

ArkPass Operating Manual

Event registration, invitations and door check-in · ArkPass by Ark Media

1. Signing in

Organisers work from the Command Center; door staff use the Scanner screen.

- Open the ArkPass address in a browser and choose Organiser login.
- Sign in with the account provided to you.
- The Dashboard lists your events. Select an event to open its Command Center.
- Use Find my pass if a guest needs their own pass link resent to them.

ARKPASS

Dark Find my pass Manual Organiser login

ORGANISER ACCESS

SIGN IN

EMAIL

PASSWORD

1. Sign in here

→ Sign in

OR

Continue with Google

Need an account? Signup

Ark Media — QR registration & check-in

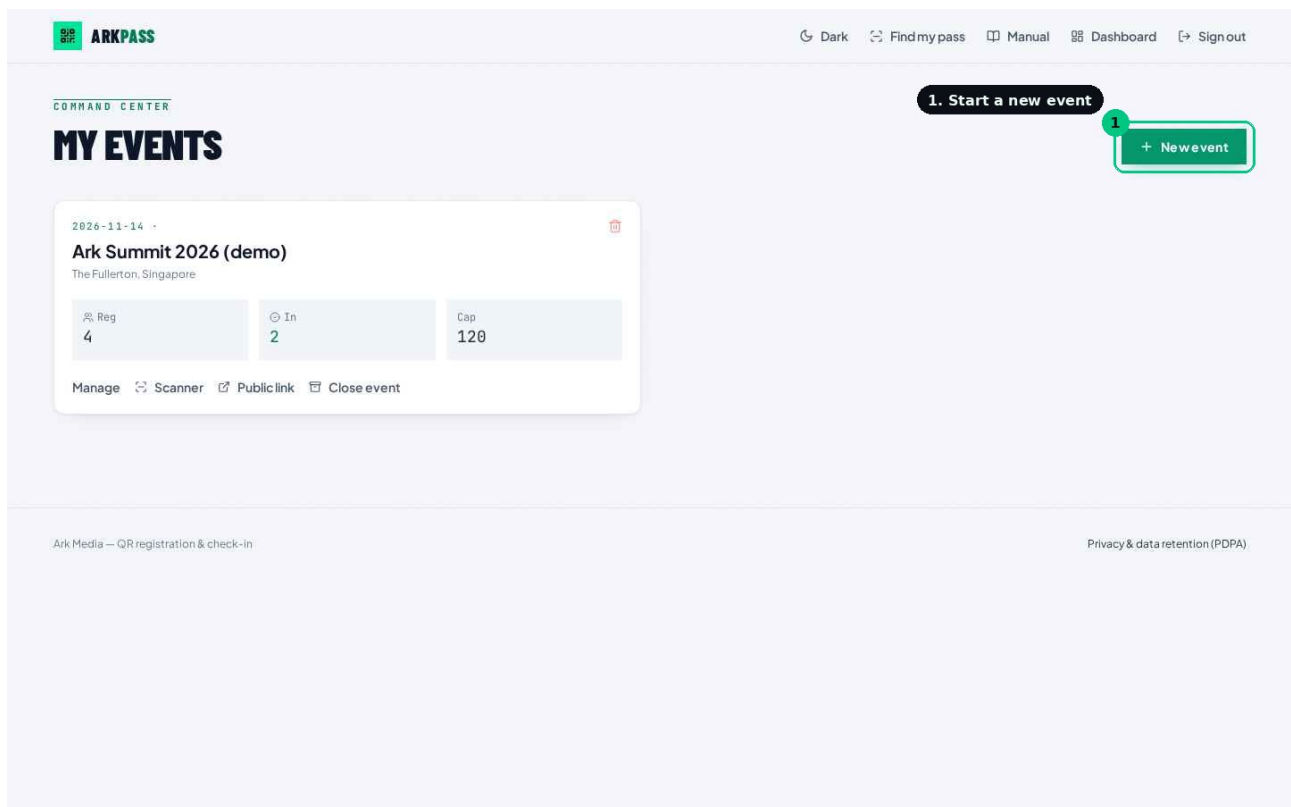
Privacy & data retention (PDPA)

Screen: 1. Signing in

2. Creating an event

Everything a guest sees comes from these details, so fill them in first.

