

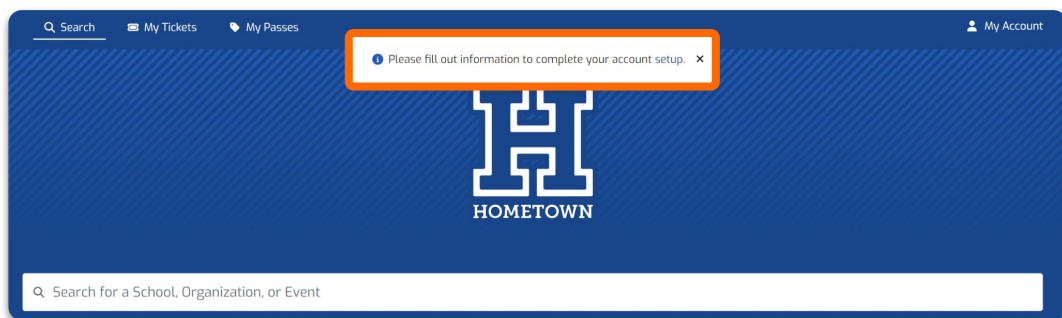
# HOW TO FIND MY TICKETS

There can be a few different reasons for missing tickets. Review the below suggestions as to why tickets are not visible in the Fan App or within your account via the Website.

## **Missing Tickets from the Fan App or Website**

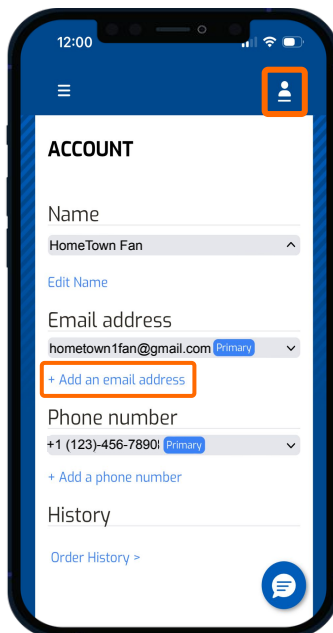
If you do not see your tickets or passes when logged into the Fan App or online at [events.hometownticketing.com](https://events.hometownticketing.com), you may need to update your profile with additional emails or phone numbers - or merge accounts without having to logout and delete one account.

If there is a recognized value that may be missing from your account, such as Name, Email or Phone Number, you will be prompted with the message below to complete your account setup.

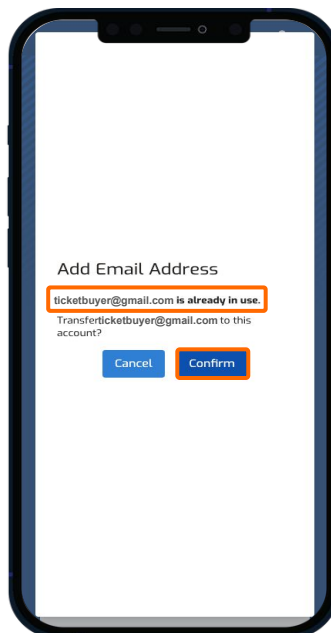


In the event where you may have two accounts, you can merge one with the other. For example, you may have separate accounts with two of your email addresses (personal & work) and want to see all of your tickets and passes within one.

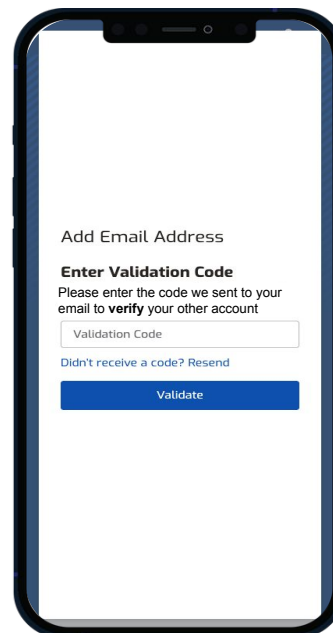
### Manage Account: Add Values



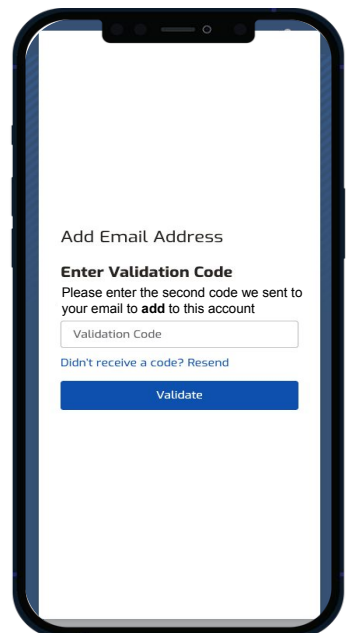
### Add Second Email & Confirm Transfer



### Verify Ownership of Other Account



### Second Validation: Add + Merge Accounts



# HOW TO FIND MY TICKETS

## Missing Confirmation Email

- Verify a charge is not pending from your financial institution. Only charges successfully processed will produce a confirmation email.
- If you do not see the confirmation email, please check spam and junk folders.
- Ensure [auto-reply@hometownticketing.com](mailto:auto-reply@hometownticketing.com) is not a blocked address.
- An incorrect email address provided at checkout could prevent tickets from being delivered. Please reach out to your school/organization to have your email address updated on your order.

## Manual Check-In via Find Ticket in the Gate App

As the fan, if you are not able to find your tickets by merging your accounts, updating your account information or following any of the steps to locate your missing confirmation email, you can ask the gate volunteer to check you in manually.

Gate workers are able to search for your name, phone, email or ticket number within the 'Find Tickets' inside the HomeTown Gate App when scanning. Should you have completed your digital ticket purchase, your name will appear within this list to be checked in manually.

