GanApp Mobile App User Manual

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Introduction

GanApp Mobile is the mobile application version of GanApp, designed for iOS and Android devices. This manual provides detailed instructions for using the GanApp mobile app.

What is GanApp Mobile?

GanApp Mobile provides:

- Event browsing and registration
- QR code scanning for check-in (organizers)
- Certificate viewing and downloading
- Event photo albums
- Real-time event messaging
- Survey and evaluation completion
- Offline functionality for key features
- Push notifications

User Roles

The mobile app supports two main user roles:

1. **Participant** - Can register for events, view certificates, participate in surveys, and view albums
2. **Organizer** - Can scan QR codes for check-in, view event statistics, and manage events

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System Requirements

iOS Requirements

- **iOS Version:** iOS 13.0 or later
- **Device:** iPhone 6s or later, iPad (5th generation) or later
- **Storage:** Minimum 100MB free space
- **Internet:** Wi-Fi or cellular data connection
- **Camera:** Required for QR code scanning (organizers)

Android Requirements

- **Android Version:** Android 8.0 (API level 26) or later
- **Device:** Any Android device meeting minimum Android version
- **Storage:** Minimum 100MB free space
- **Internet:** Wi-Fi or cellular data connection
- **Camera:** Required for QR code scanning (organizers)

Permissions Required

The app requires the following permissions:

- **Camera** - For QR code scanning (organizers only)
- **Photo Library/Storage** - For uploading event photos
- **Notifications** - For push notifications
- **Internet** - For syncing data and accessing features

Getting Started

Downloading and Installing

iOS (App Store):

1. Open the App Store on your iPhone or iPad
2. Search for "GanApp"
3. Tap "Get" or the download button
4. Authenticate with Face ID, Touch ID, or your Apple ID password
5. Wait for installation to complete

Android (Google Play Store):

1. Open the Google Play Store on your Android device
2. Search for "GanApp"
3. Tap "Install"
4. Wait for installation to complete
5. Tap "Open" when installation finishes

First Launch

1. Open the GanApp app
2. You'll see the welcome screen
3. If you have an account, tap **"Sign In"**
4. If you're new, tap **"Sign Up"** or **"Register"**

Creating an Account

1. Tap **"Sign Up"** on the sign in screen
2. Enter your email address
3. Create a password (minimum 8 characters)
4. Tap **"Create Account"**
5. Check your email for verification (if required)
6. Complete your profile setup

Completing Your Profile

After creating your account:

1. You'll be prompted to complete your profile
2. Fill in required information:
    - **First Name** (Required)
    - **Last Name** (Required)
    - **Affiliated Organization** (Required)
    - **Profile Picture** (Optional - tap to upload)
3. Tap **"Save"** or **"Continue"**

Important: You cannot register for events until your profile is complete.

Signing In

1. Open the GanApp app
2. Enter your email address
3. Enter your password
4. Tap **"Sign In"**

Biometric Sign In (if enabled):

- Use Face ID, Touch ID, or fingerprint authentication
- Tap the biometric icon when prompted

Resetting Your Password

1. On the sign in screen, tap **"Forgot Password"**
2. Enter your email address
3. Tap **"Send Reset Link"**
4. Check your email for reset instructions
5. Follow the link to reset your password
6. Return to the app and sign in with your new password

Navigating the App

Main Navigation (Bottom Tabs):

- **Home** - Featured events and quick access
- **My Events** - Your registered events (participants)
- **Certificates** - Your certificates (participants)
- **QR Scanner** - QR code scanner (organizers)
- **Events** - Browse all events (participants)
- **Albums** - Event photo albums
- **Notifications** - Your notifications

Sidebar Menu:

- Tap your profile picture or avatar to open sidebar
- Access: Profile, Settings, Support, Logout

Navigation Tips:

- Swipe right from left edge to go back (iOS)
- Use back button (Android)
- Tap and hold for context menus

For Participants

Browsing Events

1. Tap **"Events"** tab (if available) or go to Home
2. Browse featured and upcoming events
3. Swipe up to see more events
4. Tap on an event card to view details

Filtering Events:

- Use search bar to find specific events
- Filter by date, venue, or status
- Sort by date or popularity

Viewing Event Details

1. Tap on an event card
2. View complete event information:
    - Title and rationale
    - Date, time, and venue
    - Speakers and sponsors
    - Event kits and programmes
    - Registration status
    - Available actions

Available Actions:

- Register for event
- View QR Code (after registration)
- Take Evaluation
- View Certificate
- Access Event Messages
- View Album

Registering for an Event

1. Browse to the event you want to attend
2. Tap on the event card
3. Tap **"Register"** button
4. Confirm your registration
5. You'll receive a confirmation notification

