



## Your guide to using the UKIO app

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### Downloading the app

Please refer to the instructions in the email for your unique log-in details. Please ensure you download the current version of the app as this has been updated since 2024. **When downloading the app, it is recommended that you enable camera permissions to allow the scanning of QR codes on site.**

## FAQs and troubleshooting

***How do I make sure I am viewing the most up to date version of the app?***

- **Apple iOS**
- **Android**

Please use these links to ensure you have the most up to date version of the app downloaded. You can also search for the app in your app store by searching 'The Event App by EventsAir'. Once downloaded, this app will continually update as this is a live event with live content. If a pop-up appears requesting you to update the app please allow this to ensure the version you are viewing is the most current.

***How can I search the programme for items that interest me?***

You can find the programme using the programme icon on the quick access bar along the bottom of any page of the app. Within the programme, you will find the search icon in the top right corner. From here, you can type in your search criteria, or you can apply any of the pre-set filters to find what you are looking for. Please note that once you have applied a search, it will not automatically re-set the next time you view the programme. To view the full programme again, please select the search icon again in the top right corner and select to clear the previous applied search criteria. When browsing the programme, you will also see colour coded tags assigned to sessions to identify key themes.

***How can I see if the sessions I want to attend clash?***

You are able to favourite sessions to add them to your personal agenda. You can view your agenda from the home screen. Your agenda will be listed in date and time order so you can easily see if you have favourited sessions running at the same time.

***How can I find my way around the venue?***

On the right-hand side of the quick access bar at the bottom of all pages of the app, you will find floorplans to help you navigate through the venue. If you require additional help onsite please talk to a member of our team wearing a pink t-shirt or a purple 'Organiser' t-shirt who will be happy to assist you further.

***I've made a change on the app but this is not displaying correctly***

This is a live app containing a lot of data with a high volume of users accessing the content. When you make a change such as updating your privacy settings, scheduling a meeting with a connection, or favouriting a session, it can take a few moments for these changes to sync across the app.

Going back to the home screen and then re-navigating to the required page will sync the app and the new information should then display correctly.

***Where can I find my connection and meeting requests?***

Navigate to the Meeting Hub via the home screen. Under ***Invites*** you will find details of any delegates, exhibitors or speakers who wish to connect with you. Under ***Connections*** you will find details of delegates, exhibitors or speakers you have already connected with. Click into a specific connection followed by meeting to schedule or accept meeting requests with that person. To see if a connection has sent you a message, click into the connection followed by message and any messages sent to you from that connection will appear.

***Additional information for Android users.***

Users of the app on an Android device, when allowing camera permissions to enable the scanning of QR codes at the event, you may receive an alert that this is an 'illegal action'. Please discard this message and continue to allow camera permissions. It is recommended that you enable camera access when downloading this app initially to avoid receiving this message. You may also receive a message regarding granting location access to enable the app to detect beacons – please select ok should you receive this message.

## The app home screen - finding your way around the app



## Building your profile

In order to benefit from the networking aspects of UKIO, we highly recommend building your profile and changing your privacy setting to a full profile. Tap the menu option visible in the top right corner of any page (3 stacked lines). From here select 'My Profile and Privacy' to access the below:


To add a photo, go to the My photo area via the home screen


16:46


< My Profile and privacy


**How do you want to appear to other attendees?**

Virtual Name Badge

 **Julie Churchill**  
Specialist Events Manager  
Profile Productions Ltd





 **Julie C**





Your Shared Contact Details


*When you connect with other attendees the contact details shown below are shared. Please review these details and decide which items you wish to share with other attendees. A green check mark confirms that the selected item will be shared.*


Julie Churchill 


Specialist Events Manager 


Profile Productions Ltd 

Lewes, Lewes, United Kingdom, BN8 \*TW 

julie.churchill@profileproductions.co.uk 

My Photo 

Social Media Profiles 



Check this box to show your record to other delegates and open up networking features


Selecting this option will result in your details being hidden and they will not be visible to other delegates


