

HOMETOWN GATE APP USER GUIDE:

v. August 2024





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DOWNLOADING THE HOMETOWN GATE APP

The HomeTown Gate App is available in the App Store for iOS devices and the Google Play Store for Android devices.

- Download from the Apple Store
- Download from the Google Play Store.

Ensure that the device being used to run the Gate App has at least these versions of iOS and Android installed:

- iOS version 12.2 or higher
- Android version 5.1 or higher to scan tickets only / version 8.0 to sell tickets

Note: Up to date app requirements will always be listed in the App Store and Google Play Store. Functionality will improve with the use of current operating system versions.





ACCOUNT INFO & SECURITY LEVELS

Selling Tickets

User accounts require a **Box Office** permission level or higher in order to sell tickets on the app. Please contact your Client Success Manager if you have any questions regarding user accounts accessing the system.

Scanning Tickets

To scan tickets using the HomeTown Gate App, a user must have a username and password provided to them by the event organizer. The most typical permission for this user is **App Only**.

Pro Tip: We recommend creating a separate Box Office user account for each Point of Sale setup you plan to use.

Click <u>here</u> to download the Security Levels list



GATE APP LOGIN

- 1) *Client ID*: The HomeTown distinguisher for your organization
 - To find your client ID, log in to your Box Office, then locate the URL.
 - The first part of the URL is your client ID.
 - (e.g. https://stars.hometownticketing.com/admin)
- 2) Username: Username created within the Box Office
- 3) **Password:** Password created within the Box Office





Once successfully logged into the app, the user will be prompted to choose the event they are working within the Event List.

- 1) Select the *Event* you are working.
- 2) Once the Event Menu appears, select *Scan Tickets* in order to open up the scan view of the app.
- 3) Place ticket QR code within sight of the device's camera lens to scan ticket.

Pro Tip: Don't see your event listed? The Gate App only displays events that are taking place within the next 12 hours for **App Only** permission level users.

| 1 SELECT EVENT | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| Log Out Event List | | | | | | | | |
| Q Search Events | | | | | | | | |
| Friday, April 19th | | | | | | | | |
| Sample Event 1 HomeTown Super Complex Ticketed Event | | | | | | | | |
| Friday, April 26th | | | | | | | | |
| Sample Event 2 HomeTown Super Complex Ticketed Event | | | | | | | | |
| Friday, May 3rd | | | | | | | | |
| Sample Event 3 HomeTown Super Complex Ticketed Event | | | | | | | | |
| Friday, May 10th | | | | | | | | |
| Sample Event 4 HomeTown Super Complex Ticketed Event | | | | | | | | |
| Friday, May 17th | | | | | | | | |
| Sample Event 5 | | | | | | | | |

SCANNING TICKETS SCAN TICKET HOVER OVER QR CODE Event List Event Menu Scan Ticket/Pass STARTS Η ENDS H HomeTown vs Opponent Sample Event 1 Where will you be working for this event? Sell Tickets Add to Apple Wallet Sell Products



SCANNING TICKETS

The Hometown Gate App can scan ticket QR codes provided as printed full-page tickets or from a mobile device.

Normal Scan (default): Place scanner over the QR code to scan tickets. A confirmation screen will appear. Tap *Confirm* to move to next barcode.

Quick Scan: Place scanner over the QR code to scan tickets. No confirmation screen will appear, allowing for quicker scans. This option can be enabled by tapping the *Gear Icon*, and then turning on *Quick Scan*.

Pro Tip: Before scanning, ensure the device is fully charged and that it allows for the use of the camera for the app.





| 3:59 | • — • | |
|--|----------|--|
| ne | Settings | |
| shlight ck Scan use/Resume un Out | Scan | |
| | | |
| | | |
| o Settings meTown Sur | | |
| | | |
| | | |
| | | |



GUEST LIST SEARCH & CHECK IN

If tickets are forgotten or unable to scan, a user can manually search the *Guest List* by name, phone, email or ticket number directly from the app.