Requirements:

- Must be logged in
- Profile must be complete
- Event must have available spots
- Registration must be open

Viewing Your Registered Events

1. Tap **"My Events"** tab
2. View all events you've registered for
3. Tap on an event to:
    - View details
    - View QR code
    - Take evaluations

- View certificates
- Access event messages
- View album

Event Status Indicators:

- Upcoming events
- Events happening today
- Past events
- Cancelled events

Canceling Event Registration

1. Go to **"My Events"**
2. Find the event you want to cancel
3. Tap on the event card
4. Tap **"Cancel Registration"**
5. Confirm cancellation

Note: Some events may have cancellation deadlines. Contact support if cancellation deadline has passed.

Viewing Your QR Code

1. Go to **"My Events"**
2. Find your registered event
3. Tap on the event
4. Tap **"View QR Code"**
5. Show QR code to organizer for check-in

QR Code Features:

- Unique to you and the event
- Automatically generated upon registration
- Can be displayed full screen
- Works offline (once loaded)

Taking Surveys and Evaluations

1. Go to **"My Events"**
2. Find event with available survey/evaluation
3. Tap **"Take Evaluation"** or **"Take Survey"**
4. Answer all required questions
5. Review your responses
6. Tap **"Submit"**

Survey Features:

- Multiple question types
- Save progress (if supported)
- Required questions marked
- Character limits shown

Important:

- Some surveys are required for certificates
- Surveys may have deadlines
- Review answers before submitting

Generating Your Certificate

Participants generate their own certificates after meeting the requirements:

1. Go to **"My Events"**
2. Find the event you've checked into
3. Ensure you've completed required surveys/evaluations (if any)
4. Tap **"Generate Certificate"** or **"View Certificate"**
5. Your certificate will be generated automatically
6. Once generated, you can view and download your certificate

Requirements for Certificate Generation:

- You must be checked in to the event
- You must have completed required surveys/evaluations (if configured by organizer)
- A certificate template must exist for the event

Note: If you're unable to generate your certificate, contact the event organizer who can generate it for you as an alternative option.

Viewing Certificates

1. Tap **"Certificates"** tab
2. Certificates are grouped by event
3. Tap on an event to expand and see certificates
4. Tap on a certificate to view details

Certificate Viewing:

- View certificate preview
- See certificate number
- View issue date
- Download certificate

When certificates appear:

- After you generate your certificate (primary method)
- Or after the organizer generates it for you (alternative if you're unable to generate it yourself)

Downloading Certificates

1. Go to **"Certificates"**
2. Find the certificate you want
3. Tap on the certificate
4. Tap **"Download PDF"** or **"Download PNG"**
5. Grant storage permissions if prompted
6. Certificate will be saved to your device

Download Locations:

- **iOS:** Files app or Photos (depending on format)
- **Android:** Downloads folder or GanApp folder

Note: Both formats may not be available for all certificates.

Uploading Event Photos

1. Go to **"Albums"** or event details

2. Select the event album
3. Tap **"Upload Photos"** or **"+"** button
4. Grant photo library permissions if prompted
5. Select photos (up to 10 per event)
6. Tap **"Upload"**

Photo Limits:

- Maximum 10 photos per user per event
- Supported formats: JPG, PNG
- Maximum file size: 35MB per photo
- Photos are automatically compressed

Managing Photos:

- Delete your own photos
- View photo details
- See upload date and time

Viewing Event Albums

1. Tap **"Albums"** tab
2. Browse albums by event
3. Tap on an album to view photos
4. Tap on a photo to view full size
5. Swipe to navigate between photos

Album Features:

- Grid view of all photos
- Full-screen photo viewer
- See photo uploader
- Download photos (if allowed)

Event Messages/Chat

1. Go to event details
2. Tap **"Event Messages"** or **"Chat"**
3. View messages from participants and organizers
4. Type your message
5. Tap send button

Chat Features:

- Real-time messaging
- Group chat for all participants
- Individual messaging (if enabled)
- Message history
- Typing indicators

Note: Chat may be disabled for some events or participants.

Managing Notifications

1. Tap **"Notifications"** tab
2. View all your notifications
3. Tap on notification to view details

4. Swipe to dismiss notifications
5. Tap **"Mark All as Read"** to clear all

Notification Types:

- Event reminders (24 hours before)
- Survey availability
- Registration confirmations
- Certificate generation
- Event updates
- System notifications

Notification Settings:

- Go to Settings
- Manage notification preferences
- Enable/disable push notifications
- Configure notification sounds

Updating Your Profile

1. Tap your profile picture/avatar
2. Tap **"Profile"** in sidebar
3. Tap **"Edit Profile"**
4. Update information:
   - **Affiliated Organization** - Update your organization affiliation
   - **Profile Picture** - Upload or change your profile picture
5. Tap **"Save"**

Note: Only your Affiliated Organization and Profile Picture can be edited. First Name and Last Name cannot be changed after account creation.

