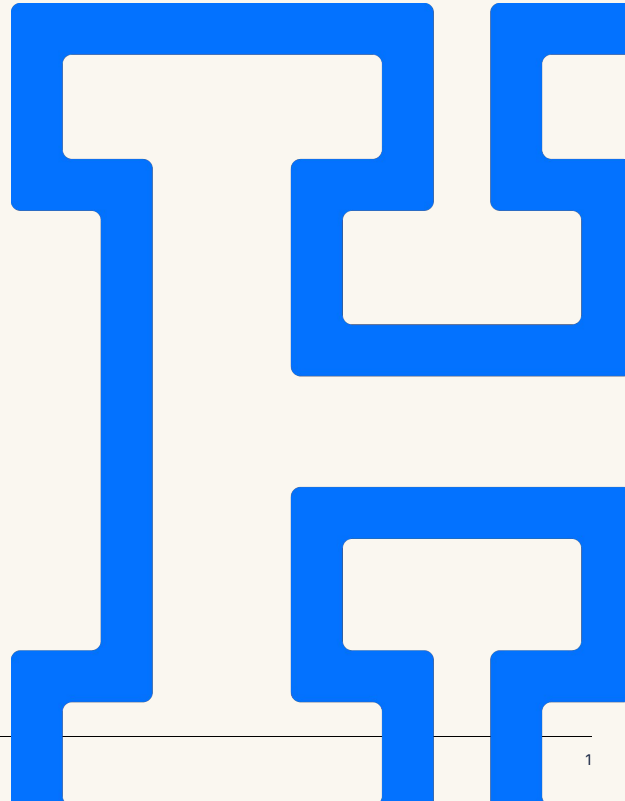


Hometown Gate App

User Guide: iOS



Download the Hometown Gate App

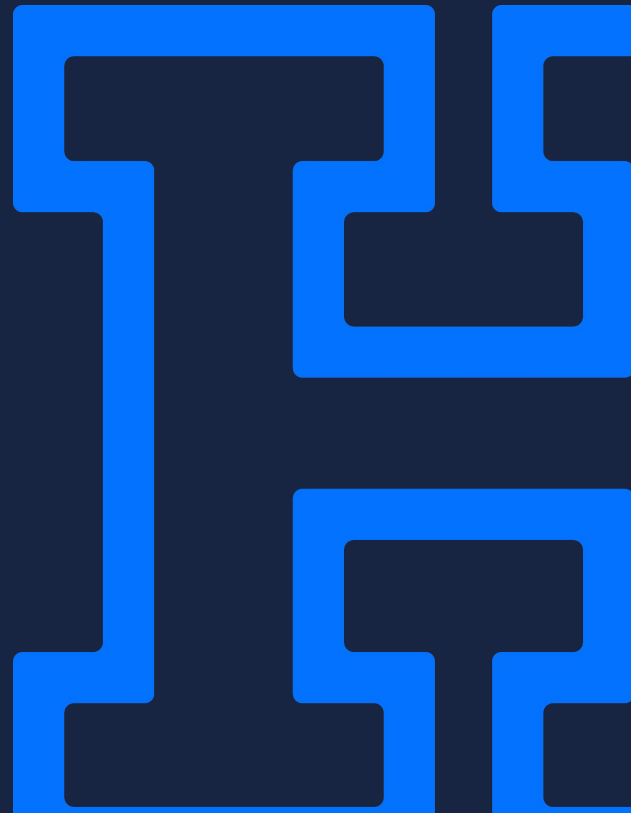
The Hometown Gate App is available in the App Store for iOS devices and the Google Play Store for Android devices.

- Download from the Apple Store
- Download from the Google Play Store.

Ensure that the device being used to run the Gate App has at least these versions of iOS and Android installed:

- iOS version 13.0 or higher
- Android version 5.1 or higher to scan tickets only / version 8.0 to sell tickets

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.



Account Info & Security Levels

Selling Tickets

User accounts require a **Box Office** security 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 platform.

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 security level for this user is **App Only**.