The Guest List will be easily accessible through a toggle on the main Scan Tickets screen.

When a ticket is checked in, the button will go away and turn the line item gray, helping gate attendants quickly identify tickets already checked in.



| 9:55 App Store | |
|---|-------------------------|
| Kent Menu Records and Recor | deem 😥 |
| Scan | Find Ticket |
| | email, phone, ticket #, |
| | |
| HomeTown Fan Ticket: 444517793175 Section: General Admission | Check-In |
| HomeTown Fan Ticket: 466083487929 Section: General Admission | Checked In |
| HomeTown Fan Ticket: 495308203711 Section: General Admission | Check-In |
| HomeTown Fan Ticket: 613100418460 Section: General Admission | Check-In |
| HomeTown Fan Ticket: 772813832641 Section: General Admission | Check-In |
| Christian Mader Ticket: 420063492581 Section: General Admission | Check-In |
| Christian Mader Ticket: 421766161380 Section: General Admission | Check-In |
| Christian Mader Ticket: 897072389812 Section: General Admission | Check-In |
| D-11 D1-11 | |





MANUAL ENTRY

User can manually input the barcode from the ticket if the ticket refuses to scan.

This option can be accessed by tapping the gear icon and then *Manual Entry*.





ADDITIONAL SCANNING FEATURES

Flashlight: Used for low-light events

Quick Scan Mode: When enabled, no confirmation screen will appear, allowing for quicker scans

Scan Out: Ability to scan guests out if the event requires attendance control or to know when guests leave an event (i.e. Prom)

Pause/Resume Scanning: Ability to pause the scan screen in order to save battery life

Manual Entry: Ability to key barcode in for entry

Sell Ticket: Ability to stop scanning and enter selling mode (same event)

Admin: Ability to access the Box Office directly from the device being used

HomeTown Support: Device/Version/Support Contact Info

Pro Tip: Using Dark Mode can help save your device's battery life. Turn it on in the device's settings.





SCAN RESULTS

Valid: This ticket is valid

Duplicate: This ticket has already been scanned at this event

Repeated Scan (Quick Scan Mode): This ticket has already been scanned at this event

Wrong Event: This ticket is not valid. It could be to another event or a fake ticket





SELLING TICKETS

Once successfully logged into the app, the user will be prompted to choose the event they are working.

- Select the *Event* you are selling tickets for
- Select *Sell Tickets* from within the Event Menu of the app
- Cash or credit card (requires credit card device set up) can be accepted

Pro Tip: For your convenience, we highly recommend using a tablet for any point of sale transactions.





SELLING TICKETS

General Admission Sales

| K Event | Menu | Sell Tickets | R | 2 | ¢ | | |
|---------|------|----------------------------------|----------------------|---|-------|----|--|
| Qty | | Ticket Name | Order Total | | > | < | |
| — o | + | Adult General Admission : \$0.00 | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | Subtotal (0 tickets) | | \$0.0 | 00 | |
| | | | Taxes | | \$0.0 | 00 | |
| | | | Order Total | T | \$0.0 | 00 | |
| | | | | | 1 arg | | |

Reserved Seating Sales



Events can be sold as General Admission or Reserved Seating through point of sale (POS).



SELLING TICKETS

Cash Sales

- Once you add tickets to the cart, select Cash
- Choose the amount of cash you are receiving from the fan
- Select Process Order Cash
- Choose your ticket delivery method



Credit Card Sales

- Once you add tickets to the cart, select Card
- Swipe, Insert or Tap the card
- Once the **Order Complete** prompt appears, choose your ticket delivery method





ADDITIONAL SELLING FEATURES

The following features can be accessed from the gear icon located on the top right of the screen:

- Auto Check-in: Automatically checks the purchaser's tickets in to the event upon purchase.
- Print Logo: Ability to print event logo on ticket when printed
- *Print Order Receipts*: Option to include printed receipt on tickets when using the Star Printer.
- Order History: Takes user to view of Order History
- *Scan Tickets*: Option to switch from selling to scanning in same screen within POS
- Admin: Ability to access the Box Office directly from the device being used HomeTown Support: Device/Version/Support Contact Info

| Done | | Settings | |
|------------------|----------|----------|--|
| Auto Check | in | | |
| Print Logo | | | |
| Print Order | Receipts | | |
| • Order Histo | | | |
| Scan Ticket | | | |
| | | | |
| | | | |
| | | | |
| | | | |



SUPPORT MENU

Under *Settings* or *Event Men*u, users can now contact HomeTown Support via email or phone.

