Attendee FAQs

How do I access the Mobile App?

You can access the Mobile App a few different ways:

- You can find the link in your registration confirmation email.
- You can search for the "SME Events Live!" app in the Apple Store or Google Play.
- You can scan a QR code from the signage on-site.

How do I find who is attending the event?

In the **Attendee Connect** feature. This has a list of everyone attending the event. Once you add a user, they will have to accept your connection and then be added to your connections list. If an attendee does not login to the mobile app, they will not show up on the Attendee Connect list in the SME Events Live! App.

Where can I review upcoming presentations?

You can review upcoming presentations in the **Event Schedule** feature. You can even add presentations in your personal agenda. Clicking on a presentation will show details, including the description or speakers. Clicking on the + sign will add the presentation to your personal agenda.

How do I interact with a livestream?

You can access a livestream through the **Event Schedule** feature. Here you will be able to chat with other attendees who are also viewing the livestream. To view a livestream, scroll to the presentation you would like to see and click the Live Video button. Once you have entered the livestream, you will see a chat box in the right corner.

How do I network?

The **Activity Feed** is a great way to network and interact. You can post, "like" or comment on others' posts. For contactless networking, shake your phone with other attendees to add them as a contact. Location services must be turned on for this to work.

How do I review the notes I took during a presentation?

To review the notes you have taken for a presentation, go back to the presentation and click on the **notes** icon to view them.

Where do I find all the Exhibitors at an event?

If you would like to visit an exhibitor booth, click on the **Exhibitors** feature. Click in the **search** and type in **the company's name** or click the filter icon in the top right corner. The filter icon will allow you to filter technologies, company names, and booth categories.

How long can I access information after the event is over?

You can access the event for 90 days after the event concludes (This includes all livestreamed presentations).

How do I find an exhibitor booth location?

To view the location of each exhibitor, the **Floor Plan** feature will give you access to the event layout. Click on the booth name or number to see a detailed description of a specific exhibitor.

How do I learn about speakers?

Click on the **Speakers** feature. When you click on a speaker's profile, you will be able to view their bio and any presentations they're scheduled to speak at.

How do I complete a Fan Challenge?

In a **Fan Challenge**, there are two areas: Challenges and Leaderboard.

- **Challenges**: show you the list of tasks you can complete that allow you to gain points. Each task has an assigned point value and a brief description of how to obtain a code.
- **Leaderboard**: shows how many points you and other attendees have.

What do I do if my email is not recognized or login has failed?

Please make sure you are using the same email address you used to register for the event. If you are still having issues logging in, please email support@sme-help.freshdesk.com.