Choose which details are visible. NB. Contact details will only be shown to accepted connections

16:47

< My Profile and privacy



Your Bio


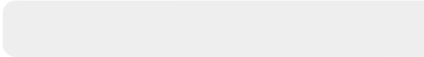



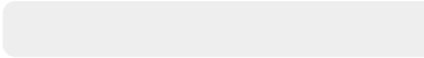
**Do Not Disturb** 


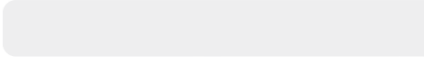
*Selecting Do Not Disturb will prevent calls, chats or messages from other attendees.*


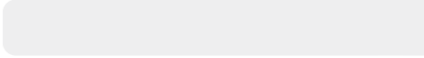
Social Media


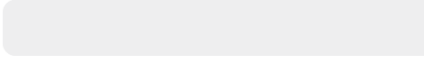
 


 

Time Zone

*Let us know your time zone and we'll make sure your agenda matches your local time.*

Device time zone 

Add your biography and social media accounts

## Networking – making connections and booking meetings

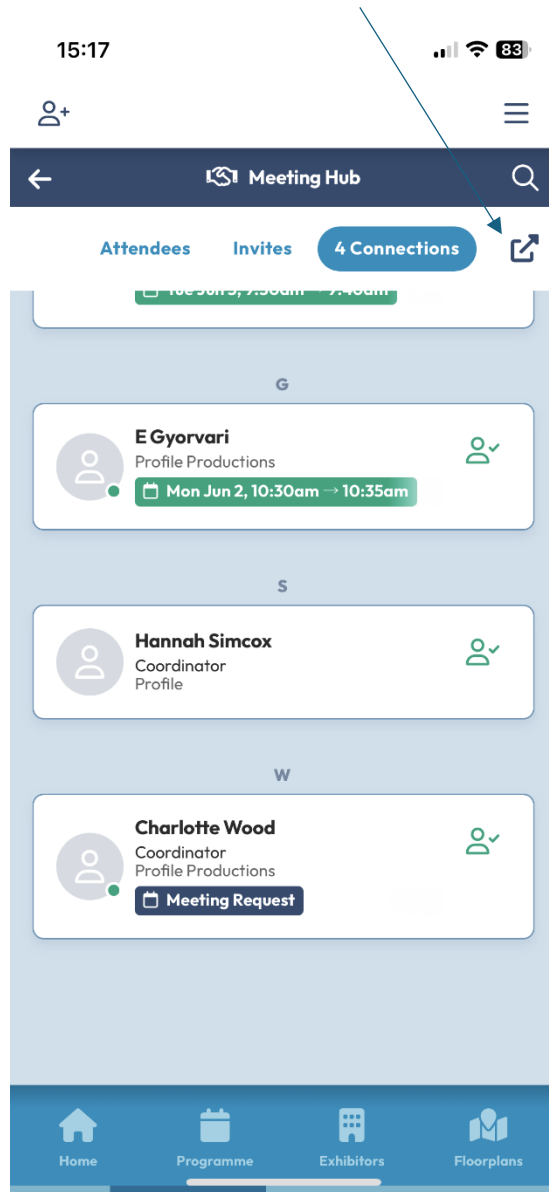
Find delegates in the Attendees area, make connections and book meetings. You can do the same with speakers and exhibitors.

The image displays two screenshots of a mobile application interface, illustrating the steps to send a connection request and book a meeting.

