ENERGY EXCHANGE AUSTRALIA 10-12 MARCH 2026 PERTH CONVENTION & EXHIBITION CENTRE

Energy Exchange Australia Event App & Lead Scanner Guide

Questions? Contact us: exa@divcom.net.au

QUICK START: 3 Critical Steps Before You Arrive

Complete these steps at least a week before the event to avoid issues onsite

Step 1: Stand Coordinator Sets Up Your Team

Your **Stand Coordinator** (your primary exhibitor contact with admin access) must:

- Log into the **Exhibitor Dashboard** using the personalised link sent via email
- Register ALL staff who will work on your stand
- Set up your qualifying questions for lead capture

Can't find your Exhibitor Dashboard link? Email exa@divcom.net.au

Step 2: All Staff Download the App

Every team member working on your stand must:

- Download "Energy Exchange Australia" from the App Store or Google Play
- Log in using their registration email and unique PIN (found in confirmation email and printed on badge)
- Complete their profile settings

Step 3: Test Before You Travel

- Confirm all team members can log in successfully
- Verify your qualifying questions appear when scanning a test lead
- Check your profile visibility settings

PRE-EVENT SETUP

For Stand Coordinators: Accessing Your Exhibitor Dashboard

What is the Exhibitor Dashboard? Your company's central hub for managing staff, leads, and event settings. Only your company's Stand Coordinator will have admin access.

How to sign in: Use the personalised link sent to you via email. If you can't locate it, contact exa@divcom.net.au

Setting Up Lead Capture Questions

These questions will appear every time any staff member scans a lead.

1. Log into the Exhibitor Dashboard
2. Navigate to **Lead Management > Setup**
3. Click the **Questions** tab
4. Add your qualifying questions (e.g., "What is your primary area of interest?" or "Timeline for purchase?")
5. **Save your changes**

Setting Up Automatic Thank You Emails

Send an immediate follow-up email to everyone your team scans.

1. In the Exhibitor Dashboard, go to **Lead Management > Setup**
2. Click the **Auto Thank You Email** tab
3. Customise your email message
4. Attach product brochures or materials (optional)
5. **Save your configuration**

Registering Your Stand Staff

This is critical: If staff aren't registered, their scanned leads won't be captured.

1. In the Exhibitor Dashboard, navigate to **Exhibitor Registration**
2. Add each team member
3. Confirm all registrations are complete before the event

For All Staff: Logging Into the App

1. Download "Energy Exchange Australia" from the App Store or Google Play
2. Enter your registration email address
3. Use your unique PIN as the password (in your confirmation email and on your badge)
4. Complete your profile:
    - Choose how you appear to other attendees
    - Select what contact details to share
    - Write a brief bio
    - Add social media handles (optional)
    - Set your time zone to the event time zone

DURING THE EVENT

Scanning Leads

Every time you scan a lead, you capture:

- Name, email, company, job title, phone number
- Time of scan and which staff member scanned
- Answers to your custom qualifying questions
- Notes you add

How to scan:

1. Open the app and tap **Scan Leads** at the bottom of the screen
2. Allow camera access when prompted
3. Hover your camera over the QR code on the attendee's badge
4. Review the attendee's details when they appear
5. Answer your qualifying questions
6. **Tap SUBMIT** (critical - leads aren't saved otherwise)
7. Tap your company name to scan the next lead

Troubleshooting:

- QR code won't scan? Adjust lighting or try holding the phone further away
- Wrong person appears? Re-scan the badge
- Questions not appearing? Contact your Stand Coordinator to check setup

Viewing Your Scanned Leads in the App

The **View Leads** icon in the app shows limited contact details only (name and company).

To see full contact information: Your Stand Coordinator must log into the Exhibitor Dashboard and navigate to **Lead Management > Current Leads**.

All staff leads are combined: Every lead scanned by any registered team member appears in one master list accessible to your Stand Coordinator.

Scheduling Meetings

To book a meeting with an attendee:

1. Tap **Meeting Hub** on the home screen
2. Search for the person or browse the attendee list
3. Tap the **[person +]** icon to send a connection request
4. Once they accept, open their profile
5. Tap **Meeting**
6. Select your proposed date, time, and duration
7. Send the meeting request

You can book meetings with other exhibitors, speakers, and attendees.

To cancel or reschedule a meeting:

1. Go to **Meeting Hub > Connections**
2. Select the person
3. Open their profile and tap **Meeting**
4. Choose **Cancel Meeting Request**
5. To reschedule, cancel first then book a new time

Creating Your Personal Agenda

1. Tap **Agenda** at the bottom of the screen
2. Toggle to **Event Agenda** to see all sessions
3. Tap the star icon on any session to bookmark it
4. View your bookmarked sessions and confirmed meetings in **Personal Agenda**

Other App Features

- **Browse the floorplan** to locate other exhibitors
- **Search the product directory** to find specific solutions
- **View the exhibitor list** to identify potential partners
- **Connect with attendees** via the Meeting Hub
- **Check "What's On"** for networking events and social activities

POST-EVENT

Downloading Your Leads

Timeline: Download your leads within **8 weeks** of the event ending before the Exhibitor Dashboard closes.

How to download:

1. Stand Coordinator logs into the Exhibitor Dashboard
2. Navigate to **Lead Management > Current Leads**
3. Review all captured leads with full contact details
4. Export as a CSV file

Making the Most of Your Leads

Now that you have your contacts:

- Import them into your CRM system
- Send personalized follow-up emails
- Schedule calls or demonstrations
- Track your ROI from the event

NEED HELP?

Technical support: exa@divcom.net.au

Common issues:

- Can't find your Exhibitor Dashboard link? Email us.
- Staff can't log in? Check they're using their registration email and PIN.
- Leads not appearing? Verify staff are registered under your company.
- App not working? Try logging out and back in, or reinstalling.