- On the Dashboard choose New event.
- Enter the name, date, start time, venue and capacity.
- Write the description shown on the public registration page.
- Upload the event image (key visual) that appears on the registration page.
- Set the host organisation and contact email; add a CC address if a colleague should receive a copy of every email.
- Choose Draft while you prepare, then Published when registration should open.
- Save. The public registration link is shown on the event page and can be copied or shared as a QR code.

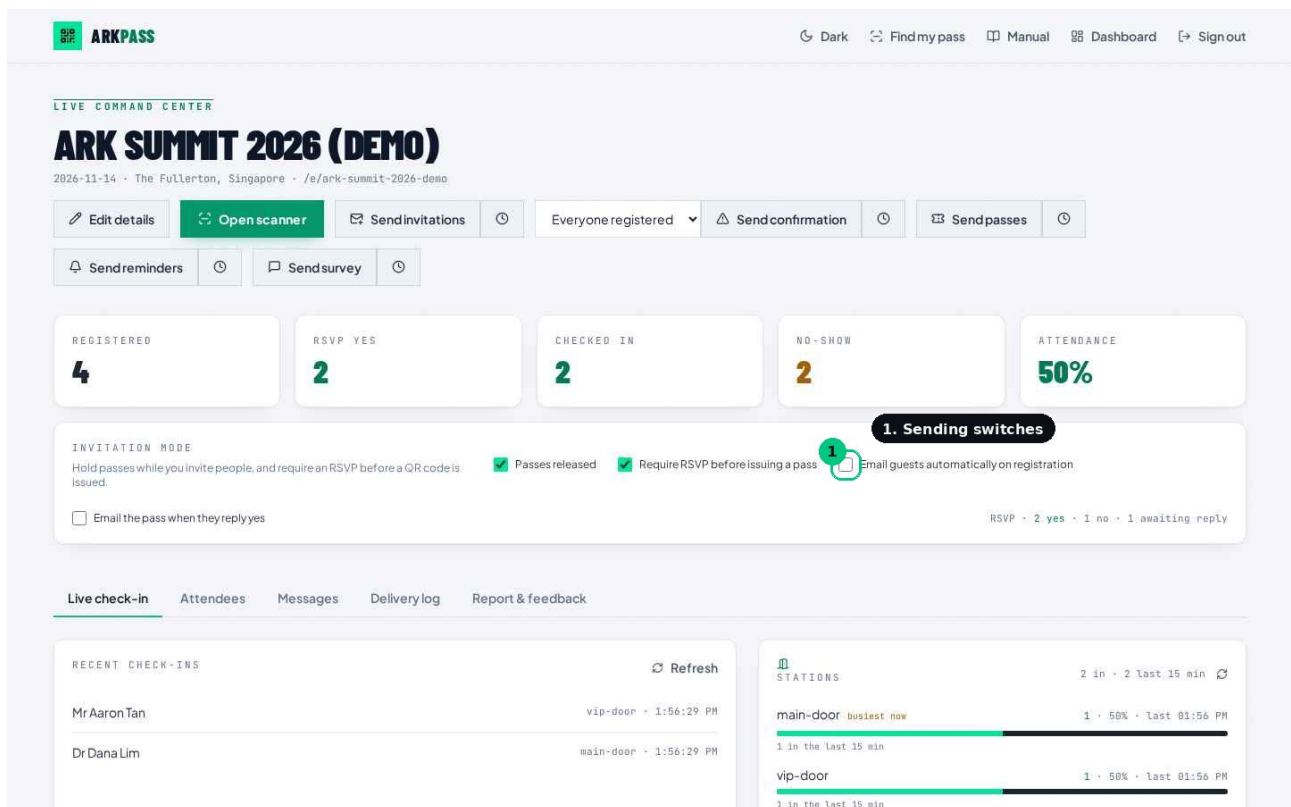


Screen: 2. Creating an event

3. Event settings that control the guest flow

These switches sit on the event page and in Edit details.

- RSVP required: guests reply yes or no before a pass is issued.
- Passes released: turn on when you are ready for QR passes to be viewable.
- Email guests automatically on registration: leave off to keep all sending in your hands; turn on to acknowledge each registration immediately.
- Email the pass when they reply yes: off by default; turn on to release a pass the moment a guest accepts.
- Waitlist: when capacity is full, extra registrations are held and can be promoted.



Screen: 3. Event settings that control the guest flow

4. Writing the emails

Open the Messages tab. There are five messages, each with its own wording.