This feature will display:

- Support Contact Info
- User's Device, OS Version, and Gate App version

Used on a phone, selecting the HTT number will prompt user's phone to input *#* for call (if needed).

| 11:50 00 0 0 56 D | 12:54 | • .1 5G 🗩 |
|---|----------------|------------------|
| C Event List Event Menu STARTS ENDS Fri, May. 10, Fri, May. 10, | Settings | IomeTown Support |
| Sample Basketball Event 3 | APP DETAILS | |
| Where will you be working for this event? | HomeTown Ga | te version 4.1.2 |
| 6J | Client ID | |
| .0%. | Username | |
| Scan Tickets | SYSTEM DETAILS | |
| Scan fickets | iOS Version | |
| | Device Model | |
| | CONTACT | |
| Sell Tickets | Phone | (614) 896-3004 |
| | Email | |
| Sell Products | | |
| | | |



EVENT MANAGEMENT

Select *Event Management* from the Event Menu to view in-app reporting.

This feature gives users the ability to generate two main reports from the point of sale as well as a helpful communication tool.

- User Report
- Event Summary
- Notify Guests





USER REPORT

Report intended to help event managers reconcile their point of sale (POS) users at the end of the night by viewing total sales by payment method (cash vs. credit card), by event.

- Report will be for the user that is logged in
- Users will be able to choose the times in which they were working, and the report will reflect sales for that time period.
- If a user sells multiple events, they will be required to go into the report for each event to total up their total sales for their shift.
- This report is able to be downloaded and shared directly from the mobile device.

| < | User Report | (也) |
|------------------------------------|---------------------------|---|
| STARTS Fri., May. 10, 8:00 a.m. | Sample Basketball Event 3 | ENDS Fri., May. 10, 5:00 p.m. |
| START DATE | | |
| 05/07/2024 | 12:00 AM | Q |
| END DATE | | |
| 05/07/2024 | 11:59 PM | 0 |
| USERNAME | | |
| watroba.test | | |



EVENT SUMMARY REPORT

Report intended for Department Managers or higher to quickly view highlighted stats of an event.

- Statistics included in report:
- Ticket Revenue
- Tickets Issued
- Scanned In
- Attendance
- Event Capacity

| 🕻 Management | | | |
|---|---------------------------|---|--|
| STARTS Fri., May. 10, 8:00 a.m. | Sample Basketball Event 3 | ENDS Fri., May. 10, 5:00 p.m. | |
| EVENT SUMMARY | | | |
| Ticket Revenue | | \$0.00 | |
| Tickets Issued | | | |
| Scanned In | | | |
| Attendance | | | |
| Event Capacity | | | |



NOTIFY GUESTS

Event Notifications can be used to send three types of notifications: Text, Email and Push Notifications to Fan App users.

All three notification types are required to be sent at the same time.

Enter the text you would like to send to guests in the fields provided and tap Send.

Pro Tip: Event Notifications are for information purposes only. Commercial advertisement or promotion of a commercial product or service is not permitted.

| Notify Guests X | Email Subject * | Push Notification Title * |
|--------------------------------------|-----------------------------------|---|
| Notifications: 0/3 Text Message * | Message * ¶ B U / ≔ ∞ ≡ | Notification * Clicking send will deliver a text message, email, and/or push notification to your event's guest list based on their preferences. Event notifications are for information purposes only. Commercial advertisement or |
| 0/160 | | promotion of a commercial product or service is not permitted. Cancel Send |



NOTIFY GUESTS

Use notifications to update event attendees with important information or changes to the event, including delays, gate reminders,

cancellations, etc.

