

## Frequently Asked Questions

### 1. How do I download the 2013 Athletic Business Conference App?

If you have an iOS or Android device (iPhone, Samsung Galaxy, iPad, etc), or a Blackberry 10, please go to the “App Store” of your device and search for Athletic Business or ABC Expo. From there you can install it to your device.

If you are using a Blackberry 9 or earlier, a windows phone, or a laptop/desktop computer, please log on to <http://m.guidebook.com/guide/13358/>.

You can also visit the app landing page at: <http://guidebook.com/app/ABCExpo13/> If you open this page from your mobile device it will automatically download the app.

### 2. Does Guidebook work with all devices?

You can use the ABC Expo app natively on any iOS, Android, or Blackberry 10 device. For other devices, you can use the mobile version of the website at <http://m.guidebook.com/guide/13358/>. At the moment, users do not have the ability to use “To-Do” or “My Schedule” on the mobile website.

### 3. How do I use the app?

The Athletic Business Conference Expo app is designed to help you make the most out of your conference experience! You can view the Seminars that are available, and see the full schedule, or individual tracks. You can see which exhibitors will be attending, and also use interactive maps to navigate the exhibition hall. You can also find out who is speaking at which event, share photos, and access social media directly from the app.

To find anything on the app, just swipe to the leftmost screen. This will open our universal search tool (pictured on the right) - you can type anything you’re looking for, and it will search the whole app for those terms.



#### 4. Can I use the app even if I don't have an internet connection?

If you are using your mobile device, then yes! Most of the app's features, such as schedule items, exhibitor and speaker listing, and maps, will work even without an internet connection. (Google Maps and webviews, unfortunately, require an internet connection.) The app will automatically search for and apply updates the next time a data connection becomes available.

#### 5. I am a speaker/exhibitor, can I add myself? I noticed an error in my speaker profile, can I fix it?

An administrator of the app needs to create these changes for you. Please let one of the administrators know, or send an email to [support@guidebook.com](mailto:support@guidebook.com) so that we can address it in tandem with the event organizers.

#### 6. I have a great suggestion for the app. Who do I send it to?

We'd love to receive your feedback! Please send it to [feedback@guidebook.com](mailto:feedback@guidebook.com).

#### 7. Can I add my own schedule items to 'My Schedule'?

Unfortunately, we do not currently have this capability. However, we know that this feature would be beneficial to our users, and we are working on including it in future releases of the app.

#### 8. How will I receive updates?

Updates are automatically downloaded to the app whenever you open it, and also periodically while you are using it. They will be applied whenever you have a data connection.

If you have any other questions, please send an email to [support@guidebook.com](mailto:support@guidebook.com)!