SPHERUM

Tokens

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Handing tokens out

Handing a token over, and how the person it belongs to links it to themselves.

Covers the two steps that put a working token in someone's hand: handing it over, and the person linking it to themselves. They happen in that order and cannot happen in the other one.

Handing over

Hand them out like stationery, and keep the spares locked up like keys. Possession is the whole authority here: whoever physically holds an unlinked token can link it to themselves. There is nothing to configure before you give one out and nothing to write down after.

You do not need to record who got which one. The pairing is made when the person links it, and the Portal shows it on their row: a token column that says one thing only — this person has linked one. Until somebody does, a token appears nowhere in the Portal at all, so there is no state in which you know a token exists but is unclaimed.

Handing one out early is fine. A token can be linked before its owner has filled anything in, so giving them out at induction, alongside the invitation, works — the token simply shows nothing to a scan until the contacts behind it exist.

Passing one on means the first person releases it. A company cannot reclaim a linked token: unlinking is theirs alone, and archiving somebody does not touch what they carry. Once released, the token is blank again and the next person links it the same way — with no trace of the previous holder behind it.

> ⚠ **Caution**
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> That also means a token stays live when someone leaves, until they unlink it or you ask us to switch that token off. Taking the token back is not what ends it.

Binding a token to a person

A token you have handed out is still blank. It points at nobody, and scanning it shows nothing until the person it went to links it to themselves.

Only they can do the linking. There is no bind control in the Portal, for anybody, at any level. That is not an omission: the link is what turns a printed QR into someone's emergency contacts, so it has to be their act and not a decision taken about them.

Two ways, both from their phone. They open **My tokens** in their own Spherum card, choose **Add a token**, and either scan the QR or type the `SPH-T-…` ID printed on it. Scanning is the normal path; the printed ID is there for a code that won't read, a cracked face, bad light.

One confirmation, and it is live. Linking is the consent — there is no separate activation step and nothing for you to approve afterwards. From that moment a scan shows what that person chose to share.

One person, several tokens. Somebody carrying two is an ordinary case, and both point at the same contacts. A token from another company is no obstacle either: what matters is that they hold it.

> **Note**
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> A token that somebody else has already claimed will not link, and the app says only that the token was not found — the same answer a typo gets. It never reveals that a token belongs to someone, or to whom.

What happens when a token is scanned

What a scan shows the person holding the token, and what it deliberately does not.

Describes the result of a scan from the side of whoever scans it — what is shown, and what is not.

What the responder sees

A page, straight away. The phone camera reads the QR and opens it. Nothing to install and no account to hold: emergency contacts behind a login would be no use to the person standing there, who has no reason to have one.

Who to call, in the order to call them. The name of the person the token belongs to, then their contacts grouped as **Call first**, **If no answer** and **About them**. It is meant to be read top-down until a number answers. Numbers are tap-to-call, email addresses open a message, addresses open in Maps.

When it was last updated. The stamp sits under the name, and it is the whole difference from a card printed on paper: what a responder reads is what the person last set, not what was true when the token was made.

A short-lived address. Once the page opens, the address in the browser changes to a temporary one. It works for 30 minutes — reloading it shows the card again, with current details — and then it says the link has expired and the token has to be scanned again. Whoever the address is forwarded to sees the card too, until it expires.

Only what has been filled in. Empty fields are not rendered at all — an unanswered row costs reading time — and what is there is what the person chose to put behind their token.

Sometimes, the token's ID first. Its owner can ask for the last 5 characters of the ID printed on the token before the card is shown. The page says so and shows where to look: `SPH-T-XXXXX-?????`. A mistake can be corrected and tried again, and the card is never locked.

That check is the owner's choice. It is off unless they turn it on, under **My tokens → Ask for the token's ID before showing your contacts**. It is worth turning on only if the ID on the token is easy to read: if it is worn or too small, a responder cannot reach the contacts.

One of three other outcomes, when there is no card to show. A token nobody has linked yet says it is not active, and offers a link for the person who ought to be linking it. A token linked by someone who has not filled anything in says there is no emergency information yet. A token that has been switched off says it is no longer active.

