



App Guide
SUM BIO 21

Thank you for coming to this Sustainable Urban Mobility Congress - SUM Bilbao 21.

This guide is intended to help you make the most of the congress app. You will also be provided with a manual to the digital platform. (The platform is designed for laptop use, while the app runs best on mobile devices).

The following is a detailed explanation of this space, giving access to live streaming of congress sessions and the Showcase Area, with its array of innovative projects and solutions. It will also enable to you to network, contact other attendants, speakers and exhibitors, and set up virtual meetings.

Contents of this guide:

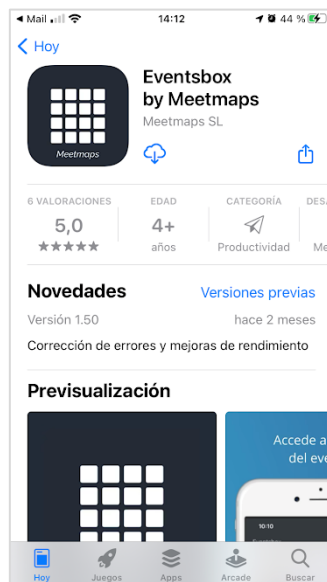
1. [Downloading and access](#)
2. [Browsing](#)
3. [Programme](#)
4. [Showcase Area](#)
5. [Participants](#)
6. [Networking](#)
7. [Videos of the event](#)
8. [Other sections](#)

1. DOWNLOADING AND ACCESS

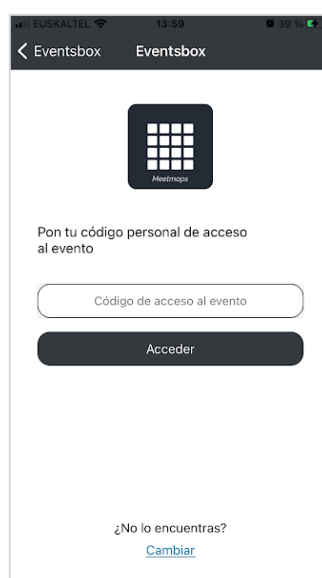
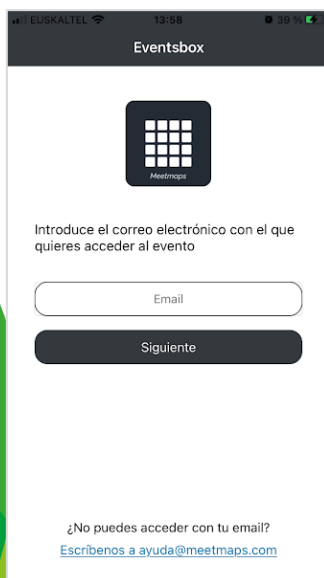
Along with this guide, you will have received a user name (the email you used to register for the congress) and a password, with which to access the app and the digital platform.

Just follow these steps:

1. Click on the access, which you will have received alongside the user name and password, to download the app on Google Play or Apple store.



Once downloaded, you will be asked to enter your user name and password. This will give you access to the app:



2. BROWSING

Once inside the app, you will see the Welcome page with a main menu in the centre, a bottom menu, and a side menu with access to all the different sections.

To return to the Welcome page, just click on the corresponding section of the floating bottom menu.

Sections of the app:

- Live Broadcast
- Showcase Area
- Participants
- Networking
- Other sections

3. PROGRAMME

This section displays the full congress programme, by days and rooms, with a brief description and list of participants for each session.

To follow sessions live, use the Live Broadcast filter and select the ones that interest you. The full programme for each room, listing all sessions, is on the right. Once you access a session, you can click to see it in full screen.

The "Questions" section on the menu allows you to ask questions in real time, either anonymously or under your own name (for sessions where this option is offered).

When you click on "Ask", a dialogue window will pop up. Just write your question in the box and hit Send.

Your question will then appear in the "Questions" section, with a time icon, indicating that the question is pending validation. If approved, the colour will change to green. If rejected, it will change to red.

The Questions for the Speaker section on the side menu will show the sessions where questions are admitted from this section, as well as all your questions (My) and approved questions (Live).

