HOMETOWN GATE APP USER GUIDE: ANDROID

v. August 2024

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DOWNLOADING THE HOMETOWN GATE APP

The HomeTown Gate App is available in the Google Play Store for Android devices.

- Download from the Google Play Store.

Ensure that the device being used to run the HomeTown Gate App has at least Android version 7 or higher to sell tickets and Android version 5.1 or higher to scan tickets only.

Some Google accounts provided by schools/districts may have restrictions that will not allow you to find/download the HomeTown Gate App. Please try a different Google account or contact your IT team for assistance.

Note: Up to date app requirements will always be listed in the App Store and Google Play Store. Functionality will improve with the use of current operating system versions.

Android or Tablet *Scan Here:*

GET IT ON
Google Play

ACCOUNT INFO & SECURITY LEVELS

Selling Tickets

User accounts require a **Box Office** permission level or higher in order to sell tickets on the app. Please contact your Client Success Manager if you have any questions regarding user accounts accessing the system.

Scanning Tickets

To scan tickets using the HomeTown Gate App, a user must have a username and password provided to them by the event organizer. The most typical permission for this user is **App Only**.

Pro Tip: We recommend creating a separate Box Office user account

for each Point of Sale setup you plan to use.

Click here to download the Security Levels list

GATE APP LOGIN

1) *Client ID:* The HomeTown distinguisher for your organization
   - To find your client ID, log in to your Box Office, then locate the URL.
   - The first part of the URL is your client ID.
   - (e.g. https://stars.hometownticketing.com/admin)

2) *Username:* Username created within the Box Office

3) *Password:* Password created within the Box Office
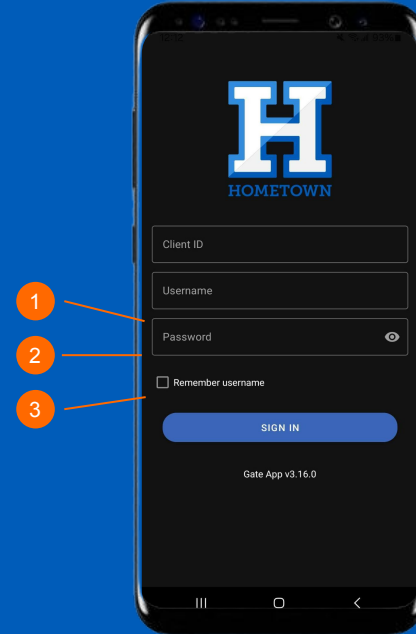
HOMETOWN

SCANNING TICKETS

Once successfully logged into the app, the user will be prompted to choose the event they are working within the Event List.

1) Select the *Event* you are working.

2) Once the Event Menu appears, select *Scan Tickets* in order to open up the scan view of the app.

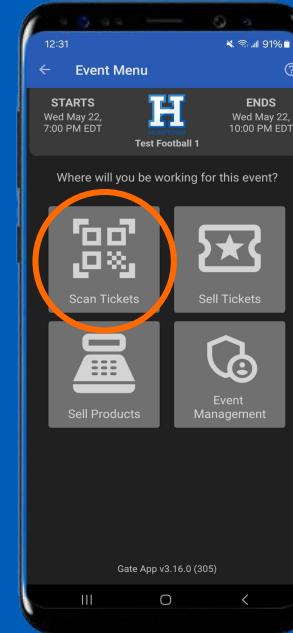3) Place ticket QR code within sight of the device's camera lens to scan ticket.

Pro Tip: Don't see your event listed? The Gate App only displays events that are taking place within the next 12 hours for *App Only* permission level users.

1 SELECT EVENT
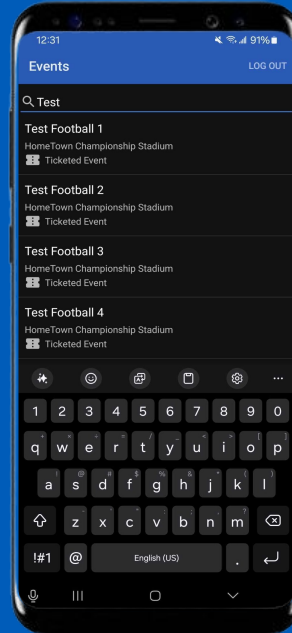
2 SCAN TICKET

3 HOVER OVER QR CODE

HOMETOWN

The Hometown Gate App can scan ticket QR codes provided as printed full-page tickets or from a mobile device.

Normal Scan (default): Place scanner over the QR code to scan tickets. A confirmation screen will appear. Tap **Confirm** to move to next barcode.