Profile Picture:

- Tap profile picture to change
- Take photo or choose from library
- Crop and adjust if needed

Changing Your Password

1. Go to Profile or Settings
2. Tap **"Change Password"**
3. Enter current password
4. Enter new password
5. Confirm new password
6. Tap **"Save"**

Password Requirements:

- Minimum 8 characters
- Use strong password
- Don't reuse passwords

Offline Functionality

Available Offline:

- View cached events
- View downloaded certificates
- View cached photos
- View event details (if previously loaded)

Requires Internet:

- Registering for events
- Uploading photos
- Taking surveys
- Downloading certificates
- Syncing data

Sync:

- App automatically syncs when online
- Manual refresh available
- Offline indicator shows connection status

Creating Support Tickets

1. Tap your profile picture
2. Tap **"Support"** in sidebar
3. Tap **"Create Ticket"**
4. Fill in form:
   - Category
   - Priority
   - Subject
   - Description
5. Tap **"Submit"**

Viewing Tickets:

- Go to Support
- View all your tickets
- See ticket status
- Reply to tickets
- View responses from administrators

Note: Tickets are sent to system administrators. Only administrators can close tickets.

For Organizers

QR Code Scanner

Accessing the Scanner:

1. Tap **"QR Scanner"** tab (bottom navigation)
2. Grant camera permissions if prompted
3. Scanner opens automatically

Scanning QR Codes:

1. Point camera at participant's QR code
2. Wait for automatic scan (or tap scan button)
3. View participant details:

- Name
- Email
- Registration status
- Check-in status

4. Tap **"Check In"** to confirm attendance
5. View confirmation message

Scanner Features:

- Automatic QR code detection
- Flash/torch toggle (low light)
- Manual scan button
- Participant information display
- Check-in confirmation
- Scan history

Tips for Scanning:

- Ensure good lighting
- Hold device steady
- Keep QR code in frame
- Wait for focus
- Check internet connection

Viewing Event Statistics

1. Go to event details (if accessible)
2. Tap **"Statistics"** or **"View Stats"**
3. View comprehensive analytics:
   - Total registrations
   - Check-in rate
   - Survey completion
   - Certificate generation status

Statistics Available:

- Registration count
- Attendance rate
- Survey responses
- Participant demographics

Note: Full statistics may be available on web version.

Managing Events (Limited)

Mobile App Limitations:

- Full event management available on web
- Mobile app focuses on check-in and viewing
- Use web app for creating/editing events

Available on Mobile:

- View event details
- View participants
- Scan QR codes

- View statistics
- Access event messages

Viewing Participants

1. Go to event details
2. Tap **"Participants"** or **"Attendees"**
3. View list of registered participants
4. Tap on participant for details
5. Manually check in if needed

Participant Information:

- Name and email
- Registration date
- Check-in status
- Survey completion status

Troubleshooting

App Won't Open

Problem: App crashes on launch

Solutions:

1. Force close the app and reopen
2. Restart your device
3. Update the app to latest version
4. Reinstall the app
5. Check device storage space
6. Contact support

Sign In Issues

Problem: Cannot sign in

Solutions:

1. Verify email and password are correct
2. Check internet connection
3. Try resetting password
4. Clear app cache (Android) or reinstall
5. Update app to latest version
6. Check if account is banned (contact support)
7. Try signing in on web version

Registration Issues

Problem: Cannot register for events

Solutions:

1. Ensure profile is complete
2. Check if event is full
3. Verify registration is open

4. Check internet connection

5. Refresh the page

6. Restart the app

7. Contact support

QR Scanner Not Working

Problem: Scanner won't scan QR codes

Solutions:

1. Grant camera permissions:
   - iOS: Settings > GanApp > Camera
   - Android: Settings > Apps > GanApp > Permissions > Camera
2. Ensure good lighting
3. Clean camera lens
4. Hold device steady
5. Check internet connection
6. Restart the app
7. Update app to latest version
8. Contact support

Certificate Download Issues

Problem: Cannot download certificates

Solutions:

1. Check internet connection
2. Grant storage permissions:
   - iOS: Settings > GanApp > Photos/Files
   - Android: Settings > Apps > GanApp > Permissions > Storage
3. Check available storage space
4. Try downloading again
5. Restart the app
6. Try web version
7. Contact support

Photo Upload Issues

Problem: Cannot upload photos

Solutions:

