



2018 HPC National Home Performance
Conference & Trade Show
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2018 HPC National Conference Mobile App FAQ

How to download and navigate this year's mobile app to get the most out of your experience.

Technical Questions

What type of device do I need in order to use the Conference App?

Android Device - The app runs on all android devices with android 4.4.2 and above.

iPhone or iPad - The app runs iOS 8.0 or higher.

How can I check the version of iOS on my iPhone or iPad?

To check the version of iOS on your device, select "Settings", "General", and then "About." Scroll down the page until you see "Version."

How do I update the version of iOS on my iPhone or iPad?

If you have a version of iOS older than 8.0 on your device, connect to iTunes (via your computer) and follow the prompts to update iOS.

I have downloaded the app from the Apple app store, but don't remember my Apple ID Password. How can I find it?

To have your Apple ID Password emailed to you, go to "Settings" on your device and select "iTunes & App Stores," and then select "Apple ID" (please note, you will need to remember this for the final step) and "iForgot." You will then be prompted to enter your Apple ID from the previous screen to retrieve your password.

Do I need an Internet connection to use the app?

An Internet or data connection is required to download the app and download documents within the app (PDF documents and presentations). Once documents have been downloaded inside the app, Internet is NOT

required for users to view information on an ongoing basis, access materials, and take notes. However, for Android users to access documents in the “Event Info” section of the app, either an Internet or a data connection is required. To use or view websites, etc., Internet is required.

Who do I contact for App technical support?

For technical support, please contact the Conference App provider, CadmiumCD, directly by calling 410-638-9239. Email support is also available at support@cadmiumcd.com.

Using the App

Where can I find information about all of the sessions?

To view all presentations and the schedule, select the “Full Schedule” button from the main screen. You can filter by selecting from one of the “Browse By” lists.

Can I create a personal list of my favorite presentations?

Yes. To create a list of your favorite presentations, select the star to the left of the title. Your favorite presentations can be found in the “My Schedule” button.

You can also add personal agenda items to your “My Schedule” page. Do this by clicking the brown bar that says “Add Meeting” at the bottom of the screen or clicking the hamburger menu icon to open the side bar menu and clicking “Add Meeting”.

How do I download Presentation slides?

App users can download ALL available presentation slides for the event by selecting the “Download Slides” button from the settings page. Presentations can otherwise be downloaded individually through the “Full Schedule” module by selecting the presentation title, and, if slides are available, selecting the “View Slides” button. You need to download presentation slides in order to view them within the app and in order to take notes (see below). Note that not all presenters have chosen to provide their presentation slides.

How do I take notes on Presentation slides?

In order to take notes on presentation slides, you must first download the slides. Once the presentation slides have been downloaded, you can use one of the note taking tools in the bottom bar of the slide view screen. Use the “Pen” and “Marker” to draw directly on the slide and the “Notes” mode to type notes adjacent the slide. To return to the full slide view, select “Nav.” Notes are automatically saved in your device as well as in your Online Personal Summary.

How do I print or save the notes that I have taken?

Notes are saved online in the “Online Personal Summary” in addition to being saved inside the app. To access your notes for printing while in the app, select “My Notes” on the main screen to launch your personal summary web page (Internet is required) or email yourself the link by selecting the “Email My Notes”.

Within the Personal Summary, select “Presentation Notes” to see the titles of presentations you have taken notes on. Select the title to view your notes and annotations for that title and “Print” to print either all of the presentation slides or just the slides for which you have taken notes. Users on computers with Adobe Acrobat Pro and Macs also have the option to print to PDF.

How do I edit my App Users Profile?

To edit your App Users profile, click the hamburger menu icon in the top right corner of the screen to open the side bar menu. From there, click “Edit My Info” to open your profile editor.

To remove your profile from the app, click the Settings button on the bottom navigation bar. Scroll down until you see “Share my Info with Colleagues?” Toggle the button from green to white.

How do I send/retrieve messages to/from other App users within the App?

To send a message to an app user select “Browse App Users” under the “People” button on the app’s home screen. Next, select the name of the user to which you would like to send a message and then select the “Send Message” button on the navigation bar located at the bottom of the screen. Type and send.

Received messages can be found by selecting the “Messages” button located in the navigation bar at the bottom of the app’s main screen.