



On-site Troubleshooting Guide: The LeadGen App

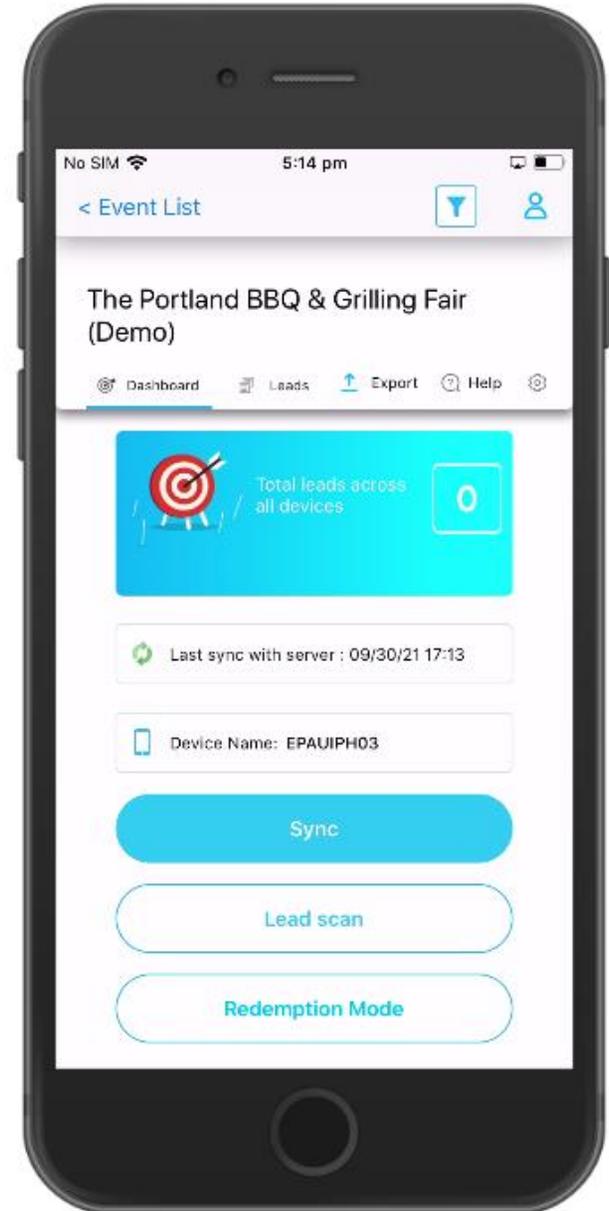
Common on-site queries for event vendors who are using LeadGen (attendee lead retrieval or ticket option redemption)

Suggested document use:

Provide printed copies of the relevant pages to all staff and volunteers who will be using the EventsPass apps at your event. Note: This document is not instructional or training material. It is for troubleshooting purposes only.

LeadGen App use scenarios addressed below:

- GENERAL APP USE: General LeadGen app use / applicable to all scan modes
- LEAD SCAN MODE: Attendee lead capture/retrieval
- REDEMPTION SCAN MODE: Attendee voucher/option redemption



Visit the EventsPass Help Center here: <https://support.eventspass.info> (or scan the QR code)
Updated Sep 30, 2021



SCENARIO: GENERAL LEADGEN APP USE / APPLICABLE TO ALL SCANNING MODES			Help Articles
Issue	Possible Causes	Resolution(s)	Search articles at URL: bit.ly/2VNYTdH
Can't sign into app	Incorrect login details No network connectivity Incorrect app Using CheckIn login in LeadGen app	~Obtain the correct login details from your supervisor ~Connect to the internet (cell, Wi-Fi, or hotspot connection) ~Ensure you are using the 'EventsPass LeadGen' app. ~ Use LeadGen app login details (not CheckIn)	Nil
Scanner does not register a ticket at all in the viewfinder / won't scan	Poor lighting / it's too dark Camera is too far away from the QR code Their screen brightness too low	~Enable the flashlight within the app (when the scan mode is active, tap the flashlight icon). Note: impacts device battery life. Only helps on printed tickets. ~Move the scanner closer to the ticket (while keeping the ticket in focus) ~Request the customer turn up their screen brightness (if ticket shown on a device)	Nil
	Ticket/voucher is damaged (if printed)	~If ticket/voucher is damaged, then the customer will need to seek help from the event producer to print a new copy.	Nil
Scanning device lost internet / connectivity	Issues with the event Wi-Fi configuration Cell provider network down/overloaded	~Switch to your cell signal or switch to Wi-Fi (if available) ~Create a 'hotspot' connection from another device, and connect your scanning device to it	Nil
Scanner (camera) does not show up / it is just a blank screen	You have not granted permission for the LeadGen app to use the camera on your iOS device	~Grant camera access for the app named 'EventsPass LeadGen' (From iOS Settings: Settings > Privacy > Camera)	<u>~When I try to scan, the camera does not show up / it is just a blank screen</u>
The device is running out of battery	Device has been running all day and/or has an old battery	~Connect the device to a battery pack/charger ~Substitute the device for another ~In an emergency, install app on your own iOS device, sign in, and resume scanning	Nil
The app is performing poorly, is slow or something is wrong with the layout of menus and buttons	You are using an unsupported device type.	~Ensure your device meets the minimum requirements. See help article.	<u>Which devices can I use LeadGen with? Are there any minimum software or hardware requirements?</u>

