Installing the Event App to Delegates' Devices

https://player.vimeo.com/video/671939839?h=01123d7a43

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Supported Devices and Browsers

To get you set up as quickly as possible, please see below for the summary of supported device and browser combinations:

Alternatively, click here *to see full supported list.*

- On MacOS:
  - Chrome only
- On Windows:
  - Chrome
  - Edge
- On iOS:
  - Safari only
- On Android:
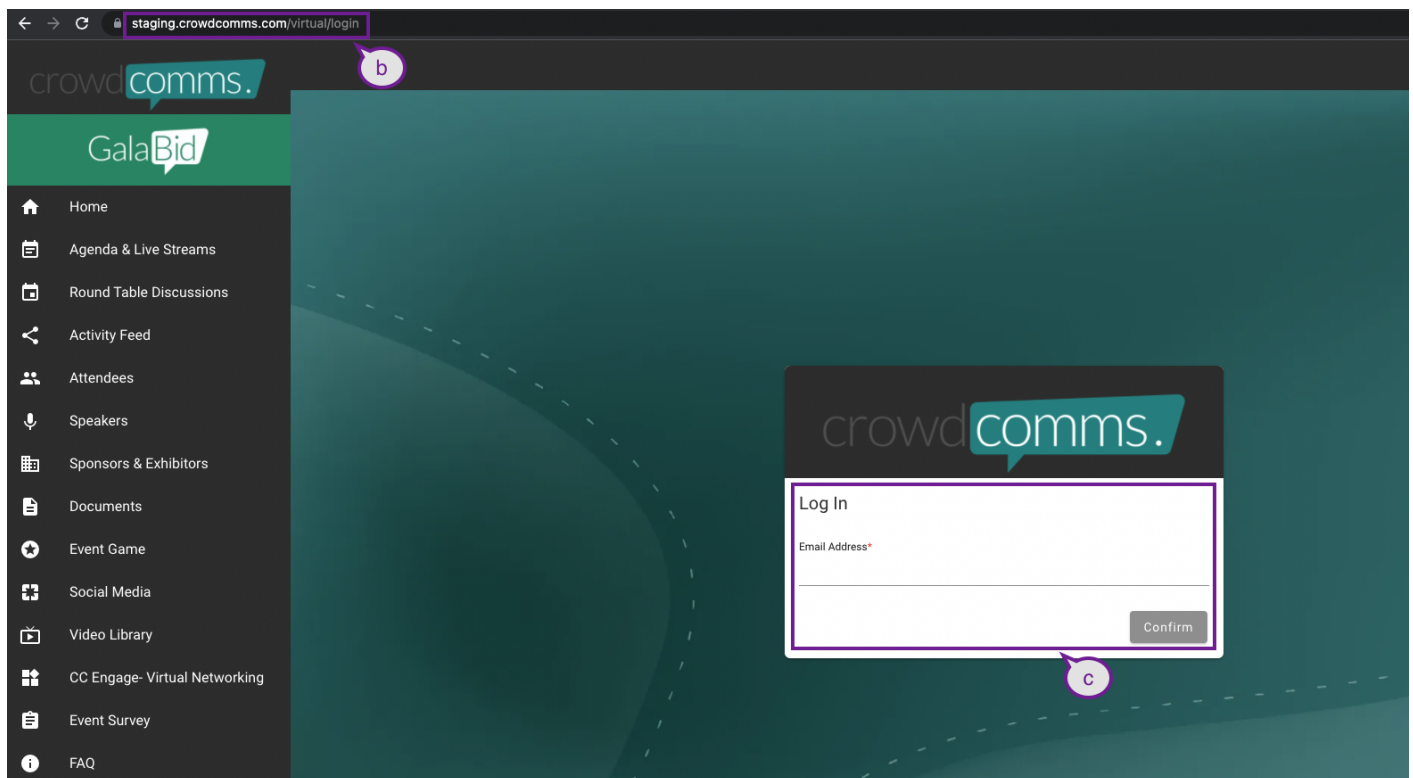 - Wide browser support, including Chrome, Firefox and Samsung browser

