LEAD RETRIEVAL FAQs

PRE-EVENT

How do I setup my team so that they have access to capture leads?
As the main contact for your team, login to the *VISIT Connect* portal link sent to you by your operations manager to register your allocated passes for the event. Go to TEAM on the left-hand side navigation bar, and then select *Add Staff.* Once your team has been entered, they will be automatically setup with access to lead retrieval.

Can I setup custom questions?
Yes – your company's main contact person can set these for your team via the *VISIT Connect* portal under *Questions.*

How many custom questions can we have?
You can have an unlimited amount.

Is there a character limit for the questions I set?
There is a 100-character maximum for questions (including spaces).

When is the deadline for customizing questions?
There is no deadline, you can keep updating questions right up until the event.

Is it possible to get a developer's kit so that we can use our own lead retrieval system?
No, it is not possible. Lead retrieval for this event can only be used via the system provided through the *ConnectMe* app. You cannot scan badges with another program.

I want to stop my colleagues attending from downloading leads. Is this possible?
Yes, in your *Visit Connect* portal, go to TEAM on the left-hand side. Hover your mouse over the attendee whose permission you would like to change and select the *Edit* icon on the right-hand side. From here, you can change whether that person can: capture leads, export leads, show all leads or have admin permissions.

What does "admin" permission mean?
An Admin user will have access to dashboard, users, profile questions, leads and agenda. This included managing registration and downloading the team's leads.

DURING THE EVENT

How do I access the lead scanner?
Download *ConnectMe by Informa* via your smart-device's app store.

What is the event code for the *ConnectMe* App?
LS2023

How do I login to the app?
Enter the email address that was used to register for the event.

How do I scan badges with the *ConnectMe* App?
Once logged in, on your dashboard you should see a *Lead Retrieval* button. Click this to begin scanning badges. If you do not see this button, please visit the helpdesk at registration.

Are the leads GDPR compliant?
All attendees are asked an explicit opt-in consent statement as a required stage of the delegate badge process. Please see example here. If your company requires a specific question to be asked, the easiest way of capturing this would be to create a custom question at setup.

Does lead scanning work if there is no internet connection?
Yes, you can still scan badges. The app will synchronise the missing information as soon as you reconnect to the internet. There will be event WiFi available to all attendees in the exhibition hall.

Can I see the leads I've scanned in real-time?
Yes, all the leads you have scanned will show on the lead retrieval dashboard. From there, you can export these leads straight away.

Can I see a consolidated list of leads scanned by my team?
Yes, on the VISIT by GES pass registration portal under *Leads,* you can view and export your team's scanned leads. This will show which colleague scanned which delegate line by line.

Can I give permission to my colleagues to view and export all the leads on their devices?
Yes. As an admin user, you can click on the homepage > Team and see all the colleagues who are using Visit Connect. In the Permissions column, there are shown the 4 types of access:
- *Admin permissions – in this case, the user becomes an admin user*
- *Show all leads – the user will be able to see the leads captured by other team members*
- *Allow capture leads – this option is already enabled when a user is registered*
- *Allow export leads – when enabled, the user can export the leads*

Require help onsite?
Visit the Helpdesk at registration for all Lead Retrieval Support.

POST EVENT

Where can I find my leads post-event?
By accessing Visit Connect from a desktop, you can export a .csv file of your team's leads including any notes that were made. Your main contact from each company can do this.

Will the leads I scanned be sent to me?
Your leads will be consolidated post event by our team and included in your ALCHEMY Report.

What is ALCHEMY?
Your dashboard contains all your event lead data in a single view. You will receive an email from Sofia Munoz with directions on how to access your data on the first day of the event. Your dashboard will continue to be updated during and after the event – all accessible through the same login credentials. You can then feel free to share your unique login credentials with anyone from your team. For any questions related to your lead data, contact Sofia Munoz.

How do I use the ALCHEMY dashboard?
Please click the link here to view an example of the Alchemy Dashboard.

I can't see the notes my team made in my ALCHEMY dashboard?
All booth scan notes and answers can be found on the *VISIT Connect* portal. Go to *Leads* on the left-hand side navigation bar and click *Export*. This will contain your scan notes.

Require further help? Please reach out to your operations manager

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