

SHOPTALK

EUROPE

Lead Retrieval App Access & Use

What is Visit Connect?

Visit Connect is the lead retrieval system. It allows you to scan attendee badges using your phone and automatically collect their contact details and notes.

Before succeeding the below steps, please note the following:

- You **MUST** be registered for the event as an Exhibitor Representative. If you are not, you will not have access to Lead Retrieval.
- Have your registration details to hand in order to log in

Downloading the app

Step 1: Check your email

Before the event, you should receive one of the following from the organiser:

- A Visit Connect login email
- A QR code
- A personalised access link

Open this email on the exact phone you'll use at the show for scanning attendees' badges.

Can't locate the above, please contact your sponsor lead who will send you your personalised QR code or access link.

Alternatively, you can download the Visit Connect app and use your registration details to log in.

Step 2: Open the link or scan the QR Code on your mobile device

This launches the Visit Connect web app in your browser.

You'll usually:

1. Enter your email
2. Receive a verification/access code (*Please be sure to check your spam folder for said email (the email will be sent from - noreply@visitcloud.com)*)
3. Enter the code and select continued
4. Accept terms & conditions
5. **Select the show applicable** to you (if you use Visit for multiple shows, you will see them listed here, make sure you select Shoptalk Europe')

Step 3: Save it to your home screen

(Optional but advised in order to make a seamless experience)

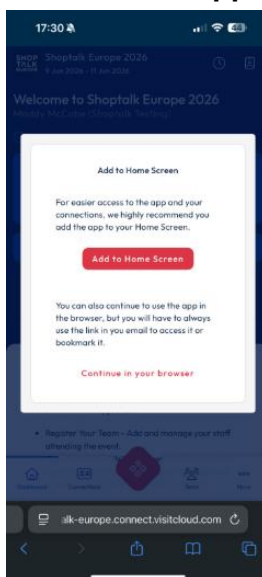
This is important, so it behaves like an app and keeps your data synced.

On iPhone (Safari)

- Tap the Share icon
- Select **Add to Home Screen**

On Android (Chrome)

- Tap the 3 dots menu
- Select **Install App** or **Add to Home Screen**



Inviting colleagues and sharing scanning permissions

Step 1: Log in to Visit Connect

- Open Visit Connect in your browser.
- Sign in using your registration details

Step 2: Go to Team on the left-hand side panel

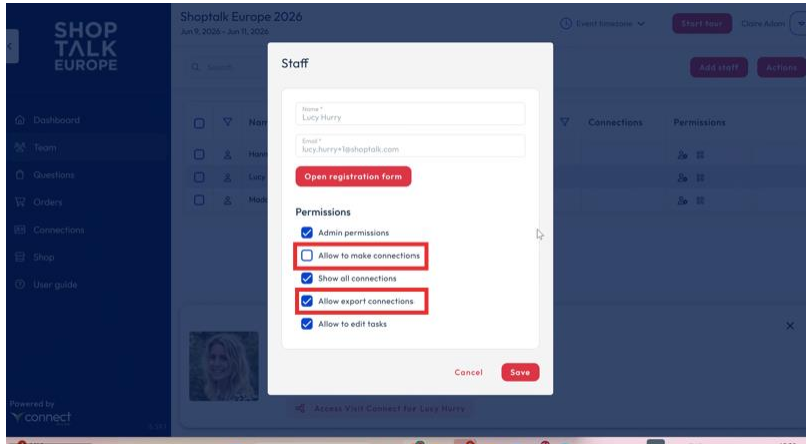
- Navigate to the Team section, as shown below.
- Select **User you wish to give permissions too.**

The screenshot shows the Visit Connect interface for the event 'Shoptalk Europe 2026' (Jun 9, 2026 - Jun 11, 2026). The left-hand navigation panel is visible, with the 'Team' option highlighted in a red box. The main content area displays a table of staff members with columns for Name, Email, Type, State, Atten..., Connections, and Permissions. The table lists three staff members: Hannah Gild..., Lucy Hurry, and Maddy McCa... The 'Permissions' column for each row shows a person icon and a list icon.