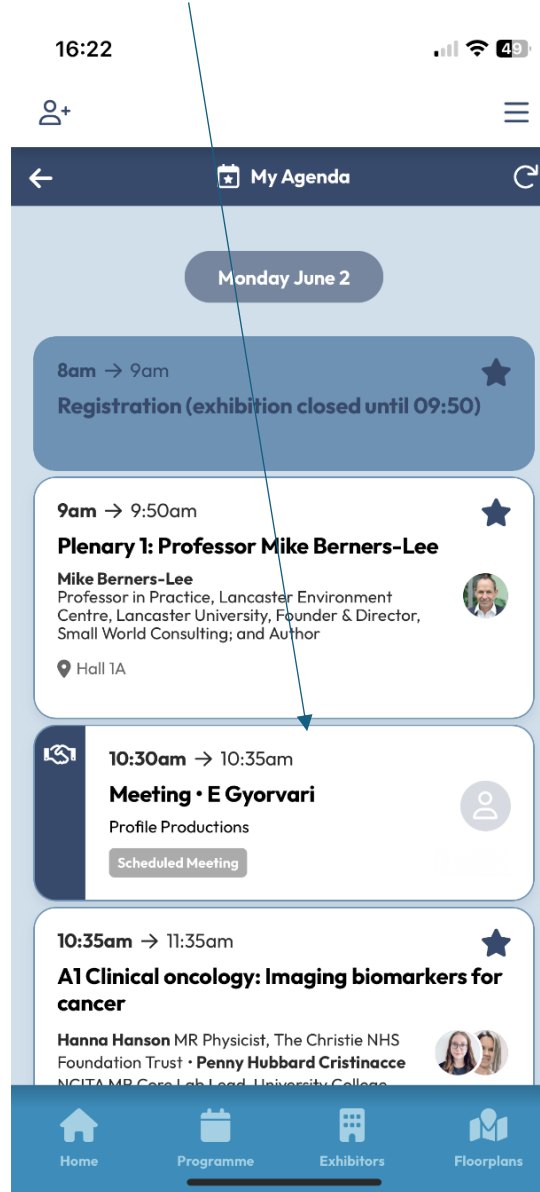
**Left Screenshot (20:52):** This screen shows the 'Contact Details' for Sue Elcock, Conference Director at Profile Productions Ltd. A green circular button with a person icon and a plus sign is located next to her profile. An arrow points to this button with the text: "Tap here to send a connection request." Below the profile, there are four buttons: Chat, Message, Info, and Meeting. The Meeting button is highlighted with a green border. An arrow points to this button with the text: "Once a connection request has been accepted, you can send a meeting request by tapping on the Meeting button on the contact and choosing date, time and duration". At the bottom, there is a notification: "Once you Connect with Sue Elcock you will be able to use the Chat feature".

**Right Screenshot (17:29):** This screen shows the 'Contact Details' for Sue Elcock. It indicates that no meeting is currently scheduled with her. Below this, there is a section titled 'Meeting Request Details' with three dropdown menus: 'Please select a date to meet' (Monday Jun 10), 'Please select a time to meet' (10:00 AM), and 'How long would you like to meet?' (30 minutes). At the bottom, there is a large button labeled 'Request Meeting' with a green arrow icon.

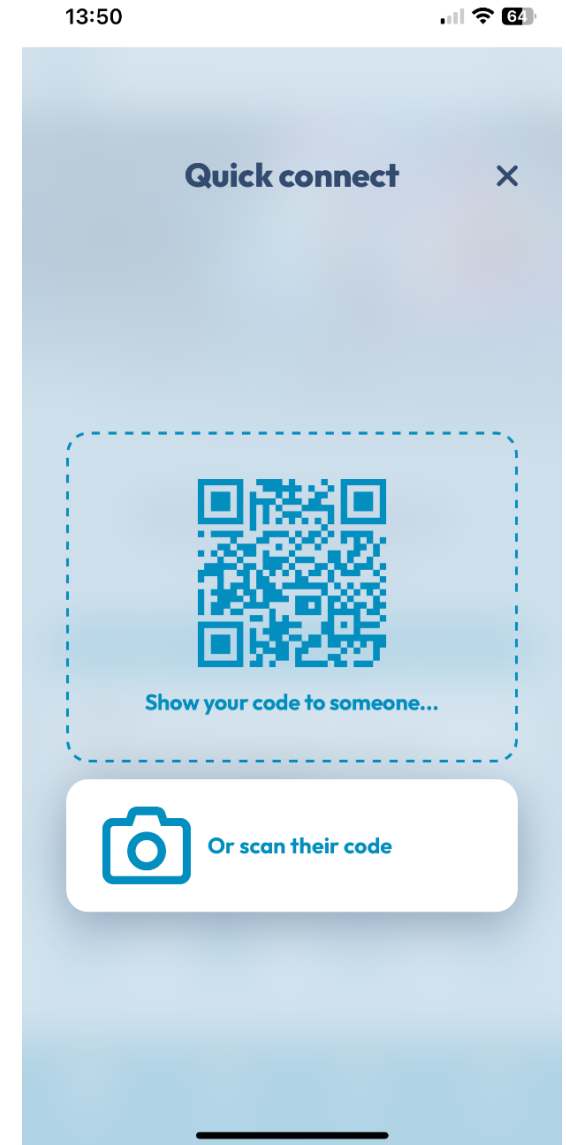
You can view all of your confirmed or requested meetings in the Connections area of the Meeting Hub via the home screen. You can also export your connections here to be sent to your email