1. Check photo limits (max 10 per event)
2. Verify file format (JPG, PNG)
3. Check file size (max 35MB)
4. Grant photo library permissions
5. Check internet connection
6. Delete old photos if limit reached
7. Try uploading one at a time
8. Restart the app
9. Contact support

Notifications Not Working

Problem: Not receiving notifications

Solutions:

1. Enable notifications:
   - iOS: Settings > GanApp > Notifications
   - Android: Settings > Apps > GanApp > Notifications
2. Check notification settings in app
3. Ensure app is not in battery saver mode
4. Check Do Not Disturb settings
5. Restart the app
6. Reinstall the app
7. Contact support

Slow Performance

Problem: App is slow or freezing

Solutions:

1. Check internet connection
2. Close other apps
3. Restart the app
4. Restart your device
5. Clear app cache (Android)
6. Update app to latest version
7. Free up device storage
8. Contact support

Offline Mode Issues

Problem: Features not working offline

Solutions:

1. Some features require internet
2. Ensure data was cached when online
3. Check offline indicator
4. Try when online
5. Refresh data when online
6. Contact support

Sync Issues

Problem: Data not syncing

Solutions:

1. Check internet connection
2. Pull down to refresh
3. Restart the app
4. Sign out and sign back in
5. Clear app cache (Android)
6. Reinstall the app
7. Contact support

Frequently Asked Questions (FAQ)

General Questions

Q: Is the mobile app free?
A: Yes, the GanApp mobile app is free to download and use.

Q: Do I need an account?
A: Yes, you need to create an account to use most features. Some features may be available without an account.

Q: Can I use both web and mobile app?
A: Yes, your account works on both web and mobile. Data syncs across platforms.

Q: Does the app work offline?
A: Limited features work offline. Most features require an internet connection.

Q: How do I update the app?
A: Update through App Store (iOS) or Google Play Store (Android). Enable auto-updates for convenience.

Account Questions

Q: Can I change my email?
A: Contact support to change your email address. This requires verification.

Q: What if I forget my password?
A: Use "Forgot Password" on the sign in screen. You'll receive email instructions.

Q: Can I delete my account?
A: Contact support to request account deletion. This cannot be undone.

Event Questions

Q: How do I register for events?
A: Browse events, tap on an event, and tap "Register". Ensure your profile is complete.

Q: Can I register for multiple events?
A: Yes, you can register for as many events as you want.

Q: What if an event is full?
A: You'll see a "Full" indicator. You cannot register, but you may join a waitlist if available.

QR Code Questions

Q: How do I get my QR code?
A: After registering, go to "My Events", tap the event, and tap "View QR Code".

Q: Can I use QR code offline?
A: Yes, once loaded, QR codes work offline. Organizers need internet to scan.

Q: What if my QR code doesn't work?
A: Ensure you're registered, refresh the app, or contact support.

Certificate Questions

Q: When will I get my certificate?
A: You can generate your certificate after checking in and completing required surveys. Go to "My Events", find your

event, and tap "Generate Certificate" or "View Certificate". If you're unable to generate it yourself, contact the event organizer who can generate it for you as an alternative option.

Q: Can I download certificates offline?

A: You can view downloaded certificates offline, but downloading requires internet.

Q: What formats are available?

A: PDF and PNG formats, depending on how certificates were generated.

Photo Questions

Q: How many photos can I upload?

A: Maximum 10 photos per user per event.

Q: What photo formats are supported?

A: JPG and PNG formats are supported.

Q: Can I delete my photos?

A: Yes, you can delete your own photos from albums.

Technical Questions

Q: Why is the app slow?

A: Check internet connection, close other apps, or restart the app. Contact support if issues persist.

Q: Why won't the app open?

A: Try restarting your device, updating the app, or reinstalling. Contact support if problem continues.

Q: Are my data secure?

A: Yes, GanApp uses industry-standard security measures. See Privacy Policy for details.

Q: Does the app use a lot of data?

A: The app uses minimal data. Photo uploads and downloads use more data. Use Wi-Fi when possible.

Glossary

Album - Collection of photos from an event

Certificate - Digital document certifying participation

Check-in - Process of confirming attendance using QR code

Event Messages - Chat feature for event participants

Offline Mode - Using app without internet connection

Organizer - User who creates and manages events

Participant - User registered for an event

Profile - User account information

QR Code - Quick Response code for check-in

Registration - Signing up for an event

Survey/Evaluation - Form to collect feedback

Sync - Updating data between app and server

Venue - Event location

Additional Resources

- **Support:** Create a ticket through the Support section
- **Web App:** Use web version for full features
- **Help:** Contact your organization administrator

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For Support: Please use the Support section in the app