You can only see your own questions.

4. SHOWCASE AREA

Videos showcasing innovative projects and solutions tailored to the themes of the congress.

Clicking on the names of each participant gives access to their videos, plus information on each business or institution. Some are available for online meetings (sponsors).

5. PARTICIPANTS (for **premium digital** subscribers only)

This section lists everybody appearing at the event: attendants, speakers and exhibitors, and gives their profile information (name, company/organisation, position, sector, areas of interest).

Use filters to pinpoint people you would like to talk to and message them via the chat option.

6. NETWORKING (for **premium digital** subscribers only)

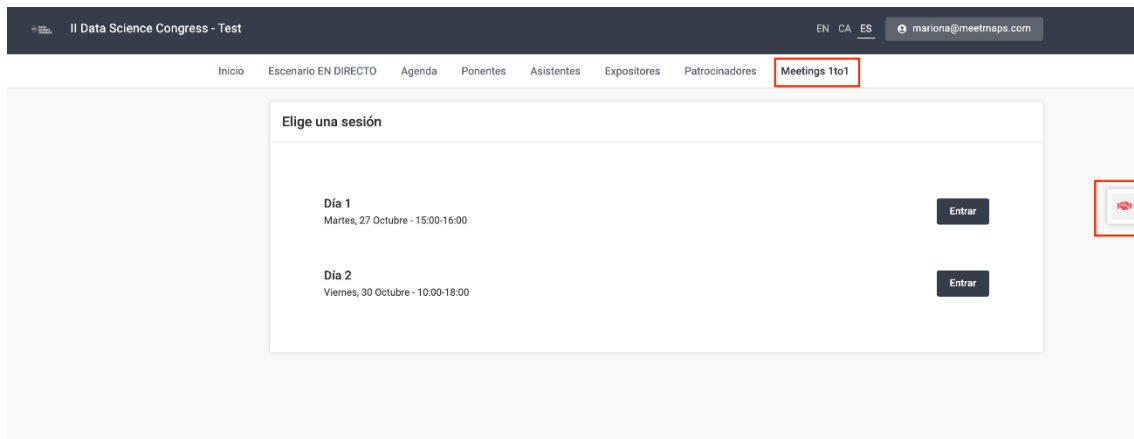
A place for online meetings with other participants (listed in the “Participants” section).

Meetings last 30 minutes and can be held in four sessions: Wednesday 6 October, from 9.15 a.m. to noon, and 1.30 p.m.; and Thursday 7 October, from 9.00 a.m. to 12.30 and 2.30 p.m. To 6.30 p.m. Just click on the ones you like and enter.

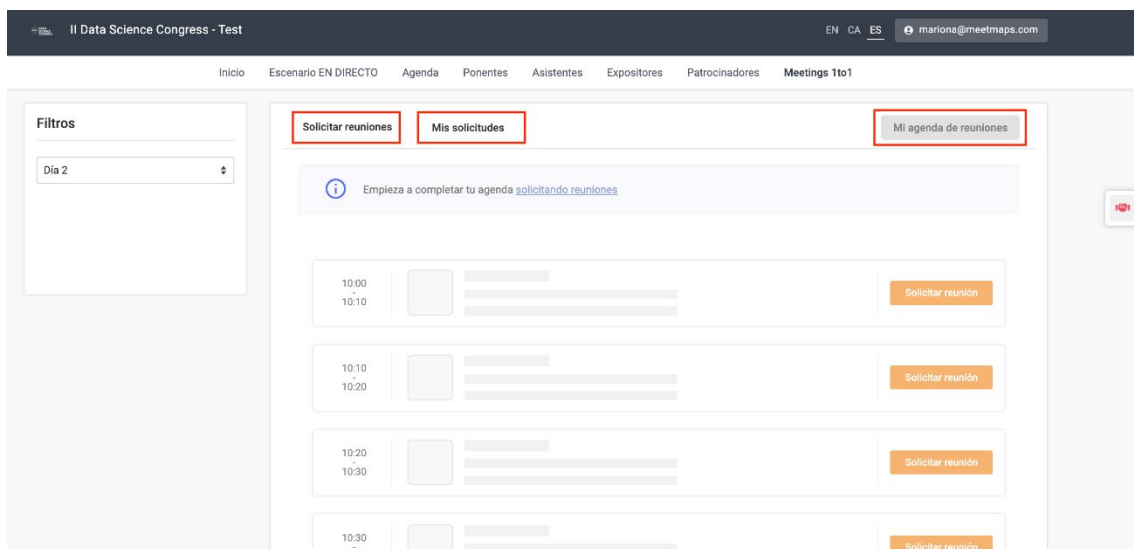
Although video meetings can be held using the app, we recommend using the digital platform, with guaranteed connection and timing.