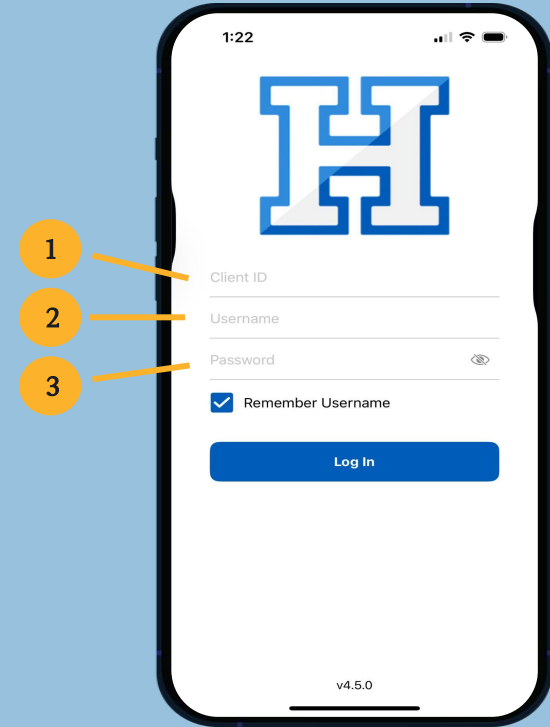
Pro Tip: An individual user account is not needed for every staff member/volunteer - a generic username and password can be used across multiple users on the same night when logging in to the Gate App.



Click [here](#) to learn more about adding a new user

Gate App Login

- 1) **Client ID:** The Hometown distinguisher for your organization
 - To find your Client ID, log in to your Box Office & locate the URL
 - The first part of the URL is your Client ID
 - For example - <https://stars.hometownticketing.com/admin>
- 2) **Username:** Created within the Box Office
- 3) **Password:** Created within the Box Office



Scanning Tickets

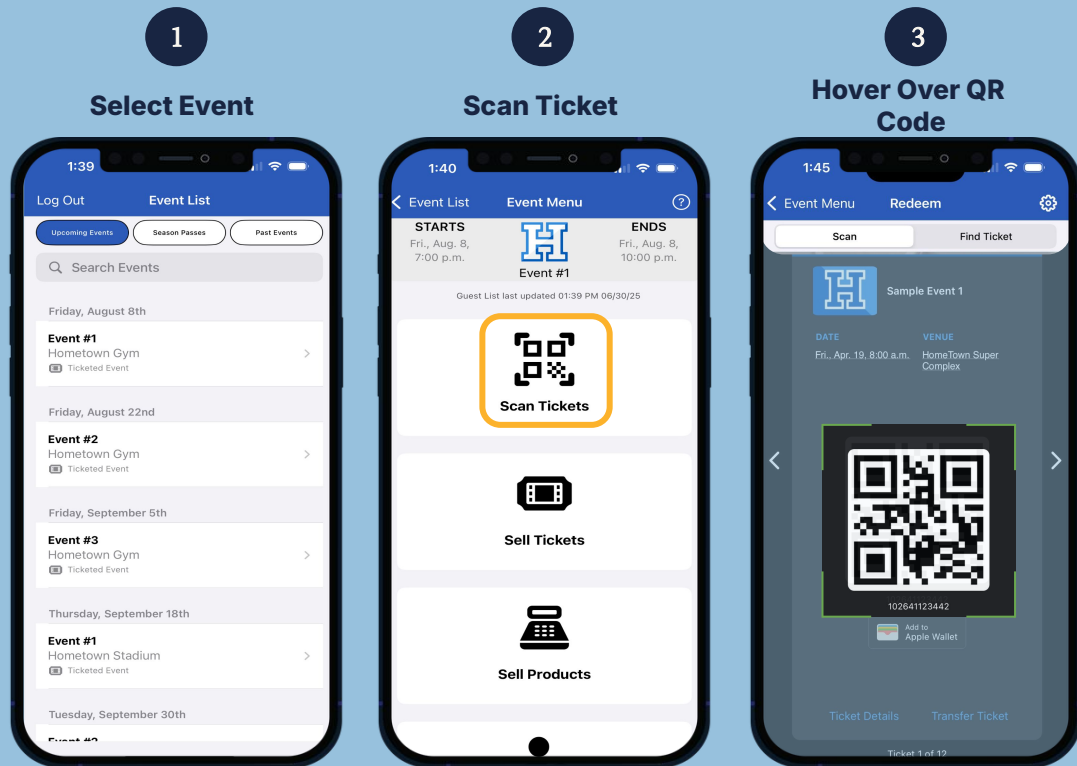


Scanning Tickets

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 the ticket QR code within sight of the device's camera lens to scan the 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 security level users.

