

AIR Forum 2019 App User Guide

ASSOCIATION FOR INSTITUTIONAL RESEARCH



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Logging in to the mobile App

1. Enter the email address used to receive your Forum App login information.
2. Ensure you have checked the Terms box.
3. Click **submit**.

Enter Email



1.

2. ☐ I have read and agree to the [Terms of Service](#), [Privacy and Data Processing Policy](#), and [Event Privacy Policy](#)

3.

4. Select **Enter Password**.
5. Enter the password sent to you via email.

4.



You can securely log in without typing your password using Automatic Login

Use Automatic Login

or

Enter Password

5.



Enter Password

Password

Reset Password

Submit

You will now be logged into to the App.

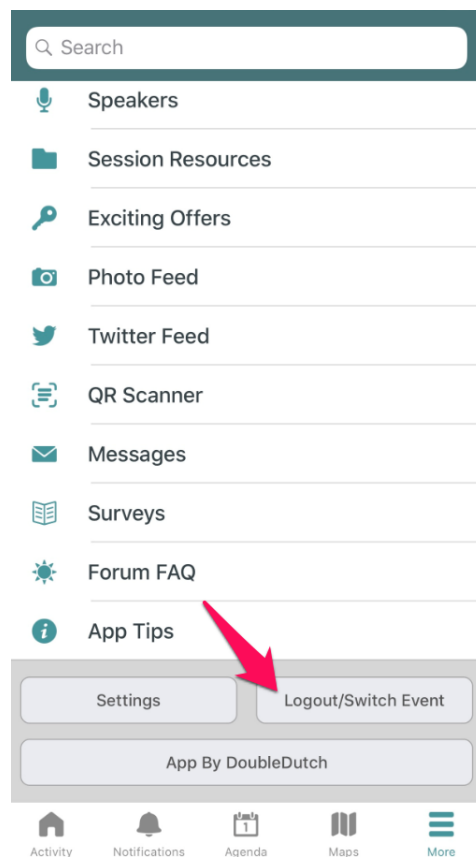
Logging out of the mobile App

iPhone

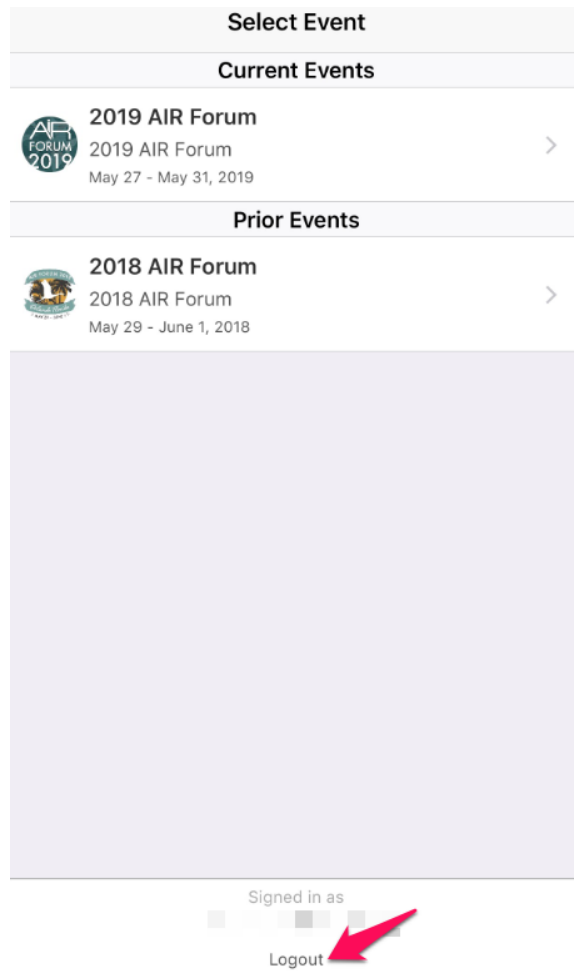
1. From the activity screen, click on **More** at the bottom right corner of the screen



