



FAQs for the AGO 2016 Convention APP

What's the quickest way to download the app to my Apple or Android device?

Go to <https://guidebook.com/app/AGO2016/> on your smart phone or tablet for a direct link to download the app. Alternatively you can use either of the following options:

- Have the link sent to you by text - <https://guidebook.com/app/AGO2016/guide/ago2016/>
- Access on Apple devices - <https://itunes.apple.com/us/app/id1110095540>
- Access on Android devices - <https://play.google.com/store/apps/details?id=com.guidebook.apps.AGO2016.android>

How do I locate the app in my device app store?

Search for "AGO 2016 National Convention" or one of the following:

- iTunes (Apple): search for "American Guild of Organists"
- Google Play (Android): search for "HoustonAGO" or "AGO2016" "AGO Houston"

Do I need to login (enter email & password) to use the app?

No. Even though you may see a login option, it is not applicable for our app as there is no personal or customized information in the app. You may add Schedule items to the "My Schedule" feature to create your personalized schedule starting with the concerts and other events you registered for in the convention.

What devices can access and use the AGO 2016 app?

Our native app is accessible from all iOS (Apple), Android, Amazon, and Blackberry 10+ devices and older versions of Blackberries.

How do I access the app on my Windows Phone/Tablet?

All web-enabled devices (including Windows phones/tablets) will need to access the mobile web version of the AGO 2016 app. Because this method of access is not a native solution, the following features are absent from the web version:

- Maps are not interactive.
- Push notifications will not be sent to the desktop version.
- The convention branding (app themes and coloring, etc) will not be seen.
- Schedule and photo album previews do not work in this version.
- Universal search does not work on mobile web. You will have to scan the web pages using your browser's search functions.
- The Notes module is not available.
- Thumbnail Images do not work on the mobile web.
- Internet Explorer may experience some hiccups in navigation and feature access. We recommend using Google Chrome.

Access the mobile web version at <http://guidebook.com/guide/63914>.

How do I filter the Schedule for specific events (e.g., Worship, Concerts, etc)?

In the bottom right corner (Apple) or top right (Android) of the schedule page, there are two green lines with a single circle on each. This is the filter button. Tap the button and a popup window allows you to select Concerts, Exhibits, Worship, Receptions, Workshops, or Competitions individually or in combination to only see the selected type of events for each day of the convention. After selecting the one or multiple filter options, tap “Apply”. To remove the filters, tap the filter button again and select “Clear”.

Is there a way to search across the entire app content?

Yes. At the top of the menu page, tap the magnifying glass icon. In the next window, enter a search keyword such as a performer or workshop presenter’s name. The relevant results will populate automatically in the window below. You may have to scroll down to see all results. Tap on any of the items in the list to see the details. Click “Cancel” at the top right of the window to leave the Search.

Will changes in My Schedule, Notes or To Do items be accessible if I access the app from a different phone or tablet?

No. This app does not require login and is not linked in any way to personal information on your smart phone or tablet. Therefore the interaction you have in the app is specific to the device from which you access it. You can think of it like downloading a document to your PC from an email. The document remains on that PC until it is downloaded onto another PC. The same is true for this app. Changes you make to My Schedule, Notes, messages and To Do functions are specific to the device from which you access the app.

If I record Notes in the app, will I be able to export them?

Yes. Tap the Notes menu item to see a list of Notes you have created and saved. At the top right of this page tap the export button (a square icon with an up arrow). A popup window will present the options for exporting the content, which may include instant messaging, email, and social media options among others.

What is the Photo Album?

The Photo Album is a place for sharing photos taken during the convention. Tap the Photo Album menu item and then tap “Add photos” at the bottom of the page. You will be able to take a photo to add or choose one from your smart phone or tablet photo gallery.

NOTE: Photos not pertaining to the convention will be removed by the app administrator.