

Frequently Asked Questions (FAQ) on All systems go! App

1. Where can I download the App?

You can download the App [here](#).

2. What does the App offer me?

With the App you can find:

- The programme
- Your own personal programme (my programme)
- Floorplan
- Speakers and bios
- Participants list and chat function
- Sponsors
- Polls/Quiz/Voting (during sessions)
- QR scanner
- About us (get to know the *All systems go!* team and the Thematic Leads)
- The #WASHsystems #Allsystems go #notjust4nerds Twitterboard
- Bus information (The Hague Central Station / Centre – Fokker Terminal)

3. How can I log in?

Download and open the App. Enter your email address and unique log in code and select *continue*.

a. Where can I find the email that was sent earlier with my unique log in code for the App?

All registrants *should have* received an automatic email from our system with their unique log in code.

Tip: Search for *Mobile Application Invitado*, in your inbox and spam.

b. I really think I never received that 'log in' email, what can I do now?

Download and open the App. Click: *No password?* and enter your email address. Your password can arrive in your inbox or spam.

c. When I entered my email address, the system did not recognize it. What to do?

In that case, something might *be* wrong with your registration. Please send an email to

symposium@ircwash.org. Then we can support you accordingly.

4. When I opened the App, I noticed that some information is not complete. Is that correct?

Yes, that is correct. The App is still being updated, so there may be missing information as it gets synced with information from the now final programme.

5. How can I make myself visible in the participants list (and chat function)?

You might not be visible in the participants list because it is still being synced with information (question D). Or, go to the same email you received with your login code and follow the steps make sure that you allowed IRC to use your personal information for the symposium. If this does not work, please email symposium@ircwash.org.

6. How can I open my App if it crashed a couple of times?

As the App is still under development, it might be heavy for your device to sync all the information. Therefore, your device might struggle while opening the App. Tip: Try to make more storage available.

7. How can I chat with other participants?

Go to the participants list and select a participant. Send a message. You can open your conversation when opening the participants list again.

8. Other questions regarding the App?

Contact us at symposium@ircwash.org