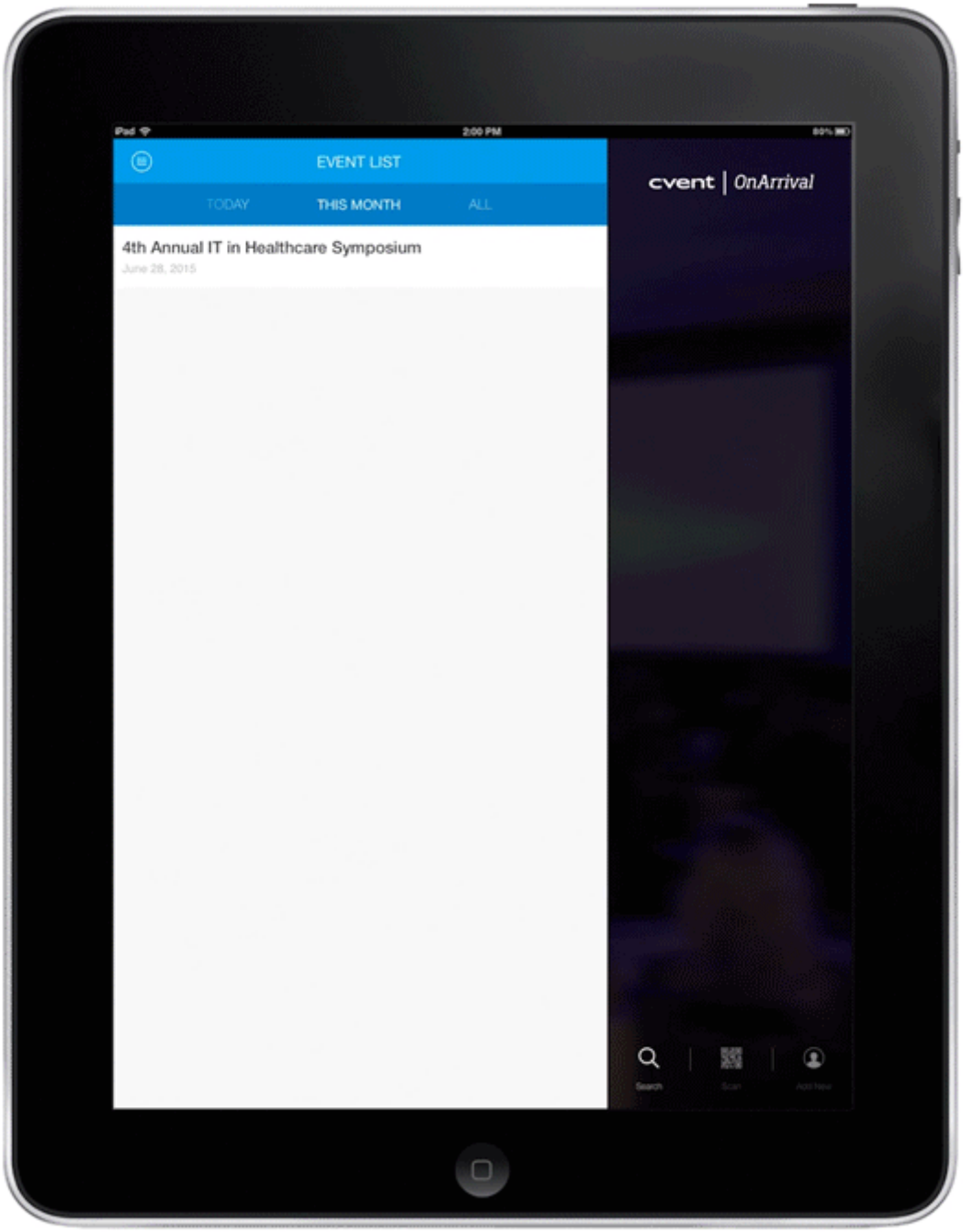
Published on *University of Colorado* (https://www.cu.edu)

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

September 23, 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]

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[4] https://support.cvent.com/s/communityarticle/Meet-Our-OnArrival-Check-In-App
[5] https://youtu.be/s4AiwXlpyLI [6] https://www.cu.edu/blog/ecomm-wiki/early-adopters-tracking-participation-cvent [7] https://www.cu.edu/blog/ecomm-wiki/use-event-participation-data
[8] https://www.cu.edu/ecomm/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/ecomm-wiki/cvent-add-ons-purchase
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