Stova Lead Capture

**Frequently Asked Questions**

**How do I start scanning leads?**

1. Download the Stova Lead Capture App from the App Store (available from the Google Play App Store for Android or the Apple Store for iPhone).
2. Open the app and go to Manage Events > Activate New Event (iPhone) or just open the app (Android) and scan your activation QR code or enter the activation code to activate the event.
3. The activation code can be found in your order confirmation email.
4. Capture leads by tapping the QR code icon on the Aventri Lead Capture App home page and scanning the QR code on the attendee’s badge.

**How do I view/retrieve leads?**

1. Select the “Browse Leads” button within the Stova Lead Capture App to view and manage your leads.
2. You may also manage your lead data by selecting the “View Leads” tab from within the Aventri Exhibitor Portal. (To log back in, please use the link provided via the email sent with the subject of “Lead Retrieval Invitation”. You may also contact your lead retrieval coordinator to have the email forwarded to you again.)

**What should I do if I have not received my emails?**

* It is possible that the emails sent to you are being blocked by your company’s spam filters. Please contact your email administrator to have the following IP Addresses added to your email whitelist:  
  168.245.109.172 168.245.46.127

**How long do I have access to the leads?**

* Lead information is accessible for 18 months after being scanned, as per our retention policy.

**Why is the Stova Lead Capture App not working on my smartphone?**

* Please make sure you are using the following supported operating systems:
* Android: **OS v4.0.4 or later**
* iOS: **OS v11.0 or later**

**Why is my smartphone not detecting the badge?**

* Check the badge to confirm it contains a QR code, then tap the QR code icon on the Stova Lead Capture App home screen to scan the QR code on the badge.

**Will I still be able to scan my leads if I lose my Wi-Fi or data connection during the show?**

* Yes. You can still scan leads if the data connection is lost, as all data is stored locally on the device.

**Will I lose my leads if I lose my Wi-Fi or data connection during the show?**

* No. All data is stored locally on the device and will not be lost if the Wi-Fi or data connection is lost.

**How do I set up or make changes to my surveys in the Aventri Exhibitor Portal so that they will be available on my smartphone?**

* Access the Aventri Exhibitor Portal via the link in the email sent with the subject of “Lead Retrieval Invitation” and select “Surveys”.
* From here, you can Create New Surveys, select an existing survey to edit or Archive surveys if they are no longer needed.
* The Survey Manager Quick Start Guide provides steps on how to setup and assign a basic survey, edit an existing survey and offers useful tips on survey creation.

**How do I assign surveys to a smartphone for my event?**

* Access the Aventri Exhibitor Portal via the link in the email sent with the subject of “Lead Retrieval Invitation” and go to the “Orders” tab.
* Find the device in the list to which you would like to assign surveys and click the “Assigned” button in the Surveys column.
* Select and move the survey(s) into the “Assigned Surveys” box and select Save. (Please Note: You will then need to go to the Stova Lead Capture App on your smartphone and select Menu > “Update Surveys” (iPhone) or “Update Surveys” from the three dots menu (Android) for the newly assigned surveys to be available.)

**What if my assigned surveys are still not showing up on my smartphone?**

* Once the survey has been created and assigned in the Aventri Exhibitor Portal, please select Settings > Refresh Surveys in the Stova Lead Capture App.
* This will refresh the assigned surveys on your smartphone.
* The Survey Manager Guide provides steps on how to setup and assign a basic survey, edit an existing survey and offers useful tips on survey creation.

**How do I set up my marketing materials (Content) or make changes to my existing Content in the Aventri Exhibitor Portal so that they will be available on my smartphone?**

* Access the Aventri Exhibitor Portal via the link in the email sent with the subject of “Lead Retrieval Invitation” and go to the “Content”tab. From here, you can Add Content or select existing Content to make changes.

**How do I assign content to a smartphone for my event?**

* Access the Aventri Exhibitor Portal via the link in the email sent with the subject of “Lead Retrieval Invitation” and go to the “Orders” tab.
* Find the device in the list to which you would like to assign content and click the “Assigned” button in the Content column.
* Select and move the content into the “Assigned Content” box and select Save. (Please Note: You will then need to go to the Stova Lead Capture App on your smartphone and select Menu > “Content” (iPhone) or “Content” from the three dots menu (Android) and tap the Refresh icon at the top right for the newly assigned content to be available.)

**What if my content is still not showing up on my smartphone?**

* Once the content has been created and assigned in the Aventri Exhibitor Portal, please select Settings > Content in the Stova Lead Capture App to see the content on your smartphone.
* Tap the Refresh icon at the top right of the screen.

**What if I need to use another smartphone than the one I’ve already activated for use with Aventri Lead Retrieval?**

* You must deactivate the event on the first phone, then you will be able to activate on the second phone.
* To deactivate, go to Menu > Settings and select “Release Activation” (iPhone) or select “Release Activation” from the three-dots menu (Android).
* Once you receive confirmation of “Release Activation Complete”, you are then ready to activate on the new phone. To do so, make sure the Stova Lead Capture App is installed on the new phone.
* Open the app, go to Manage Events > Activate New Event (iPhone) or just open the app (Android) and scan your activation QR code or enter the activation code to activate. (Please Note: The activation code can be found in your order confirmation email.)

**What if I don’t remember my login to the Aventri Exhibitor Portal?**

* To log back in, please use the link provided via the email sent with the subject of “Lead Retrieval Invitation”.
* You can also contact your lead retrieval coordinator to have the email forwarded to you again. Note: If you are still experiencing difficulty after following the above steps, please restart the device.

**How do I add notes to a lead?**

* Tap the “Leads” tab on the Home Page within the Stova Lead Capture App and select the lead to which you’d like to add a note. Tap into the “Notes” field on the Contact Information page or tap the “Notes” tab and tap into the gray input field.
* Use your keyboard to add information about the lead; you may also use voice-to-text to dictate your notes directly into the Stova Lead Capture App by selecting the microphone on the keyboard. Please Note: If the microphone icon does not appear on your keyboard, refer to your manufacturer’s instructions to ensure the voice-to-text feature is available and has been enabled on your smartphone.

**When using the Aventri Lead Capture App while onsite, we recommend that customers use cellular network as their first option and WiFi as their second option.**

* Issues with WiFi include the following:
  + WiFi is more prone to dropping connection than a cellular network
  + Open WiFi networks onsite will be used by many people, which can degrade their performance and speed
  + There are potential security issues around using public WiFi
  + **Do NOT uninstall the app without first releasing your activation if you intend to scan more for that event. Doing so will invalidate the activation code and you will have to contact customer service in order to reinstate the code.**  
      
    Note: If you are still experiencing difficulty after following the above steps, please restart the device.