



# ASHRAE 365 TROUBLESHOOTING GUIDE

Below are some troubleshooting tips for the most common questions received for ASHRAE 365. If you have additional questions or comments about the app, please email [apps@ashrae.org](mailto:apps@ashrae.org).

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## ACCOUNT/LOG IN

### How do I log in?

ASHRAE 365 requires creating a separate account from your [ashrae.org](http://ashrae.org) account. However, **please use the same information you use for your [ashrae.org](http://ashrae.org) login**. If you are using the ASHRAE 365 event website, select 'Log In' from the upper right corner and then choose the 'Need an account?' option. If you are using the ASHRAE 365 mobile app, tap on the Account area at the top of the menu and select the Get Started button. From there, follow the below steps:

1. Enter your [ashrae.org](http://ashrae.org) email address\*, a password, your first and last name, and select the Sign Up button.

\* Note: If you're not an ASHRAE member yet, please use your preferred email address.

2. Check for a verification email and click the link provided in the email to finalize your account setup (if you don't receive an email, check your spam filters).

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### How do I reset my account password?

If you've already created an ASHRAE 365 account and are having problems logging in, you can reset your password via the below steps:

- ASHRAE 365 event website – select 'Log In' from the upper right corner and then choose the 'Forgot your password?' option.
- ASHRAE 365 mobile app – tap on the Account area at the top of the menu and select the 'I have an account!' option. Then select the 'Forgot your password?' option.

From there, enter the primary email address for your account and select the Reset Password button. Check for a change your password email and click the link provided in the email (if you don't receive an email, check your spam filters). Enter your new password and select the Reset Password button to complete the process.

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### **How do I turn on/off ASHRAE notifications?**

To update your ASHRAE-specific notification settings, log in or tap on your name in the Account area at the top of the main app menu. From the My Profile screen, scroll down to the Notifications on This Device section and update the settings for either organization notifications or private messages.

\* Note: See below for instructions on updating event-specific notifications.

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## CONFERENCE CONTENT

### **I created my ASHRAE 365 account using a different email address than what I registered for the conference with. How do I access registrant-only content?**

From your app account profile, go to the Email Addresses area under Profile Information. Add the email address that you registered for the conference with and go through the email verification process. Once the email address is showing a verified status in your profile, select the 'Make This My Primary Address' option.

Next, log out of the account (Log Out option in the upper right corner of the My Profile screen) and then log back in with the new primary email address. Once doing so, reselect the event from the app menu to get back in and access the registrant-only content.

If you still experience issues after completing the steps above, please email [apps@ashrae.org](mailto:apps@ashrae.org) and provide the first and last name on the account, the email addresses associated with the account, and which email address needs to be the primary.

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### **How do I export my schedule to my personal calendar?**

You can add sessions from your schedule to your personal calendar via the share icon within each session (upper right corner when on the session details screen). If you have an Android device, tap the share icon and select the option in the dropdown to "Share as calendar event". If you have an Apple device, tap the share icon, select Session Details, and then choose the "Add to Calendar" option.

\* Note: Once items are added to your calendar, any future updates will not automatically sync.

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### **How do I access a session evaluation?**

Session evaluations are available at the beginning of each presentation session\* and are located in the Resources section of the session details. To see/access the evaluation links, you must create/log into your app account with the email address you used to register for the conference with.

\* Note: Not all session types have evaluations available.

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### **How do I turn on/off event notifications?**

To update your event-specific notification settings, select the desired event from Conferences under the Events section of the main app menu. Once in the event, log in or tap on your name in the Account area at the top of the event menu. From the My Profile screen, scroll down to the Notifications on This Device section and update the settings for either event notifications or private messages.

\* Note: See above for instructions on updating ASHRAE-specific notifications.

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**Additional questions or comments? Email [apps@ashrae.org](mailto:apps@ashrae.org)**