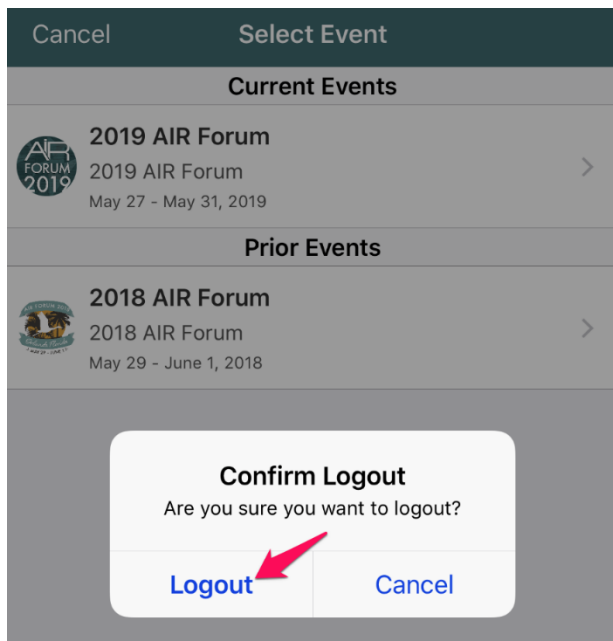
2. Click **Logout/Switch Event**



3. At the bottom of the screen, click **Logout**.



4. Confirm logout by clicking **Logout** once more.



You will now be returned to App login screen.

Android

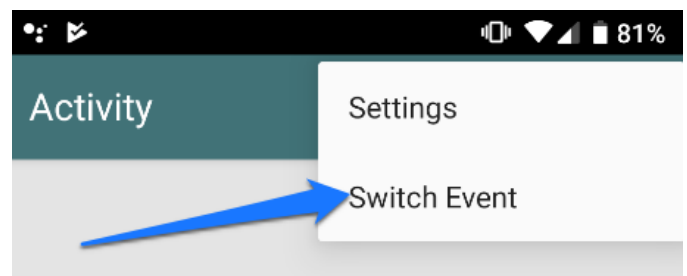
1. From the activity feed click on the **ellipses**(3 dots) in the top right corner of the screen

1.



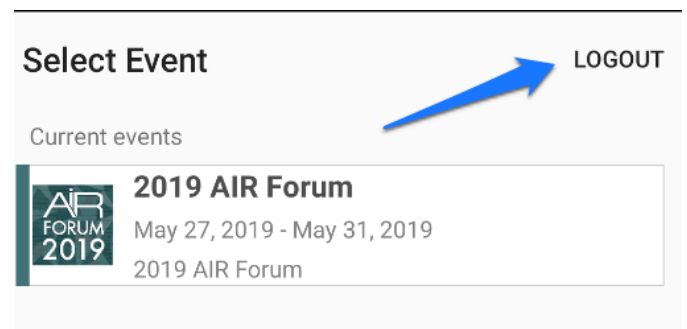
2. Click **Switch Event**.

2.



3. Click on **Logout**.


3.



You will be returned to the App login screen.

Lost/Forgotten Password – Mobile app

1. Enter the email address used to receive your Forum App login information.
2. Ensure you have checked the Terms box.
3. Click **Submit**.



Enter Email

1. Email Address

2. ☐ I have read and agree to the [Terms of Service](#), [Privacy and Data Processing Policy](#), and [Event Privacy Policy](#)