Quick Scan: Place scanner over the QR code to scan tickets. No confirmation screen will appear, allowing for quicker scans. This option can be enabled by tapping the **Gear Icon**, and then turning on **Quick Scan**.
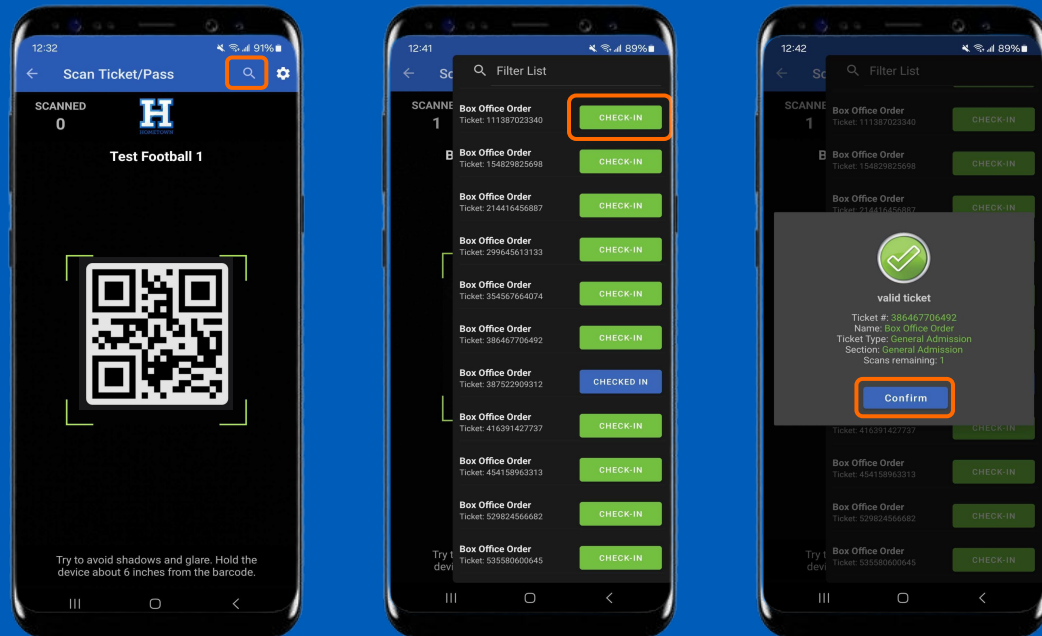
Pro Tip: Before scanning, ensure the device is fully charged and that it allows for the use of the camera for the app.
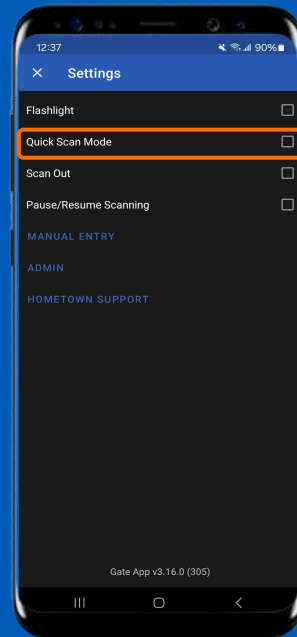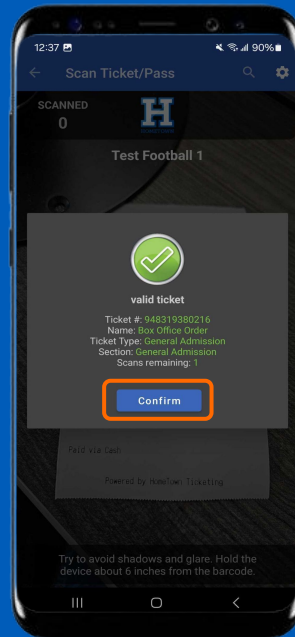
If tickets are forgotten or unable to scan, a user can manually search the *Guest List* by name, phone, email or ticket number directly from the app.

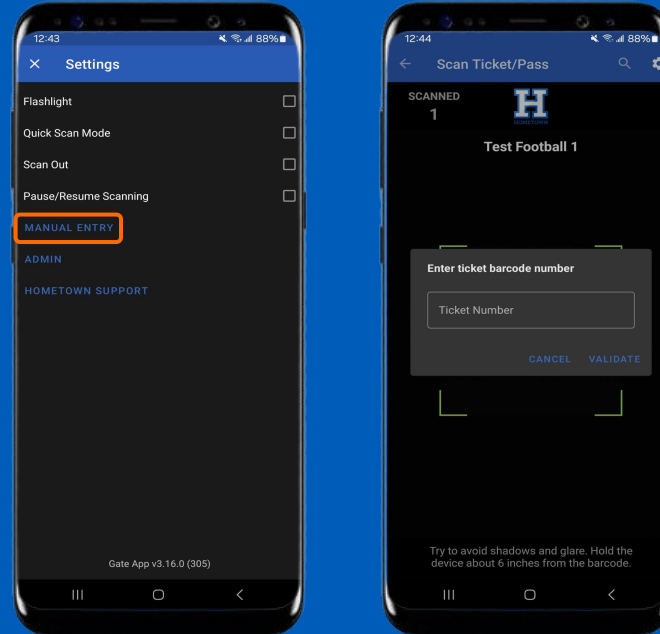This option can be used by tapping the magnifying glass icon.

User can manually input the barcode from the ticket if the ticket refuses to scan.

This option can be accessed by tapping the gear icon and then *Manual Entry*.

