# Colleqt FAQs

## Visitor FAQs

### What is Colleqt?

Colleqt is a browser-based tool which helps you to collect information from exhibitors at show.

You can manage your collected information conveniently from your phone and access it later when you have a better internet connection and bigger display.

Links to all the scanned information you collected are emailed to you at the end of the show.

When you collect information from the exhibitor, your name and email address is shared with them.

### How do I use Colleqt?

Simply scan a Colleqt QR code with your smartphone's default native camera to get started.

You don't need to use a special QR code reader app to scan the QR code and no installing from app stores is required.

## What does "Scan my badge" mean?

When you first use Colleqt, you will be asked to scan your badge.

Scanning your badge enables us to backup your collected content and for us to share your name and email address with the exhibitor providing the information.

Please give permissions for Colleqt to access your phone's camera so it can read your badge.

You only need to scan your badge once and Colleqt will remember it for the duration of the show.

## Do I have to use Colleqt's "scan more" mode to read QR codes?

No. You can also use your phone's default camera if you want to.

All the collected information will be captured whichever capture method you use.

## Where can I view the list of the information that I scanned and collected?

You can see this within the Colleqt app.

Colleqt will also send you an email after your first successful QR code scan which contains a link to re-access your collected information.

## I closed my Colleqt browser window. Have I lost my collected information?

No. Information is saved to your browser. Simply re-open Colleqt by clicking the link in the email or scanning another QR code.

Colleqt's collected information is also backed up to a server when you have online connectivity. Colleqt will send you an email at the end of the show with links to all of your collected information.

We advise that you do not clear your cookies, browsing history or browser storage during the show.

## Do I need an internet connection to use Colleqt?

Yes. The first time you use Colleqt you will need a connection to load a small webpage of <1MB size.

However, Colleqt is designed to work even in event venues with low- and no connectivity. Once the first load has completed, you can capture further QR codes even if you are offline. But you will need to connect to the internet to retrieve full information.

## I can't get the QR to scan properly, what can I do?

Occasionally the light can interfere with the smartphone camera lens.

The native camera app sometimes has better QR detection, so please try switching out of the app and using the native camera.

## Who sees my information when I scan a Colleqt QR code?

Exhibitors provide the information at the show. When you scan a Colleqt code, you share your name and email address with them.

If you don't want to share your information with the exhibitor, please do not use Colleqt.

## Does Colleqt work with Incognito mode?

Colleqt may work with Incognito mode but it is not designed to do so. We recommend not using Incognito mode if you are using Colleqt.

## My Colleqt information is not appearing, what can I do?

Please send an email to [help@emperiascan.com](mailto:help@emperiascan.com) and we will endeavour to help you.

# Exhibitor FAQs

## What is Colleqt?

Colleqt is a way for exhibitors to get additional leads at show.

Exhibitors create information content before the show for visitors to collect when they scan a Colleqt QR code.

When the visitor scans the QR code, their information is captured for you as a lead.

## How do I know when a new Colleqt leads has appeared?

Colleqt leads appear within the Emperia app in the "Leads" tab and within your leads report that is accessible from RX Exhibitor Hub.

If Colleqt leads are not appearing in your Emperia app, please ensure that your phone has a working internet connection and pull down to refresh the leads in the "Leads" tab.

Colleqt does not offer real-time notification of new leads at this time.

## How do I distinguish Colleqt leads and Emperia leads?

All leads have a descriptive field called "Source" which indicates the source of the lead.

## How do I know what product the Colleqt lead was looking at?

It depends upon how the exhibitor admin has set up information in Exhibitor Hub.

If set up correctly, then Colleqt leads will be tagged with the product name of interest.

## I tested our Colleqt QR code and it wasn't working, what can I do?

Please report this to a show team member and we will resolve it as quickly as possible.

You can also email [help@emperiascan.com](mailto:help@emperiascan.com) but this method is likely to be slower.

## Can I tell which product feature zone my Colleqt lead has come from?

This is not currently easy to do but it is possible to work out.

Each Colleqt lead will be annotated with a product name related to the product information they were collecting.

Provided you know which product was exhibited where, you can infer which zone they collected the information from.

## Can I buy a Colleqt code today?

Because of the set up requirements, Colleqt sales must be completed before the show starts. We cannot issue a new Colleqt code from the show floor.

However, if you are interested in capturing visitor-led leads through Colleqt at the next show edition, please talk to your RX sales representative.

# Staff FAQs and known limitations

What doesn't work in Colleqt?

The following are known limitations of the product at the present time:

- Add to Home Screen doesn't work on iPhone