

EVENT PREPARATION CHECKLIST

TOPICS	DIGITAL TICKETING EXPERT TIP	DONE
<u>HOMETOWN GATE APP</u>	Check for updates in the app store and know your Apple ID in case you need to update	<input type="checkbox"/>
	Know your app login information including username, password and client ID; Consider having this information on the back of each device	<input type="checkbox"/>
	Enable locations services on your device	<input type="checkbox"/>
	Call your school's IT dept. for any internal technical issues	<input type="checkbox"/>
EQUIPMENT	Set your autolock feature to "Never" on scanners and tablets	<input type="checkbox"/>
	Fully charge all equipment; Consider a backup power source or portable charger for every device in use	<input type="checkbox"/>
	Watch Point of Sale training videos and test all connections prior to using	<input type="checkbox"/>
	Enable location services	<input type="checkbox"/>
STAFFING	Train gate and point of sale workers before the event	<input type="checkbox"/>
	Designate people to scan and accept payment at the entrances; We strongly recommend 1 person to every 350 expected guests	<input type="checkbox"/>
SIGNAGE	Display QR posters at each venue for guests to easily visit your website to buy tickets	<input type="checkbox"/>
	Display QR posters up for guests to download the HomeTown Fan App to buy tickets and manage their passes easily	<input type="checkbox"/>
	Set up signage that clearly directs fans to know where enter the event and redeem and purchase tickets	<input type="checkbox"/>
GAME OPERATIONS	Have separate lines for pre purchased tickets and point of sale purchases	<input type="checkbox"/>
	Know your events: Schedule more staff at high volume gates and times	<input type="checkbox"/>
	Explain seating arrangements, parking, media rooms, and other important details to staff to ensure accurate information at every level	<input type="checkbox"/>