

## Frequently Asked Questions

### Why are you moving to digital ticketing?

Using digital ticketing through HomeTown will streamline our ticketing process and improve our ability to manage ticket revenue, keep track of capacity limits, and free up staff time for other critical school functions.

### What is the benefit of digital ticketing to fans?

The transition to digital ticketing creates a more convenient experience for our fans and guests by allowing them to purchase tickets ahead of events through our website or the HomeTown Fan App. Digital ticketing allows tickets to school events to be purchased from anywhere at any time. You no longer need cash for the gate, and you can manage all your school events tickets in one convenient app.

### What is the Fan App?

The HomeTown Fan App is the most convenient way to buy tickets and access school events. The fan app allows you to:

- Search for events by school name or school zip code.
- Purchase and access event tickets and season passes from your mobile device.
- All tickets and passes can be scanned directly from the app to enter events.
- Save your favorite schools and organizations to keep updated on the latest events.

### Where can I find the HomeTown Fan App?

The Fan App is available to download on both [Android](#) and [iOS](#) devices. Once downloaded, follow instructions to set up your account.

- You can also find links to download the app and more information on the HomeTown Ticketing website at [hometownticketing.com/resources/hometown-fan-app](https://hometownticketing.com/resources/hometown-fan-app).

### What if I don't have the ability to purchase tickets digitally?

Fans that don't have the ability to purchase digital tickets can contact the school for alternative purchase arrangements.