ADDITIONAL SCANNING FEATURES

Flashlight: Used for low-light events

Quick Scan Mode: When enabled, no confirmation screen will appear, allowing for quicker scans

Scan Out: Ability to scan guests out if the event requires attendance control or to know when guests leave an event (i.e. Prom)

Pause/Resume Scanning: Ability to pause the scan screen in order to save battery life

Manual Entry: Ability to key barcode in for entry

Sell Ticket: Ability to stop scanning and enter selling mode (same event)

Admin: Ability to access the Box Office directly from the device being used

HomeTown Support: Device/Version/Support Contact Info

Pro Tip: Using Dark Mode can help save your device's battery life. Turn it on in the device's settings.
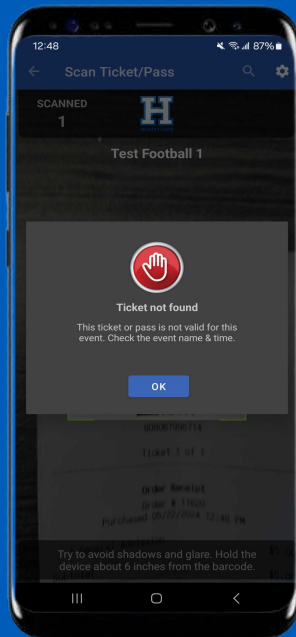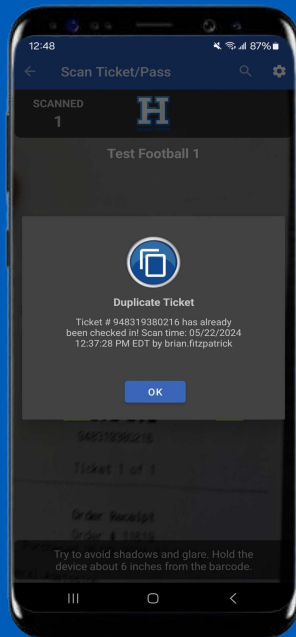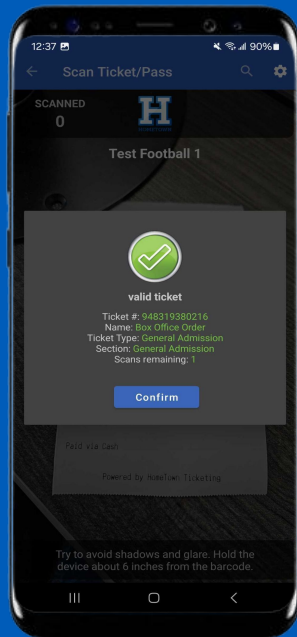
HOMETOWN
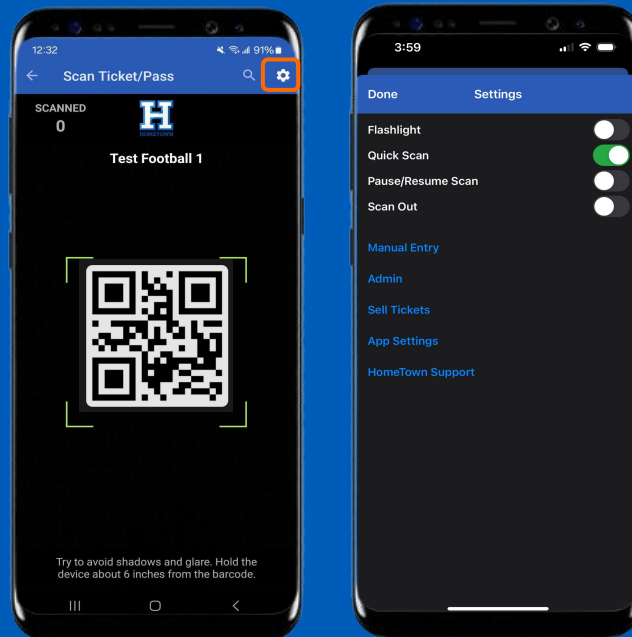
Valid: This ticket is valid

Duplicate: This ticket has already been scanned at this event

Wrong Event: This ticket is not valid. It could be to another event or a fake ticket


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SELLING TICKETS

Once successfully logged into the app, the user will be prompted to choose the event they are working.
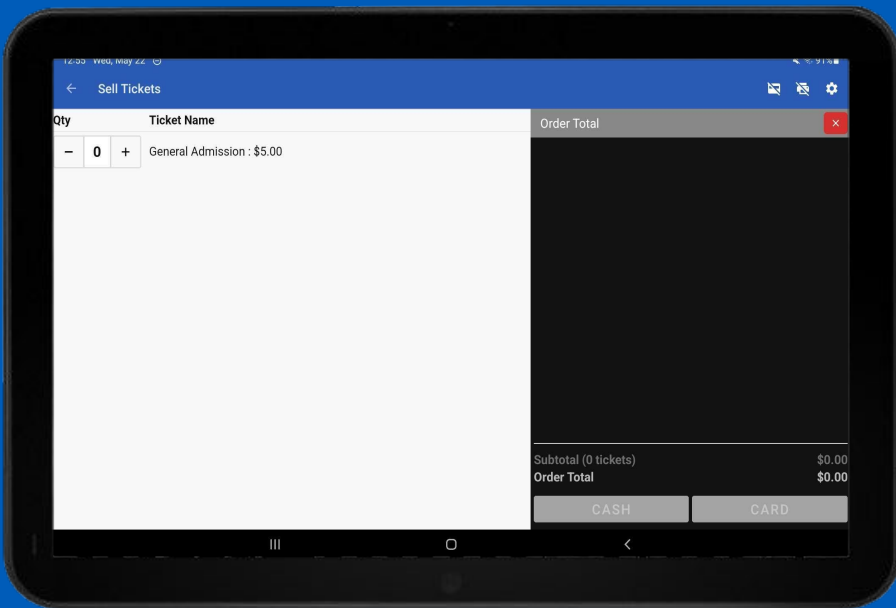
- Select the *Event* you are selling tickets for