In any case, we now explain how it works, just like the digital platform.

Once you access the session, you will see your **meeting schedule**.



If it is your first time visiting the schedule, this will be empty.

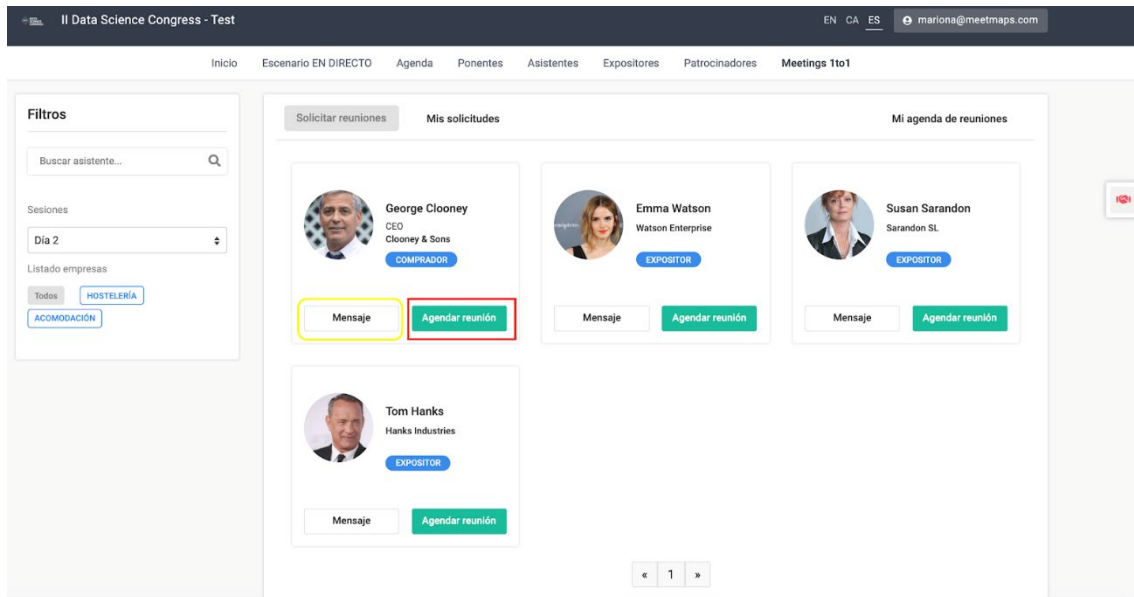


How to manage meetings

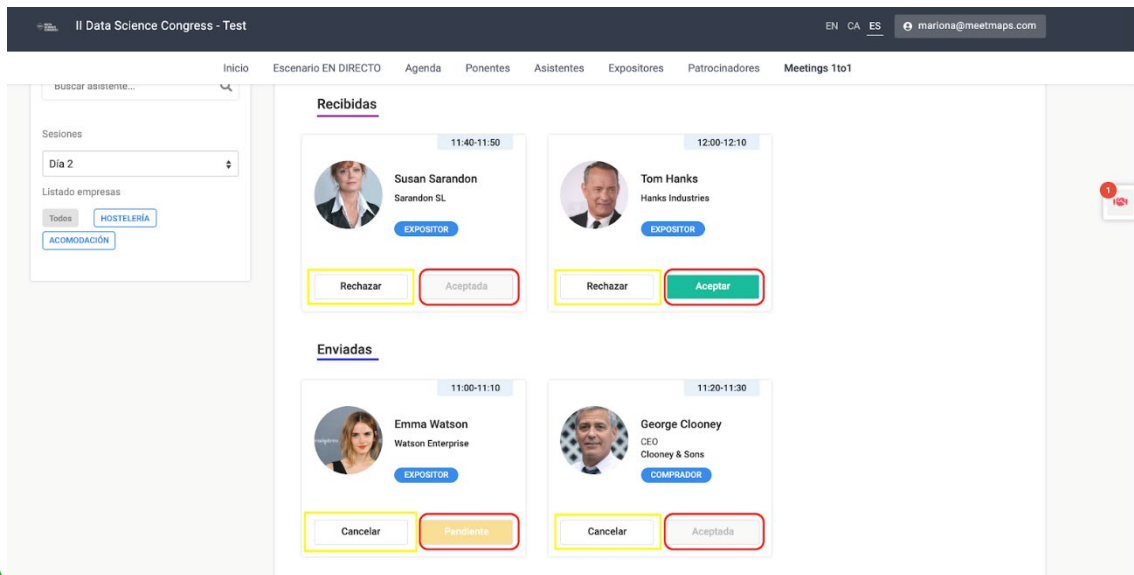
This page offers three options on three buttons on the upper part of the contact book:

1. **Request meetings**
2. **My requests**
3. **My meeting schedule**

1. Request meetings: check other people's availability. Clicking this button takes you to a window where you can message other participants (marked in yellow) or request a meeting (marked in red).

