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EventsPass LeadGen Help Guide

Set-up | Activation | FAQs

Purchasing Your License

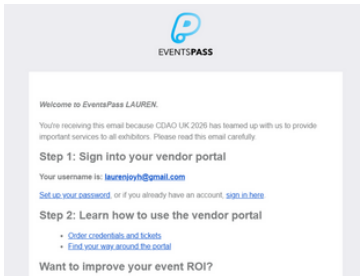
(If you haven't already)

Quick Checklist - What to Have Ready Before You Start

- Desktop/laptop with a full (non-mobile) browser for the initial setup.
- Credit card for payment.
- Final list of any custom questions you want (remember name/email/phone are auto-collected).
- Number of devices/staff who will scan (to buy correct device logins).
- Booth contact details.

Step-by-Step Guide

1) Open your welcome e-mail from EventsPass - this will have been sent to the lead marketing contact from your company. Click the SIGN IN link (or sign in to an existing account). If this is your first sign-in you'll be asked to set a password.



2) From your dashboard find the LeadGen tile (it will likely show INACTIVE) and click it to start configuration.

3) Select a LeadGen package that suits your booth/company and goals (package availability can vary by event).

» **Basic:** Customer details (name, job title, company name, contact number, email, state, industry). Two licenses to use on your own devices.

» **Enhanced Package:** All items listed for Basic, plus 5 custom questions for additional attendee information.

4) Scroll down and add any optional extras (add-ons) you want. Common extras include: custom questions, extra device logins so multiple staff can scan simultaneously.

Note defaults: every LeadGen form already captures name, email and mobile by default - don't duplicate these as custom questions. LeadGen also includes built-in notes and rating fields for staff.

5) When you're happy with your package and add-ons, click 'Save' and next. Then complete the billing/payment section and enter your credit card details. Click 'Pay' once the fields validate (green text) to finalize the order.

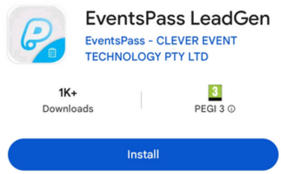
6) After payment, you can finish configuring your license: fill in your on-site booth contact details and, if you want, customize the form screensaver, success message and T&Cs.; Then click ‘Save Changes’.

7) Click Done to return to your dashboard. You should now see a Manage Leadgen Package button (this will also show how many simultaneous devices you purchased). A new export button to download leads as CSV will also appear.

A confirmation email with next steps will be delivered to the email you saved at the purchase step above.

EventsPass LeadGen App Set-up

1) Download the LeadGen mobile app (iOS/Android).



2) Sign In Login with the username and password provided to you by EventsPass and/or your lead contact from your company.

3) To start scanning show passes click ‘Lead Scan’ and ‘Tap To Scan’. If prompted by your device, tap to allow camera access for the app. You can perform a test scan in the app using the example/test QR code here.

4) Scan a QR code on any badge at this event using the EventsPass LeadGen app. After scanning, the attendee information is saved to your account.

HELP

Onsite Troubleshooting

1) App Won’t Open / Crashes

- Force close the app and reopen it.
- Still stuck? Restart your phone.
- Check for an update in the App Store or Google Play.

2). App Feels Slow / Lagging

- Close other apps running in the background.
- Turn off “Low Power Mode” or “Battery Saver.”
- Try switching from Wi-Fi to cellular data or vice versa.

3) Badge Won’t Scan

- Clean your camera lens.
- Adjust lighting or angle (avoid glare from lights).
- Ask the attendee to hold the badge steady.
- If all else fails, manually type in their badge ID (if enabled).

4) Can't Log In

- Double-check the email and password or exhibitor code.
- Make sure there are no extra spaces in your login. Ensure you have the right password.
- If locked out, ask your team lead to reset your access or contact EventsPass support.

5) Leads Not Syncing

- Confirm you're connected to the internet.
- Tap "refresh" or close and reopen the app.
- Wait until you have stronger service before trying again.

6) Notes Disappear or Didn't Save

- Add notes immediately after scanning, don't wait.
- Hit "save" or "done" before moving to the next lead.
- Keep a short backup note on paper or phone just in case during peak rush.

7) Battery Dying

- Plug into your booth charger or portable power bank ASAP.
- Lower screen brightness to preserve power.
- Keep phone in airplane mode when not scanning.

8) Another Team Member Can't Access the App

- Make sure they were added by your company admin.
- Log out and let them log in with their own credentials.
- If you're sharing a device, avoid switching accounts too frequently.

Quick Fix Mindset:

- Don't panic, try restarting the app or device first.
- Use backup options like manual entry or note-taking when needed.
- Always flag hot leads, even if the scan fails , get a name + contact manually.

FAQ's

Q. How can I download my leads?
A. You can access your leads via the app's main menu - a CSV file containing saved leads will be emailed to you. Alternatively, you can wait for your final attendance report where we will include your leads from the event.

Q. I've logged in onsite and I can't see the event on the app, what should I do?
A. It's likely that your company event lead has purchased a license but not activated it. Please ask your event lead to follow the instructions above or in their email to activate your license.

Q. Can more than 1 of us scan leads onsite?
A. Unless you have purchased more than 1 license, we advise using 1 dedicated device amongst your team for onsite lead scans - whilst more than 1 person can be logged in, we cannot guarantee the strength of the venue Wi-Fi to ensure that all leads are captured accurately.

Q. I need urgent help, who can I contact?
A. Please make your way to the registration desk to ask a Corinium Team member for help. OR email: vendorsupport@eventspass.com for support directly from EventsPass.