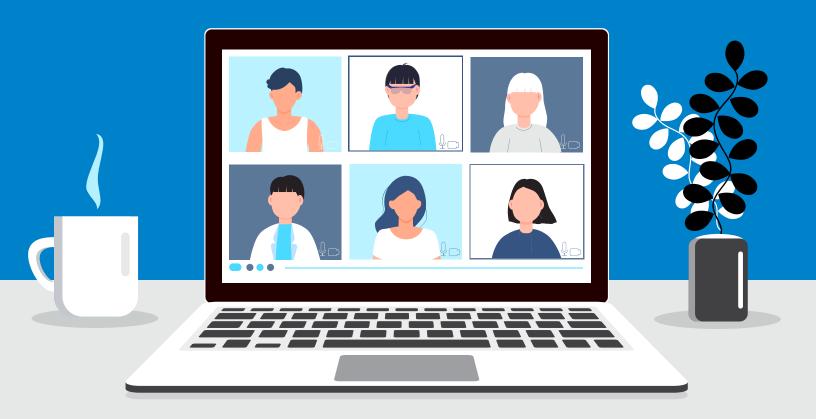# CONFERENCE APP GUIDE

VIRTUAL PLATFORM GUIDE

Welcome to the Home Health Administrator's Summit!

During the event, you'll receive access to great educational content, get the opportunity to ask questions of our expert speakers, and be able to network with your colleagues and peers—**all from an easy-to-use conference app, accessible via your mobile device your computer!**

This conference app will allow you to:

- View the complete event schedule and get detailed presenter information.

- Access session materials on your mobile device.

- Keep tabs on the most popular sessions and events by accessing the Activity Feed, which highlights useful comments, photos, and more.

- Receive announcements and obtain the most up-to-date event information.

- Earn points and badges—top the leaderboard!

- Expand your professional network and have fun!

To get yourself familiar with the conference app, please review the following instructions for accessing all features on both our mobile app and your computer .

If you have any technical questions about the conference app, you can email virtualappsupport@blr.com between the hours of 8:00 a.m.–5:00 p.m. ET/5:00 a.m.–2:00 p.m. PT for assistance.

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How to Access Our Conference App

*If you're using a Blackberry or Windows phone, skip these steps. You'll need to use the web version of the app found here: **https://crowd.cc/homehealth2021***

Get the App:

1. **Go to the right store:** Access the "App Store" on iOS devices and the "Play Store" on Android.
2. **Install the app:** Search for **CrowdCompass Events**. Once you've found the app, tap either Get or Install. After installing, a new icon will appear on the home screen.

Through a URL:

1. **Visit the website:** Access the virtual event platform using this URL: ***https://crowd.cc/homehealth2021.*** Enter the event password: **homehealth2021**.
2. **Enter your information:** Enter your first name, last name, and email address used to register for the event, then tap **Next**. We'll send you an email to verify your account. We just want to make sure it's you.
3. **Verify your account:** Access your verification email. You'll see it includes your six-digit verification code. Return to the login page and enter the verification code, then tap **Verify** to log in.

Through a Welcome Email:

1. **Open your invitation email:** Access your invitation on the device that you plan to use for the event. Tap **Verify Account.**
2. **Activate your account:** Below the Open App button, click **mobile web browser** to complete the verification via the Online Event Guide.

Find Your Event

1. **Search for your event:** Once downloaded, open the **CrowdCompass Events** app and enter "2021 DecisionHealth Home Health Events" or event app password **(homehealth2021)** in the search bar.
2. **Open your event:** Tap the name of the event, then tap **Download** to open it.

Through a Welcome Email:

1. **Find your Invitation:** Check your email for an invitation message from **CrowdCompass**.
2. **Download the App:** Click **Download the App** to be taken to the App Store on iOS devices or Google Play Store on Android devices. Click **Get** or **Install** to start downloading the app on your device.
3. **Return to your Invitation:** Once the app has finished installing, open your invitation email again. Click **Verify Account.**
4. **Confirm your Verification:** Click **Open App** to complete the verification and unlock all the app features!

Logging in on Your Mobile Device

1. **Open your event:** Open the app, then enter the name of your event or the event password in the search bar. Tap the name of your event, then tap **Download** to open it.
2. **Start the login:** From the event home screen, tap the "hamburger" button (≡) in the top left to open the side nav menu. Tap **Log in for more features**.
3. **Enter your information:** Enter your first name, last name, and email address used to register for the event, then tap **Next**. We'll send you an email to verify your account. We just want to make sure it's you.
4. **Open your email:** Exit the app and open your verification email. You'll see it includes your six-digit verification code.
5. **Enter the code:** Return to the app and enter the verification code, then tap **Verify** to log in.