3. Submit

4. Select **Enter Password**



You can securely log in without typing your password using Automatic Login


Use Automatic Login

or

Enter Password

5. Click **Reset Password**. When asked: **Reset password for *youremail@mail.com***? Select **Reset**.

< AIR Forum




Password

Reset Password

Submit

< AIR Forum



Password

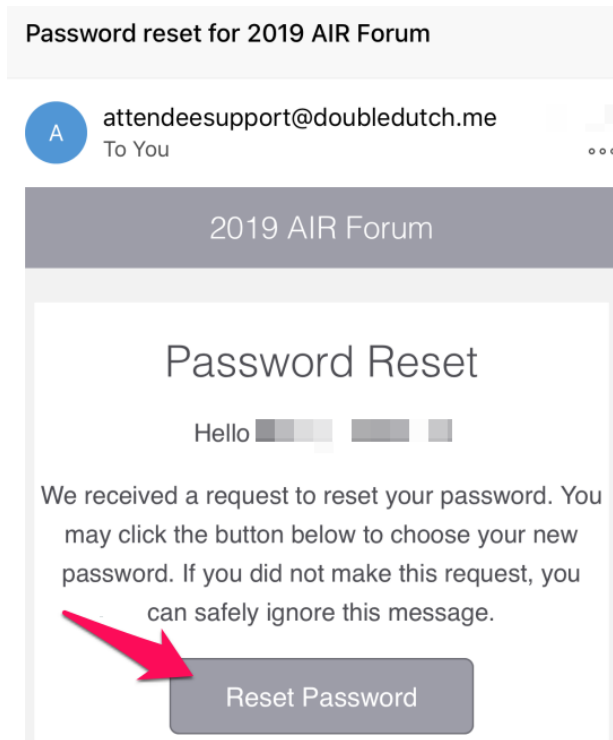
Reset Password

Submit

Reset password for
forumattendee@airweb.org?

Cancel Reset

6. Access the reset password instructions from the email address you entered when logging into the App (check spam folder if not found in inbox).



7. Click **Reset Password**.

8. Enter your new password and enter it once more to confirm.
9. Click Set Password.

Choose a New Password

Password

Confirm Password

Set Password

You'll be returned to the App login screen.

Accessing the Forum app portal

After clicking on the [link](#) provided to you via email, you will be taken to the app portal

From the app portal you may access the AIR Forum 2019 app via:

- ❖ [Apple Devices](#) (Download app from App Store)
- ❖ [Android Devices](#) (Download app from Google Play)
- ❖ [The Web](#) (Access online with a browser using HTML5)

The image shows a promotional banner for the 2019 AIR Forum. On the left, the logo 'AIR FORUM 2019' is displayed above the text '2019 AIR Forum', 'Mon, May 27 to Fri, May 31, 2019', and '2019 AIR Forum'. In the center is a smartphone displaying the app's interface, which includes a 'Trending' section with a post by Amanda Buzard. On the right, under the heading 'Get the free app:', there are three buttons: 'Available on the App Store', 'ANDROID APP ON Google play', and '5 HTML'. The '5 HTML' button is highlighted with a red rectangular box, and a red arrow points to it from the bottom right. Below these buttons, it says 'powered by doubledutch'. At the very bottom, a red text overlay reads 'Click on 5 HTML to access web app'.

2019 AIR Forum
Mon, May 27 to Fri, May 31, 2019
2019 AIR Forum

Get the free app:

Available on the App Store

ANDROID APP ON Google play

5 HTML

powered by doubledutch

Click on 5 HTML to access web app

Logging in to the Forum web App

After clicking on 5 HTML from the app portal, you will be asked to enter your login credentials:

1. Your username is your email address. Enter the email address used to receive your Forum App login information.
2. Enter the password sent to you via email.
3. Ensure you have checked the Terms box.
4. Click **Sign In**.

