



CATQR app FAQs for Attendees

Frequently Asked Questions

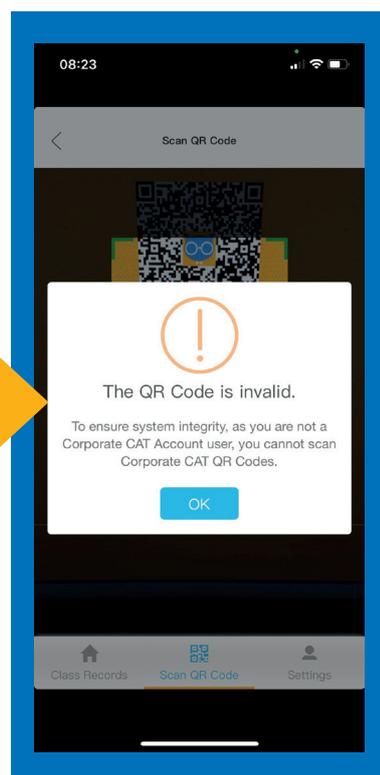
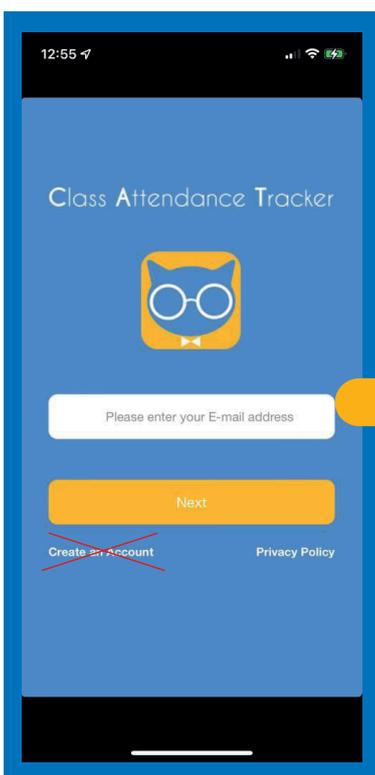
CATQR app **incorrect** use



1 FAQ: “The QR Code is invalid”

In order for attendee records to be matched correctly with other systems, some employers or universities require their attendees to have a Profile ID. If the attendee doesn't have a Profile ID yet, then the attendee can create a Profile ID using separate instructions from their employer or university.

Once the attendee has their Profile ID, then the attendee can **sign into their CATQR mobile app using the email address associated with their Profile ID.**



Important

If the Attendee has already Signed In to their CATQR mobile app with the Account they created on their CATQR mobile app, then they need to do the following:

1. **Sign Out** of their CATQR mobile app (as shown in **FAQ 2**).
2. **Sign In** using the email address associated with their Profile ID.

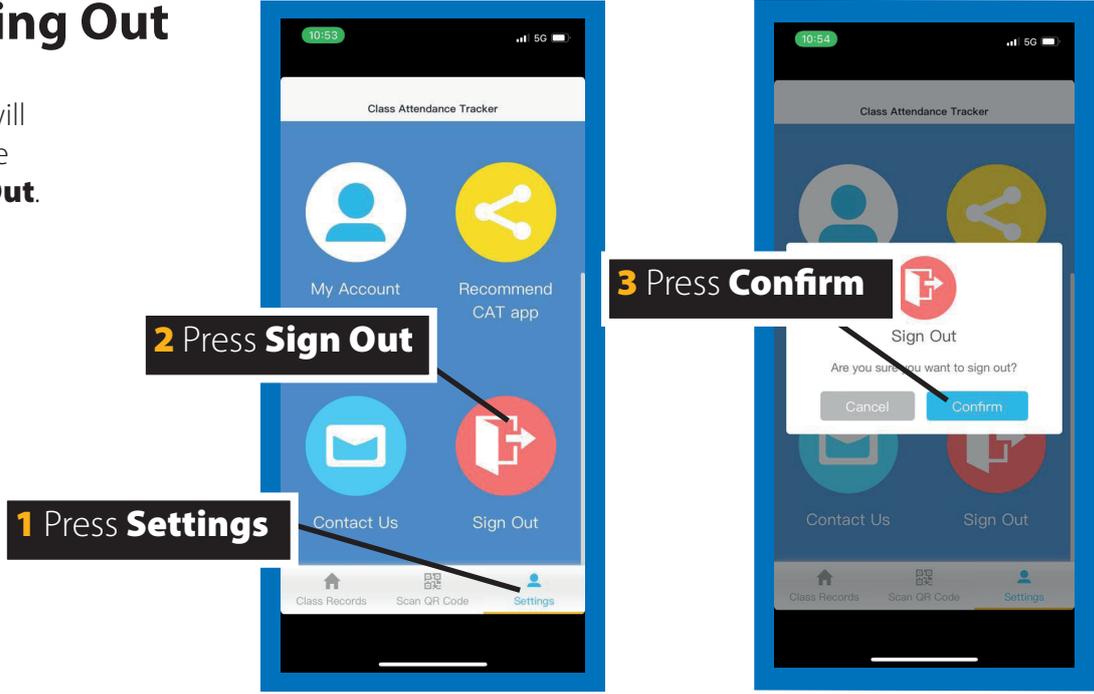
CATQR app **correct** use



2 FAQ: **Signing Out**

Attendee's CATQR app will remain **Signed In** all the time unless they **Sign Out**.

