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EuroCMR 2014 powered by Superevent
Frequently Asked Questions
Version 1.0

QUESTION	ANSWER
Where can I find more info on the features of the app powered by Superevent?	You can find more information on Superevent features on the website or download the flyer
For which devices is the Superevent for the conference mobile app available?	The app is available on iPhone, iPad and Android. Search for 'Superevent' in the App Store or Google Play to download the app to your smartphone (but sign up through your Superevent invitation email first!) We recommend to regularly update to the latest available version in the App Store or Google Play, as features and improvements are regularly added.
What do I do if I have not received the Conference invitation email?	Although we have implemented ways to avoid that your mail gets caught by a spam filter, it may occasionally happen. Please check your spam box. Sometimes we find that the email address used for registration of the attendee is a personal one or the email of a secretary. Please check any (alternative) email inbox that may have been used for the Superevent registration. If you cannot find the invitation mail, please send a request for the invitation email clearly stating your name and the correct email address to support@superevent.com, so we can resend the invitation email to you.
How do get to use Superevent?	If you are a new user, you need to install the Superevent App and SIGN-IN with your username and password. Your username is the e-mail address you registered with and you have received your password from the organizer in an e-mail. If you are already a user of Superevent, then SIGN-IN with your username and password and, in the app, click the [+] button in the title bar and enter the 6-digit invitation code from your Superevent invitation email.
How do I add my event to the App?	**The preferred and easiest way** is to click on the blue sign-in button in the invitation email you have received. You SIGN-IN with your username and password. This will automatically add the event to your account and make you an active attendee of the Superevent event. Next, you go to the app and SIGN-IN. You will automatically have access to all event information.

	Alternatively Go to the app and navigate to events. Click the [+] button in the title bar and enter the 6-digit invitation code from your Superevent invitation email.
What is the invitation code?	With the invitation code you can get access to the Conference event in your app, and is not needed when you follow the preferred sign up method by using the buttons in the invitation email.
	The invitation code is only needed if you used the alternative sign up method Please see 'How do I sign up?' for more details.
	An event invitation code needs to be entered in Events.
	NOTE: The invitation code is NOT your password. You choose your password during account sign up.
I cannot sign in. What do I do?	To sign in, you need to have an active internet connection. Please make sure that you do.
	You sign in with the username (or email address) and password that you chose during sign up.
	NOTE: Your invitation code is not your password.
I am in the app but cannot see the Conference?	You have correctly signed up and signed in, but have not yet activated your Superevent event. In the App, navigate to Event, click on [+] and enter the invitation code. The invitation code is included in the invitation email that you received from the Superevent team.
	If this does not work, it may help to logout from Superevent and SIGN-IN again.
	If you have not received the invitation mail, please send a request for the invitation mail clearly stating your name and the correct email address to support@superevent.com
I am in the app, I see the event, but I cannot send a message?	In this case you may not have activated your account yet after a direct sign up from the app. Shortly after sign up in the app, you should have received an activation email with a request to activate your account.
	If you cannot find that email please go to www.superevent.com and sign in. This will activate your account automatically.
I do not see the program category in the event, what do I do?	Occasionally this may happen due to internet connection problems. Please refresh the event by navigating back to the event list and pressing on the event again (with an active internet connection).

What is the Conference button for on the event and session pages?	The button with the vevent logo is a multi-purpose button, with interactive color coding: - Grey logo indicates you are not registered for this event. - Blue logo indicates you are registered for this event. Press it to check-in to the event and unlock its interactive features. - Green logo indicates you are checked-in to the event or session. Press it to check-out. NOTE: The buttons only work with an active internet connection, and it may take up to 2 seconds after you press it to change its color.
I cannot send a message to another attendee?	In this case the attendee has not signed up or has not completed sign up (not activated the account).
It still does not work for me. Where do I get support?	If it still does not work, please send an email to support@superevent.com clearly stating your name and email address. We will also have a Superevent certified person on site during the registration time. We will try to respond within 24 hours to your e-mails.