The screenshot shows a login form titled "Sign In to Continue". It contains the following elements:

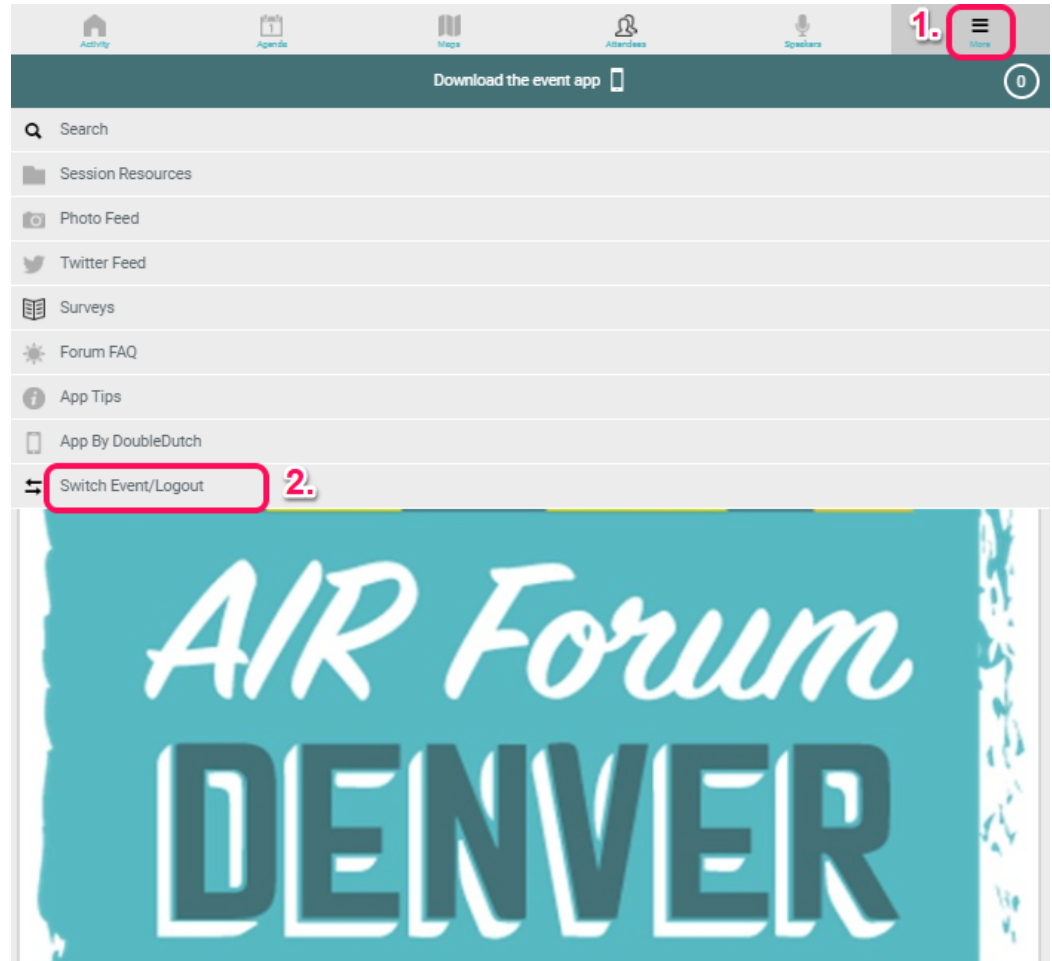
- A text input field labeled "1. Username" with a red arrow pointing to it.
- A password input field labeled "2. Password" with a red arrow pointing to it.
- A checkbox labeled "3." next to the text "I have read and agree to the [Terms of Service and Privacy and Data Processing Policy](#)". A red arrow points to the checkbox.
- A blue "Sign In" button labeled "4." with a red border and a red arrow pointing to it.
- A grey "Cancel" button below the "Sign In" button.
- A link at the bottom that says "Forgot your password? [Reset it.](#)"

You should now be logged in to the Forum web app.