- Notifications can be sent up to 3 times per event.
- In each notification, make sure to include specific event information:
 - Event Name
 - Date and time of the event
 - Message content
- We suggest including a signature in the email notification so that guests know who is sending the communication.
- Sent notifications can be viewed in the Notification History section of the Box Office.

| Sent Ne | otification | S all Event 3 | 3 - May 10, 20 | 24 8:00 AM E | ÐT | |
|--------------|---------------------------|-------------------------|---|---------------------------------|---|---|
| Jsername | Timestamp | Text Message | Push Notification Title | Push Notification Message | Email Subject | Email Body |
| watroba.test | May/07/2024 12:22:05PM | | Today's Event Time Change - Inclement Weather | | Today's Event Time Change - Inclement Weather | Hey HomeTown Fans! Today's event will be delayed by 30 minutes due to inclement weather. Check our socials for additional updates, thank you. |



Log in to the HomeTown Gate App with the appropriate user account info and select the event with the associated catalog.

Once the event is selected, the user will have the option to Sell Products



Once the *Sell Products* option is selected, the Catalog of products will appear on the next screen.

This process mirrors the process of selling *Event Tickets*

You can use the - or + buttons to select the amount of products to be included in a transaction



Select the **Qty** of Products and go through the normal Buy Flow Process

| 🗸 Back | Sell Products | 2 | N 😳 |
|--------------|--|--|----------------------------|
| Football C | oncessions | Order Total | X |
| Qty | Product Name | 1 xSoda1 xTacos | \$0.75 \$1.00 |
| - 1+ | Soda : \$0.75 Coke, Sprite, Cherry Coke | | |
| - 1+ | Tacos: \$1 Beef, Chicken, Steak, Veggie | | |
| - 0 + | Hot Dog: \$2 | Subtotal (2 products) Fees Taxes | \$1.75 \$0.00 \$0.00 |
| | Bag of Chips : \$0.5 | Order Total | \$1.75 |
| - 0 + | Plain, BBQ, Sour Cream & Onion | Cash | Card |





Upon completion of the products order, the user is able to email a receipt to the purchaser.

| Pack | | Call Draduata | 12 | <u>ج</u> | | | HOMETOWN | |
|------|-----------|------------------------|-----|----------|---|---|--------------------------------------|--|
| Dack | | Sell Floducts | -24 | W | _ | Now you can easily buy and | -an App! store your digital ticke | ets to events on your mobile |
| | | | | | | device with the Home lown F | an App, available for | both IOS and Android devices. |
| | | Order #11/62 Completel | | | | Google Play | App Store | |
| | \oslash | Order #11463 Complete: | | | | Below is your order rece | ipt. | |
| | | | | | | Order Summary Order #: 11463 | | Purchaser: Box Office Order 04/15/2024 2:36:25 PM EDT |
| | | | | | | Quantity | Туре | Price |
| | | For all Description | | | | 1 | Soda | \$0.75 |
| | _ | Email Receipt | | | | 1 | Tacos | \$1.00 |
| | | Done | | | | Payment Method: Cash Transaction ID: | | Total: \$1.75 |
| | | | | | | If you have questions about t manager: | this order or event, ple | ease contact the event |
| | | U I | | | | Athletics support.hometownticketing.c | om | |



Very similar to finding your Ticket Sales Point of Sale report users can view Product Sales within *Event Management* \rightarrow *User Report*.

| K Management | User Report | |
|---|---------------------------|---|
| STARTS Fri., May. 10, 8:00 a.m. | Sample Basketball Event 3 | ENDS Fri., May. 10, 5:00 p.m. |
| | | |
| PRODUCT SALES | | |
| Cash Sales | | \$ 6.50 |
| Credit Sales | | \$ 0.00 |
| Total Product Sales | | \$ 6.50 |
| TOTAL SALES | | |
| Cash Sales | | \$ 6.50 |