



Help Desk FAQ's

Grenadine SEEC Conference App

Main App Help Page

<https://docs.grenadine.co/intro-to-grenadine-for-event-attendees.html>

How to download and install the event mobile app?

1. First, you need to **download the Grenadine event mobile app**. It's available on [Google Play](#) and on [Apple Store](#).
2. Once the installation is completed, start the mobile app and search for your event by entering the name of your event enter and click on the magnifying glass. You can also click on "Have an event code?" link at the bottom of the page if you know the **event code** (this code is available in the footer of the event website). The event code is required for **private events**.

Note: If you can't find your event, just check the footer of the event website. All events which have an event code will show the code on the bottom of the screen. If no event code is present, it means that your event does not use a mobile app.

How can I create a login?

From the event website just click on the "**Log in**" menu item on the **right upper corner** of the page. A "Welcome" page will list the different possible login providers. Just click on your favorite login provider (ex: Facebook, Google, etc.) and follow the steps. You will be asked to enter or confirm your first and last name to allow Grenadine to find you if you already exist in the organizer database.

In case you do not want to use a login provider, you can still create a login using an email address and password. To do so click on the link "Need an account? Create one" below the list of login providers.

Registration Help

<https://docs.grenadine.co/registration-process-attendees.html>

Viewing Your Schedule

<https://docs.grenadine.co/viewing-your-schedule-web.html>

Searching the Event Schedule

<https://docs.grenadine.co/schedule-search.html>

Setting Up Your Profile

<https://docs.grenadine.co/setting-up-your-profile-web.html>

Zoom

Main Zoom Help Page

<https://support.zoom.us/hc/en-us>

Users and Participants Help Page

<https://support.zoom.us/hc/en-us/articles/206175806>



Zoom Download Page

<https://zoom.us/download>

FAQ's

How do I join a Zoom meeting?

You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID. [Learn more about joining a meeting.](#)

How do I join computer/device audio?

On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. [Learn more about connecting your audio.](#)

How do I share my screen?

Click Share in your meeting and choose the screen that you would like to share. [Learn more about sharing your screen.](#)

My video/camera isn't working.

[Read tips on troubleshooting a camera that won't start or show video.](#)

There is echo in my meeting.

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. [Learn about common causes of audio echo.](#)

Audio isn't working on my mobile device.

[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)

If you are still having issues, please [submit a request](#).