

## Exhibiting Quick Start Guide

This quick start guide helps exhibitors get started with their interactive profiles. A full knowledge base is available at <http://support.pathable.com/knowledgebase>.

The event app is available through your desktop as well as available through a native mobile event app. We encourage you to use both.

*Please note to complete attendee badge scanning and lead retrieval, you must use the mobile event app.*

In order to make edits to your exhibitor profile, you must first [set up your individual exhibitor profile and be logged in](#).

### Editing your Company's Landing Page

If you are added as an editor for an organization by the event host, you then have the ability to make changes to your company's landing page. To make edits:

- Navigate to your company's landing page in the community using the "**Sponsors**" or "**Exhibitors**" tab.
- Select the "**Manage Organization**" button.
  - **Note:** This button will only show if you have been set as an editor for your company page by the event host.
- By default, you will be directed to the "**Basics**" tab where you can make changes to your company's name and description. You can also upload a new logo for your company by clicking the "*Choose File*" button.
- Select the "**Details**" tab add links and tags to your company.
- Click the "**Documents**" tab to upload materials to your company's landing page using the "*Choose File*" button.
  - You can also use this page to manage or delete documents you have already uploaded.
- Select the "**Staff**" tab to add or remove staff members to your company's page.
  - To add a staff member, click the "**Add Staff**" button and type the staff member's name in the text field provided.

The system will display attendees who match the name you entered.

**Note:** You can also add more editors to your company's landing page by clicking the "**Add Editor**" button. Please note that any user you add as an editor to your company's page will be able to edit the organization as well.

## Lead Retrieval

Pathable offers exhibitors and sponsors the ability to collect leads through the in app "**Request Information**" button and via badge scanning.

To view the leads on your mobile device:

- **Sign in** to the community
- Click the **View Leads** button on the app's home page.

To view leads on your desktop / laptop computer:

- **Log in** to the community
- Visit your company listing page under the "**Exhibitors**" or "**Sponsors**" tab
- Select the **View Leads** button

**"Passive Leads"** are attendees who have viewed your company's listing, but have **not** clicked the **Request Information** button nor had their badge scanned. They have not explicitly indicated an interest in follow-up.

**"Inquiries"** are attendees who's badge you have scanned or who **have clicked** the **Request Information** button available on your exhibitor listing.

To see your list of leads, click the **Download Leads** button to download the leads as a spreadsheet.

See also [Scanning an Attendee QR code or Badge](#)

## Scanning Attendees Badges

As an exhibitor, you may be offered the ability to scan attendee QR codes or badges (i.e., "lead retrieval").

QR code scanning requires that you use the **native** mobile app. Not all Pathable sites have chosen to offer a native app. So if you have trouble finding it in the app store, check with your event host to find out whether it is an option for your event. Not all exhibiting companies will have purchased the lead retrieval option. If you are unsure whether your company has this privilege, please contact your event organizer.

### Scanning an Attendee QR code

- Using your iPhone, iPad or Android device, install the mobile app for the event from the app store
- Launch the application
- Click the **menu icon** in the upper right
- Choose "**Sign In**" and enter your email address and password.
- From the app home page, click **Capture Leads**
- Point your phone's camera at the attendee QR code
- Wait for confirmation

### Troubleshooting

If you **do not see a Capture Leads** option:

#### Are you signed in?

Click the menu icon in the upper right corner of the app and look for a "Sign In" option at the top. If there is no "Sign In" option, scroll to the bottom of page and click "View Profile" to verify that you are correctly signed in as yourself.

#### Have you been made "staff" on your company's exhibitor listing?

To scan QR codes, you must have scanning privileges for your company's listing. Visit your company's landing page and ensure you are listed as "Staff". If you do not see yourself listed, contact your event organizer.

#### Are you using the app installed from the app store?

If you are viewing the site using your phone's mobile web browser, **QR code scanning is not available**. It is only available on the "native"

mobile app. Be sure to install from the app store and launch from your phone's home screen.

See also [Retrieving Leads](#)