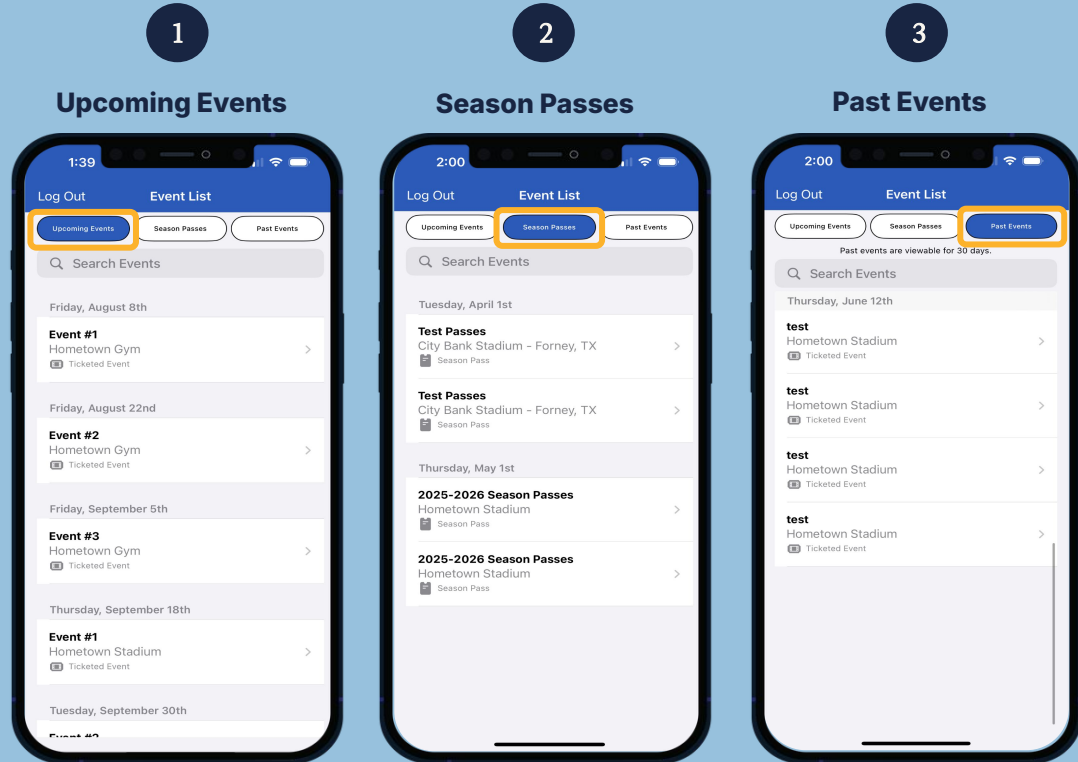


Scanning Tickets

Users marked with a security level of Box Office & above will be able to view more than just the Upcoming Events within the Event List.

There are three options to toggle between -

- 1) **Upcoming Events:** Scan Tickets, Sell Tickets, Sell Products, Event Management
- 2) **Season Passes:** Sell Passes, Event Management
- 3) **Past Events:** Event Management (view reports)



