

## CONVENTION MOBILE APP FAQs

### Q. Why is the mobile app changing?

A. Member feedback was the impetus for change. Many of our members found the former app to be difficult to navigate and slow to load. We have heard your feedback and hope to correct both issues with this new product.

### Q. What if I want to continue using the former app?

A. SHAPE America's former app vendor is no longer supplying updates to the SHAPE America mobile app.

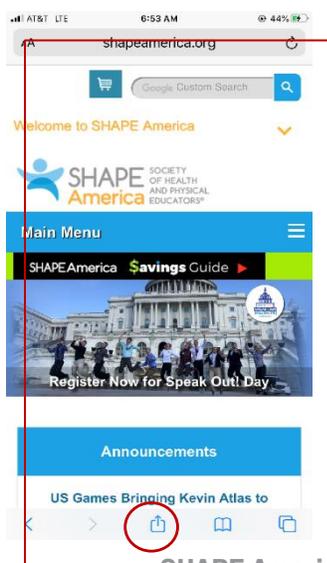
### Q. How can I continue accessing items on the SHAPE America site?

A. SHAPE America has a mobile responsive website, which means that the layout and/or content automatically changes to fit the device you're reading it on. In order to replicate the convenience of a mobile app icon for your phone, simply follow the steps below.

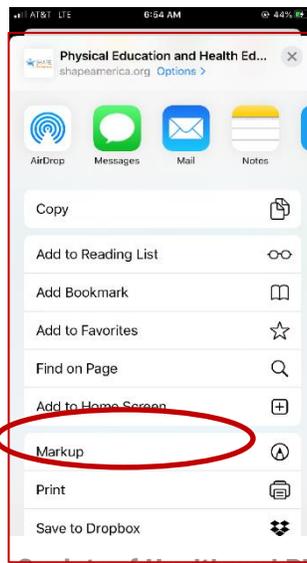
### On IOS (iPhone, iPad and iPod Touch)

1. Visit the website using Safari
2. Tap the middle icon (we've rounded in red ).
3. Add it to Home Screen (press "Add to Home Screen".) You may be given the option to name your shortcut. If so, name the shortcut and press "Add."

#### Step 1



#### Step 2



#### Step 3





### **On Android**

1. Open your Android web browser (the icon that looks like a globe)
2. Go to [shapeamerica.org](http://shapeamerica.org)
3. Tap on the "Create Bookmark" icon
4. Tap on the drop-down menu
5. Tap "Home Screen." You should now see your new bookmark on your home screen.

Screenshots for Android users can be found here <https://www.wikihow.com/Set-a-Bookmark-Shortcut-in-Your-Home-Screen-on-Android>

### **Q. What should I do to get the new event-only app?**

A. Nothing yet. When you register for the national convention, or another mobile-supported SHAPE America event, you will receive an invitation and instructions on how to download and access the event app.

### **Q. What are some features of the new app?**

A. Each event will be customized with the programs, speakers and networking opportunities that are available. In addition, features such as connections to Twitter, event games, and 1:1 messaging will be available.

For additional questions, please email [askmembership@shapeamerica.org](mailto:askmembership@shapeamerica.org).