User Group and Power Platform Summit Europe App FAQ
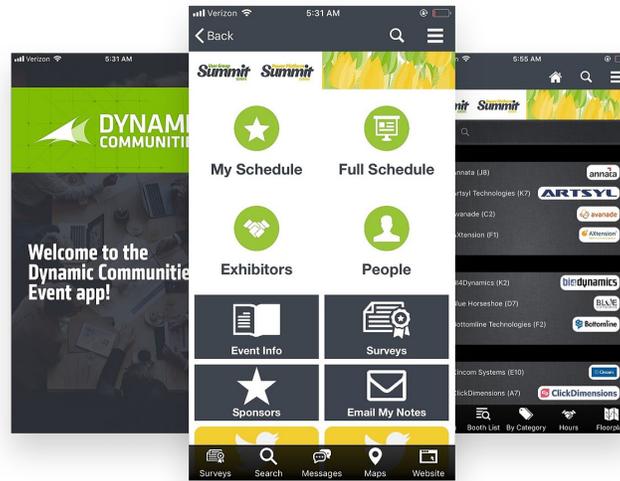
How to download and navigate this year's mobile app to get the most out of your experience.

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 and above.
iPhone or iPad - The app runs iOS 9.0 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 7.0 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.
Once you have downloaded the App, you will use your User Group log-in Id and Password to access the App itself.

Do I need an Internet connection to use the app?
There are certain items that will need Wi-Fi or data connection to access.
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. To use or view websites, etc., Internet is

required.

We recommend you download the App and any session presentations you are wanting that are available before the conference.
You will also need Internet Connection to complete the sessions and conference surveys.
Wi-Fi will be available throughout Convention Center.

When you first install the App, there is a question if you would like to use your device data where Wi-Fi is not available. You can make that selection as you choose.

What do I do if I can't login?
1. We can see issues with login for members that have not recently accepted the user group or dynamic communities website 'Community Rules Page'. Please login to your user group website or here at: D365UG.com, accept the terms, and try to login to the app again.
2. Reset your password: The password can be sensitive to any extra special characters or spaces in the username or password.
3. Contact support@dynamiccommunities.com for further assistance

Using the App

Where can I find information about all of the sessions?
Full Schedule Tile: To view all presentations and the schedule, select the "Full Schedule" tile from the main screen, then filter by selecting from one of the "Browse By" lists.

How do I download Presentation slides?
Presentations can be downloaded individually through the "Full Schedule" tile by selecting the presentation title, and if slides are available, selecting the "Download" 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 or are received/processed by session start time. All materials will be uploaded to event community library located here:
Data connection will be needed to originally download the presentation slides for the first time.
*Tip: Click on your 'My Schedule' tile to access your favorited session materials and surveys quickly.

How do I take notes on Presentation slides?
In order to take notes on presentation slides, you must first download the slides the for the first time using a data connection. Once the presentation slides have been downloaded, select "Take Notes." 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.

How do I print or save the notes that I have taken?
Notes are saved online in the "Online Personal Summary", located under the top right menu. In addition to being saved inside the app, you can email yourself the link by selecting

the "E-Mail My Notes" tile on the homescreen. Within the "Online 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. Users on computers with Adobe Acrobat Pro and Macs also have the option to print to PDF.

Where can I complete my session and overall conference surveys?
Surveys can be completed in the App or online.
In the App: 2 ways
1. The easiest way is to go straight to the survey for the individual session from the session details page. Go to the schedule or 'My Schedule' if you have the session favorited, find your session and click to open the session details. Select the 'Evaluation' button from the session details page to go straight to that individual sessions survey.
2. Click the Survey tile on the HomeScreen to access the survey module. You can complete the overall conference survey here, as well as a sponsor survey if applicable.

How often does the App refresh any changes made to content?
Apps can take up to 2 full hours to refresh. You can make sure you have the latest up to date schedule by selecting 'Refresh Schedule' from the Top Right Menu
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Who do I contact for App technical support?
For login support, please email support@dynamiccommunities.com
For technical and on-site support: Amy Seward amy.seward@dynamiccommunities.com or 1*-701-371-9021. Onsite support will be located at the main registration desk.

To download the app, go to the **App Store or Google Play** on your device and search for "Dynamic Communities Events". Login with your User Group credentials. The 'Reset Password' link is available in the app if needed. If issues continue, login to the user group website and except the site terms upon login, if needed. Contact app support anytime.