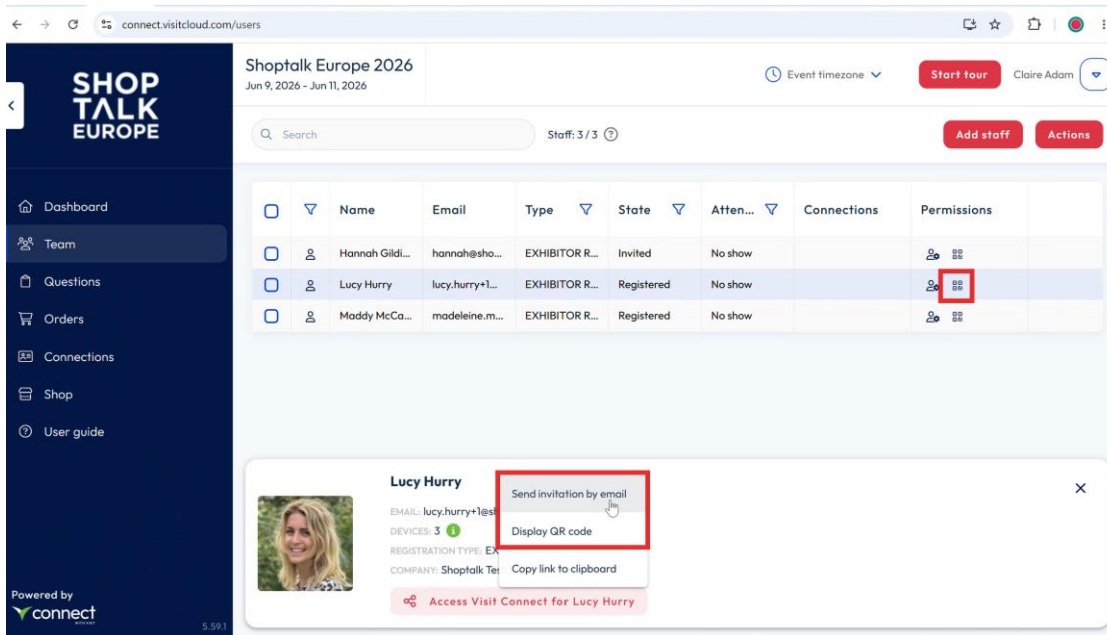
<input type="checkbox"/>	Name	Email	Type	State	Atten...	Connections	Permissions
<input type="checkbox"/>	Hannah Gild...	hannah@sho...	EXHIBITOR R...	Invited	No show		
<input type="checkbox"/>	Lucy Hurry	lucy.hurry+1...	EXHIBITOR R...	Registered	No show		
<input type="checkbox"/>	Maddy McCa...	madeleine.m...	EXHIBITOR R...	Registered	No show		

Step 3: Select your team member

Use the icon under permission to open the following window. This will allow you to manage which colleagues you are permitted to capture leads, view leads as well as export leads. Press save when you are happy with the selections.



In order for your colleague to set themselves up, you can share their personalised QR code and link by clicking **'send invitation by email'**



Step 4: Team member to follow instructions in email

- Your colleague will receive an email from: noreply@registration.shoptalk.com email titled: **“Your personal access to Visit Connect for Shoptalk Europe 2026”**


Your personal access to Visit Connect for Shoptalk Europe 2026

Dear Maddy,

You are invited by Shoptalk to access Visit Connect for Shoptalk Europe 2026. Visit Connect is your tool to participate at events and engage with visitors. You can choose to access Visit Connect through your browser or via a native app.

Your Personal Links



[Access Visit Connect](#)



Please note, these links and codes are personal to you. If a colleague also needs access, they must be invited by your team administrator.

Web App (in your browser)
Just click Access Visit Connect above and Visit Connect will start straight in your browser if you don't have the Native App installed. Or use your camera app to scan the QR code to get started on another device.

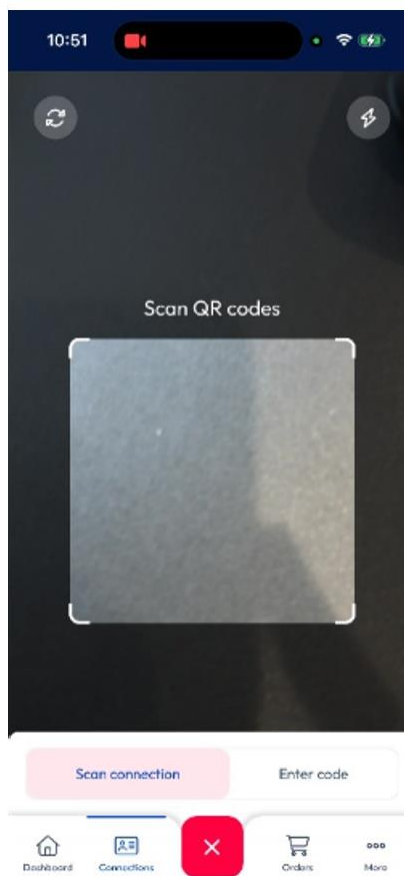
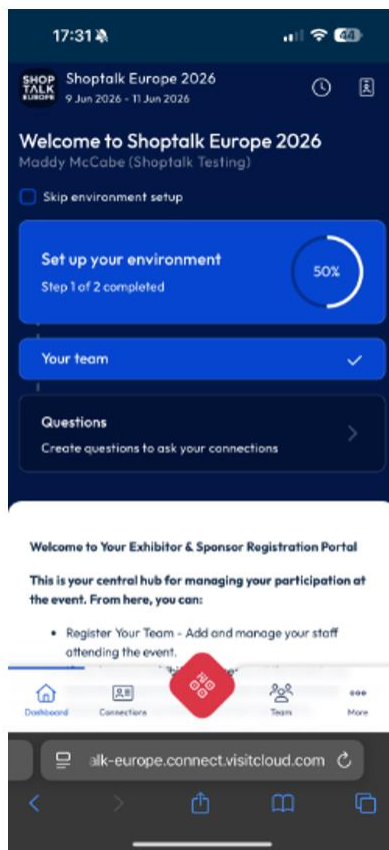
Native App
First download and install the Visit Connect app - click the app store icon for your device below. Afterwards, come back to this email and click **Access Visit Connect** above to launch your access for Shoptalk Europe 2026. Or if you want to use it on a different device, open the App and choose 'access with QR code'. Then just scan the QR code contained in this email.

