



HomeTown Ticketing Scanning Guide

2025-2026

HomeTown Gate App



Scan digital or printed tickets from your mobile device.

iPhone
or iPad
Scan Here



Android
or Tablet
Scan Here



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

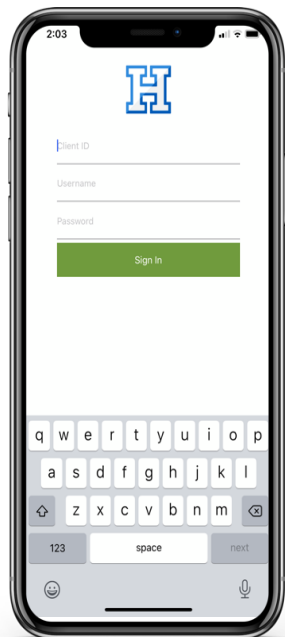
How To: Scanning Video

<https://www.hometownticketing.com/resources/#videos-id>

Scan Your Fans with the HomeTown Gate App - iOS View

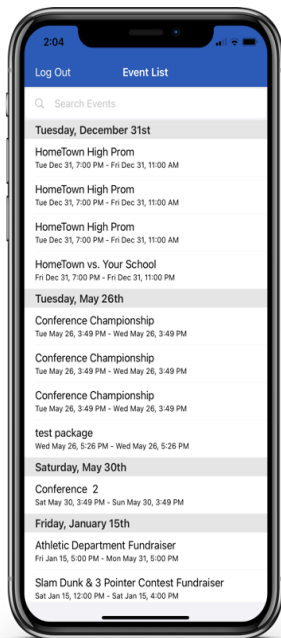
1

Login



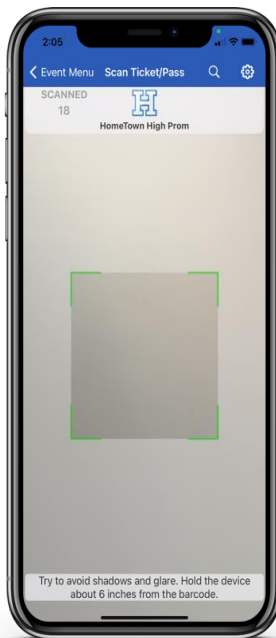
2

Select Event



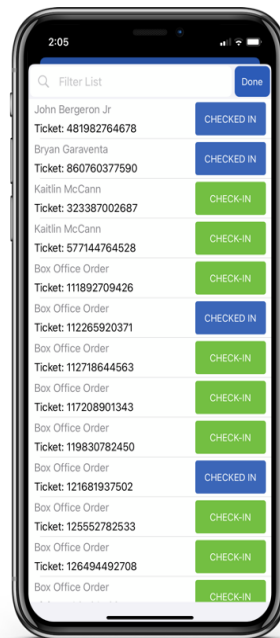
3

Scan Ticket



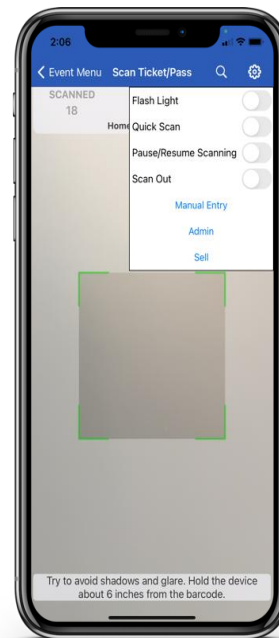
4

Search Name



5

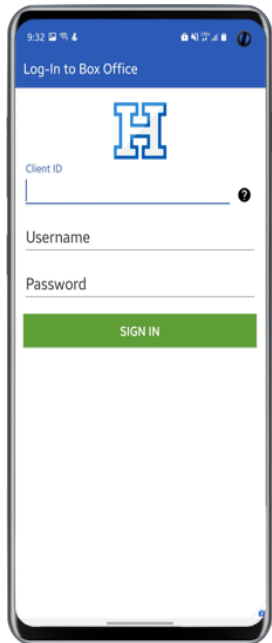
Adjust Settings



Scan Your Fans with the HomeTown Gate App - Android View

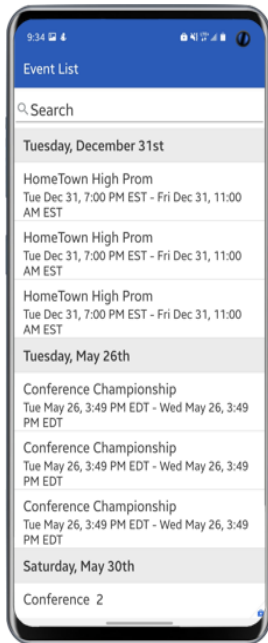
1

Login



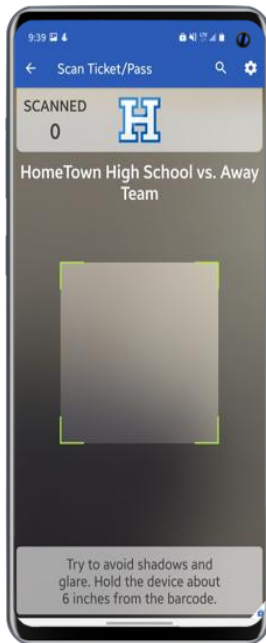
2

Select Event



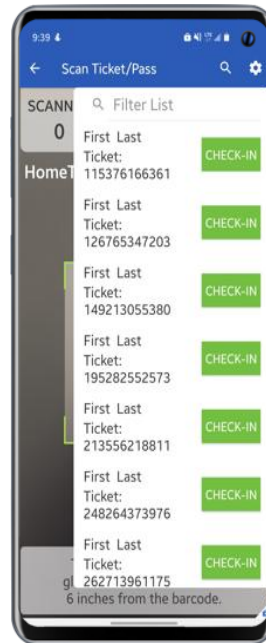
3

Scan Ticket