Installation Steps

If the event organiser has sent you a link, this will open your preferred browser automatically and take you straight to the URL. In this case you can skip steps (a) and (b).
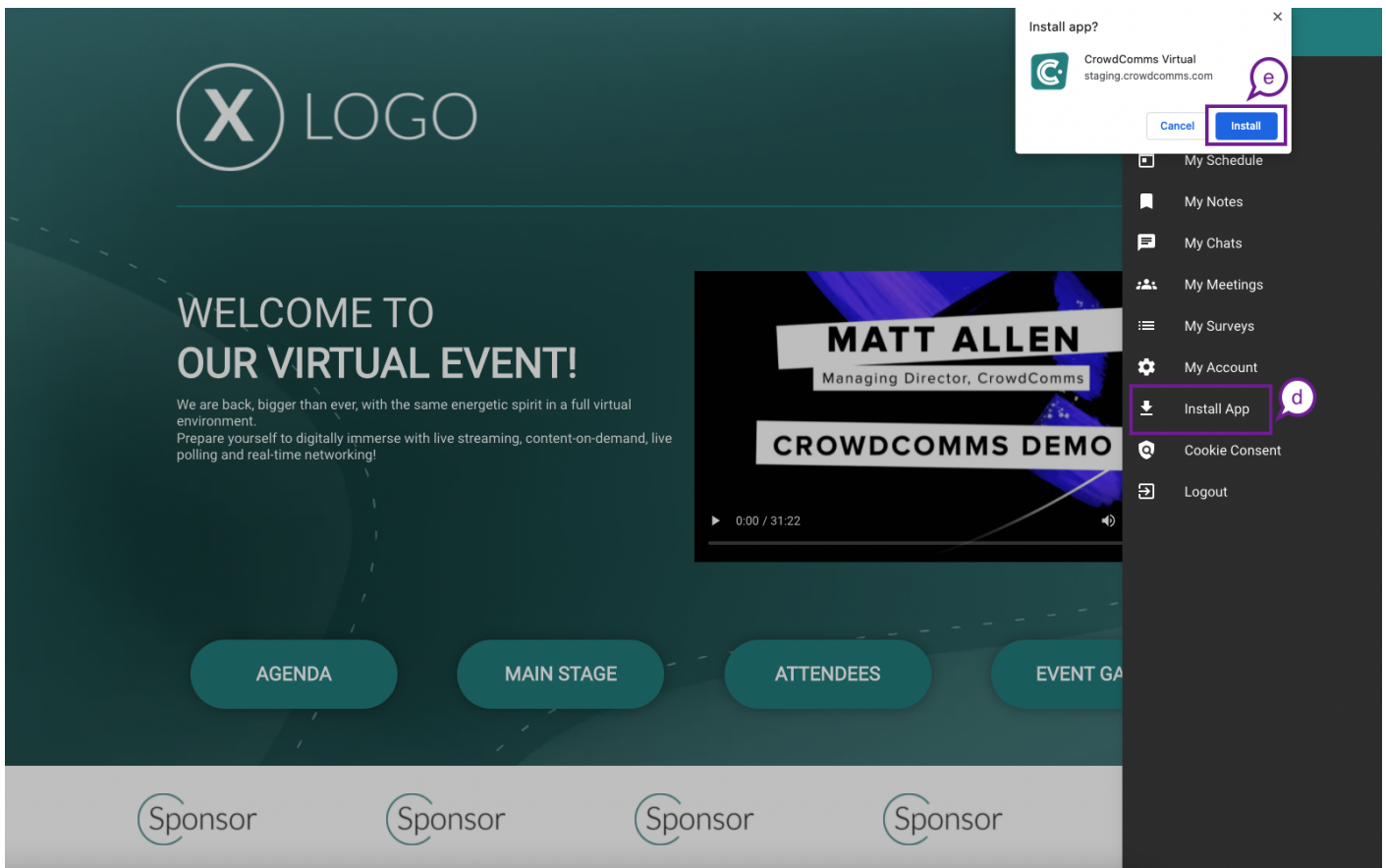
For laptop and desktop users (macOS & Windows OS):

