

## Lead Retrieval FAQs

### How do I get my leads?

You get your leads by visiting your password protected lead portal here <https://exhibitor.swap.mge360.com/>. If you cannot locate your login information, please contact our Customer Service Department at 877-623-3487.

### When will my leads be available, and in what format?

Your leads are available in real-time on your password-protected portal immediately after you scan them. Your portal provides multiple options to sort your leads and can be download into a .csv or Excel file.

### How long are my leads kept on my portal?

Maritz Global Events maintains your lead data for a minimum of three years.

### I can't find my log in!

We can help. Contact our Customer Service department at 877-623-3487 or email [ExhibitorServices@Maritz.com](mailto:ExhibitorServices@Maritz.com)

### Do I need an internet/data connection to use the SWAP mobile app?

If you want to collect leads with your own device using SWAP, you need to be connected to WIFI or use your cellular data to download and activate the SWAP application. You will also need connectivity to sync your leads to the portal. However, since SWAP is a native app (meaning it resides on your phone), it can scan and retain your leads throughout the show, even when not connected. If you want to access your leads in your portal in real-time, you will need constant connectivity.

### What kind of devices work with your SWAP app?

SWAP works on all Apple products with iOS 10 or higher operating systems, as well as Android products with 5.0 or higher operating systems. This includes all tablets, phones, etc., that are able to establish connectivity to download SWAP and sync data.

### Can I add a custom survey?

Yes, you are able to create a fully customized survey in your exhibitor portal and then load it onto any lead product you use. Learn how to do it with this [quick tutorial](#).

### How do I add SWAP onto my device?

You can download SWAP from your app store by searching for Maritz Global Events SWAP. In order to activate, you will need your show-specific activation code and badge ID. As a convenience, when you place your order for SWAP, you will receive an email with instructions and links on how to download and activate on your personal devices. See [SWAP User Guide](#) for information.

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## Can I add notes to my leads?

All Maritz Global Events lead systems have the ability to add notes, whether or not you fill out a survey. Once a lead is scanned, tap on the word “notes” and a note field box and a keyboard will appear. On personal devices that support voice-to-text, touching the microphone icon will allow you to record notes into this field. These notes will appear in your lead file on your portal.

## Can I scan business cards as well as badges?

Yes, our tablets and SWAP app allow you to scan business cards and give you the ability to edit the information if needed.

## Can I rate my leads?

Yes, all leads can easily be rated on a 5-star scale which can help you sort your leads for contact at the end of a show.

## What information do I get when I scan a badge?

You receive full contact information gained through the registration process.

## How long after the show closes will the SWAP mobile app stay activated?

SWAP will allow you to capture leads for approximately one week after the show closes. Meet someone on your return trip after the show?

## Once I download SWAP, can I reactivate it to use for other shows?

Every SWAP activation is directed to a specific show so that we can adequately protect contact data. You can use the same SWAP app across multiple shows, but each one will require a separate show specific activation code and badge ID.

## Who can I reach out to if I need help?

Before the show you can contact:

Exhibitor Customer Service at 877-623-3487 or email [ExhibitorServices@Maritz.com](mailto:ExhibitorServices@Maritz.com)

During the show, a representative will be onsite at the Lead Retrieval desk.