



Gameday Procedures

We recommend reviewing and completing these tasks the day before an event and again the morning of the event. If you have any questions or need support, please contact your Client Success Manager or our Support Team.

The HomeTown Support Team is available Monday–Saturday, 8 a.m.–1 a.m. ET to assist with your event questions. In emergency situations, please contact 1 (866) 488-4849.

Topic	Tips	Check
HomeTown Gate App	<ul style="list-style-type: none"> • Check for updates in the app store • Know your Apple ID in case you need to update • Enable locations services on your device • Call your school's IT department for any internal technical issues 	
Client ID	<ul style="list-style-type: none"> • Know your HomeTown client ID 	
Scanner	<ul style="list-style-type: none"> • Know your HomeTown log in information including username, password, and client ID (Consider having this information on back of devices) • Fully charge all equipment (Consider a backup power source or portable charger for every device in use) 	
iPad/Tablets <i>(if applicable)</i>	<ul style="list-style-type: none"> • Set your auto-lock feature to "Never" • Fully charge iPads/Tablets • Test all connections prior to using • Enable location services 	
Staffing	<ul style="list-style-type: none"> • Designate people to scan at the entrance • We strongly recommend 1 person to every 400 expected guests • Designate point of sale worker(s) • Know your venue: Schedule more staff at high volume gates/times • Train gate and point of sale workers before the event • Have practice tickets and examples of all admission credentials along with appropriate gates • Explain seating arrangements, parking, media rooms, and other important details to staff to ensure accurate information at every level 	
Signage	<ul style="list-style-type: none"> • Do you have QR posters up for guest to easily visit your website to buy tickets? • Do you have QR posters up for guests download the HomeTown Fan App to buy tickets? • Is there clear signage on where to enter the event and procedures for scanning tickets? 	
Game Operations	<ul style="list-style-type: none"> • Prepare Gates with appropriate signage. Place QR Posters away from gates to avoid clustering • Have separate lines for pre-purchased tickets and point of sale purchases 	