

OFFLINE SCANNING

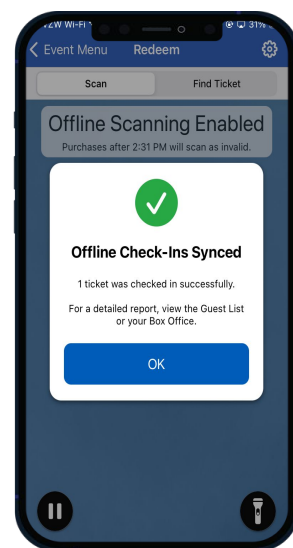
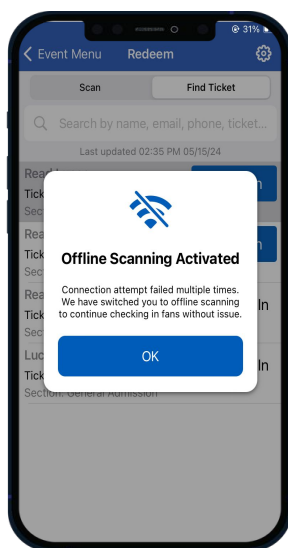
Offline Scanning is a helpful feature available in the HomeTown Gate App. This feature allows customers to scan fans into events without having a WiFi connection. Below is summary of some of main points to know about Offline Scanning:

Key Points:

- 1) Offline scanning is turned on/off in the Gate App
- 2) When offline scanning is turned on, an internet connection is not necessary to scan fans into the event
- 3) When the device is reconnected, the Gate App will “sync” the scans made while Offline Scanning was turned on to the Guest List, so you have a record of the scans completed
- 4) Offline scanning can be turned on/off any time

Items to keep in mind:

- 1) Any tickets purchased after offline scanning is turned on will NOT be scanned
- 2) If you need to use Offline scanning, encourage fans to purchase tickets before arriving at the venue
- 3) The Gate App will try to connect every so often to sync scans that have been made, but Event Staff should also sync scans again once scanning is complete



[Please also read our How-To Guide for Offline Scanning here.](#)