- Select *Sell Tickets* from within the Event Menu of the app

- Cash or credit card (requires credit card device set up) can be accepted

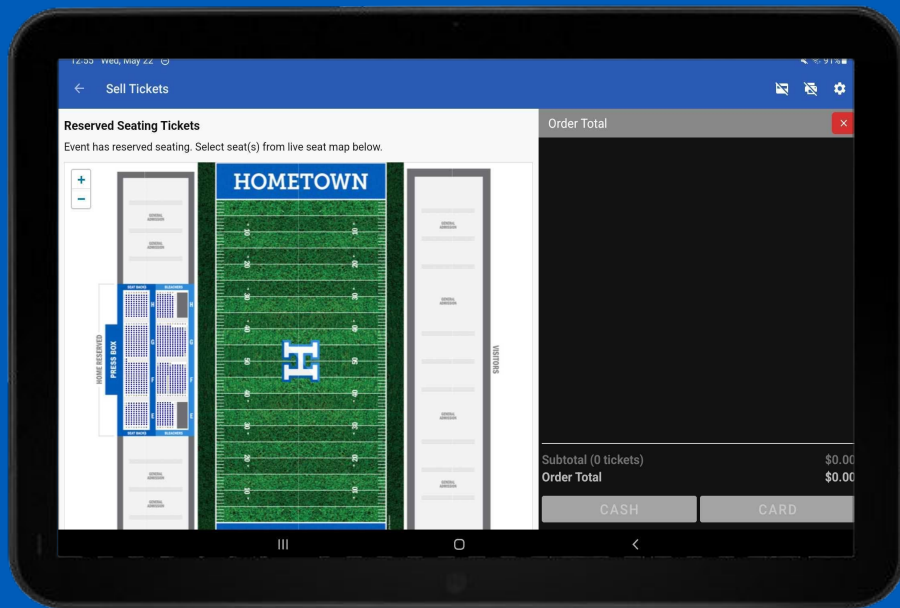*Pro Tip:* For your convenience, we highly recommend using a tablet for any point of sale transactions.

HOMETOWN
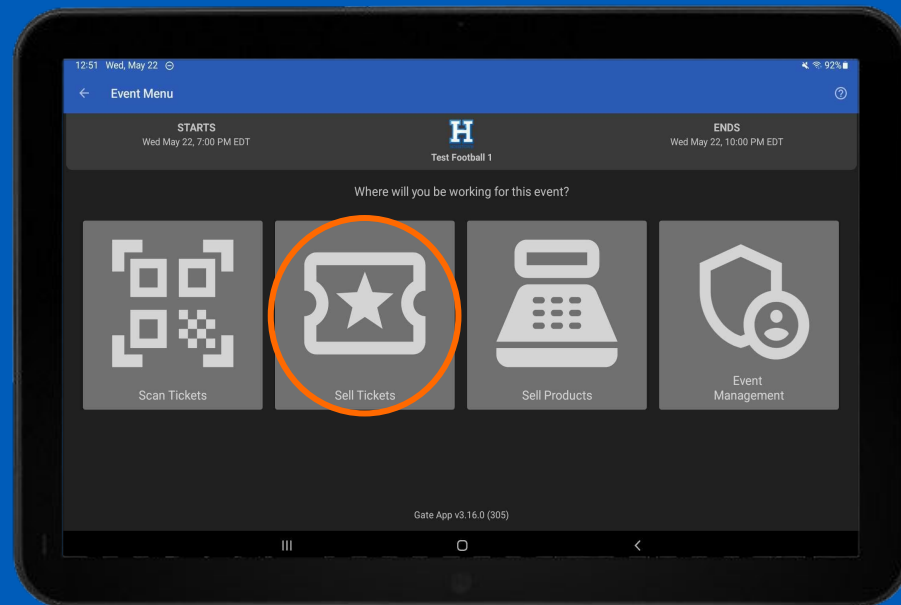
General Admission Sales

Reserved Seating Sales

Events can be sold as General Admission or Reserved Seating through point of sale (POS).

