

Lead Retrieval FAQs

- **What is a Lead Retrieval Admin?**
 - The person(s) responsible for assigning scanning licenses to their team. There is no limit to the number of Lead Retrieval Admins that can be added. The Lead Retrieval Admin must be registered under the same organization as the exhibiting company.
- **How do I add another Lead Retrieval Admin?**
 - As a Lead Retrieval Admin, you can assign other members of your team as Lead Retrieval Admins. Once logged in, click “Access & Lead Management,” then select “Manage.” How-to video [here](#).
- **What is a licensee?**
 - A licensee is the individual who will be scanning leads at your booth. The licensee must be registered under the same organization as the exhibiting company.
- **How do I assign my licenses?**
 - The Lead Retrieval Admin will log in to MyExperience to assign licenses to their team. Once logged in, click on “Access & Lead Management” then click “Mange”. How-to video on [Mobile](#) & [Web](#).
- **How do I scan attendees?**
 - How-to video [here](#)
- **How do I access and download my leads?**
 - Open "My Leads" in the mobile app or log into MyExperience on desktop. You can export leads as a CSV from either. Leads are available in real time during the event and for up to 6 weeks after. Contact your sponsor logistics manager for exact dates.
- **Can I customize the fields we receive once we scan a lead?**
 - No, the fields that are available are not customizable.
- **Can my leads be imported into my CRM system?**
 - Yes, leads can be downloaded as a csv directly from the mobile app or MyExperience on desktop.
- **How do I add notes?**
 - Once a lead has been scanned, click the Notes icon. You can then begin taking notes.
- **What’s the difference between Contact Sharing & Lead Scanning in the RetailClub mobile app?**
 - Contact Sharing is a quick QR code swap between any two attendees — think digital business card exchange. Lead Retrieval is for exhibitors scanning attendees at your booth. It captures richer data, lets you add notes, and shares scanned leads across your whole team.
- **My company needs physical devices to scan badges—what should we do?**
 - [Click here to order](#). Physical devices are subject to additional fees and utilize third party lead retrieval software.