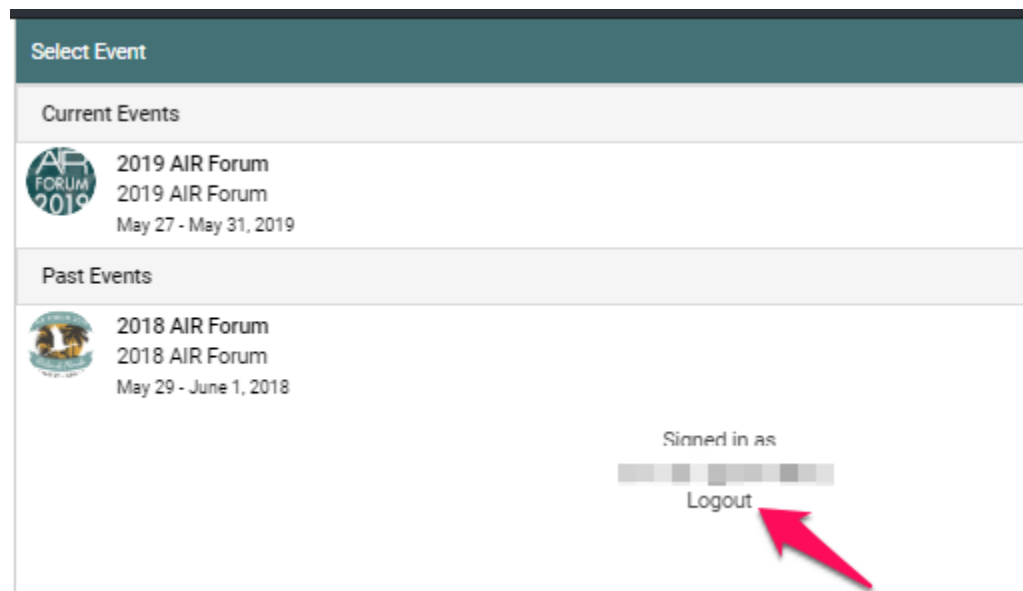
Logging out of the Forum web App

1. Click on More.

2. Click **Switch Event/Logout**



3. Click **Logout**.



You'll now be returned to the App login screen.

Lost/Forgotten Password – web App

After clicking on the [link](#) provided to you via email, you will be taken to the app portal

1. Click on HTML5 to access the Forum web App.



Sign In to Continue

Username

Password

☐ I have read and agree to the [Terms of Service](#) and [Privacy and Data Processing Policy](#).

Sign In

Cancel

Forgot your password? [Reset it.](#)

3. Click **Reset it.**

Reset Your Password

Forgot your password? It happens to the best of us. Enter your email address below and we'll send you an email with instructions.

Reset Password

Cancel

Meant to [sign in](#)?

4. Enter your email as your username.

*Enter the email address you used to receive your Forum App login information.

5. Click Reset Password

5. Go to your email account and look for an email from attendeesupport@doubledutch.me (check spam folder if not found in inbox).
6. Click on **Reset Password**, which will open a new window.

Password reset for 2019 AIR Forum



attendeesupport@doubledutch.me
To You



2019 AIR Forum

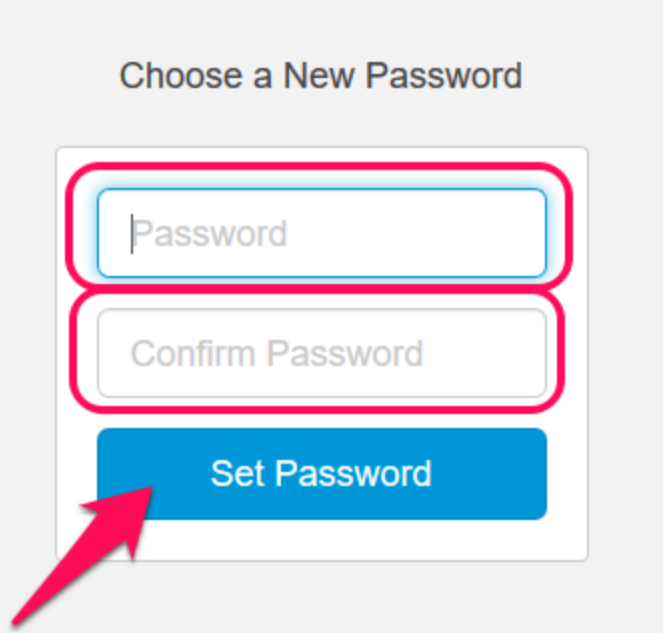
Password Reset

Hello [blacked out]

We received a request to reset your password. You may click the button below to choose your new password. If you did not make this request, you can safely ignore this message.

