Downloading app by Mobile Phone

1) Go to the App store; Access the App Store on iOS devices and the Play Store on Android.

2) Install the app; Search for CrowdComms. Once you've found the app, tap either **Download** or **Install**.

3) Once downloaded, enter the email address you registered to the conference with and create a memorable password. If the app asks you for an event code, please enter: **ecrr24**

On IOS devices, Safari is the only supported browser, unfortunately older browsers including Internet Explorer are not supported.

Accessing by Desktop

1) Visit www.crowdcomms.com to download the app via desktop.

2) You will need to log in with the email address you registered with and create a memorable password. If the app asks you for an event code, please enter: **ecrr24**
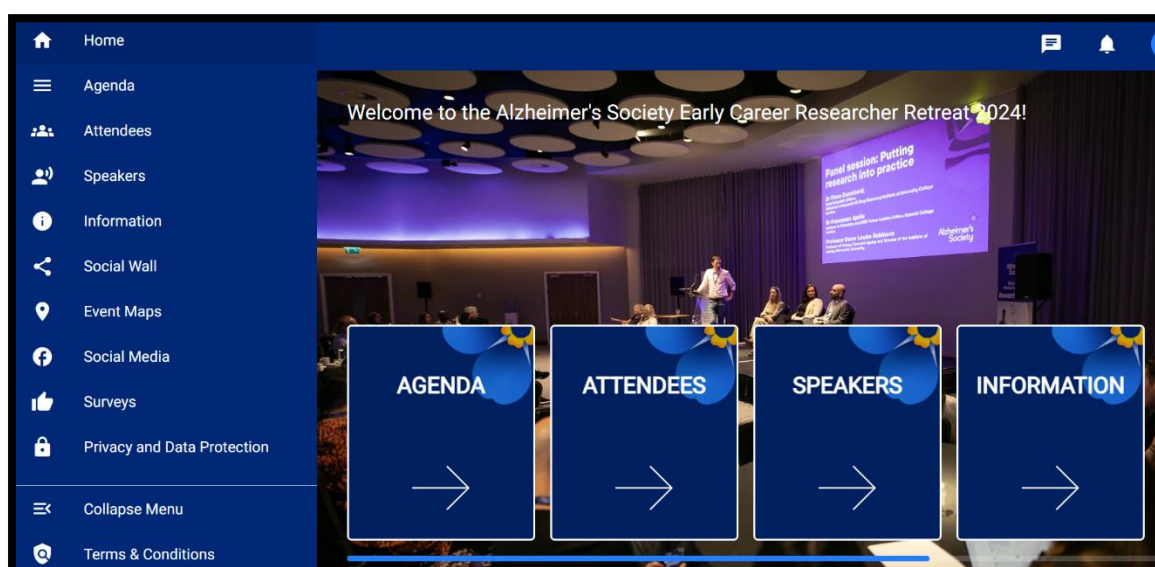
You will need to be using an up-to-date version of your internet browser, latest versions of Chrome, FireFox, Edge (Chrome) and Safari 14+ are supported.

Resetting your password

If you have downloaded and accessed the CrowdComms app for prior Alzheimer's Society Annual Conferences, you will be asked to enter the memorable password you set up for this email previously. If you cannot remember your password, you can reset your password using the instructions below.

1) Open CrowdComms via the app or desktop.

2) Enter your email address and press confirm.

3) Select 'Forgot Password?' and an email to change your password will be sent to your email address. If the email doesn't arrive, please check your spam and junk folders.

4) Open the email and follow the instructions to reset your password. Please note the link to change your password is only valid for 24 hours.