

Event Preparation Checklist

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/ Point of Sale (POS)	<ul style="list-style-type: none"> • Know your HomeTown log in information including username, password, and client ID • Test all equipment connections and process a test ticket sale to make certain that equipment is working properly • Fully charge all equipment • If you have multiple point of sale terminals, label the equipment to match the specific tablets to ensure quick connections. 	
iPad/Tablets (if applicable)	<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 	
Event Check	<ul style="list-style-type: none"> • Verify event information to ensure date, time, ticket levels, sport team/department is correct • If you are using point of sale, turn off guest details in the event 	
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) 	
Signage	<ul style="list-style-type: none"> • Do you have QR posters up for guest to easily visit your website or download the HomeTown Fan App to buy tickets? • Is there clear signage on where to enter the event and procedures for scanning tickets? 	