1. If you are using Google Chrome:

    a. Click the Google Chrome App to open the browser

    b. Type the URL for the Event App into the search bar

    c. Log in to the Event App if required to do so
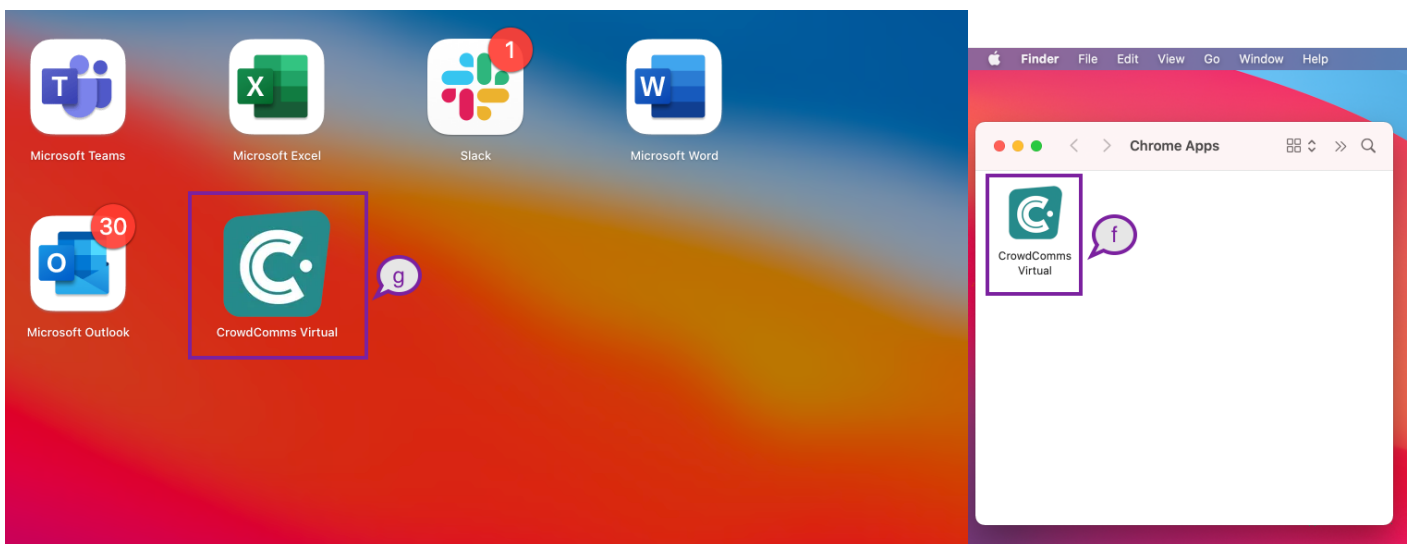

    d. Navigate to the right-hand menu of the Event App and click 'Install App'

    e. A pop-up will appear. Click 'Install' on the pop-up message, which will install the App straight onto your device

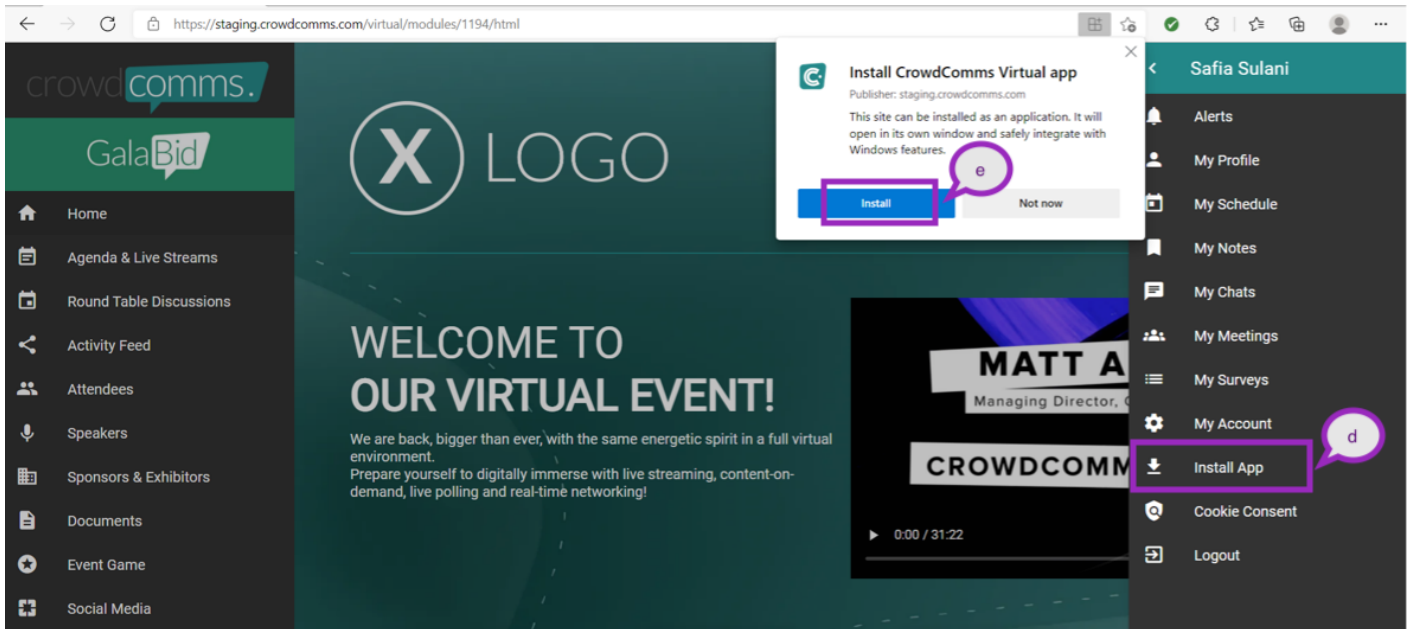f. The Event App will be installed in a folder called 'Chrome App'

