Make the Most of Your Conference Experience with the
PRIMR23/SBER23 Mobile App!

Take Notes | Create & Share Schedules | Event Information | Social Features

1. Download the PRIM&R Event App

Scan the QR Code or go to the Apple App Store or Google Play and search for **PRIM&R Event**.

App Icon

Install and open the app. Find your event icon in the Events (bottom row) or search for **PRIMR23/SBER23.**

Tap the event icon to launch your event's app.

Event Icon

2. Login to the PRIMR23/SBER23 Mobile App!

To start using your event app, select "Login" and enter your **username and password for your primr.org account** (the same as you used during registration and to log into the online conference platform). If you do not remember your password, follow the prompts on your primr.org login page to reset this information. Then, log in to the app.
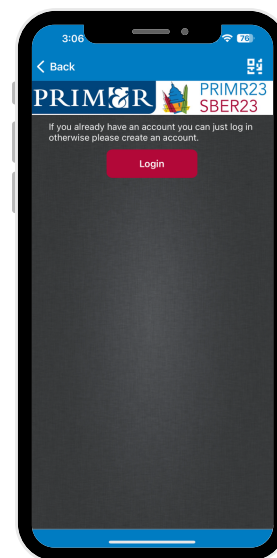
3. App Tips

Download the app before you go! Wi-Fi connection on-site can affect the functionality of the app.

Browse the event information and create a personal schedule by tapping on the star next to presentation titles.

4. Questions

Contact support via the App or visit the Help Desk.

PRIM&R App Users - FAQ's

Using the App

How do I build "My Schedule"?
Tap the star next to a presentation to "favorite" that presentation. The star will then turn yellow and will be added to the "My Schedule" tile.

How do I take notes or draw on presentation slides?
To take notes or draw on presentation slides, you must first download the slides. Use "Schedule" to navigate to a presentation. Select "View Slides," then "Notes." Use the "Notes" mode to type notes adjacent to the slide. To return to the full slide view, select "Nav." Notes are automatically saved. Use the "Pen" to draw directly on the slide and the "Marker" to highlight areas of the slide.

How do I take notes when there are no slides?
Use "Schedule" to navigate to a presentation. Select "Take Notes," then select the "Notes" mode to type notes adjacent to the blank slide. To return to the full view, select "Nav." Notes are automatically saved.

How do I send/retrieve messages to/from other app users within the app?
To send a message to an app user select "Browse App Users" under the "People" tile on the app's home screen. Next, select the name of the user to which you would like to send a message and then select the "Send Message" button on the navigation bar located at the bottom of the screen. Type your message and send.

Received messages can be found by selecting the "Messages" button located in the navigation bar at the bottom of the app's main screen.

Technical Questions

What type of device do I need to use the Conference App?
Android Devices : Android OS 8.0 or higher.
Apple Devices (iPhone or iPad): iOS 13.0 or higher.

How can I check the version of iOS on my iPhone or iPad?
Navigate to 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?
Select Settings > General > Software Update then follow the prompts.

I have downloaded the app from the Apple App Store, but don't remember my Apple ID password. How can I reset it?
Follow these steps **here** to reset your password and regain access to your account.

I keep getting logged out of my iOS app when I close it. Is there any way to help me stay logged in?
To avoid this forced logout issue, we recommend uninstalling the eventScribe/Container app completely from your device and reinstalling it. Apple pushed out a security software update, and as a result, attendees with an older version of the eventScribe/Container app will be logged out of the event details when they close the app and will be required to log in each time the app is re-opened. Any attendees downloading the eventScribe app for the first time this year should not encounter this

forced logout issue.

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 and presentations). Once documents have been downloaded inside the app, an internet connection 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 access is required.

How do I contact app technical support?
Navigate to the hamburger menu (three vertical lines in the upper right hand corner) within the app and tap Technical Support.