- Invitation & RSVP: the invite and its reply link.
- Confirmation: a general notice you can send to everyone, confirmed guests only, or those who replied yes.
- Pass: delivers the QR pass.
- Reminder: sent close to the event.
- Feedback survey: sent after the event.
- For each message set the subject, heading, body and button label. Leave the button label blank to send that email without a button.
- Use the formatting tools for bold, italic, underline and links. Press Enter for a new line and twice for a blank line.
- Insert placeholders such as {first_name}, {event_name}, {date}, {venue} and {reference}; they are replaced with each guest's own details.
- Upload an email banner for the whole event, or override it for one message.
- Use the live preview on the right, send yourself a test email, then Save wording.
- Restore default returns a single message to the original wording.

ARKPASS

Dark
Find my pass
Manual
Dashboard
Sign out

LIVE COMMAND CENTER

ARK SUMMIT 2026 (DEMO)

2026-11-14 • The Fullerton, Singapore • /e/ark-summit-2026-demo

Edit details
Open scanner
Send invitations
Everyone registered
Send confirmation
Send passes

Send reminders
Send survey

REGISTERED

4

RSVP YES

2

CHECKED IN

2

NO-SHOW

2

ATTENDANCE

50%

INVITATION MODE

Hold passes while you invite people, and require an RSVP before a QR code is issued.

Passes released

Require RSVP before issuing a pass

Email guests automatically on registration

Email the pass when they reply yes

RSVP • 2 yes • 1 no • 1 awaiting reply

Live check-in
Attendance
Delivery log
Report & feedback

1. Pick the message

1

Invitation & RSVP
Confirmation
Pass
Reminder
Feedback survey

EMAIL SUBJECT

You're invited: {event_name}

HEADING

Ark Summit 2026 (demo)

LIVE PREVIEW

Subject: You're invited: Ark Summit 2026 (demo)

Ark Summit 2026 (demo)

Dear {first_name},

Screen: 4. Writing the emails

5. The RSVP reply page and follow-ups

Found under Messages, Invitation & RSVP.

- Edit the intro, question, yes and no button labels, and the wording shown after each answer.
- Set the thank-you note and the waiting-for-pass note shown after a yes.
- Choose whether the QR pass button appears after a yes, and what it is called.
- Automatic follow-up: switch it on and pick which message is emailed when a guest replies yes. Each guest receives it once.
- Save wording applies these together with the message wording.

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CAN YOU MAKE IT?

Yes, I'll be there

Sorry, I can't

You replied: Yes, I'll be there · You replied: No, I can't make it

Thank you for replying — we look forward to seeing you there.

Your entry pass will be released closer to the event — we'll email it to you.

This invitation is personal to dana.lm@example.com — please don't forward it.

Saved with "Save wording" above. "Restore default" on this tab resets these too.

1. Follow-up switch

Off by:

Email a guest automatically when they reply yes

MESSAGE TO SEND

Pass

Saved with "Save wording" above. Follow-ups count towards your daily email limit.

SURVEY QUESTIONS

+ Add question
Save questions

Star ratings, yes/no and free-text questions. Attendees see them in this order.