g. You can move your Event App to another location, for example, your desktop or applications folder so that you can find it easily
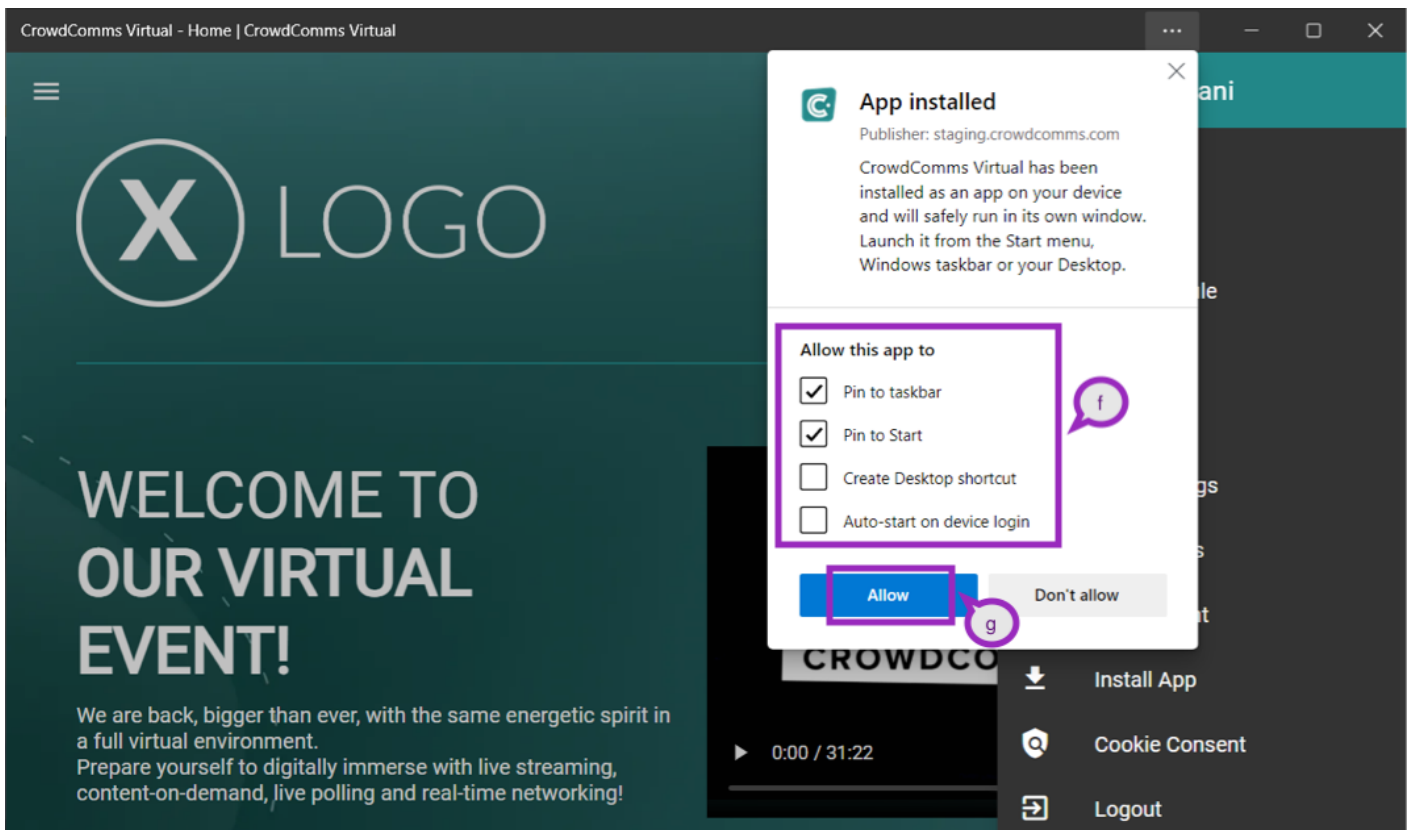