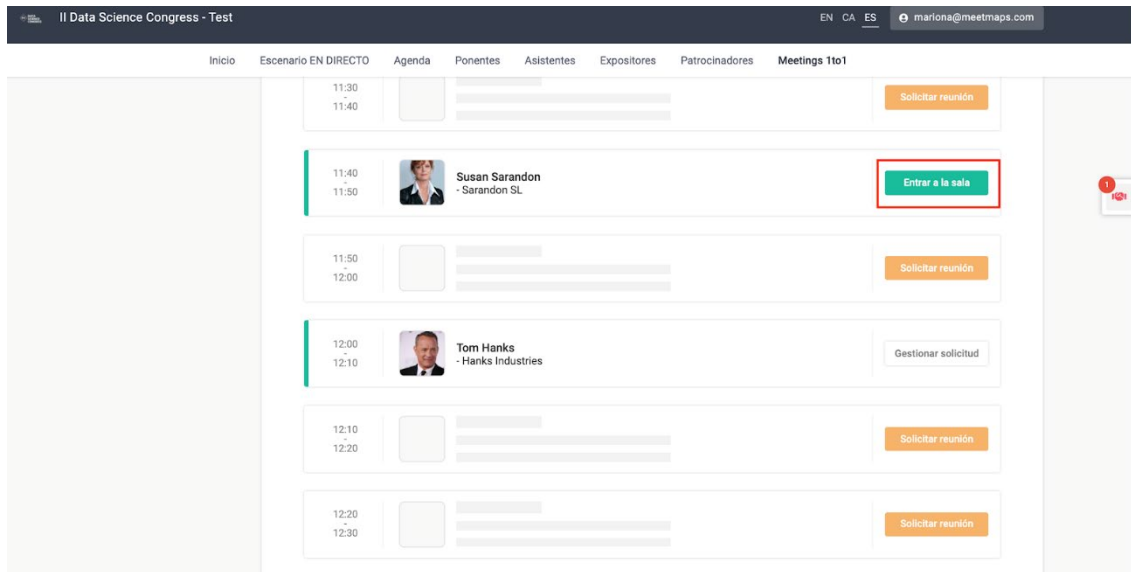


2. My requests: all meeting requests you receive (underscored in lilac) or send (underscored in blue).



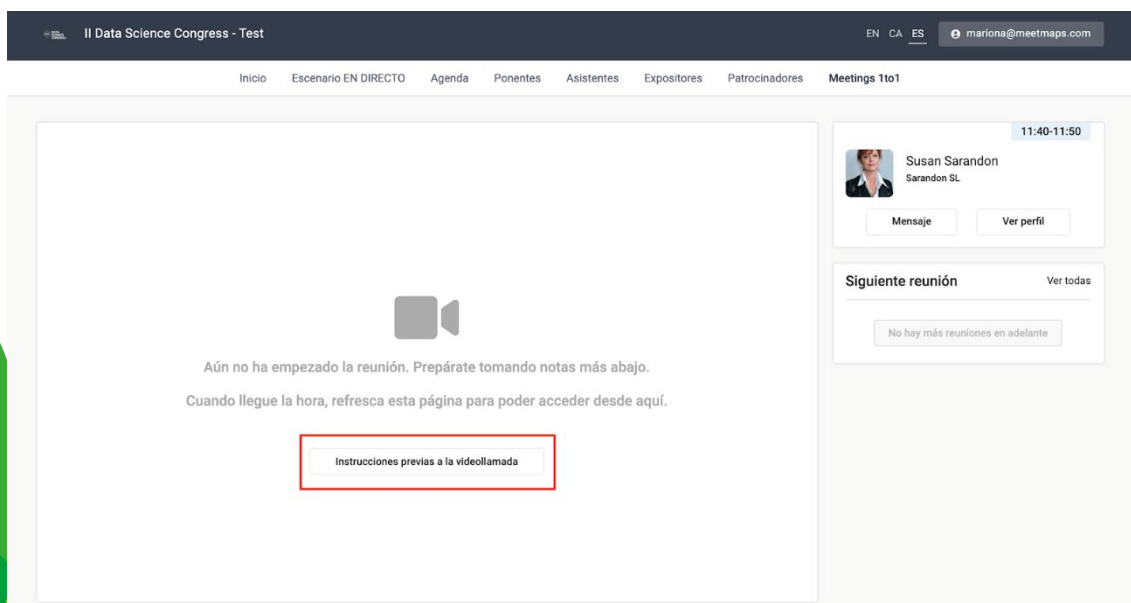
You can also cancel requests or cancel accepted meetings (marked in yellow) and see your other requests (marked in red), which may be either “pending” or “accepted”.