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Build Your Profile

1. **Access your profile settings:** After logging in, tap the "hamburger" icon (☰) in the top left, then tap your name at the top of the screen.

2. **Tell us about you:** Upload an image, choose your privacy settings, connect any relevant social media accounts, and fill out the text fields to give other attendees a sense of who you are. When you've finished, tap **Done.**

Privacy Settings

Set your profile to visible if you want to appear on the attendee list but still have control over who can see your full profile.

1. To update your settings, after logging in, tap the hamburger icon in the top left, then tap your name at the top of the screen.

2. Under **Profile Visibility**, toggle your selection to "Visible" to make your name, title, company, bio, and profile picture visible. Other attendees must send a contact request to view your full profile.

3. Tap **Done** to save.

Hide your profile if you prefer fellow attendees not to be able to find you on the attendee list at all.

1. To update your settings, after logging in, tap the hamburger icon in the top left, then tap your name at the top of the screen.

2. Under **Profile Visibility**, toggle your selection to "Hidden" and your profile will only be visible to attendees who accept your contact requests.

3. Tap **Done** to save.

Allowing Push Notifications

From time to time, important messages will be deployed to attendees as push notifications. In order to receive these notifications, please make sure you have set your mobile device to "allow notifications."

For iOS: From the home screen, tap **Settings**, then **Notifications**. Find the app on the list and tap its name. Switch **Allow Notifications** on.

For Android: Open your device's Settings app. Tap **Apps & Notifications**. Scroll down and tap **See all Apps**. Find your event's app on the list and tap its name. Tap **Notifications**, then switch **Show Notifications** on.

Networking With Attendees

Sending a Message:

Tap the **Attendees** icon. Find the person you want to message by either scrolling through the list or using the search bar at the top of the screen. Tap their name, then **Message** to start texting. To pick up a chat you previously started, tap the hamburger button in the top left of the event home screen, then **My Messages**.

Sharing Your Info:

1. **Access the Attendee List:** After logging in, tap the **Attendees** icon.

2. **Send a request:** Find the person you want to share your contact information with by either scrolling through the list or using the search bar at the top of the screen.

Tap their name, then **Add Contact** to send a contact request. If they accept, the two of you will exchange info.

Activity Feed

Want to share best practices, key session takeaways, or fun facts with fellow attendees? Access the Activity Feed and keep the conversation going!

1. **Access the Activity Feed:** Begin by logging in. Tap the **Activity Feed** icon.

2. **Publish your creation:** Tap **Post** in the top right corner, then type your message. To include pictures, tap **Add Photo**. Once you've finished, tap **Share**.

Share to Social Media

To share your post to social media, find your post on the Event Feed. Tap the ellipsis icon at the bottom right of your post, then **Share to Social**. Select your desired social platform from the menu. This action shares a link to your post in the online version of the event.

Session Schedule

1. **Open the schedule:** After logging in, tap the Schedule icon.

2. **Browse the calendar:** Switch days by using the date selector at the top of the screen. Scroll up and down to see all the sessions on a particular day. See something interesting? Tap the plus sign to the right of its name to add it to your personal schedule.

3. **Take a look at your agenda and make edits:** Tap **My Schedule** to see what sessions you've added. Tap the minus sign next to any session you've added to remove it from your schedule. You can also tap the name of any session to be taken to its detail page.

Taking Notes

1. **Find your content:** After logging in, find the session, speaker, organization, or attendee you'd like to create a note about. Once you've found the item you're looking for, tap on it.

2. **Write your note:** Tap the note icon to bring up a blank page and your keyboard. Enter your thoughts, observations, and ideas. Tap **Save** when you've finished.

Live Q&A (if applicable)

Live Q&A allows attendees to submit questions to speakers during content sessions. You can ask your question any time between an hour before the session starts and when it ends.

1. **Locate your session:** After logging in, tap the **Schedule** icon. Find your session either by scrolling through the schedule, entering keywords in the search bar, or by tapping **Filter** to search by tracks, tags, speakers, or your bookmarks. Once you find it, tap its name to be taken to the session detail page.

2. **Access the Submit Question page:** From the session detail page, scroll down to the Live Q&A header. Tap **Submit a question now**. Type your question and tap **Submit** when you've finished. Questions can be up to 250 characters.