How to Scan attendee badges

Once logged in:

1. Tap the **Scan** or **Add Lead** button (center red button shown in snapshot below)
2. Allow camera permissions
3. Point your camera at the attendee badge QR code/barcode
4. The app vibrates and shows a message in green to confirm when captured successfully



You can then:

- Add notes
- Score/rate leads
- Add follow-up questions
- Record voice memos or photos

To see a quick list of the leads that have been scanned, click on the “Connections” button at the bottom of the screen.

If scanning doesn't work

You can usually:

- Manually type the attendee's badge code
- Re-open the app
- Ensure camera permissions are enabled
- Check internet connection for syncing
- Head towards Badge pick up, where you will find one of our Visit Connect team.

Important tips before the show

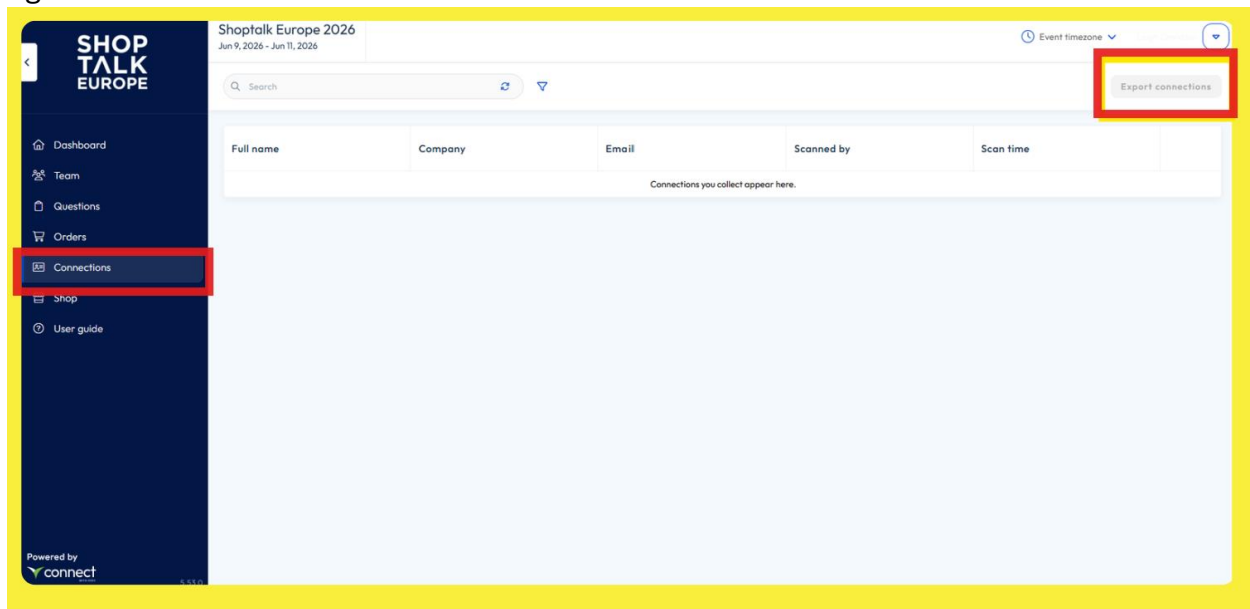
- **Test it before arrival**
Try opening the scanner and logging in the day before the show.
- **Internet access**
You can scan offline once activated, then sync later when online again.
- **Leads sync automatically**
When connected to the internet, your leads sync to the Visit Connect portal automatically.

Accessing your leads afterwards

To see a quick list of the leads that have been scanned, click on the “Connections” button on the bottom of the screen.

To export, log onto your desktop account (remember you will need your registration login details for this)

Select ‘Connections’ on the lefthand side bar, and then ‘Export connections’ on the top right



If you have any questions or concerns, please click on the “More” button for assistance. You can also visit the Visit desk, located at Registration.