3. My meeting schedule: shows your timetable of meetings. The picture shows this page, with meetings marked in.

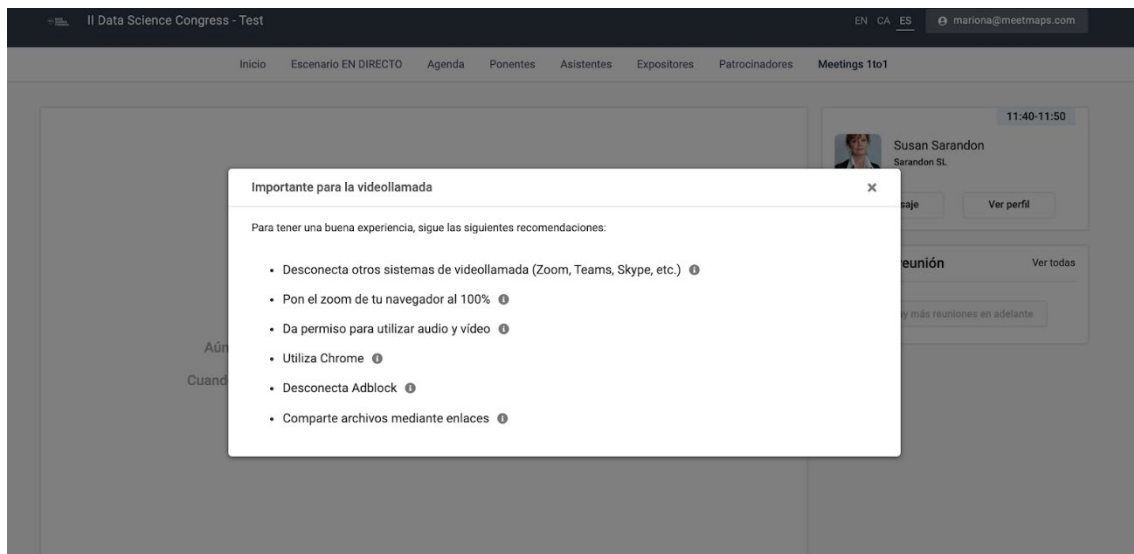


Accessing a meeting

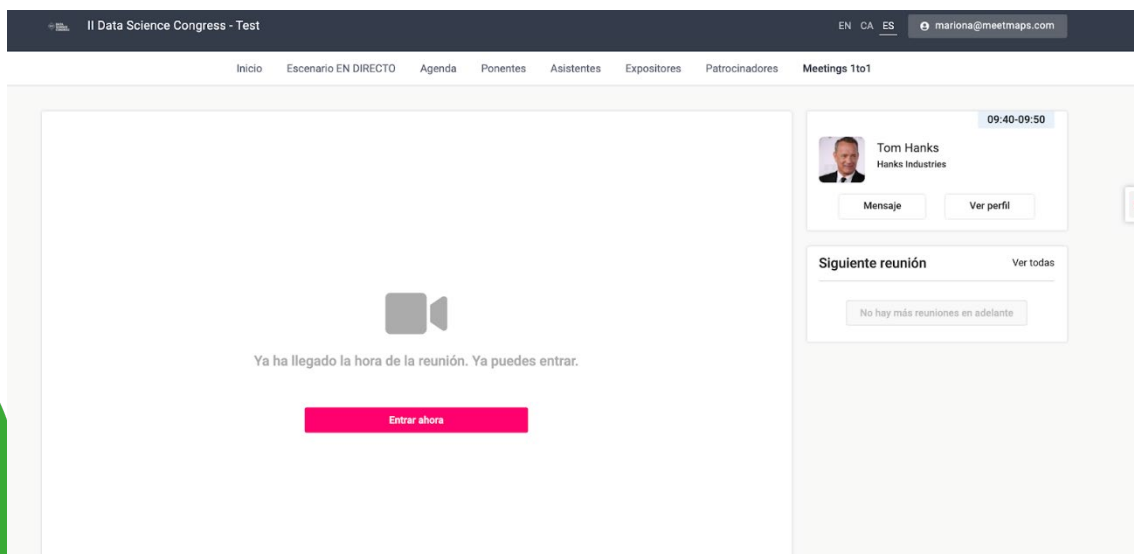
- When a person accepts your meeting request, your **My meeting schedule** section will show the option to **Enter