Reset Password

7. Enter your new password and then enter it once more to confirm.
8. Click Set Password.
9. You may now return to the AIR Forum 2019 App and log in with your new password.

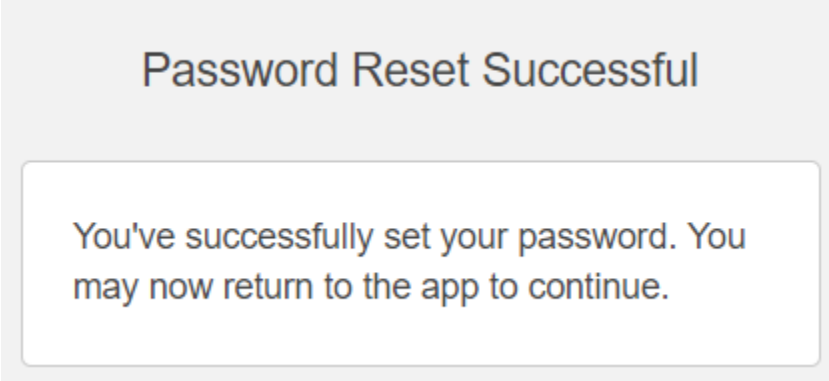


Choose a New Password

Password

Confirm Password

Set Password



Password Reset Successful

You've successfully set your password. You may now return to the app to continue.

Glossary of Navigation Terms



Activity Feed

Use the Activity Feed to view:

- Status updates and photos posted by attendees.
- Messages from AIR.
- Personalized reminders for upcoming sessions, surveys to complete, sessions to rate, and attendee satisfaction cards.



Notifications

Shows likes, comments to status updates, and messages from AIR.



Agenda

Shows the full listing of sessions. Visit the Agenda to create and find your personalized agenda. Learn more about this below in the *App Tips section*.



Maps

View maps of the Exhibit Hall and conference hotel.



More

Click here to view more menu options.



DataScavenger App Game



Attendees

Connect with other attendees.



Speakers

View the listing of speakers/presenters.

Visit this section to rate speakers/presenters and write a review or find a session by a speaker/presenter name.



Session Resources



Exciting Offers



Photo Feed

View photos shared at the AIR Forum.



Twitter Feed

View what other attendees are saying on Twitter: #AIRForum2019



QR Scanner

Use the QR code scanner to win badges when playing the Citrus City Connection game.



Messages

Send and view messages to/from other attendees.



Surveys



[Forum FAQ](#)



[App Tips](#)

View App instructions and tips.

Agenda

Filter session items in Agenda

You may filter items in Agenda by track type.

iPhone/Android

1. Tap 'Filter' on the top right-hand corner of the Agenda screen. You will see different "tracks" or subdivisions of the full agenda and can tap on any of the options to see just items of that type. Once you've selected the item types you want to see, tap 'Apply.'
2. To see all items or items in a different category: tap 'Filter' again, select/deselect the appropriate items, and then tap 'Apply.'

HTML5 (webapp)

1. Tap 'Filter' on the top right-hand corner of the Agenda screen. You'll see different "tracks" or subdivisions of the full agenda and can tap on any of the options to see just items of that type. Once you've selected all of the item types you want to see, tap 'Apply.'
2. To see all items or items in a different category, tap 'Filter' again and select/deselect the appropriate items, and then tap 'Apply.'

Create & Find your Agenda

iPhone/Android

1. Visit the Agenda by clicking the "Agenda" button at the bottom of your screen. Select "My Agenda" at the top of the screen to view items you've already added to your agenda.
2. Add a session to your "My Agenda" by visiting a session and clicking the "Add To My Agenda" button. You can also add sessions to your "My Agenda" by clicking the 'Add to Agenda icon' next to the session(s) that interest you on the Agenda page.