- 1 Press **Settings**
- 2 Press **Sign Out**
- 3 Press **Confirm**



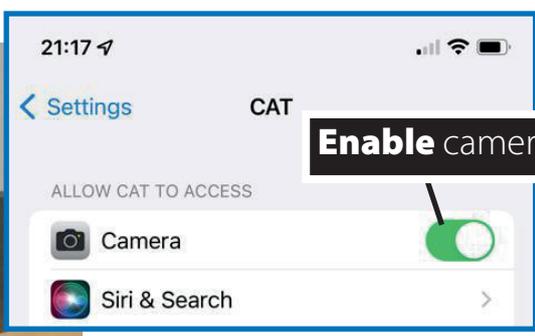
CATQR app **incorrect** use



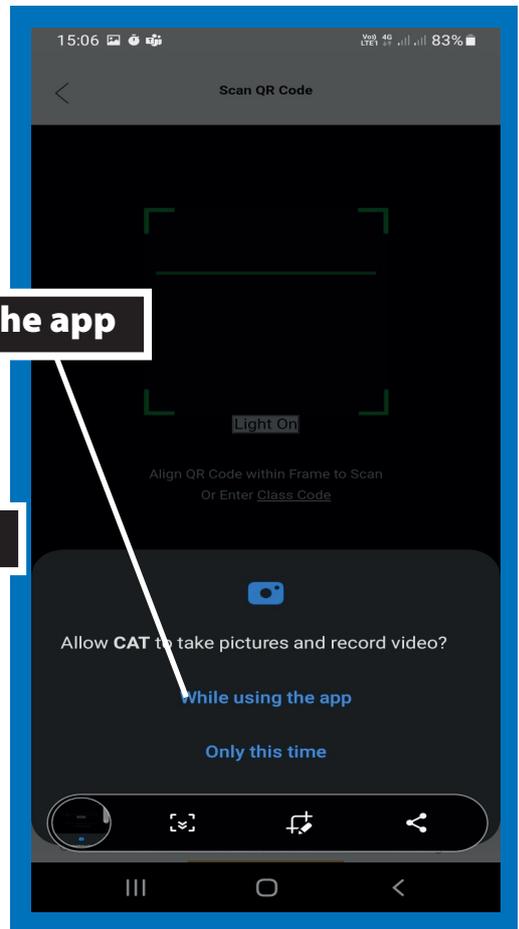
3 FAQ: **Mobile camera disabled for CAT app**

CATQR app won't be able to scan the QR code if the mobile camera is disabled for the CATQR app. In this case, the Attendee must Enable the camera in the **mobile Settings** for the CATQR app.

When the Attendee uses the "**Scan QR Code**" feature for the first time, they may get a popup window asking if they allow the CATQR app to use the mobile camera - the Attendee must choose **Yes/Confirm** to enable the camera while using the app.



While **using the app**

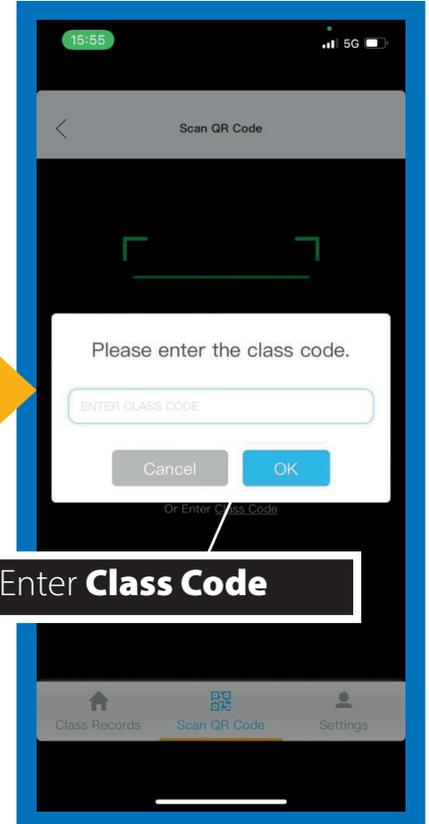




4 FAQ: "Enter Class Code"

The Attendee's mobile phone camera may have difficulty scanning the QR code – this could be due to glare on the screen or the QR code is too far away for the mobile camera to see it properly.

If after trying a few times to move the CATQR **camera window** around the QR code it **still doesn't register** the attendance, then the Attendee can simply **Enter the 6 digit Class Code** to register their attendance.



Attendee presses the "**Enter Class Code**" link underneath the "**Scan QR Code**" CATQR app camera window, then enters the Class Code and presses the OK button.