

Exhibitor FAQs

Accessing the Digital Event Companion (mobile app)

Where can I download the Digital Event Companion (mobile app)?

You can download the Digital Event Companion by searching for 'UK Food & Drink Shows 2025' on the App Store (iOS) or Google Play Store (Android). Alternatively, [click here](#) or scan the QR code.



How do I log in to the Digital Event Companion (mobile app)?

First, make sure you're added to your company team on the Exhibitor Hub. Then, log in using the email linked to your badge. Start by using the login link - once you've logged in to the Digital Event Companion (mobile app), you can then set a password (it doesn't have to match your registration password). If you are sharing an email with someone else, you will need to use the password they have set or have access to the email account for the login link.

How do I set up a password?

To set up a password go to app.sitka.co.uk/password/reset or [click here](#).

What happens if I don't have access to my work email on my personal phone?

You can forward the email to your personal email, as long as it is on the same mobile device the app is on. If your email automatically blocks unknown senders, add noreply@sitka.co.uk to your contacts.

How does the Digital Event Companion (mobile app) work best?

The Digital Event Companion works best using mobile data (4G/5G) or Wi-Fi, but also works seamlessly offline should you lose your internet connection inside the event, as long as you have downloaded and logged in to the app previously.

Sitka Exhibitor Portal

For lead exhibitors only within the Exhibitor Hub

What is the Sitka Exhibitor Portal?

The Sitka Exhibitor Portal is separate to the Exhibitor Hub. It allows you to manage your company's presence in the Digital Event Companion (mobile app) and access data such as leads captured and appointments scheduled.

How do I log in to Sitka's Exhibitor Portal?

You can access the Sitka Exhibitor Portal [here](#) or by scanning the QR code.



Why don't I have a company listing showing on the Sitka Exhibitor Portal?

Because you are not selected as the lead exhibitor (the main contact at your company who is managing your presence at the show) within the Exhibitor [Hub](#). To fix this, please ensure you are set as a 'leader' in the Exhibitor Hub, or ask the current leader to grant you access. If you believe this to be an error, please contact Sitka using the contact details at the top of this page and we will liaise with the organiser to fix this.

Lead Capture / Scanning

Is lead scanning being done through LiveBuzz?

No - lead scanning is now done through the UK Food & Drink Shows Digital Event Companion (mobile app), powered by Sitka. If you haven't already, please download the mobile app from the app stores (or click [here](#)) and sign in with your exhibitor email.

How do I scan a lead?

1. In the Digital Event Companion (mobile app), select the profile icon in the top left corner, then tap your name. Ensure the company you are assigned to is selected (not 'personal').
2. Access the 'Lead Capture' tab in the sidebar or on the home screen.
3. On the screen that appears, tap the "+" icon in the top right corner, and allow access to your camera. Then simply scan the QR code on the other person's badge.

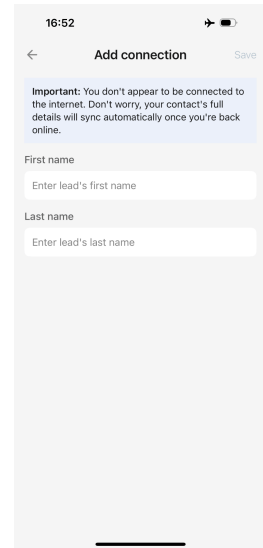
Note: To scan leads, you must have been added as a Team Member in the Exhibitor Hub. See below for instructions.

How do I add a team member?

The lead exhibitor must add the names and email addresses of the staff attending the show via your account on the Exhibitor Hub (not via the Sitka Exhibitor Portal). Once added, team members will automatically receive a confirmation email with the link to download the Digital Event Companion (mobile app). This will allow them to access their ticket and scan leads.

What happens if I am offline?

If you don't have an internet connection when trying to scan a lead, you will be prompted to input the person's name to create a temporary contact record. Full details, such as their job title and company name, will sync once you are reconnected to the internet.



What happens to the leads once they are scanned?

Lead scanning data is synced to the Sitka Exhibitor Portal in real time and is immediately available for export. Lead capture works both online and offline, so if there is no internet connection, your team can still use the feature (see question above) and the data will be synced as soon as the connection is restored.

What data is captured in the lead forms for the Essentials and Professional packages?

Essentials package:

- Creation date/time
- Name of person who scanned
- First name
- Last name
- Job title
- Job function
- Company name
- Company main activity
- Email
- Phone (if provided)
- Notes
- Custom form answers (up to 5)

Professional package:

Includes everything listed above in the Essentials package, plus:

- Lead score
- Job seniority
- What role do you play in the decision-making process?
- Custom form answers (up to 20)

Appointment Scheduling

How do I manage meetings?

You can't manage meetings on the mobile app - meetings are managed on the Sitka Exhibitor Portal (click [here](#) to access, or scan the QR code above). Please note you must

be the lead exhibitor for your stand in order to manage meetings.

How do I set my availability for appointments?

1. Login to the Sitka exhibitor portal (click [here](#) to access, or scan the QR code above). Please note you must be the lead exhibitor to set availability for appointments.
2. Navigate to the 'Team' tab in the left sidebar and [add your team members](#). Make sure their profiles are [enabled for appointments](#) by using the toggle under the 'Available for appointments?' heading.
3. [Set your team's availability](#) for appointments. Navigate to the 'Appointments' tab, select a team member, location, meeting duration and time slots.
4. [View and manage your appointments](#) ahead of the show. All the time slots you have set availability for will be marked as grey blocks in the timeline if an appointment hasn't been booked yet. If somebody books an appointment, these blocks will turn blue. If you need to rearrange or cancel a booked appointment, click the pencil icon in the top left corner.
5. Team members can check their appointment schedules in the app and receive automatic reminders.

Company profile

How do I share my company profile?

Login to the Sitka Exhibitor Portal (or click [here](#)). Under the 'Company Profile' tab, navigate to the 'Share your listing' box and click 'Share' to copy a direct link to your company profile in the mobile app which you can share on social media and your other marketing platforms.

Help & Support

Any other questions?

Please refer to Sitka's Help Centre at help.sitka.co.uk/exhibitor-portal/
Alternatively, [click here](#) or scan the QR code.



Contact:

- Email: support@sitka.co.uk
- Call: 020 3576 1499
- Visit: Office 19.1 at the NEC