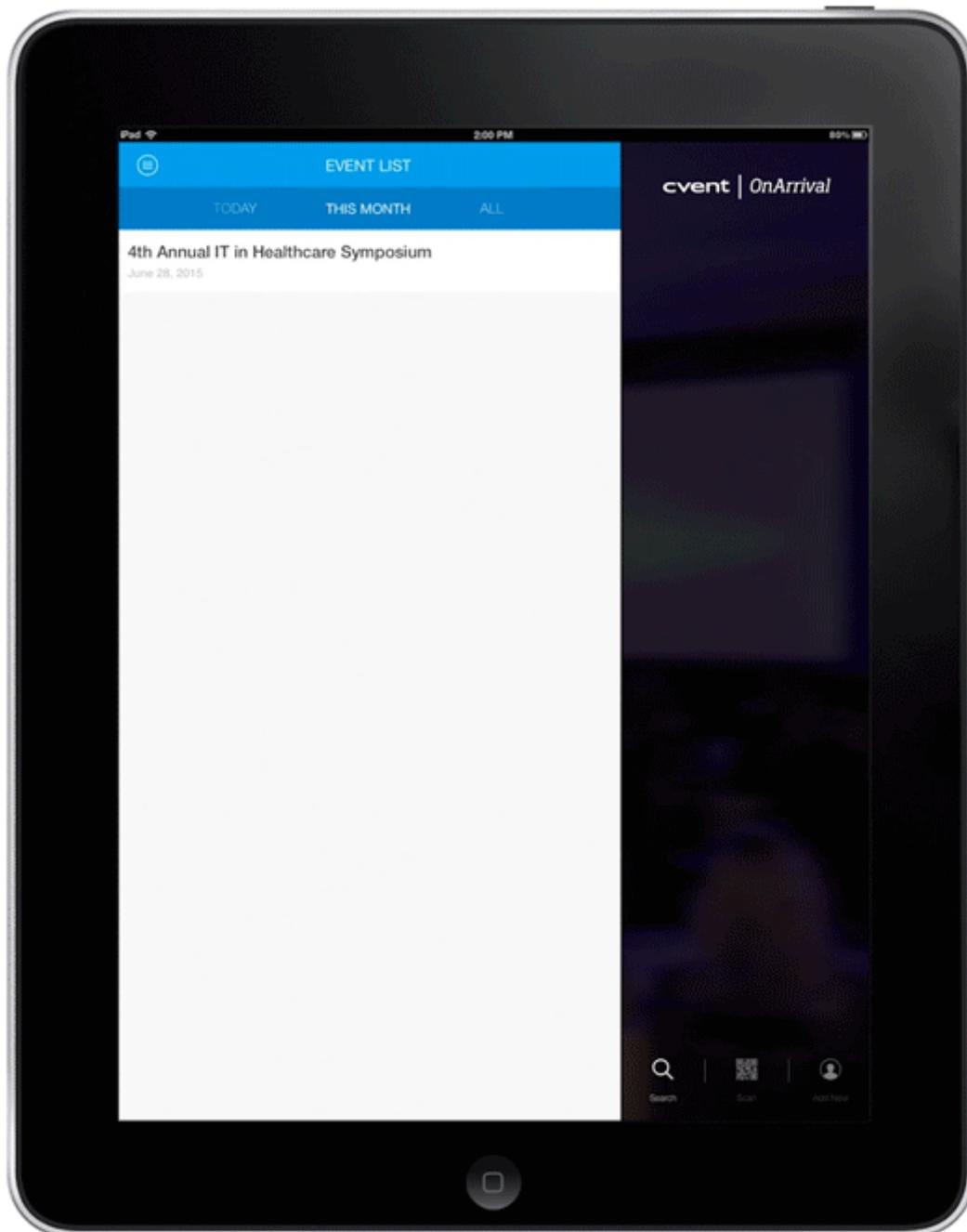


## Cvent | Meet the Cvent Check-In App [1]

March 5, 2026 by [Melanie Jones](#) [2]



Discover the better way to check in attendees by [downloading](#) [3] Cvent's mobile app, [OnArrival](#) [4]. It makes tracking attendance as easy as a swipe of the finger. You can search through

your attendee list by name or scan a barcode. Got walk-ins? Register them on the spot.

RECORDED TRAINING | 4 min [5]

### **Not going to have reliable Wi-Fi onsite?**

Checking in works offline as well, as long as you sync the app to your event in advance. If you are sending a post-event survey based on participation, ensure the data is synced by connecting to the internet before the email is scheduled to be delivered.

