Frequently Asked Questions

Has Visit Connect changed?

Yes, we have moved from a downloadable app to a web based app, but all other functionality remains the same. You now also have unlimited licenses with the GoLeads, GoPlus, or GoPremium packages meaning it can be used by all your stand personnel.

Do I need to download an application via the Google play store or app Store?

No, Visit Connect is a web based application and works via your internet browser on your laptop or smart device.

How do I log in to Visit Connect?

You will have received a unique link to access Visit Connect in your stand personnel registration confirmation email. It Is also available to resend via your Visit Connect Portal via your My Easyfairs account. If you are having Issues, please visit our EasyGo service desk at the event or speak to your sales contact.

Can I log in to Visit Connect on multiple devices?

Yes, with your personalized Visit Connect link, you can log in on multiple devices. Be aware, each time you log in to a new device, Visit Connect will ask you for an authorization code which it will send to your email address.

My email address is wrong and now I cannot use Visit Connect.

Your Visit Connect ADMIN can amend your registration details via the Visit Connect Portal. You can also visit the EasyGo service desk at the event or speak to your sales contact and we can amend your details.

I have used the old Visit Connect app from the app store, can I still get the leads?

Yes, please visit our EasyGo Service Desk at the event or send an email to your sales contact and we will help you to get your leads from the old application.

Do I need an internet connection to use Visit Connect?

To activate your Visit Connect, you need an internet connection. After activation, you can scan Smart Badges without internet connection. However, be aware that not all details of the lead will synch until an internet connection is established (a red icon behind the lead will indicate this). Also, the leads will not be visible in the Visit Connect Portal until an internet connection is established.

Visit Connect Portal

Can I assign different Visit Connect rights to my staff members?

Yes, go to your Visit Connect Portal via your My Easyfairs account and click on the menu option 'teams'. Click on the name of the person you want to assign Visit Connect rights to and click on the 'edit' icon behind their name. You now have the option to make this person an ADMIN, to allow them to see all leads, and to allow them to export leads. All changes will be made immediately.

My stand personnel cannot find their personalized Visit Connect link.

Via the Visit Connect portal you can resend the stand personnel confirmation email which includes the personalized Visit Connect link. Go to teams, click on the name of the person, and click on 'Send Visit Connect URL' or copy the 'Visit Connect URL'. You can also visit the EasyGo service desk at the event and a member of our team will be happy to help.

How do I set up questions in the Visit Connect Portal?

Go to your Visit Connect Portal and click on the menu option 'questions'. Click on '+add' and you will be able to add free text, single choice or multiple choice questions. All questions added are visible immediately to each stand personnel using Visit Connect. Please note, questions cannot be made mandatory.

I added questions in the Visit Connect Portal, but I cannot see them in the application.

First, make sure that your phone is connected to the internet. If the questions are still not visible, ask your ADMIN to check if the questions are enabled in the Visit Connect Portal. Go to questions, double click on the question, and check the 'enabled' box.

When will the leads be visible in the Visit Connect Portal?

If your smart device has an internet connection, your captured leads will be visible immediately in the Visit Connect Portal.

How can I download my leads?

Leads can only be downloaded by stand personnel if this permission has been assigned to them in the Visit Connect Portal. If this permission is enabled, your stand personnel can download the leads from their smart device. In addition, leads of all stand personnel can be downloaded via the Visit Connect Portal by an ADMIN.

I can only see the leads scanned with Visit Connect in the Visit Connect Portal, not my Touchpoint leads?

Your Touchpoint leads can be downloaded separately after returning your Touchpoint via your MyEasyfairs account.

Visit Connect Web Application

I have scanned leads via my smart device, but I cannot see them in the Visit Connect Portal.

If your leads are not visible in the Visit Connect Portal, please check the following:

- Your company has an GoLeads, GoPlus, or GoPremium package. If you have an GoVisibility. package, please contact your sales contact to upgrade your package to receive your leads.
- You have an internet connection.

I have activated my Visit Connect, but when I want to scan a lead, my camera is not working.

Make sure to allow your internet browser to use the camera.

- IOS: Go to settings – Safari – Camera – Allow
- Andriod: Go to Chrome – click on the three dots – Settings – Site Settings – Camera - Allow