SELLING TICKETS

Cash Sales

- Once you add tickets to the cart, select **Cash**
- Choose the amount of cash you are receiving from the fan
- Select **Process Order - Cash**
- Choose your ticket delivery method

Credit Card Sales

- Once you add tickets to the cart, select **Card**
- **Swipe, Insert** or **Tap** the card
- Once the **Order Complete** prompt appears, choose your ticket delivery method

ADDITIONAL SELLING FEATURES

The following features can be accessed from the gear icon located on the top right of the screen:

Auto Check-in: Automatically checks the purchaser's tickets in to the event upon purchase.

*Print Logo:* Ability to print event logo on ticket when printed

Print Order Receipts: Option to include printed receipt on tickets when using the Star Printer.

Order History: Takes user to view of Order History

Scan: Option to switch from selling to scanning in same screen within POS

Admin: Ability to access the Box Office directly from the device being used

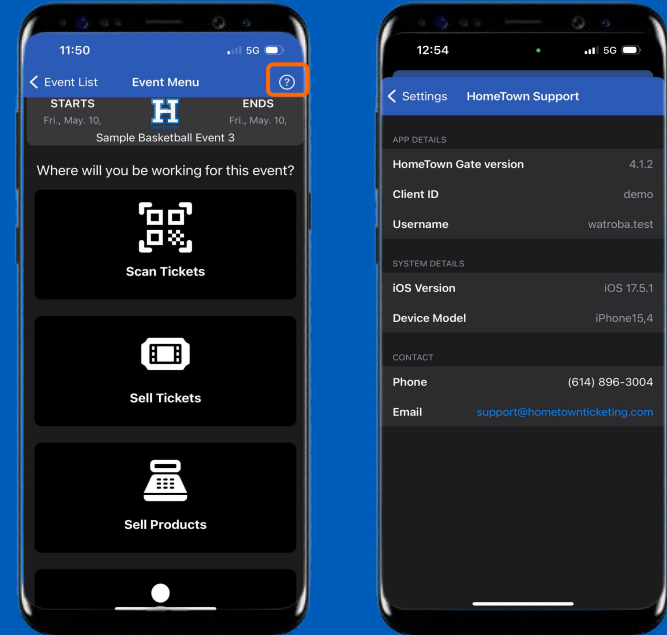*HomeTown Support:* Device/Version/Support Contact Info
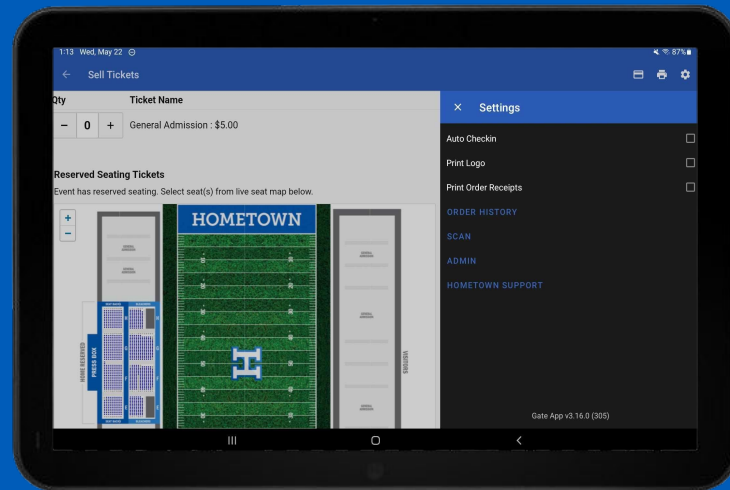
Under **Settings** or **Event Men**u, users can now contact HomeTown Support via email or phone.

This feature will display:

- Support Contact Info
- User's Device, OS Version, and Gate App version

Used on a phone, selecting the HTT number will prompt user's phone to input # for call (if needed).
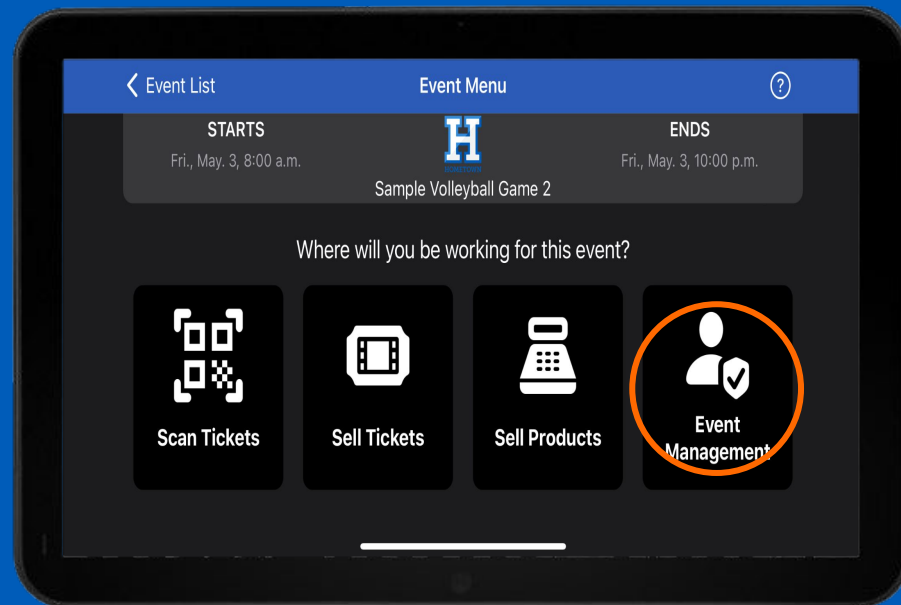
EVENT MANAGEMENT

Select *Event Management* from the Event Menu to view in-app reporting.