Confirmed meetings will also show up in your personal agenda via the 'My Agenda' option on the home screen

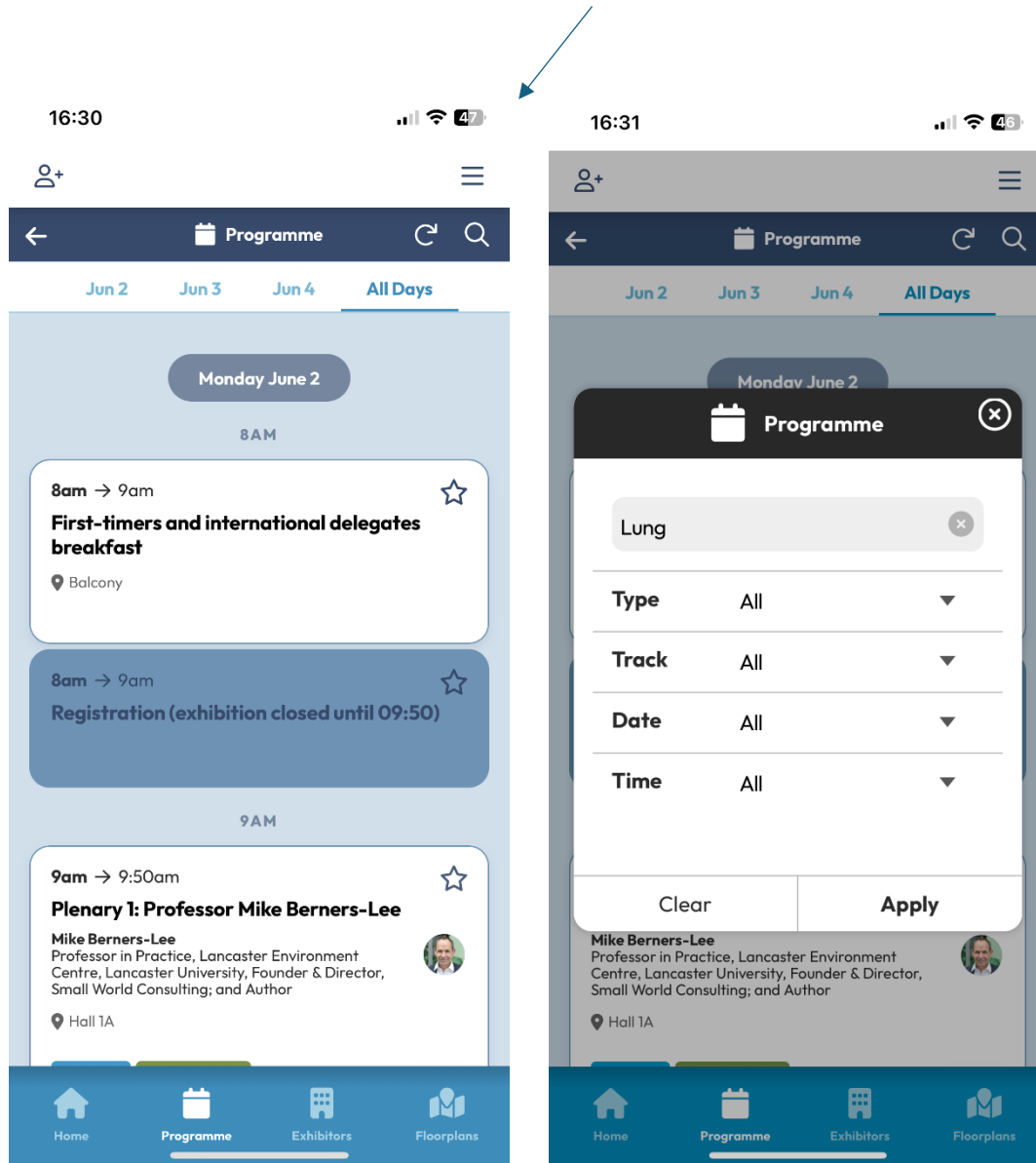


If you meet an attendee onsite and you want to quickly connect on the app, you can do this by selecting the person icon in the top left corner of all pages and this screen will appear. You can then scan the attendees OR code to connect



## View the programme and build your own agenda

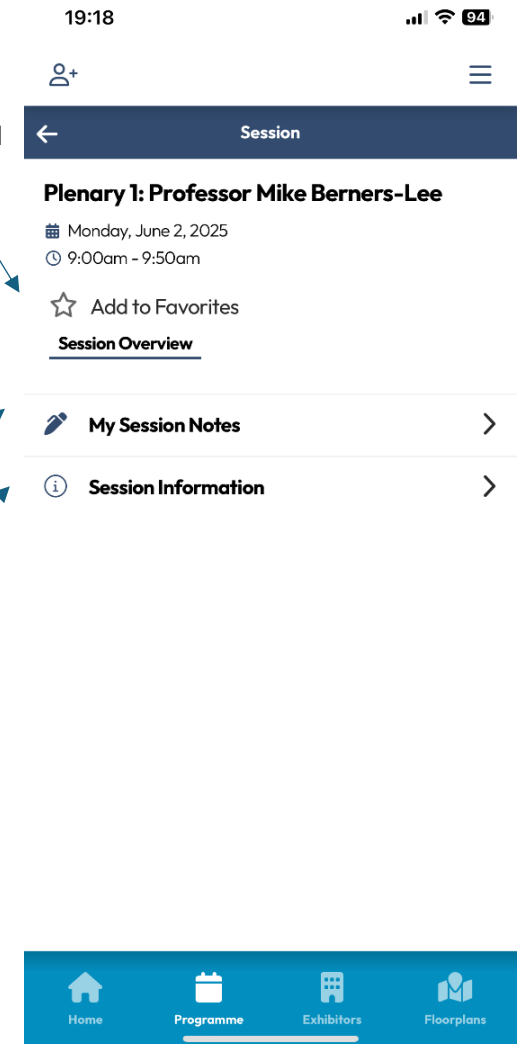
You can access the programme from any page of the app via the programme icon on the quick access bar along the bottom of all pages. You can browse the programme by day or enter a keyword in the search bar to find sessions on specific topics  
**(NB. after searching by keyword, remember to clear the search to return to the programme)**



To add a session to your personal agenda, tap 'Add to Favorites' and it will show in the My Agenda area via the homepage