SCENARIO: LEAD CAPTURE/RETRIEVAL USING LEAD SCAN MODE IN LEADGEN			Help Articles
Issue	Possible Causes	Resolution(s)	Search articles at URL: bit.ly/2VNYTdH
I am unable to change my form custom questions	You have already started scanning attendee tickets, and your lead capture form is locked.	~If you have not yet started scanning attendee tickets, then you can continue editing your form (within the constraints of your chosen package) as much as you like. ~Simply log in to your LeadGen portal here: eventspass.com If you have started scanning attendee tickets already, then please contact us here and we will endeavour to accommodate your request.	Nil
When I view my leads, I just see a string of random letters and numbers, instead of their contact details	Your app may need to sync with the EventsPass server (e.g., it momentarily lost internet connectivity or the network is congested)	~The random letters and numbers are likely the customer ID. There is no cause for alarm. Simply wait until your app can sync, or wherever possible, join a nearby Wi-Fi connection. Note: do not delete the app or clear the app cache. You may lose leads. See help article.	<u>When I view my leads, I just see a string of random letters and numbers, instead of their contact details</u>
I cannot see all my leads / where did my leads go?	One of your scanning devices is offline or has un-synced records.	~Ensure all scanning devices have internet connectivity for as much of your event as possible.	<u>I cannot see all my leads / where did my leads go?</u>

SCENARIO: VOUCHER/OPTION REDEMPTION USING REDEMPTION MODE IN LEADGEN

Help Articles

Search articles at URL:
bit.ly/2VNYTdH

Issue	Possible Causes	Resolution(s)	
Customer unable to load/find their ticket options or vouchers (FOR DIGITAL ONLY)	They don't have internet Their transaction was not successful Ticket confirmation email went to spam Hardware issue on their own device	~Ask the customer to check their email spam folder (if they have internet) ~Re-direct the customer to the box office supervisor to perform a search for their transaction and/or tickets and/or ticket options	Nil
Customer unsure if they have any vouchers remaining	Forgetful customer	~Simply scan each code in Redemption Mode to see remaining quantities (if any).	Scan (redeem) ticket holder vouchers, coupons or ticket options
Cannot distinguish between their tickets and vouchers	Forgetful customer		
Customer does not know which voucher/ticket to use	Forgetful customer / confusion / tickets and vouchers mixed up		
When I scan tickets/vouchers, there is nothing available to redeem	Incorrect scanning mode selected on the LeadGen app	~Exit the current scanning mode and choose the Redemption Mode. If selected, App will show 'Redemption Mode' text below the viewfinder when the scanner is active.	Scan (redeem) ticket holder vouchers, coupons or ticket options
	The customer has presented a ticket without any associated ticket options or vouchers.	~Ask customer to confirm if they have any other tickets or vouchers, that they might have mixed up ~If customer insists the ticket has vouchers/options, please re-direct to the box office supervisor to perform a search for their transaction and/or tickets and/or ticket options.	Nil
The customer's ticket / voucher is scanning as invalid, or nothing happens on the app when I scan	It is not an EventsPass voucher/ticket	~ Visually confirm that it is a ticket or voucher for this event	Nil
	Your scanning device lost internet connectivity, and the customer purchased the ticket after the device lost internet.	~ Re-connect your device to the internet (cell provider, Wi-Fi network or hotspot from another device). Wait a minute to let re-sync. Then try and scan again. ~ If holding up a queue, consider asking the customer to stand to the side for a few minutes and then try again.	Nil
	Incorrect scanning mode selected	~ Ensure you are using 'Redemption' scan mode.	What is 'Redemption' scanning mode in the LeadGen app?
	Customer has presented an un-activated ticket option or voucher (applies to printed vouchers only, for 'Redemption' scan mode only)	~ Ask customer if this is the first time they tried to use voucher (if 'no', then this possible cause is not applicable – refer to other possible causes above.) ~ As a last resort, direct the customer to the voucher purchase box office and have them explain that the voucher may not have been activated	Nil