This feature gives users the ability to generate two main reports from the point of sale as well as a helpful communication tool.

- User Report
- Event Summary
- Notify Guests

USER REPORT

Report intended to help event managers reconcile their point of sale (POS) users at the end of the night by viewing total sales by payment method (cash vs. credit card), by event.
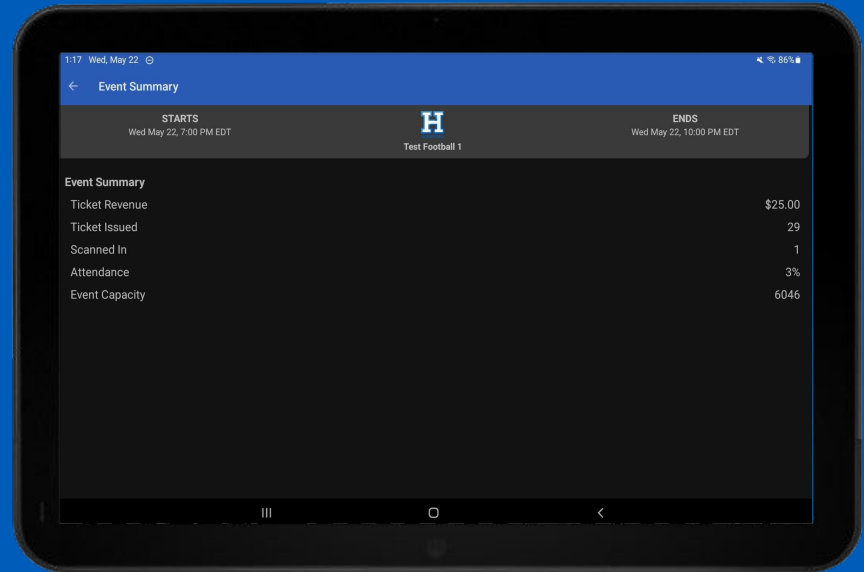
- Report will be for the user that is logged in
- Users will be able to choose the times in which they were working, and the report will reflect sales for that time period.
- If a user sells multiple events, they will be required to go into the report for each event to total up their total sales for their shift.
- This report is able to be downloaded and shared directly from the mobile device.
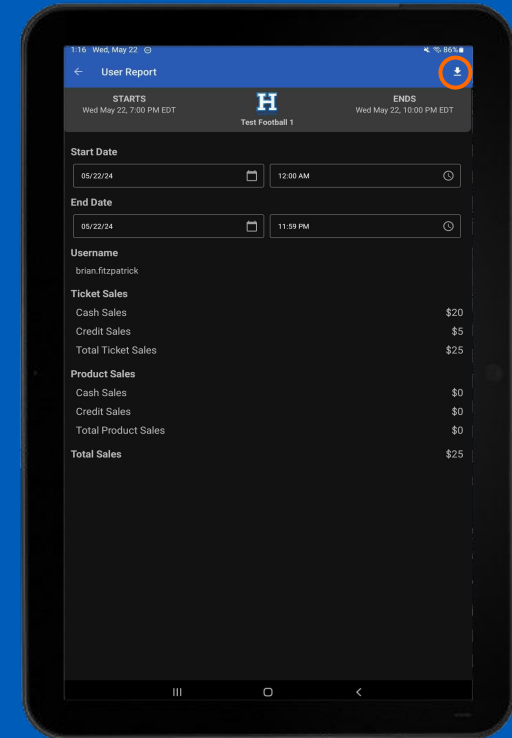
EVENT SUMMARY REPORT

Report intended for Department Managers or higher to quickly view highlighted stats of an event.

- ● Statistics included in report:
- ● Ticket Revenue
- ● Tickets Issued
- ● Scanned In
- ● Attendance
- ● Event Capacity

Event Notifications can be used to send three types of notifications: *Text, Email* and *Push Notifications* to Fan App users.

All three notification types are required to be sent at the same time.

Enter the text you would like to send to guests in the fields provided and tap *Send*.

