

# SCCM Events App: Frequently Asked Questions

## How do I access the SCCM Events App?

To download the app, search SCCM Events in the [iTunes store](#) or [Google Play](#) or click the buttons below.



## How do I check if my app is up to date?

It is advised to set your apps to automatically update.

### Apple Devices

- Tap Settings
- Tap [your name]
- Tap iTunes & App Store
- Under 'Automatic Downloads,' turn on Apps

### Android Devices

- Open the Google Play Store app.
- Tap Menu and then Settings.
- Tap Auto-update apps.
- Select an option:
  - Auto update apps at any time to update apps using either Wi-Fi or mobile data.
  - Auto-update apps over Wi-Fi only to update apps only when connected to Wi-Fi.

If your apps are not set to automatically update, follow the instructions below.

### Apple Devices

- Open the App Store app
- Select Updates in the bottom menu
- Scroll to find the SCCM Events app and tap 'Update'
- If the SCCM Events app is not found, your app is up to date

### Android

- Open the Google Play Store app
- Tap Menu and then My apps & games.
- Scroll to find the SCCM Events app and tap 'Update'
- If the SCCM Events app is not found, your app is up to date

## I can't log in.

Ensure you have downloaded the correct SCCM Events app. The icon should look like this:

Confirm you are using the email you used to register for course to log in to the app.

Event code is case-sensitive. Verify you are using the correct password: **SCCM19**

Check that you connected to cellular data or Wi-Fi.

Confirm your operating system is **iOS8 or newer** or **Android 4 or newer**. The app will not work for devices on lower operating systems.

If you are using a **Windows phone, Blackberry, or laptop**, you must put the web URL in the browser bar to access the web version of the app: [sccm.gatherdigital.com](http://sccm.gatherdigital.com).

If you have had five or more failed login attempts, you are locked out. Please visit the registration desk or email [support@sccm.org](mailto:support@sccm.org) for assistance.

