

What is Lead Retrieval?

Lead Retrieval lets your team scan attendee badges at your booth via RetailClub's mobile app. It's included in the cost of your booth. Scanned contacts are available to your whole team instantly and can be exported as a CSV for post-event follow-up.

Included Features

Every exhibitor gets the full toolkit:

- Unlimited scanning licenses
- Real-time lead access
- Shared leads across your organization
- Lead notes
- Mobile app scanning
- CSV lead export

Step 1: Lead Retrieval Admin

The event team has already designated at least one individual from your organization as a Lead Retrieval Admin (usually your main point of contact).

The Lead Retrieval Admin is responsible for:

- Assigning scanning licenses to team members
- Managing scanning access
- Adding additional admins if needed

Step 2: Assign Scanning Licenses

Lead Retrieval Admins can log into MyExperience and assign licenses to team members who will scan badges onsite.

To Assign Licenses

1. Log into MyExperience
2. Navigate to **Access & Lead Management** (under Explore)
3. Select your location (usually this will be your booth) → click Manage (desktop) or the settings cog (mobile)
4. **Assign licenses** to your team

How-to video [here](#) on the Mobile App and [here](#) on Desktop.

Step 3: Download the Mobile App

Make sure everyone with a license downloads the RetailClub mobile app before the event (the mobile app will go LIVE at a later date, we will provide the links pre-event).

Once assigned a license, the Lead Retrieval scanning functionality will automatically appear in the app as **Lead Retrieval** (under Explore).

Step 4: Scan Leads Onsite

How to Scan Attendees

1. Open the RetailClub mobile app
2. Navigate to **Access & Lead Management**
3. Click on scanning location and **Scan Badge**
4. Scan the attendee's QR code/badge
5. The lead will instantly save to your organization's shared lead list

How-to video [here](#).

Step 5: Access & Download Your Leads

Your leads are available in real time and can be exported as a CSV. Leads can also be accessed through MyExperience on Desktop.

How-to video [here](#) on the Mobile App and [here](#) on Desktop.

Need Support?

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