:

12:00am	0:00	12:00pm	12:00
1:00am	1:00	1:00pm	13:00
2:00am	2:00	2:00pm	14:00
3:00am	3:00	3:00pm	15:00
4:00am	4:00	4:00pm	16:00
5:00am	5:00	5:00pm	17:00
6:00am	6:00	6:00pm	18:00
7:00am	7:00	7:00pm	19:00
8:00am	8:00	8:00pm	20:00
9:00am	9:00	9:00pm	21:00
10:00am	10:00	10:00pm	22:00
11:00am	11:00	11:00pm	23:00

Once the personal event is added, it will populate to your "My Agenda" on your phone or tablet.

Having other issues with the app?

Email us at appsupport@aarweb.org. We will also have a mobile app help desk onsite in the registration area of the San Diego Convention Center.