Pro Tip: Event Notifications are for information purposes only. Commercial advertisement or promotion of a commercial product or service is not permitted.
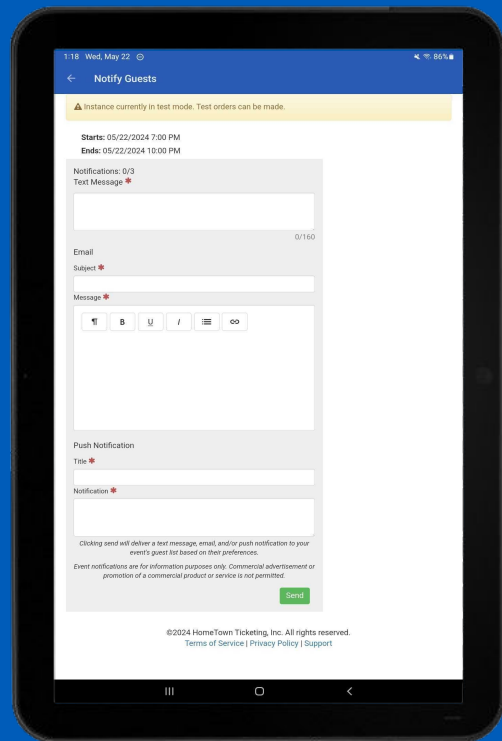
NOTIFY GUESTS

Use notifications to update event attendees with important information or changes to the event, including delays, gate reminders, cancellations, etc.

- Notifications can be sent up to 3 times per event.
- In each notification, make sure to include specific event information:
  - Event Name
  - Date and time of the event
  - Message content
- We suggest including a signature in the email notification so that guests know who is sending the communication.
- Sent notifications can be viewed in the Notification History section of the Box Office.

Sent Notifications
event Sample Basketball Event 3 - May 10, 2024 8:00 AM EDT

[📤 Export Guest List] [🔔 Notify Guests] [🕐 Notification History]

Username	Timestamp	Text Message	Push Notification Title	Push Notification Message	Email Subject	Email Body
watroba.test	May/07/2024 12:22:05PM		Today's Event Time Change - Inclement Weather		Today's Event Time Change - Inclement Weather	Hey HomeTown Fans! Today's event will be delayed by 30 minutes due to inclement weather. Check our socials for additional updates, thank you.

Log in to the HomeTown Gate App with the appropriate user account info and select the event with the associated catalog.

Once the event is selected, the user will have the option to **Sell Products**
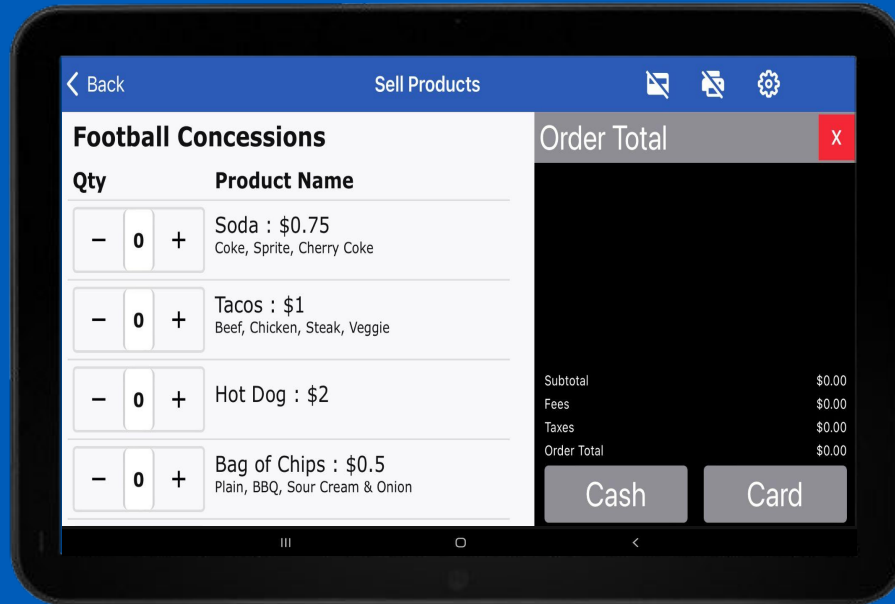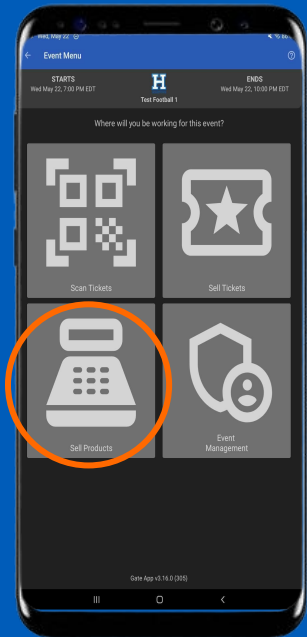
Once the **Sell Products** option is selected, the Catalog of products will appear on the next screen.