2. If you are using Microsoft Edge browser:

a. Click the Microsoft Edge App to open the browser

b. Type the URL for the Event App into the search bar

c. Log in to the Event App if required to do so

d. Navigate to the right-hand menu of the Event App and click 'Install App'

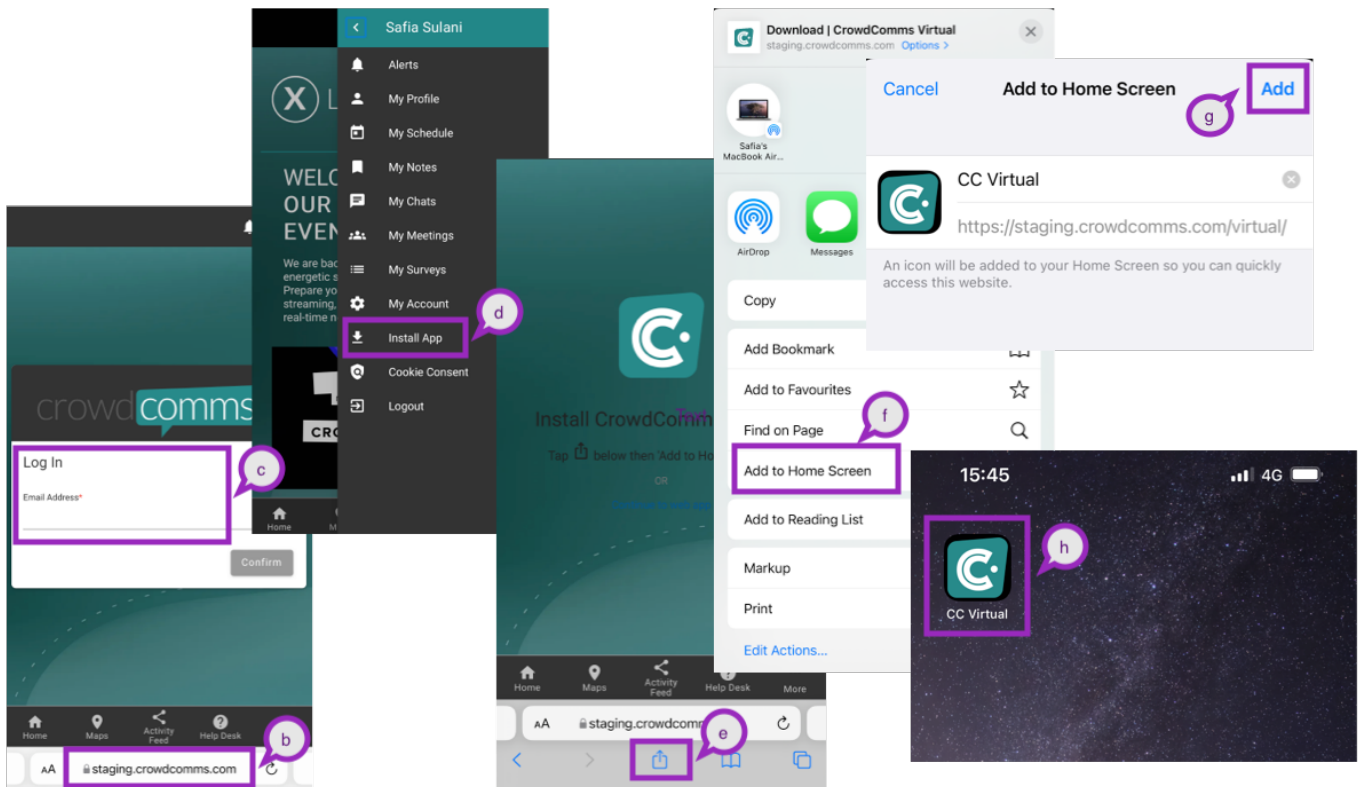e. A pop-up will appear. Click 'Install' on the pop-up message, which will install the App straight onto your device