> **Note**
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> The view needs a connection. It is always loaded fresh and never served from a cached copy, so a scan out of signal shows nothing.

What they don't

Anything the person did not put there. This is not a medical record and not a file on anybody: it holds the contacts and details they entered, at their current values, with no history and no earlier versions behind them.

A way into anything else. The page has no navigation, no search, nobody else's details, and no route into the Portal or into that person's account. It is one page about one person and it leads nowhere.

A page that can be found. It is not indexed, never linked from anywhere, and carries instructions to search engines to leave it alone. The only way in is physically holding the token.

The printed ID is not the way in. The ID on the face of a token is for its owner to link it by, and it will not open this page — the QR carries a different key. The page never shows that ID either. If the owner asks for it, its last 5 characters only confirm a scan; on their own they open nothing.

An address anyone could arrive at by trying. What the QR carries is long and random, and it is not built from the printed ID or from anything else about the person — there is no pattern to work out and no neighbouring token to step to. A wrong address returns the same page an unlinked token returns, word for word, so an attempt is not even told it was wrong.

Who scanned it. Nobody is asked who they are, and nothing about them is kept: not a name, not a device, not where they were. The scan itself is recorded on our side as an event — that this token was scanned, and what it resolved to — which is what lets a token's use be accounted for without anyone being identified by it.

> **Note**
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> A scan does not depend on any company's access. Revoking a company's card leaves the token working; it stops only when its owner unlinks it or the token is switched off — see Ending and replacing tokens.

Ending and replacing tokens

Releasing a token, switching off one that has gone missing, and issuing a replacement.

Covers how a live token is ended: released by the person carrying it, or switched off when it is gone. The two are not interchangeable, and which one is right depends on who is holding it.

Unlinking

Releasing a token is the owner's act and nobody else's. They open **My tokens** in their own Spherum card, pick the token and release it — the same place and the same single confirmation that linked it. There is no control in the Portal that releases somebody's token, at any level, and archiving a person does not touch what they carry.

The token goes blank, not dead. From the next scan it shows what it showed before anybody linked it: not active, with an invitation for whoever ought to be linking it. Nothing of the previous holder stays behind it, and their card and any other token they carry are untouched.

Which is what makes a handover clean. A released token is an unlinked token, so the next person links it exactly as the first one did, and the moment they do it points at their contacts and nobody else's.

> ⚠ **Caution**
>
> A token that has gone missing is not unlinked. Blank is precisely the state in which whoever is holding it can link it to themselves, so releasing a lost token hands it to the finder. Switch it off instead.

Deactivating

Switching off is for a token nobody has in hand. Lost, stolen, or gone with somebody who has stopped answering. Anything that is not a handover to a named person is ended this way, not by releasing it.

The address behind the QR stops returning anything. A scan says the token is no longer active, and that is all it says. It cannot be linked either, so whoever picked it up gets neither the contacts nor a way to make it theirs.

The owner switches it off, from the same My tokens. There is no such control in the Portal for anybody — if the owner cannot do it themselves, tell us and we will switch the token off at your request.

Only support can turn it back on. Not the owner, not the company. It is not a pause: if the token turns up later, getting it working again is a conversation with us.

> **Note**
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> The key the QR carries is printed on the object and is never reissued. A switched off token therefore cannot be given a new key and handed to somebody else — it stays off rather than going blank.

Issuing a replacement

A replacement is an ordinary handout from your stock. Give the person a new token and they link it, exactly as covered in Handing tokens out.

There is nothing to migrate. Contacts live with the person, not inside the token, so a new one shows the same contacts from the moment it is linked. No link between the old token and the new one is kept, and none is needed.

Switch the missing one off first, then hand out the new one. The other order works too — somebody can carry several tokens at once and they all show the same thing — but switching off a lost token is not worth postponing until a replacement is to hand.

Nothing to reconcile on the company side. The Portal still shows one thing: this person has a linked token. Which one it is, and how many they have been through, is a question nobody needs to ask.