room** (marked in red). This will take you to the room where the conference will be held.
- **Once in the room** (see picture), the persons will wait until the agreed time to start the call.

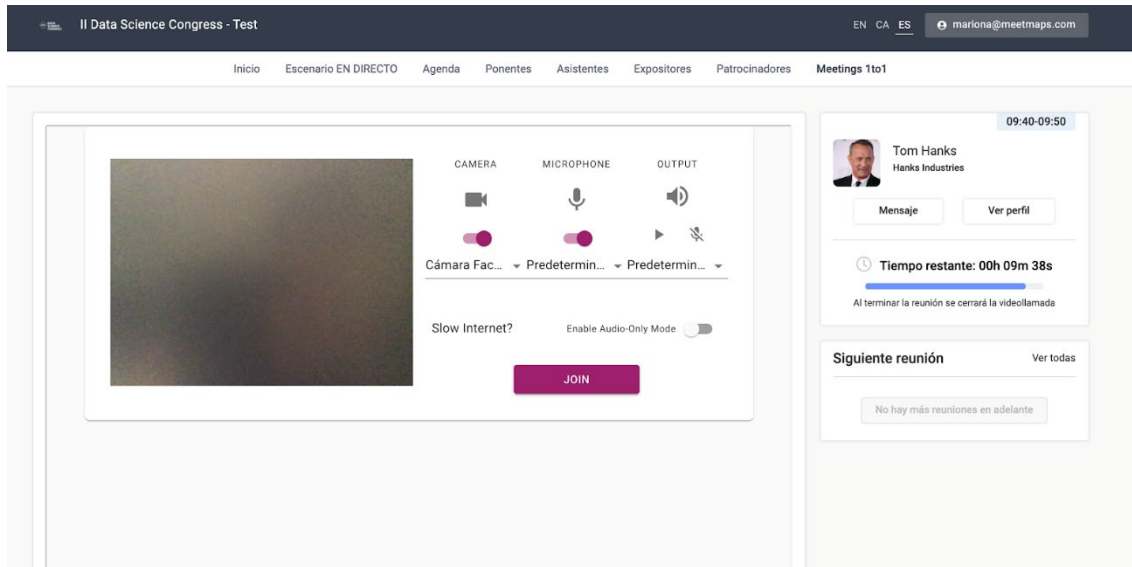


Before beginning the session, the screen will display tips on how to maximise the videocall experience.