Not finding what you're looking for?

1. If you know the name of the session or the name of a presenter, click the "More" button at the bottom of your screen. Type your information in the search bar and click "Search." Click the name of the session or presenter in the list that appears.
2. If you're browsing, visit the Agenda by clicking the "Agenda" button at the bottom of your screen. Navigate to the correct day by clicking the right or left arrows at the top of the screen. Scroll down until you see a session of interest or filter the results to find a certain type of session or event.

Take notes in the app

iPhone/Android

1. You will see an option to "add notes" in the details section of each agenda item within the app.
2. Your notes will be sorted by each individual agenda item in the app, and you can see all of your notes together by tapping on 'View All Notes' from any note-taking screen.
3. There is an option to send a copy of your notes to yourself. From the "View All Notes" screen, click "share." You will be given the option to select "Email to me" or "Share."
 - i) "Email to me" – This option sends an email to the email address you used to log in to the app.
 - ii) "Share" – This option allows you to share notes via other apps downloaded to your phone.

Review a session

Visit the session in the app by going to "Agenda" or "My Agenda." Click on the session of interest and click the "Take Survey" button. **Please note:** the option to review a session will not appear until 5 minutes before the session end time.

Profile

Edit Profile

iPhone

1. To edit your profile page, tap your picture in the top left-hand corner of the screen. You can set or change a photo from this screen by tapping on the circle with your initials and selecting the photo you'd like to use.
2. Tap 'Edit Profile' to change your name, title, and/or company displayed.
3. Tap the checkmark in the top right-hand corner of the screen to save any changes.

Android

1. To edit your profile page, tap your picture in the top left-hand corner of the screen. You can set or change a photo from this screen by tapping on the circle with your initials and selecting the photo you'd like to use.
2. Tap 'Edit Profile' to change your name, title, and/or company displayed.
3. Tap the checkmark in the top right-hand corner of the screen to save any changes.

HTML5 (webapp)

- Click on your photo in the top left-hand corner of the activity feed to navigate to your profile. Click on 'Edit Profile' to update your name, title, company, and photo. Once you make your changes, click 'Save.'

Activity Feed

Status Update

A status update is a message that you post in the activity feed. Status updates can cover what you're up to at the event, thoughts about a session, suggestions about the best lunch options, or anything else you want to share with fellow attendees.

iPhone

1. To post a status update, tap the pen-and-paper icon at the top right-hand corner of the Activity Feed screen. Add text and/or a photo. Tap the checkmark icon at the top right-hand corner to post.
2. A status update can be accompanied by a check-in to a particular session/item in the app, a photo, or any combination thereof. – See *Include a photo in your status update* or *"I'm at..."* button

Android

1. To post a status update, tap the pen-and-paper icon at the bottom right-hand corner of the Activity Feed screen. Add text and/or a photo. Tap the paper airplane icon at the top right-hand corner to post.
2. A status update can be accompanied by a check-in to a particular session/item in the app, a photo, or any combination thereof. – See *Include a photo in your status update* or *"I'm at..."* button

HTML 5 (webapp)

- To post a status update, tap “Post an update” on the activity feed screen. Add your text, and then click 'Post Update.'

Include a photo in your status update

iPhone

- After you tap the pen-and-paper icon to post a status update, you'll see a camera icon. Tap this icon to add a photo from your phone's existing photos or take a new photo. Once you've selected your photo, add text to your update, and tap the checkmark icon to post your update.

Android

- After you tap the pen-and-paper icon to post a status update, you'll see a camera icon. Tap this icon to add a photo from your phone's existing photos or take a new photo. Once you've selected your photo, add text to your update, and tap the paper airplane icon to post your update.

HTML5 (webapp)

1. To post a status update with a photo, click on 'Post a Status Update,' type in the text for your update, and then click on "camera."
2. You can include any photo you have saved to your device or your computer. Choose the photo you want to include, and then click 'Post.'

