

Cardholder guide

This short guide is for **attendees** — the people carrying an Arviticket token. It covers the self-service web portal you reach by scanning the QR code on your token, where you can check your balance, review your purchases, register your token to yourself, and set a PIN.

TIP

You don't log in. Each screen opens straight from the QR code / link on your token, which already identifies it — so anyone with the token can see its balance.

Checking your balance and transactions

Scan the QR code on your token (or open the link you were given). The **Balance & Transactions** screen opens.



Balance & Transactions

 REFRESH DATA

Event: Demo Festival 2026

Registered To: Alex Demo

Last Balance: \$33.00

Timestamp: 20:11 Sat, 01-Aug

 *Click each "SALE" below for more details.*

Timestamp	Type	Amount	Balance
20:11 Sat, 01-Aug	SALE	\$6.00	\$33.00
19:03 Sat, 01-Aug	SALE	\$5.00	\$39.00
18:15 Sat, 01-Aug	SALE	\$6.00	\$44.00
18:02 Sat, 01-Aug	TOPUP	\$50.00	\$50.00

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Figure 1. The Balance & Transactions screen for a token.

It shows:

- **Event** — the event your token belongs to.
- **Registered To** — your name, if the token has been registered (otherwise "n/a").
- **Last Balance** — the most recent balance recorded for the token, with its timestamp.
- A **table of transactions** — each top-up and sale, with its time, type, amount, and the running balance.

Tap **REFRESH DATA** to pull the latest figures.

Tap any **SALE** row to expand it and see the vendor and the individual items you bought.



Balance & Transactions

[↻ REFRESH DATA](#)

Event: Demo Festival 2026

Registered To: Alex Demo

Last Balance: \$33.00

Timestamp: 20:11 Sat, 01-Aug

Click each "SALE" below for more details.

Timestamp	Type	Amount	Balance
20:11 Sat, 01-Aug	SALE	\$6.00	\$33.00
Vendor: Demo Bar Transaction Items: 1 x Burger (\$6.00 ea.) [\$6.00]			
19:03 Sat, 01-Aug	SALE	\$5.00	\$39.00
18:15 Sat, 01-Aug	SALE	\$6.00	\$44.00
18:02 Sat, 01-Aug	TOPUP	\$50.00	\$50.00

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Figure 2. Expanding a sale shows the vendor and item lines.

NOTE

The balance shown here is the **last balance the system recorded**. Because the authoritative balance lives on the token's chip and updates offline at the POS device, the most up-to-date figure is always the one on the token itself.

Registering your token to yourself

Registering a token links it to your name and contact details, so staff can recognise it and you can protect it with a PIN.



Token Registration

☐ Toggle Help Details (Disabled)

Event Tokens need to be Registered before they can be used in this App.

Enter your Name & Mobile Number below to register.

1 Notice

2 Registration

User Data Privacy Notice

We collect your **name, mobile number, and email address** for the sole purpose of creating and managing your cashless account.

This information is used to:

- Identify your account
- Provide balance and transaction support
- Resolve disputes or recover access

We do not collect sensitive personal information, payment card details, or biometric data.

Your information is stored securely and is not sold or shared for marketing purposes.

You may request access to, correction of, or deletion of your data by contacting the system operator.

By registering, you consent to the processing of your information for these purposes.

CONTINUE

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Figure 3. The token registration form.

Fill in:

- **Name**
- **Country Code** and **Mobile No.** (excluding the country code)
- **Email** (optional)
- **PIN** and **Confirm Token PIN** (optional) — set one if you want your token protected

The **Token** field is shown read-only — it's your token's ID and can't be changed.

Changing your PIN

If your token has a PIN, you can change it from the **PIN change** screen (reached from your token's link). Enter your new PIN and confirm it.



Token PIN Change



Toggle Help Details (Disabled)

Member Tokens need to be Registered before they can be used in this App.

You will not be able to set a NEW PIN unless you know the CURRENT PIN for this Token.

Changing your PIN is only required if the associated Event this Token is registered to requires PINs, otherwise it will have no effect.

Please enter the PIN details below and press "CHANGE PIN" to proceed.

Token (Readonly)*

DEMO-TOKEN-0001

Current PIN

Min. 4 Digits

Max. 6 Digits

New PIN

Min. 4 Digits

Max. 6 Digits

Confirm New PIN

Min. 4 Digits

Max. 6 Digits

CHANGE PIN

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Figure 4. The PIN change screen.

Topping up

Credit is added to your token at a **cashier desk** (cash or card) or, where the event supports it, through an **online payment**. Once a top-up is loaded onto your token, it appears in your transaction list here.

NOTE

This portal is for *viewing* your token and managing your details — it does not take payments. To add credit, visit a cashier or use the online payment link provided for your event.