

UKCRF NETWORK

Conference Troubleshooting Guide

REGISTRATION

I'm having trouble with the registration form. Any tips?

- A common question is how to complete the form. On the last page please select “pay now” to pay by card, and “pay by bank transfer” to pay by invoice
- [See our guide](#), which answers most **payment and registration queries**

How can I make payment if the card payment didn't go through?

- If you selected “pay now” and the card didn't go through, you likely completed your registration by selecting the “pay by bank transfer” option.
- This means you are registered but no payment method has been confirmed.
- You therefore need to email the host and either request a card payment link to try again or send a purchase order number to pay by invoice.
- Please send this to: CRFBRC-CONFERENCE2025@uhb.nhs.uk

How do I get a copy of the invoice?

- If you need an invoice before raising the purchase order number, please add a request in the PO box of the registration form.
- If you have already registered, the invoice will be raised shortly after and sent to your organisation.
- Payment queries can be sent to: CRFBRC-CONFERENCE2025@uhb.nhs.uk

I haven't received the confirmation email after registering, what should I do?

- The confirmation email may have been blocked by your Trust/Board.
- You don't need to contact us.
- Simply download the EventsCase App (links on the next page of this document).
- The app includes your event QR code, which acts as your entry ticket on the day.
- See page three if you're having trouble with the event app.

How do I change or add registration data?

- Name, job role, and organisation should be updated by the individual using the app.
- If the incorrect email is attached to your account (for example if someone registered on your behalf), please email lucy.sanger@mft.nhs.uk with the details.
- For all other changes, including dietary preferences or accessibility requests, please email: lucy.sanger@mft.nhs.uk

What if I want to add the Gala Dinner to my ticket?

- If tickets are still available (it will be clear on the website when it has sold out), please email us at CRFBRC-CONFERENCE2025@uhb.nhs.uk.
- In your email, include whether you will pay by invoice or card, and we can update your ticket type accordingly.
- Gala dinner tickets will not be available to purchase at the event.

Someone can no longer attend, what can we do?

- Tickets cannot be refunded after 12 June 2025.
 - However, we can change the details so another member of your team can attend instead, please include all the details in an email to CRFBRC-CONFERENCE2025@uhb.nhs.uk
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EVENT APP

What if I don't have a smartphone?

If you don't have a smartphone, you can print and bring along your confirmation email that includes your QR code. You can also bring ID, and they will confirm your ticket at the help desk.

There will only be a small number of printed programmes, so please consider printing and bringing your own programme with you. Please wait until nearer the time, when room numbers have been added to the PDF printable programme. You can email CRFBRC-CONFERENCE2025@uhb.nhs.uk a week before the conference to request a copy.

How do I download the event app?

Follow the link to the app store and download the Eventscape app:

- [iOS App Store](#)
- [Android Play Store](#)

I'm having trouble downloading or opening the app. What should I try?

Please try the following before contacting us:

- Make sure your device software is up to date.
- Ensure your device has enough memory space available.
- If you've previously installed the Eventscape app, uninstall and reinstall it.
- Restart your device after uninstalling the app before reinstalling.
- Allow notifications, microphone and camera permissions when prompted.
- On Android, clear the app cache via Settings > Apps > Eventscape > Storage > Clear Cache.
- On Apple devices, delete and reinstall the app to clear the cache.
- If your device is jailbroken, the app may not function correctly.
- The app is only available on iOS and Android devices.

If you're still having issues downloading or opening the app, please contact:

lucy.sanger@mft.nhs.uk. **Please provide details of what you have tried and the error, including screenshots.** The team will send these to the apps technical support team. The rest of this document provides guidance about logging into the app.

How do I log into the event app?

- Enter your work email address that was entered when you registered.
- You can then enter your password, if you set one up.
- If someone registered on your behalf, or you cannot remember your password, you can instead click "Login without password"
- A code will be sent to your email address
- If you do not receive the code, you will need to email lucy.sanger@mft.nhs.uk and ask for a temporary password, which she will set for you.

How do I reset my password?

- You do not need a password for the app.
- Access can be granted via a verification code sent to your registered email, please read the instructions above for '**How do I log into the event app**'
- If you do not receive the code or still need a new password, you can email lucy.sanger@mft.nhs.uk who can set a new password.

How do I book my parallel sessions?

- Log into the event app
- On the main menu select "Agenda".
- Find and click the session you want to book - the seat icon indicates which sessions can be booked.
- Click "Book a Seat".
- Booked sessions will then appear under "My Schedule" in the menu.