BOOKEXPO | CompuLEAD SMART

FREQUENTLY ASKED QUESTIONS

Unlimited access to the CompuLEAD Smart app is now included in your booth package.
Below are some frequently asked questions to help you set up and use the app to capture leads.

GETTING STARTED

What will I need to use the CompuLEAD SMART app?

1. iPhone, iPad or Android Device with the newest operating system & WiFi/cellular data plan.
2. Your company's username & password. This will be emailed to your company's key contact.

Can I activate the app on more than one device?

YES, your company has unlimited app downloads included in your booth package. Please use the same username & password (provided to key contact) for ALL activations.

What is my username and password?

Your username & password is given to your company's key contact and is used to activate your app.

COLLECTING LEADS

How do I add a new lead?

1. Open up the CompuLEAD Smart App.
2. Tap 'Add New Lead'.
3. Center the QR code on the attendee's badge in the view finder, and HOLD STILL until it beeps.
   - Once it beeps, the lead has been captured and the attendee's contact details will populate.

What do I do if the barcode scan doesn't work?

The barcode may be damaged so you'll need to manually enter the badge number. If this option doesn't automatically appear, choose the manual option at the top of the screen.

Why are my leads blue and/or not displaying full contact information?

Poor internet connectivity may be causing the device not to sync. Full contact information, notes and qualifiers will still be saved. As soon as connectivity is restored, the rest of the data will appear. You can also manually sync by tapping refresh or going to the settings menu and tapping 'Sync Leads'.

What do I do if I scan a badge and it says "Invalid"?

Enter the badge number manually into the app. If still unsuccessful, enter the attendee's email address.

What can I do if I'm having connectivity issues in the Exhibit Hall?

You can still add leads with qualifiers & notes even when you don't have WiFi/cellular service. Once you scan the QR code, you'll see the contact's first name, last name and badge number only. When your connectivity is restored, it will sync the rest of the registration information.

ACCESSING LEADS

How do I get my leads off my device?

Login to the app portal (the login details were emailed to your company's key contact) and click on 'myLeads'. You'll be able to view/sort your leads & download all contact details and notes directly to your CRM. You can also sort leads, print mailing labels or send an email blast.

Need Help? Contact Your Customer Success Specialist

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