SANDBOX

TRY EVERYTHING FIRST.

Your sandbox (Professional and up): a company of its own for test events, orders, payments, door scans and API keys, without real money and without touching live data.

WHAT IT IS

A COMPANY FOR TESTING.

Every company gets a sandbox to try everything first, without real money and without touching live data.

A second company of its own: its own database, ticket engine account, shop and team, linked to yours. Nothing done in it reaches your live events, orders, customers, reports or payouts.

It is made with your company. Admins open it from Sandbox in the menu in one click, and stay signed in to both, switching back with Back to live.

Getting in.

01 **Open it from your live console**

Sandbox in the menu, then Open the sandbox. The first time it is made in a few seconds; you stay signed in to both.

02 **Find your way**

A bar at the top says you are in the sandbox, with Back to live.

03 **Sign in to it directly**

Once you have opened it, you can also use the sandbox's own sign-in page with your work email: the first time, choose a password there with Forgot password.

WHAT TO TRY

TEST THE WHOLE JOURNEY.

- Events, ticket types, add-ons, age limits and discount codes, then real-looking orders in the test shop.
- Card payments through Stripe in test mode, with Stripe's test cards: paid, declined and 3-D Secure.
- The door scanner, Live doors and staff passes with the sandbox's tickets.
- Emails to your own inbox, with [Test] in the subject.
- API keys starting eos_sk_test_ and webhooks that say livemode false, for building your website or app.

Stripe's test cards.

CARD NUMBER	WHAT HAPPENS
4242 4242 4242 4242	Paid straight away
4000 0025 0000 3155	Asks for 3-D Secure, then paid
4000 0000 0000 9995	Declined: insufficient funds
4000 0000 0000 0002	Declined by the bank

Any future expiry date, any three-digit CVC and any postcode. Card payments in a sandbox need AVEO's Stripe test mode to be switched on for AVEO EOS; until then, free tickets and tickets paid at the door work.

Kept safe.

A sandbox never holds live Stripe keys, its test payments never count as money, its keys never work on your live company, and its shop is closed to search engines.

AVEO

TEST, THEN GO LIVE.

When everything works in the sandbox, do the same in your live company: the steps are identical.

ASK FOR A TRIAL	aveoevents.com/eos
DOCUMENTS AND GUIDES	documents@aveoevents.com
SUPPORT	support@aveoevents.com
API	aveoevents.com/eos/api

AVEO EOS is made and run by AVEO. 22 November 2026.