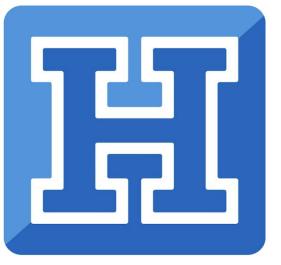


# HomeTown Ticketing Scanning Guide 2024-2025

## **HomeTown Gate App**





- Available on the App Store
- Android or Tablet Scan Here

Scan digital or printed tickets from your mobile device.



- Scanning App
- iOS or Android
- Phones/Tablets
- Gate Staff



# How To: Scanning Video

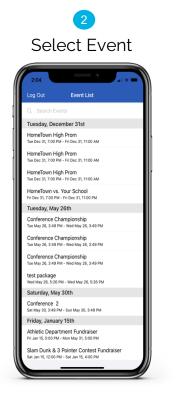
https://www.hometownticketing.com/res ources/#videos-id



HomeTownTicketing.com | 866.HTT.4TIX

### Scan Your Fans with the HomeTown Gate App - iOS View







### Search Name

2:05	ı∥ হ 🗖
Q Filter List	Done
John Bergeron Jr	CHECKED IN
Ticket: 481982764678	
Bryan Garaventa	CHECKED IN
Ticket: 860760377590	
Kaitlin McCann Ticket: 323387002687	CHECK-IN
Kaitlin McCann	
Ticket: 577144764528	CHECK-IN
Box Office Order	
Ticket: 111892709426	CHECK-IN
Box Office Order	
Ticket: 112265920371	CHECKED IN
Box Office Order	
Ticket: 112718644563	CHECK-IN
Box Office Order	
Ticket: 117208901343	CHECK-IN
Box Office Order	
Ticket: 119830782450	CHECK-IN
Box Office Order	
Ticket: 121681937502	CHECKED IN
Box Office Order	CHECK-IN
Ticket: 125552782533	CHECK-IN
Box Office Order	CHECK-IN
Ticket: 126494492708	CHECK-IN
Box Office Order	CHECK-IN
	OT LOK-IN

### Adjust Settings

SCANNED 18 Herri Quick Scan Pause/Resume Scanning Scan Out Marxail Entry Admin Seil	18 Hom Quick Scan Pause/Resume Scanning Scan Out Manual Entry Admin	< Event Menu	Sca	in Ticket/Pass C	Q (C
Pause/Resume Scanning Scan Out Manual Entry Admin	Pause/Resume Scanning Scan Out Manual Entry Admin			Flash Light	C
Scan Out Manual Entry Admin	Scan Out Manual Entry Admin		Home	Quick Scan	C
Manual Entry Admin	Manual Entry Admin			Pause/Resume Scanr	ning (
Admin	Admin			Scan Out	C
				Manual Entr	y
Set	Set			Admin	
				Sell	



### Scan Your Fans with the HomeTown Gate App - Android View



2		
Select Event		
9:34 ⊒ <b>4</b> Event List	64974 <b>(</b> )	
Q Search		
Tuesday, December 31s	st	
HomeTown High Prom Tue Dec 31, 7:00 PM EST - AM EST	Fri Dec 31, 11:00	
HomeTown High Prom Tue Dec 31, 7:00 PM EST - AM EST	Fri Dec 31, 11:00	
HomeTown High Prom Tue Dec 31, 7:00 PM EST - AM EST	Fri Dec 31, 11:00	
Tuesday, May 26th		
Conference Champions Tue May 26, 3:49 PM EDT - PM EDT		
Conference Champions Tue May 26, 3:49 PM EDT - PM EDT		
Conference Champions Tue May 26, 3:49 PM EDT - PM EDT		
Saturday, May 30th		
Conference 2		

	3		
Sca	n Ti	cke	et
9:39 <b>₽ 4</b> ← Scan Ticl	kot /Doce	<b>0 4</b> 1 ∰.	• <b>0</b> 0 •
SCANNED 0	E		
HomeTown	100000 000 000 000	iool vs	. Away
	ream		
			-
glare. He	avoid shad old the dev s from the	ice abou	ıt
		-	

#### Search Name 64946 D ← Scan Ticket/Pass • Q Filter List SCANN 0 First Last Ticket: HomeT 115376166361 First Last Ticket: 126765347203 First Last Ticket: 149213055380 First Last Ticket: 195282552573 First Last Ticket: 213556218811 First Last Ticket: 248264373976 First Last Ticket: 262713961175 6 inches from the barcode

### Adjust Settings

12:28 🖬 🐇	6 K T 4 B	Ø
← Scan	Ticket/Pass Q	•
SCANNED	Flashlight	
0	Quick Scan mode	
HomeTo	Scan-Out	
	Pause/Resume Scannin	ng 🗆
	Manual Entry	
	Admin	
	Sell	
	Theme	
glare	to avoid shadows and . Hold the device about hes from the barcode.	



### Scan Your Fans with the HomeTown Gate App









# **Best Practices**

- Gate App Login Information:
  - Client ID: njsiaa
  - Username: njsiaascan
  - Password: njsiaascan23
- Know the event you are scanning tickets for
- App/Device is fully updated
- Test Connections
- Fully charge devices
- Consider power sources



# **Client Support**

We've expanded our Customer Support Team to better assist with any questions or needs you may have. We're here to ensure you have the support you need during this peak season.

NOT for fans:

- <u>614.896.3004</u>
- M-F: 5p-9p EST, Sa: 8a-4p EST
- <u>customer@hometownticketing.com</u>



# Fan Support

Any and all fan inquiries can be directed to our Fan Support Team.

- <u>614.896.3003</u>
- M-F: 3p-10p EST, Sa: 8a-4p EST
- <u>support@hometownticketing.com</u>
- www.hometownticketing.com/support
- Chatbot





Internal Use ONLY - DO NOT GIVE TO FANS

# **Chris Smith**

# 440-773-9539

### chris.smith@hometownticketing.com