f. Use the checklist to select the location(s) where you would like your App to appear

g. Click on the 'Allow' button to begin installation

For Mobile Users – iOS

1. When using the Safari browser (this is the standard browser installed on iOS):
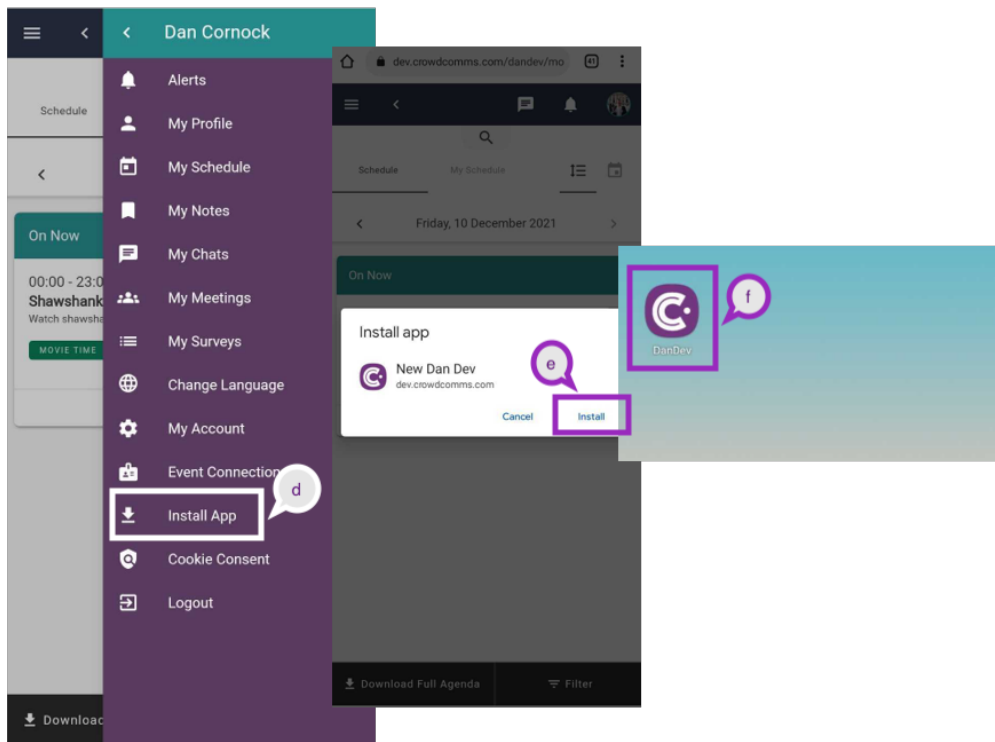
   a. Tap the Safari App to open the browser

   b. Type the URL for the Event App into the search bar

   c. Log in to the Event App if required to do so

   d. Navigate to the right-hand menu of the Event App and click 'Install App'

   e. Follow the instructions on the screen, provided by Safari

   f. A pop-up will appear. Click 'Add to Home Screen'

   g. When the updated screen appears, tap 'Add' in the top right-hand corner

   h. The Event App will now appear on your home screen

For Mobile Users – Android

1. When using the Google Chrome browser (these steps may also be applicable on other browsers):

    a. Tap the Google Chrome App to open the browser

    b. Type the URL for the Event App into the search bar

    c. Log in to the Event App if required to do so

    d. Navigate to the right-hand menu of the Event App and click 'Install App'

    e. Click 'Install' on the pop-up when it appears

    f. The App will then appear in your App Drawer

We hope that this guide provided you with an easy set-up and installation process. However, if at any time you require further support, please get in touch with your CrowdComms' Support Specialist or Account Manager.