Tap here to add notes about the session

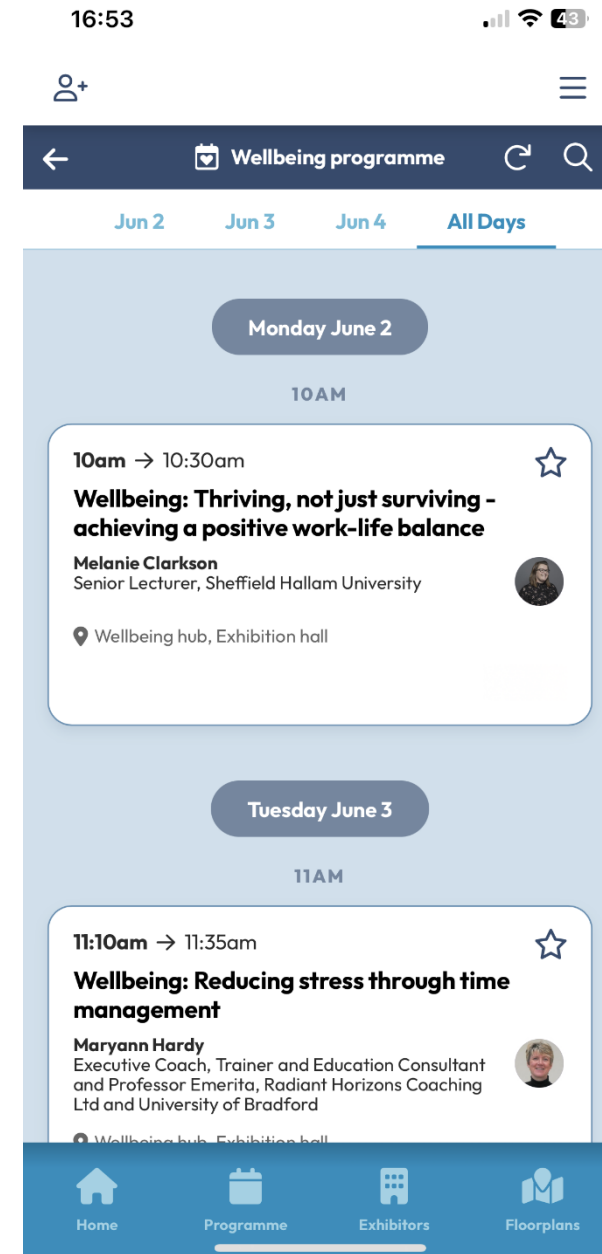
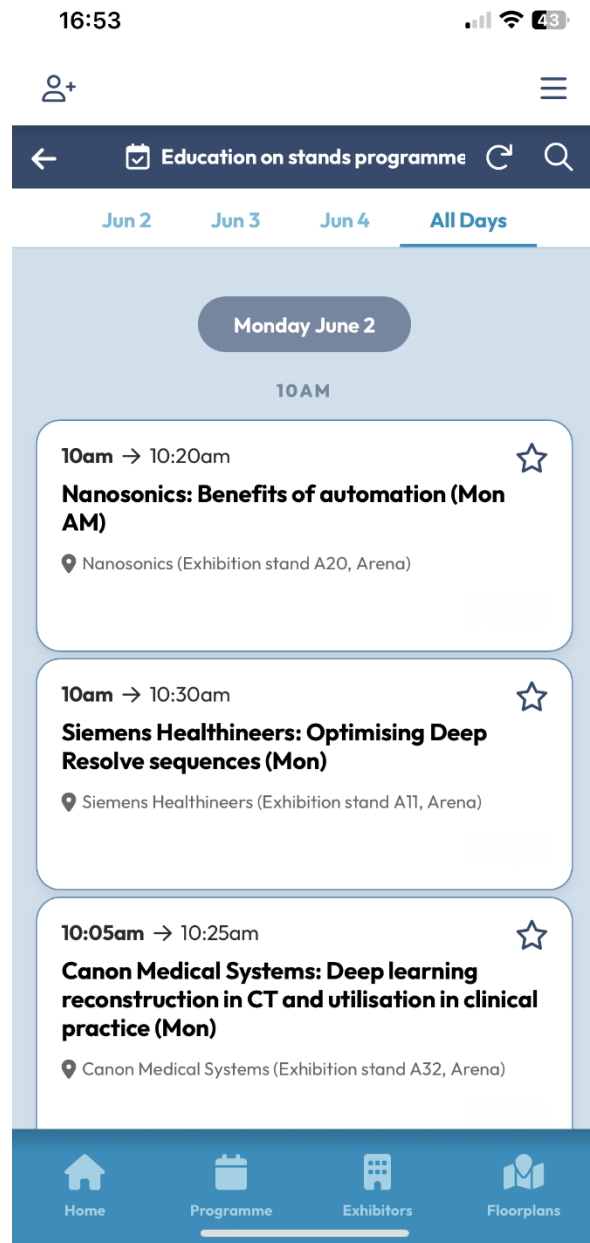
Tap here to find out full details of the session, including speaker biographies