This process mirrors the process of selling **Event Tickets**

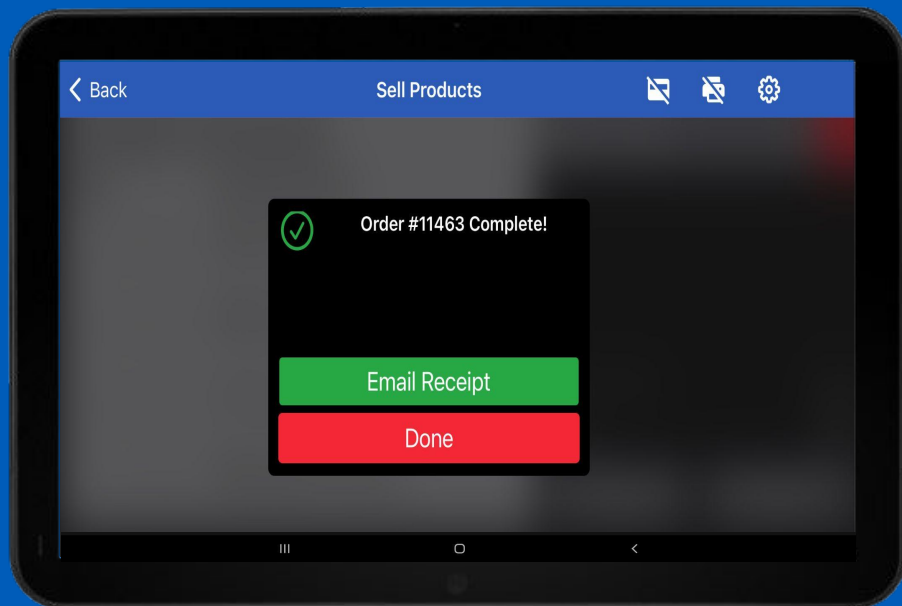You can use the - or + buttons to select the amount of products to be included in a transaction

SELLING PRODUCTS

Select the *Qty* of Products and go through the normal Buy Flow Process
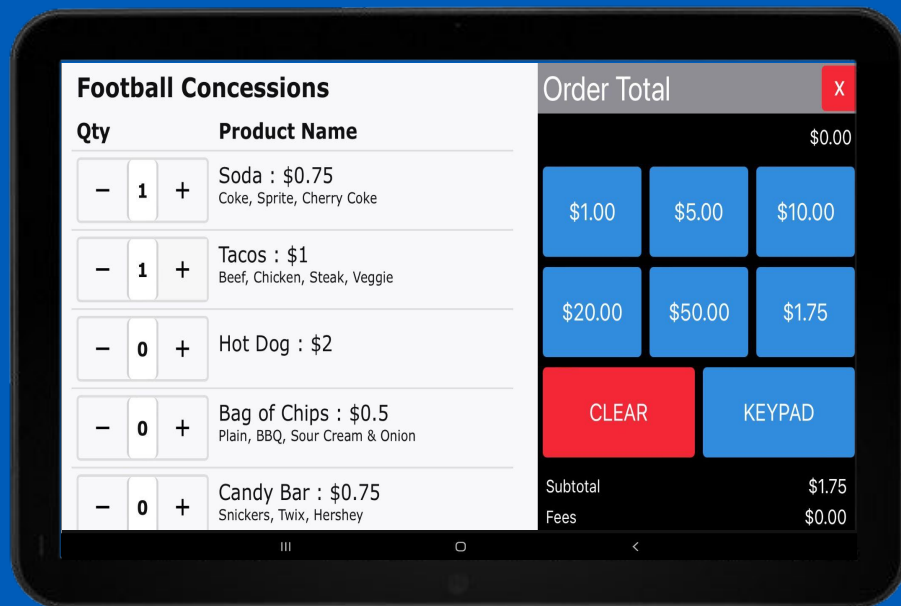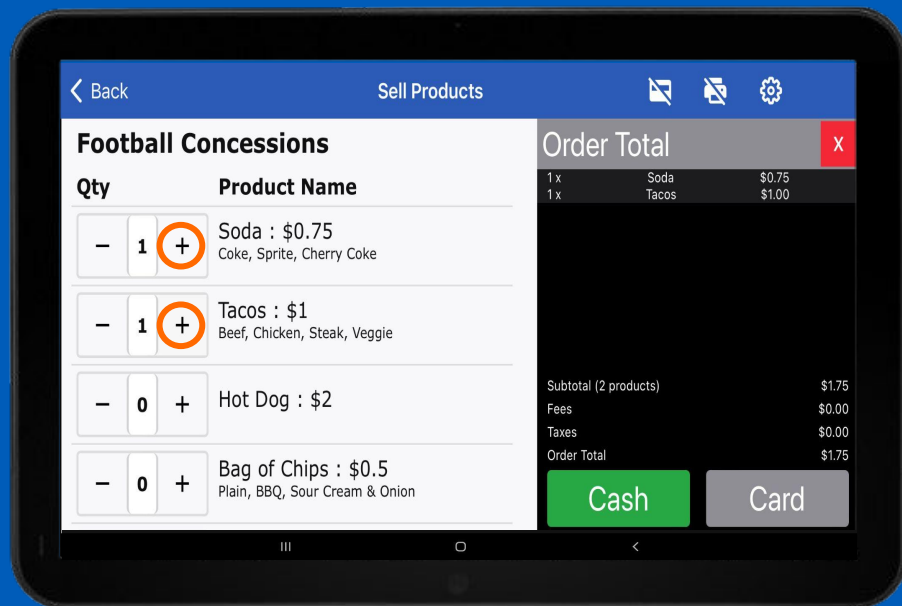
SELLING PRODUCTS

Upon completion of the products order, the user is able to email a receipt to the purchaser.

SELLING PRODUCTS

Very similar to finding your Ticket Sales Point of Sale report users can view Product Sales within *Event Management → User Report.*