### **Success Story**

This wiki dives into some technical components but many find it useful to take a step back to understand how feasible it is for them or their group to adopt and if so, what the short and long-term benefits are. Get inspired, and learn best practices, along with lessons learned from early adopters across CU [6]. You can also learn more about the variety of ways this data can be used to make your events better [7].

### **Paid Events**

It is not compliant with the Payment Card Industry (PCI) to collect call-in, mail-in, or walk-up credit card transactions via a CU-owned device (tablet, laptop, computer, device, etc.). Learn more about PCI [8].

### **OnArrival Add-Ons for Purchase**

eComm's Cvent contract provides access to OnArrival Basic. For more robust features for one or many events, you can purchase one of the following:

- OnArrival Premium [9]
- OnArrival 360 [10]

In addition to purchasing one of the above, you can:

- Enable Kiosk Mode [11] so attendees can check themselves in.
- Purchase or rent Cvent's Event in a Box [12], for access to hardware to support your event.

	Basic	Premium	360
Event Check-In	✓	✓	✓
Walk-In Registration	✓	✓	✓
Payment Collection	✓	✓	✓
Donation Collection	✓	✓	✓
Attendee Information Edits	✓	✓	✓
Event Dashboards	✓	✓	✓
Session Dashboards	✓	✓	✓
Built-in Barcode Scanning	✓	✓	✓
Hardware Barcode Scanning		✓	✓
Signature Collection		✓	✓
Self-Service Kiosk Mode		✓	✓
Hands-Free Kiosk Mode		✓	✓
Quick Scan Kiosk Mode		✓	✓
On-Demand Badge Printing		✓	✓
Session Tracking		✓	✓
SMS Alerts		✓	✓
RFID Attendance			✓
Advanced Badge Printing			✓
Onsite Support			✓
Badge Supplies			✓
Hardware			✓

## Purchase Cvent Add-Ons

To do so, reach out to your eComm Specialist so they can get you in contact with Cvent to contract with them directly. [Learn more about purchasing Cvent add-ons.](#) [13]

## Logging Into the App

SSO is not currently configured for the OnArrival Event App. Instead, log in with the following details:

- Account Code: **UCCO003**
- Username: **Your University Email**
  - ?If you are having trouble, reach out to your eComm specialist to confirm your username.
- Password: **Your Password**
  - Select 'Forgot Your Login Information?' to reset your password if needed.
  - You can reset your password via the app, or via a browser:  
<https://app.cvent.com/Subscribers/Login.aspx> [14]
  - Resetting your password this way WILL NOT reset your SSO password.

## Related Content

- [Can I collect credit card payments on-site?](#) [8]
- [What is Event in a Box, and how much does it cost?](#) [15]

### Display Title:

Cvent | Meet the Cvent Check-In App, OnArrival

### Send email when Published:

No

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**Source URL:**<https://www.cu.edu/blog/ecommerce-wiki/cvent-meet-cvent-check-app>

### Links

[1] <https://www.cu.edu/blog/ecommerce-wiki/cvent-meet-cvent-check-app> [2] <https://www.cu.edu/blog/ecommerce-wiki/author/39>

[3] <https://itunes.apple.com/us/app/onarrival/id680778967?ls=1&mt=8>

[4] <https://support.cvent.com/s/communityarticle/Meet-Our-OnArrival-Check-In-App>

[5] <https://youtu.be/s4AiwXlpyLI> [6] <https://www.cu.edu/blog/ecommerce-wiki/early-adopters-tracking-participation-cvent>

[7] <https://www.cu.edu/blog/ecommerce-wiki/use-event-participation-data>

[8] <https://www.cu.edu/ecommerce/payment-card-industry-pci>

[9] <https://support.cvent.com/s/communityarticle/About-OnArrival-Premium>

[10] <https://support.cvent.com/s/communityarticle/About-OnArrival-360>

[11] <https://support.cvent.com/s/communityarticle/Setting-Up-Kiosk-Mode-in-OnArrival>

[12] <https://eventinabox.cvent.com/> [13] <https://www.cu.edu/blog/ecommerce-wiki/cvent-add-ons-purchase>

[14] <https://app.cvent.com/Subscribers/Login.aspx>

[15]

[https://support.cvent.com/apex/CommunityArticle?id=000066151&Lang=en\\_US&searchTerm=event%20in](https://support.cvent.com/apex/CommunityArticle?id=000066151&Lang=en_US&searchTerm=event%20in)