Overall experience

Star rating

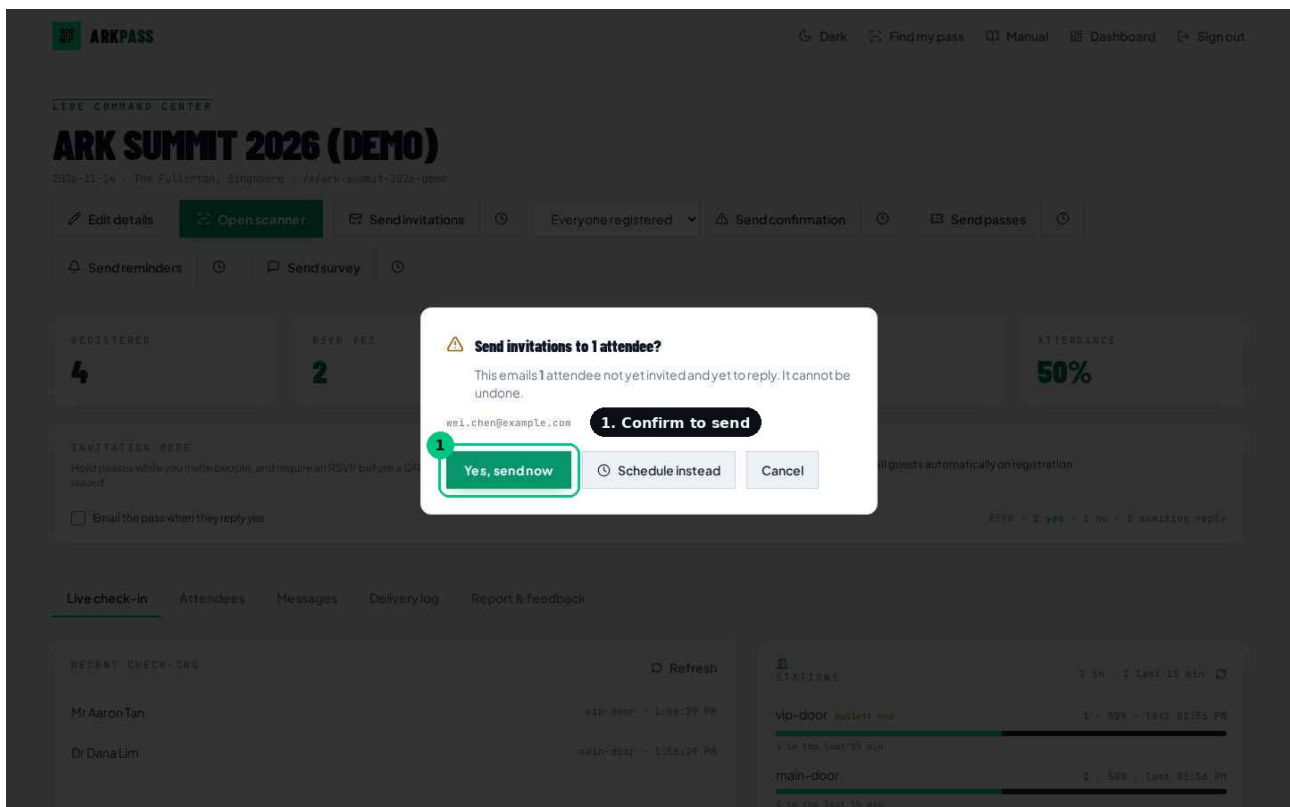
☒ Required

Screen: 5. The RSVP reply page and follow-ups

6. Sending

Nothing is emailed until you send it. Every send asks you to confirm first.

- Bulk sends sit at the top of the event page: Send invitations, Send confirmation, Send passes, Send reminders, Send survey.
- Choose the audience for a confirmation: everyone, confirmed only, or replied yes.
- The confirmation window shows how many people will receive it and a few sample addresses. Review, then confirm.
- Schedule instead lets you pick a date and time (Singapore time). Scheduled sends appear as a chip and can be cancelled or rescheduled.
- To email one person, use the buttons on their row in the Attendees tab: RSVP, Confirm, Pass, Remind, Survey.
- Retry failed re-sends only to the addresses that did not go through.
- The Delivery log shows, per guest, what was sent on each channel.



Screen: 6. Sending

7. Managing attendees

The Attendees tab is your working list.

- Search by name, email or reference, and use the filter chips to narrow the list.
- Status sets a guest's stage. Choosing Confirmed records their RSVP as yes and Declined records it as no, which is useful when someone replies by phone.
- Edit corrects a salutation, name, email, phone, company, job title or dietary note. Existing passes stay valid.
- The note icon stores a short internal note for your team only.
- Delete removes a guest permanently after a named confirmation.
- Promote moves a waitlisted guest into a free seat.
- Export attendance downloads the full list as a spreadsheet file.

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Live check-in
Attendees
Messages
Delivery log

