

YOUR GUIDE FOR USING

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TRAVEL  
FORWARD  
LONDON  
04-  
06.11.2019

Emperia

SCAN APP



# USING THE EMPERIA SCAN APP

**1** Download the app from The App Store or Google Play Store. Links can be found here:

**THE APP STORE:** <https://itunes.apple.com/us/app/emperia/id1441111588?ls=1&mt=8>

**GOOGLE PLAY:** <https://play.google.com/store/apps/details?id=com.reedexpo.emperia>

**Note the minimum device requirements:**

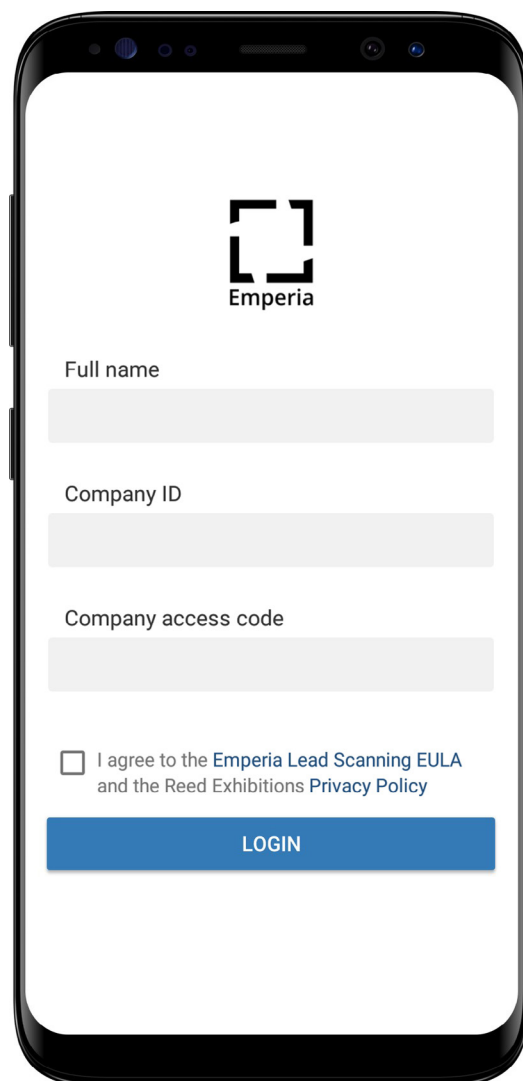
**IOS:** Requires iOS 11 or greater.

**ANDROID OS:** Requires OS 5.1.1 or greater and an auto-focus camera.

**2** **Log in** to Emperia using **your full name** and the **Company Access Code** provided in the Emperia Welcome email.\*

**If you're the point of contact for the show,** you can share the company ID and access code with the colleagues from your company so they can capture leads on their own devices as well.

**If you're capturing leads on behalf of your company,** ask your point of contact for your company's ID and access code or contact the Exhibitor Services on site for help.



## NOTE

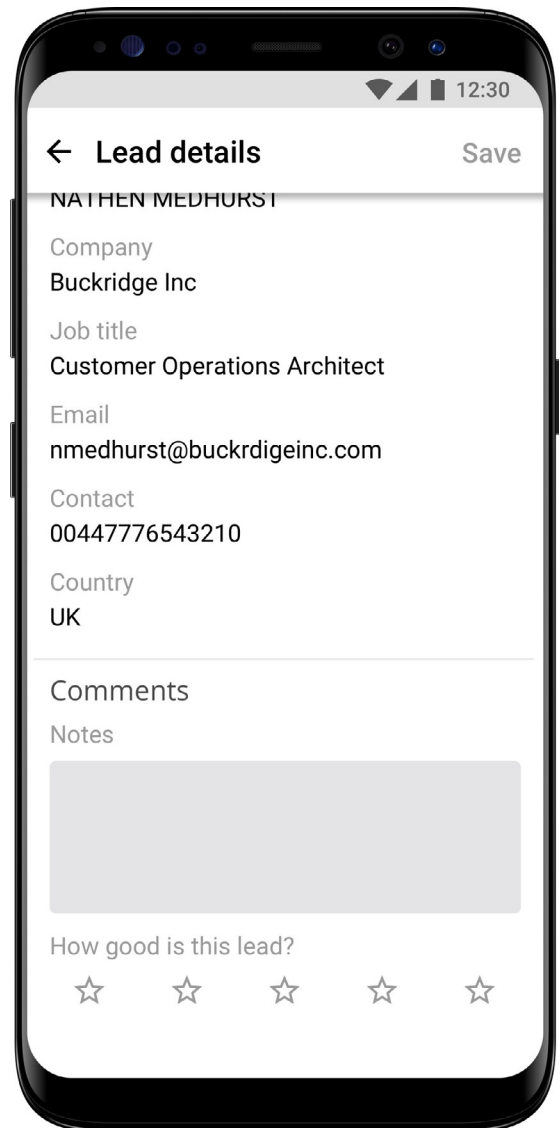
Only the show point of contact for your company will receive the Emperia Welcome email with the company ID and company access code. As the authorised contact, only they will have access to download the consolidated lead report for your company.

**3** You are now **ready to scan**. Click on the scan icon and hover your device camera over the visitor badge QR code to capture visitor details as a lead. Visitor information is automatically saved. You can add notes and a rating.

**4** To **view and edit** your lead's details, select the "Leads" icon from the menu. You can then select to view the detail of your lead and should you wish to edit or add further notes and adjust your lead scoring (note: you cannot edit the contact details)

**5** **Download your lead report** at any time, using the **direct link** provided with your Emperia Welcome email.

At the end of each day, check your emails and view your consolidated **lead report** (only available to the show point of contact for your company).





## FREQUENTLY ASKED QUESTIONS

### **How much does it cost?**

Nothing! Emperia is included in your exhibitor package.

### **How many of my team can use it?**

As many as you need. The Company ID and Access Code provided can be used by multiple people across multiple devices.

### **Where is my login information?**

This can be found in the Emperia Welcome email which is sent to the show point of contact for your company. The email contains the unique Company ID and Access Code and a direct link to access the lead report. Check your inbox and junk/spam folders for an email from your show team. If you can't find your Company ID and Access Code, contact your Sales Rep or visit Exhibitor Services on site.

### **Why have I not received the Emperia registration email?**

Access to Emperia and all related registration information is only sent to the authorised point of contact for your company. If you're capturing leads on your company's behalf, speak with your point of contact to receive your Company ID and Company Access Code or contact the Exhibitor Services on site for help accessing Emperia.

## SCANNING LEADS

### **Can I edit my scanned lead?**

You can edit the notes and rating after you scanned your lead but not the lead's personal information.

### **Why is my lead missing phone / email / other information?**

The app only captures information the visitors provided when they registered.

## FREQUENTLY ASKED QUESTIONS (CONTINUED)

### **Can I add more lead qualification questions?**

No, not on this version.

## DOWNLOADING LEAD REPORT

### **How do I download my leads report?**

You can download a consolidated list of all of the leads that have been scanned by your colleagues at anytime using the direct link provided in your Emperia Welcome email.

Note, this consolidated report will only be accessible to the authorised point of contact for your company. Other app users from your company will only be able to see the leads they have scanned themselves on their own device.

## GENERAL APPLICATION USAGE

### **Does Emperia work with a poor internet connection? offline?**

Yes. You must be online to download and log in to Emperia and for leads to synchronise.

Scanning and editing can be done offline and will automatically synchronise when the network connectivity is restored.