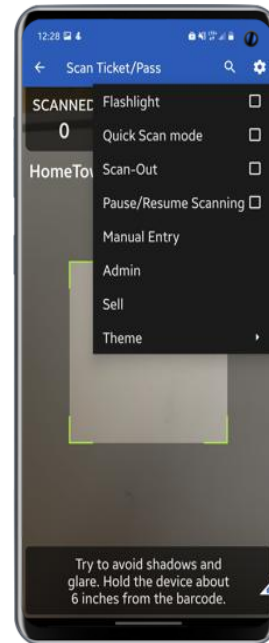
4

Search Name



5

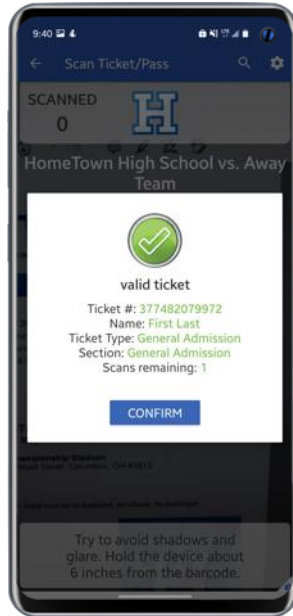
Adjust Settings



Scan Your Fans with the HomeTown Gate App

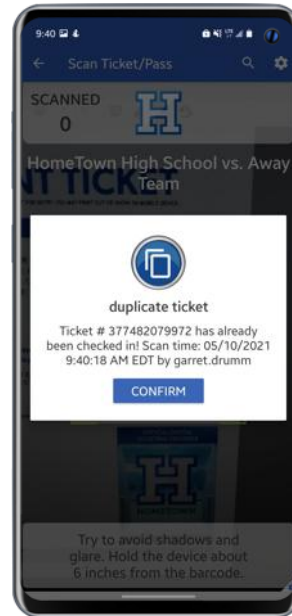
1

Valid



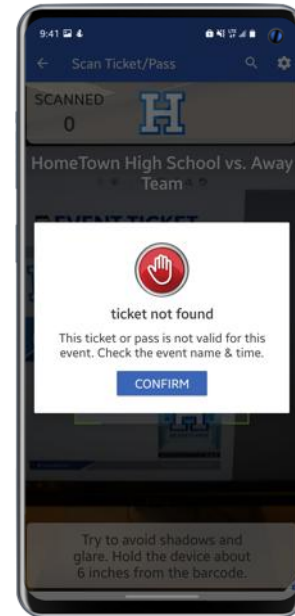
2

Duplicate



3

Not Found



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.

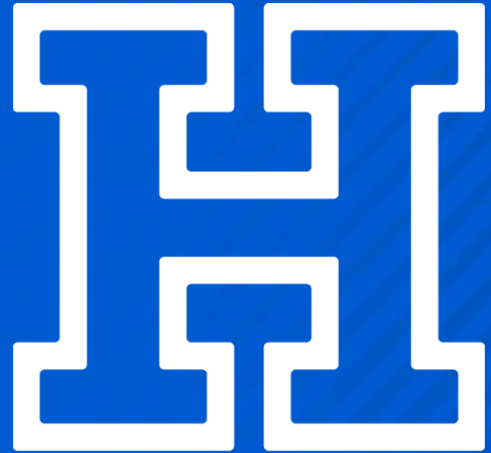
NOT for fans:

- [614.896.3004](tel:614.896.3004)
- M-W: 9p-9p EST, Th-F: 9p-11p EST, Sa: 8a-4p EST
- customer@hometown.com
- Quick access to our 24/7 Help Center:
<https://htcustomerhelp.scrollhelp.site/>

Fan Support

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

- [614.896.3003](tel:614.896.3003)
- M-W: 9p-9p EST, Th-F: 9p-11p EST, Sa: 8a-4p EST
- fansupport@hometownticketing.com
- Chatbot: events.hometownticketing.com



HOMETOWN

Internal Use ONLY - DO NOT GIVE TO FANS

Chris Smith

440-773-9539

chris.smith@hometownticketing.com