1. Search and filter

1

Everyone
RSVP yes
RSVP no
No reply yet
Checked in
Waitlisted
4 shown

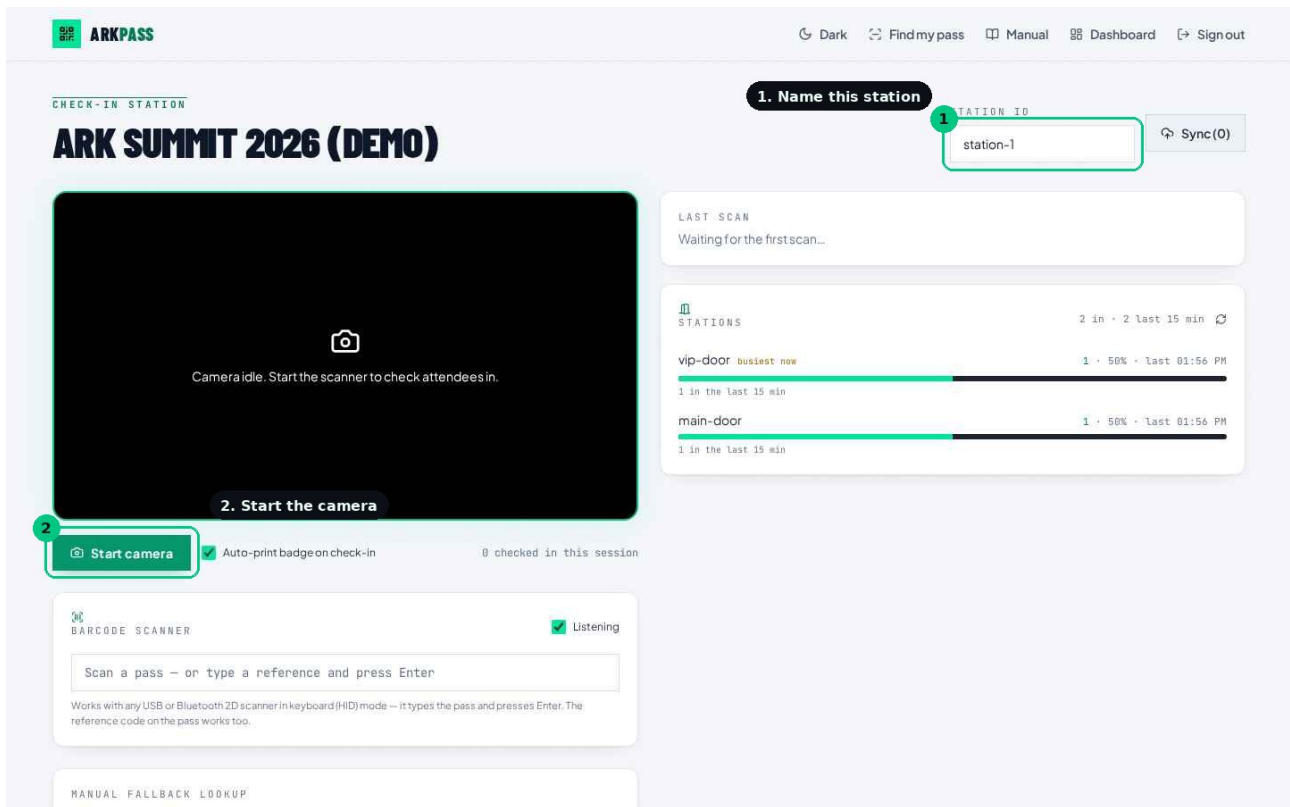
SALUTATION	ATTENDEE	EMAIL	REF	RSVP	DIETARY	PASS	OPENED	STATUS	SEND
—	WeiChen	wei.chen@example.com	5BE565	—	—	confirmed	not	—	RSVP Confirm Pass Remind Survey Edit

Screen: 7. Managing attendees

8. At the door

Use the Scanner screen on a laptop, tablet or phone.

- Open the event and choose Check-in scanner, or go to the Scanner screen and pick the event.
- Set a Station ID for each device, for example main-door or vip-door.
- Start camera and hold the guest's QR code in view. A tick means checked in.
- A barcode scanner also works: keep the Barcode scanner card listening, then scan. The guest's reference code can be typed in instead.
- Already checked in means the pass has been used; the screen shows the earlier time.
- If a pass will not read, search the guest by name or email and check them in manually.
- Badge printing can be left on to print as each guest arrives.
- The Stations panel shows how many guests each door has processed.



Screen: 8. At the door

9. After the event

Reporting and closing off.

- The Live check-in tab shows attendance, no-shows and recent arrivals.
- Send the feedback survey to everyone who attended.
- Survey results appear in the event's reporting area.
- Export attendance for your records.
- Anonymise personal data removes guests' personal details when the event record is no longer needed.

DarkFind my passManualDashboardSign out

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Live check-inAttendeesMessagesDelivery logReport & feedback

1. Station counts

RECENT CHECK-INS

Refresh

Mr Aaron Tan

vip-door • 1:56:29 PM

Dr Dana Lim

main-door • 1:56:29 PM

STATIONS

2 in • 2 last 15 min

main-door

busiest now

1 • 50% • last 01:56 PM

1 in the last 15 min

vip-door

1 • 50% • last 01:56 PM

1 in the last 15 min

Screen: 9. After the event

ArkPass by Ark Media