EXHIBITOR LEAD CAPTURE

START RECORDING POWERFUL LEADS

Lead Capture provides a lead management system for event exhibitors, with even more features to maximise ROI. Fully integrating with the live attendee data which allows exhibitors to view, manage and export qualified leads instantly

1.DOWNLOAD

To download the app simply visit your app or play store for Android or IOS and search “Ignite Capture”

Available on the App Store

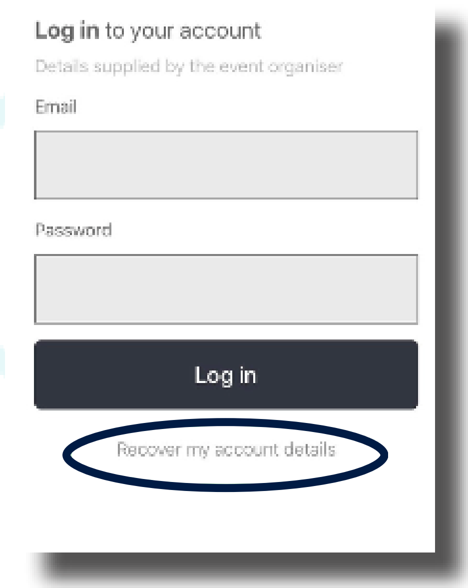
GET IT ON Google Play

2.LOGIN

When prompted you will be asked for an event code - Normally an abbreviation of the event title and the year.

Then please enter your EMAIL followed by your temporary password, which your team leader should have been provided or you will have been sent via email.

If you’re unsure of the event code or your temporary password please ask a member of the event staff



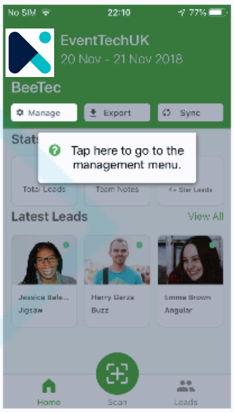
PASSWORD RESET

To reset your password if you have forgotten it or do not know it. Just click on “Recover my account details” on the login screen where you will then receive a system generated email with your inbox

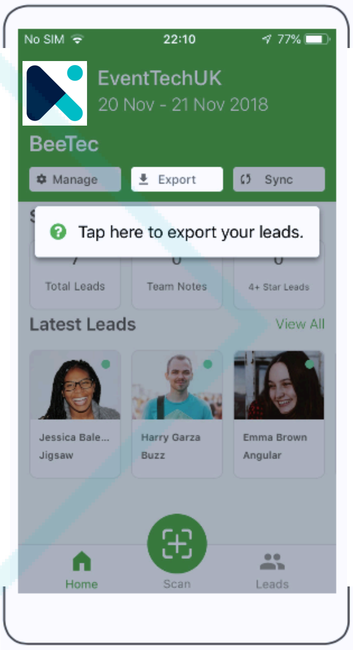
** If you do not receive an email or are unsure of what email you used to register with, please contact a member of the event staff

EXPORT

MANAGE

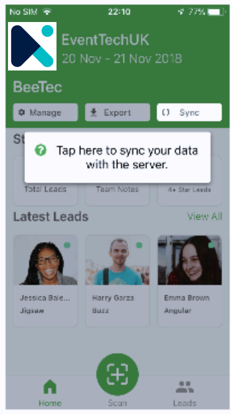


- Manage your team
- Qualifying questions
- Camera Settings
- View the in app tutorial



Send lead information to your email or an email of your choice.
** Encrypted leads will be sent to your email after the event.

SYNC



Force sync in one click. Offline capabilities in-app retains information locally until device is online.

FAQ's

How do I scan and manage attendees using the Capture app?

To scan attendees:

1. Click scan on the home screen
2. Hold the name badge roughly 20cm from your device camera
3. A green tick will indicate a successful scan
4. Click continue scanning or go to attendee to complete answers to qualifying questions and notes

To manage attendees:

1. Click leads on the home screen
2. Select an attendees name
3. Click notes or update answers to qualifying questions

I have logged out of the capture app and can't log back in. How do I access the app again?

If you have logged out of the capture app, you will need to log back in using a personal login code. If you have previously logged in using the exhibitor team code and signup form, or forgotten your personal login details, you will need to recover your details.

To recover capture access details:

1. Open the capture app and enter the event code
2. Select already have an account? Log in
3. Click recover my account details
4. Enter the email address used when registering for the event
5. Click submit

I want to update my team's qualifying questions. What happens to the data collected if I add or remove a question?

If a qualifying question is removed all data collected for that question will be lost. If a new question is added, only leads scanned from that point on can have that question available.

The questions and their responses rely on the time the question was created or deleted. Any question deleted after some scans have taken place will delete data collected by that question. If a question is added after some scans have taken place, you will only be able to collect data for attendees scanned from that point on.

How can I export my leads?

Leads can be exported directly from the capture app. Before exporting it is important to ensure all leads are synced so the most up-to-date information will be exported.

To sync leads:

1. Click sync on the home screen
2. A green tick will indicate when your leads have been successfully synced

To export leads:

1. Click export on the home screen
2. Select leads to export all leads of my leads
3. Select team members to send leads to or add email address
4. Click submit

How can I view an attendees contact details in the capture app?

In the capture app, once an attendee has been scanned, their details will appear with their profile in the capture app. However, contact details for attendees such as contact number and email may not display if the attendee has chosen not to share these personal details.

What are qualifying questions and how can I use them?

The qualifying questions feature is an in-app form for collecting additional data from your leads. You can create qualifying questions in the app to be shared amongst your team.

How can I create qualifying questions in the app?

To create custom qualifying questions in capture app:

1. Click manage on the home screen
2. Select qualifying questions from the list of options
3. Click + to add a new question
4. Select the type of question you wish to your form
5. Add the question and, if applicable, the repsonse/s
6. Click save

I have used the capture app before and am logged in from a previous event, how do I log out ?

To Log out:

1. Click sync on the home screen to confirm syncs are up to date
2. Click manage on the home screen
3. Click logout/Change event