“I’m at...” button

iPhone/Android

1. The "I’m at..." button is found at the bottom of the status update prompt. It associates your status update with something specific happening at the event, like a sponsor session or speaker session.
2. Your status update will not only appear in the main activity feed, but it will also appear in the activity feed for that specific item.

Check into a session

iPhone/Android

Once the session is underway:

1. Click on the pen-and-paper icon.
2. Click on the “I’m at...” dialogue box.
3. Click on “Which Agenda?”
4. Select the session you are attending.
5. You may write a status to share with others from where you are checking in (to check-in without including a status, click the space bar on your keypad and then click the checkmark to post).

Comment on or Like a post

iPhone/Android

1. *To add a comment to a post, tap the speech bubble icon below the post, type in your comment, and then tap 'post.'*
2. The smiley face icon under a post is the "like" button. When you tap this icon, your name will display in the app as someone who has liked the post, and the person who posted the update will also receive a notification that you liked his/her post.

HTML5 (webapp)

- To add a comment to a post, click the text box area where it says "Write something.." below the post. Type in your comment and then click 'post.'

Delete a post

iPhone

1. You can delete any of your posts by tapping the post or photo from where it appears in the app (e.g. the main activity feed or the activity feed for a particular agenda item).
2. Your update will open on a new screen. There you can tap the trash can icon in the top right-hand corner to delete the post. *Please note that you can only delete your own post.*

Android

1. You can delete any of your posts by tapping the post or photo from where it appears in the app (e.g. the main activity feed or the activity feed for a particular agenda item).
2. Tap on the comment icon below the post, and a trash can icon will appear at the top of your screen. Tap the trash can to delete the post. *Please note that you can only delete your own post.*

Flag a post from an attendee as inappropriate

iPhone

- To flag a post or photo as inappropriate, tap the side of the item. This will open in a new screen and you'll see the flag icon in the top right-hand corner. When you tap the flag, you will be given the option to flag the post/update or mute posts/updates from that attendee. Flagging a post sends a notification to your event organizer, bringing the content to their attention.

Android

- To flag another user's post that you find inappropriate, tap the comment icon from the user's post. A flag icon will appear at the top right-hand corner of the user's post. When you tap the flag, you will be given the option to flag the update or mute updates from that attendee. Flagging a post sends a notification to your event organizer, bringing the content to their attention.

Note: *The flag icon is used to report inappropriate content in the app based on all users' agreement to the AIR Forum Code of Conduct. When a post is flagged, it sends the event organizer a note to look into the post and remove it if necessary.*

Follow someone

iPhone

1. To follow someone in the app, tap on 'Attendees' in the menu section of the app. Search for attendees that you want to follow by scrolling through the attendee list or by searching for their names from the search bar.
2. Tap on the icon with the plus sign to highlight it with a check mark. This will indicate that you are now following that person.

Android

1. To follow someone in the app, tap on 'Attendees' in the menu section of the app. Search for attendees that you want to follow by scrolling through the attendee list or by tapping the magnifying glass from the top right-hand corner of the screen.
2. Tap on the icon with the plus sign to highlight it with a check mark. This will indicate that you are now following that person.

Sponsors

Sort the Sponsor list

iPhone/Android

1. The sort button allows you to view sponsors by either name or by categories that the event staff has set up in the app.
2. If you sort by name, the sponsor list will be displayed alphabetically. If you sort by category, sponsors will be sorted by category and you will see an alphabetical list of all the categories. By tapping into a specific category, you will see the list of all sponsors in that category.

HTML5 (web app)

- To sort the sponsor list, go to the drop-down menu in the top right-hand corner. Typically, this menu defaults to "all" with a small arrow. If there are categories or filters set up by the organizer, they will appear as options to select.

Having trouble logging into the app? See instructions below on how to login, logout and change your password for the App.

The conference staff on site can also assist.