Engage Scanner App
Exhibitor User Guide

Event Registration • Event Software • Onsite Services

JET JONAS EVENT TECHNOLOGY
Passionate People, Intelligent Solutions

We are a leading registration services and events software company that work within the trade exhibition, consumer and conference market. We pride ourselves on our strapline Passionate People, Intelligent Solutions and we have over 25 years experience within the events industry.

With this wealth of knowledge & experience, rapid product development, strong relationships and the ability to be flexible, we are the perfect tech partner for your event.
Contents

Online Account

1 Getting setup
2 Getting setup cont.
3 Setting up qualifying questions
4 Qualifying questions cont.

The Engage Scanner App

5 Downloading the ‘Engage Scanner’ App
6 Using the App
7 Lead details - App
8 Qualifiers - App
9 Recording notes - App

Online Account

10 Accessing your leads
11 Help and Support
12 Testimonials
Getting Setup

Capturing leads at an event has never been easier than with the Jonas Event Technology Engage Scanner App. The first step is getting your online account setup. Your online account allows you to setup qualifying questions (pre-event) and to view and export your leads data (post event).

You will have been sent a number of emails (depending on the number of apps you have purchased), but the first one to look out for is your online account login email.

Tip* - The email you receive from us will look like the example on the following page. Keep your eye out for the email subject ‘Online access to scanner data for...’

Customer Helpline: 01865 520 152
Getting Setup...

Below is an example of the email you will receive from us for you to log into your account.

Your **ONLINE ACCOUNT** for accessing scanner app data for Claire Test. Please see your details and login below:

Login here to Exhibitor Reporting →

**USERNAME**

registered email address .com:supervisor

**PASSWORD**

stgnjz

This is for online data access, it is not your scanner app login

Click the green button to login using the USERNAME and PASSWORD referenced in the email (by clicking the link in the email will automatically enter these for you).

Customer Helpline: 01865 520 152
Qualifying Questions

The app will automatically record the details that the visitor has provided at registration into your online account when you scan the barcode on their badge but, as we all know, you may have other questions that you would like to ask. We have, therefore, created the option to add qualifying questions to allow you to record the answers to these questions within the app.

To add a qualifier simply log into your account and click qualifiers at the top of the dashboard.

Then click the ‘Add New Qualifier’ button:

Add New Qualifier

<table>
<thead>
<tr>
<th>Question</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>What product are you interested in?</td>
<td>Dropdown list</td>
</tr>
</tbody>
</table>

- Trousers
- Shoes
- Shirts

Add new option... +

Type in the question. Select the type (explained on the next page), and add the possible options for your qualifier (only possible for some question types).

Customer Helpline: 01865 520 152
Qualifying Questions...

Choose how you would like your qualifiers displayed.

- Dropdown lists (eg. Q01 below) have multiple options with only one available to select
- Toggle on/off (eg. Q02 below) can either be ticked or left unticked
- Multi-choice lists (eg. Q03 below) have multiple options and any of them can be ticked
- Radio lists (eg. Q04 below) have multiple options with only one available to select
- Text inputs (eg. Q05 below) are a free typing text box.

Customer Helpline: 01865 520 152
Downloading the App

Once you have successfully logged in and setup your online account, you are ready to download the app onto your chosen device(s). Forward each app login email (Hint* email subject 'Mobile app download details for...') to the members of the team using the app(s) at the event.

These are the details to use to login into the 'Engage Scanner' app:

Download the 'Engage Scanner' app from either Google Play or the app Store.

*Hint - click on the appropriate tab if you are on your device or search for 'Engage Scanner' on the relevant store.

Please note that each app can only be used on ONE device at any time. To change devices, log into the reporting tool (the link is in the online access email) and click 'devices' to end one app and start another.

Customer Helpline: 01865 520 152
Using the App

We hope using the app is easy, but here is a quick guide to what it can do.

To scan the barcode on the visitors badge, click the purple scan icon and hover over the visitors badge.

All of the visitors available details will be automatically uploaded to your app.

Customer Helpline: 01865 520 152
Lead Details

Once you have scanned the visitors barcode, you can view their information by clicking on their name.

*Hint - If a record is showing as ‘Not Synced/Not Found’, this could mean that you don’t currently have a data connection. This will be resolved automatically as soon as you reconnect. If the barcode is not valid (ie. it is not a barcode of a visitor), it will not sync.

The details tab shows the contact details of the visitor.

Customer Helpline: 01865 520 152
Qualifiers

The qualifiers tab will show the qualifiers you set-up in the online account. You save these to each visitor here.

*Hint - If you have added new qualifiers online and they have not appeared in the app, you may need to log out and log back in again.
Recording Notes

The notes tab allows you to make written and voice notes about the visitors enquiry and also take photos. These again will be logged against the visitors record.
Accessing your Leads

Once you have scanned your visitors barcode and the details have synced to the app, the visitors details will be available within your online account. This means that your sales team back in the office can monitor your activity and act upon any urgent enquiries before the event has finished. Simply log into your online account and select the 'Leads' tab.

Within the ‘Leads’ tab you can Export your leads by clicking the export button and you can assess which apps scanned which leads. You can view the visitors full details by clicking the visitors name which will also include the answers to the qualifying questions.

Customer Helpline: 01865 520 152
Help and Support

Jonas Event Technology are a leading event registration company. We work with event organisers to provide a seamless event registration service, including onsite support and exhibitor lead recording via our Engage Scanner App and Handheld Scanner.

We are committed to provide the very best customer experience and customer support. If for any reason your question is not answered within this user guide, please speak with a member of the onsite team who will be happy to help. We also have a dedicated customer support number for our Engage Scanner App, 01865 520 152, and our team will be happy to assist with any issues you may be facing.

If you run an event and would like further information about how we could work with you please see our website: www.jonas.events or email us at hello@jonas.events and a member of our sales team will be in touch.
What our customers have to say....

“App was easy to download, didn't take up a lot of space on peoples phones and worked great. Was also very easy to set up qualifiers. One of the best scan apps I've ever used.”

Christine P - Tradeshow Manager
Global Events

“It's given us all the information we need to follow up on the conversations we had and it was very simple to capture it all. Thank you.”

Ruth Stegles
Fresh Air Fridays

“It is very easy to use, an excellent information tool and supported by an excellent service.”

John Kilmartin - Head of Marketing
Hera Indemnity

After the event we will send out a survey for you to complete with regards to the device and our service. If you could spare a minute, we would greatly appreciate your feedback.