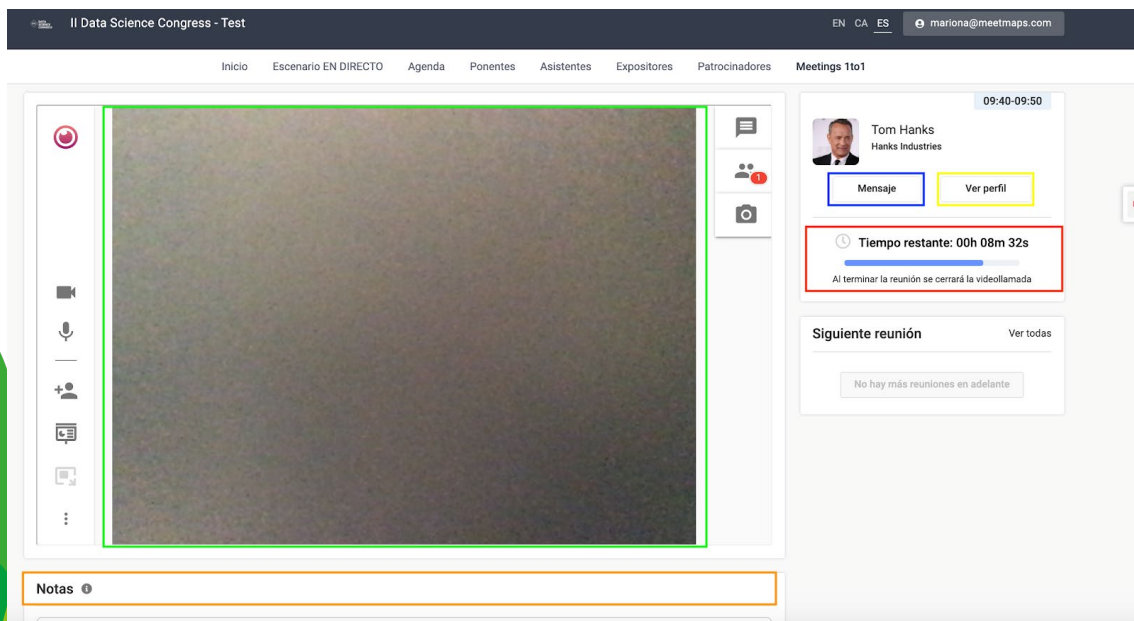
- **At the scheduled time, a pink button** para will show on screen to allow you to **Enter the Meeting** (picture 1). When you click on this button, you need to **activate the microphone and camera** and click on the **Join** button (picture 2). This will take you to the room with the person you are meeting.



