

NAHQ Next Mobile App FAQs

How do I download the mobile app?

Click on the app store icon in your phone, either for Apple iPhone or iPad  or for Android Google

Play Store . Search “NAHQ Next” in your app store and then download it.

For all other device types (including BlackBerry, Windows, and all other web browser-enabled devices): visit <http://app.core-apps.com/nahq2017> to be directed to the proper download version for your device.

Note: Please make sure to allow notifications. This will let you receive fun updates and reminders for what’s next on your schedule.

What is my login?

Your login is the same as your NAHQ.org login information. Logging in will allow you to sync your personalized schedule between devices. For example, if you created a schedule on your phone and would like to view it on your desktop, log in to both locations, and your personalized schedule will sync between the two locations.

Can I reset my login?

If you’ve forgotten your password, you may call NAHQ member services Monday-Friday at 800.966.9392. If you are onsite at NAHQ Next, you may also visit the registration desk, and staff can reset the password for you.

I didn’t allow notifications, but decided I want them now. What do I do?

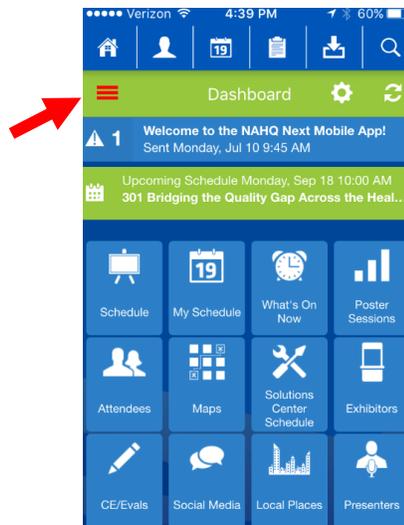
Allowing notifications is different for each phone. Visit your “Settings” icon on your personal smartphone and find where the app lives. Once you find the “NAHQ Next” app, you can then customize your notifications.

What if I want to use two devices?

If you will be downloading the app on a smartphone AND a tablet, please scroll down on the home page and click “App Login”. Use your NAHQ.org credentials to log in. Once you have logged in, your personalized schedule will sync.

Can I create a profile?

Yes! On the green Dashboard menu, select the three horizontal lines. This will open your Message Center. Click on your name at the top to create a profile. Enter in whatever data you would like others to view. You can upload a photo by clicking the person image next to your name.



Once you have entered your desired information, select the box next to “Publish My Profile” and click “Save”. Once you click “Save”, you will be entered into the Attendees list, shown on the “Attendees” icon on your home screen.

How do I find my friends?

After you create your profile, you will appear in the “Attendees” icon on the home screen. In that icon, you will see all app users who have also created and published their profile. You can refresh the Attendee list by swiping down on the screen.

Once you find the contact you are looking for, click on their name and select “Request Friend”.

Note: *If you receive a message saying you need a friend code, you may request a code from someone by selecting “Request Friend Code”. Once they give you the code, you can then “Enter Friend Code”. This feature allows you to control who you are sharing your personal information with. We want to ensure the safety and privacy of all users.*

How can I build my own schedule?

On the home screen, click the “Schedule” icon. Browse through the listing of educational sessions and select the STAR to have it added to your “My Schedule” icon. The star will turn YELLOW when it has been added. Be sure to visit the “Solutions Center” and “Poster Sessions” icons to add other events to your schedule as well.

Also, on the “My Schedule” icon, there is a plus sign (+) where you can add your own meetings, and reminders. It’s a great way to remember if you have a meeting with a colleague or something that isn’t listed in the app.

I don't remember what sessions I registered for.

You did not register for sessions ahead of time. You may go to any breakout sessions you like.

Will I be notified when my next session is?

Yes! You need to customize this option. Select the gear icon on the red Dashboard menu and select "My Schedule Reminders". Type in the number of minutes you would like to be notified before your next session or event.

Example: Type in "15" and click set. This will trigger the app to remind you 15 minutes prior to the start of the next session or event listed in "My Schedule". To disable the reminders, enter "0".

What does the Apple Watch functionality do?

While there is no full app for the watch, it will push your reminders through to your Apple Watch. Please make sure you set up your notifications as stated in the question above.

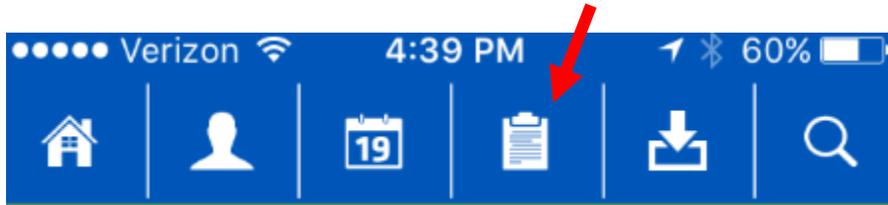
Why are the Settings options different on my iPhone compared to an Android?

The Settings are customized by the app vendor to work best with each model of smartphone you are using.

Can I take notes in the app?

Yes! After you add your session in "My Schedule", click on the session name you want to take notes on. When in the description of the session, click the "Pen" icon. You can type into that note pad. You can either "Save" your notes or email them to yourself with the "Envelope" icon.

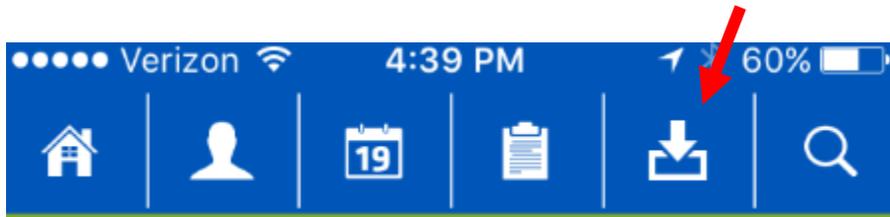
Note: If you are looking for all of your notes, they are all located under the "Global Notes" icon.



You can e-mail yourself your notes by selecting the download button (square with an up arrow) and clicking "E-mail Show Summary".

Can I access Handouts in the app?

Yes! Click on the session name you want to see Handouts for. Scroll to the bottom of that session, click “Handouts”, then select “Download”. All the handouts that you download will be accessible in the “Downloads” icon on your home screen. You do need to be connected to the internet to download handouts, but once you’ve downloaded them all your handouts will be here.



What if I don't own a smartphone or a tablet?

If you don't have a smartphone or tablet, but are planning to bring your laptop, you can access the desktop version at <https://plan.core-apps.com/nahq2017/events>. You will need to log in using your NAHQ.org credentials to save information like a personalized schedule.