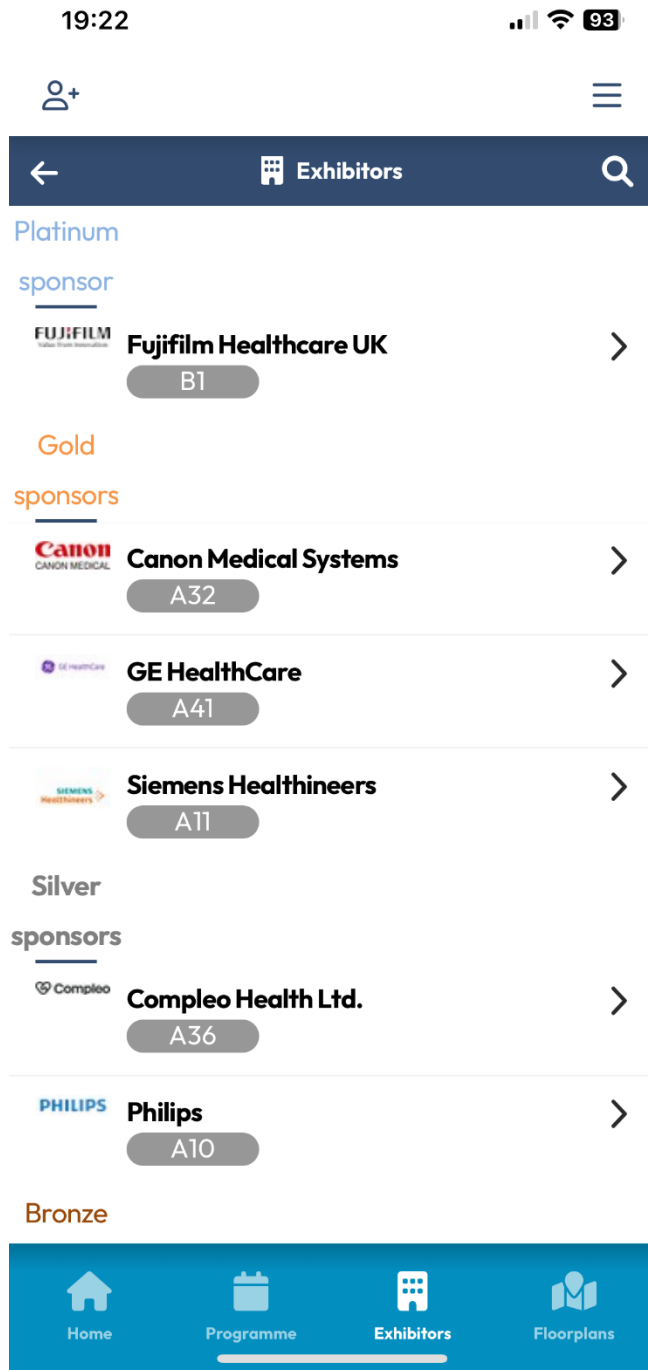


## Browse and add other activities to your agenda

Remember to browse the Education on the Stands sessions and Wellbeing activities and add these to your agenda as well. These can be found in specific areas on the homepage (but are also listed in the main programme).



## Find out more about the exhibitors



Browse the exhibitors to see who you'll meet in the exhibition and find their location, or search for specific companies

Tap into specific companies to find out more about them

See a list of their representatives onsite and make connections

Tap here to find useful resources exhibitors have added to their profiles