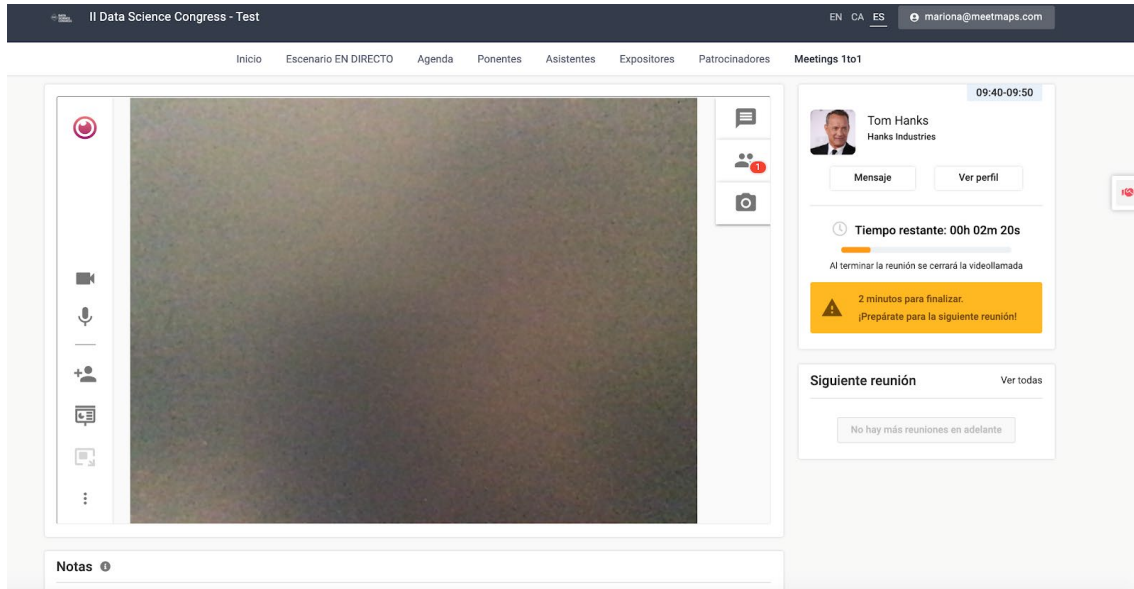


During the meeting

- **Once you are in the meeting**, the screen will show person you are meeting (marked in green). You can access their profile (marked in yellow), send a written message (marked in blue) and take notes (marked in orange). The left sidebar will display a progress bar showing the minutes used (marked in red).

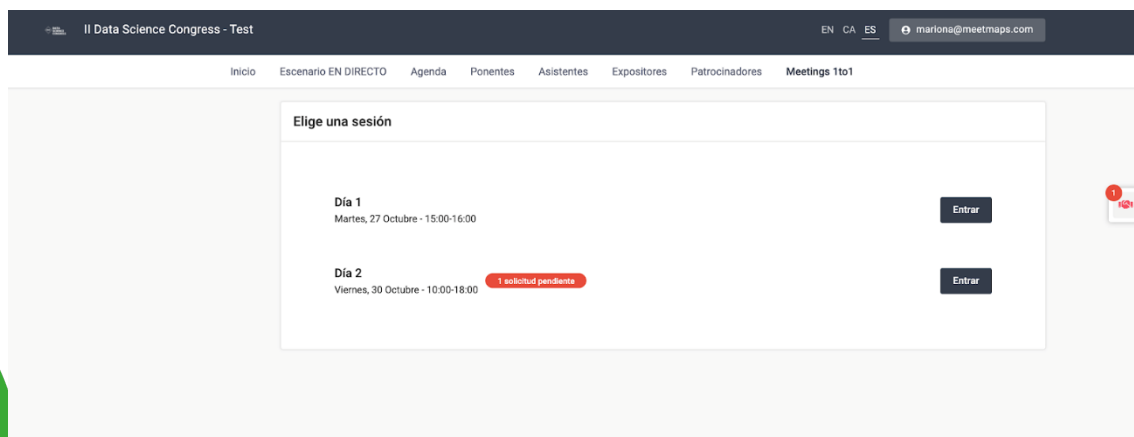


- **When a quarter of your allotted time remains**, an orange message will flash on screen to tell you that your time is almost over, giving you time to gather up any loose ends.



Notifications

Networking meetings (1-to-1) generate notifications. When you want to schedule a meeting with another networker, a notification will tell you who has requested the meeting. You then decide whether to accept or reject the request.



7. VIDEOS OF THE CONGRESS (for **premium digital** subscribers only)

Approximately 10 days after the congress ends, you will have access to all recorded session, in both Spanish, English and their original language.

8. OTHER SECTIONS

The menu also contains the following sections:

- Welcome: app home page and access to main menu.
- Event information: dates, description, social media.
- Speakers: list of the 60+ speakers scheduled for the event.
- Sponsors: list of congress sponsors.
- Chat: there will be a chat option for all congress sessions for comments.
- Documents
 - o Programme: programme dashboard.
 - o Practical guide to the app: this manual
 - o Practical guide to the platform: manual to the digital platform.