IID 2018 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 4.4.2 and above.
iPhone or iPad - The app runs iOS 8.0 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.

Do I need an Internet connection to use the app?
An Internet or data connection is required to download the app and download documents within the app (PDF documents). 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. However, for Android users to access documents in the "Event Info" section of the app, either an Internet or a data connection is required. To use or view websites, etc., Internet is required.

Who do I contact for App technical support?
For technical support, please contact the Conference App provider, CadmiumCD, directly by calling 410-638-9239. Email support is also available at support@cadmiumcd.com.

Using the App

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

How do I take notes?
In order to take notes during a presentation, simply select the presentation within one of the "Browse by" options within the Schedule tile. Once you are looking at the presentation profile in the app, use the "Take Notes" button in the bottom navigation bar to take your notes! Notes are automatically saved.

How do I print or save the notes that I have taken?
Notes are saved online in "Personal Summary" in addition to being saved inside the app, within "My Notes". To access your notes for printing while in the app, select "My Notes" to launch your personal summary web page (Internet is required) or email yourself the link by selecting the "E-Mail My Notes", or "Email Summary Link" in the app's settings. Within the "My Notes" tile, 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 your notes. Users can also save down to PDF without needing Adobe Acrobat to do so.

To download the app, go to https://goo.gl/4bezGt and scan the QR code.