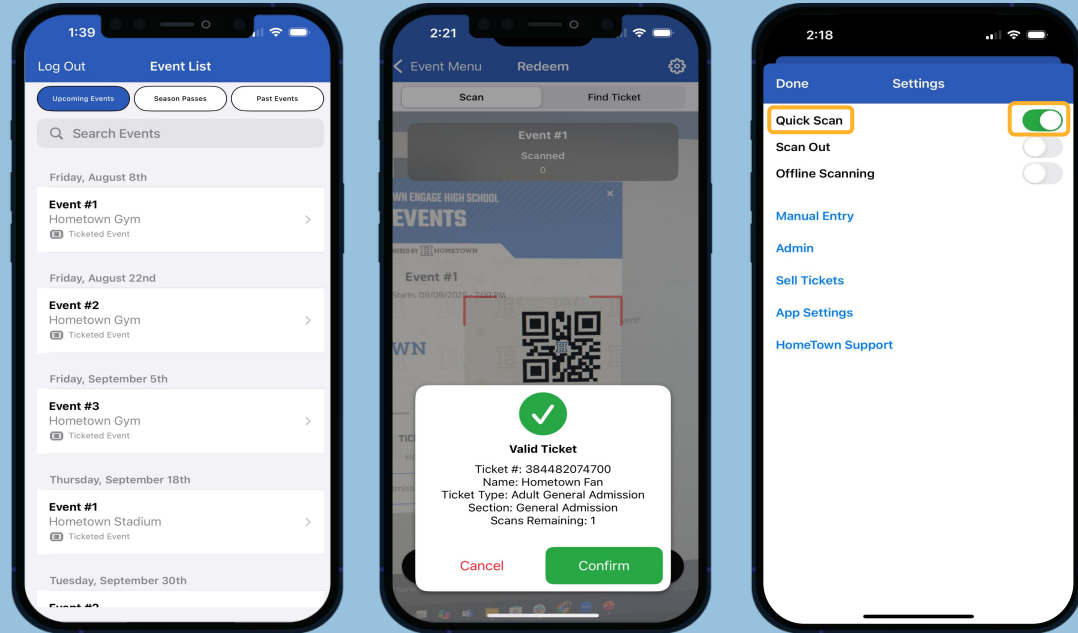
Scanning Tickets

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 the ticket. A confirmation screen will appear. Tap **Confirm** to move to the next QR code.

Quick Scan: Place scanner over the QR code to scan the ticket. No confirmation screen will appear, allowing for quicker scans. This option can be enabled by tapping the **Gear Icon** and then toggling 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.

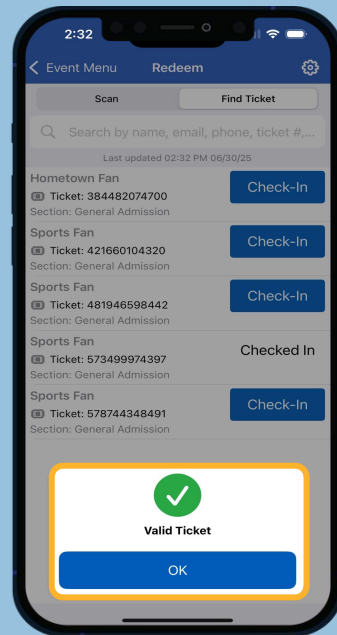
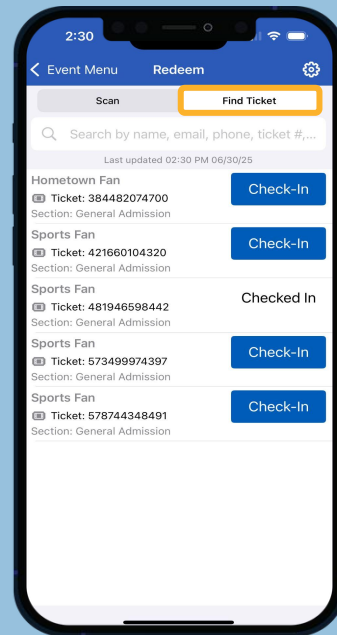
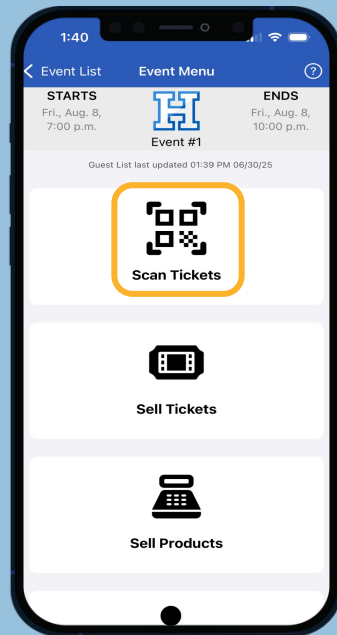


Guest List Search & Check In

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.

The Guest List will be easily accessible through a toggle on the main Scan Tickets screen.

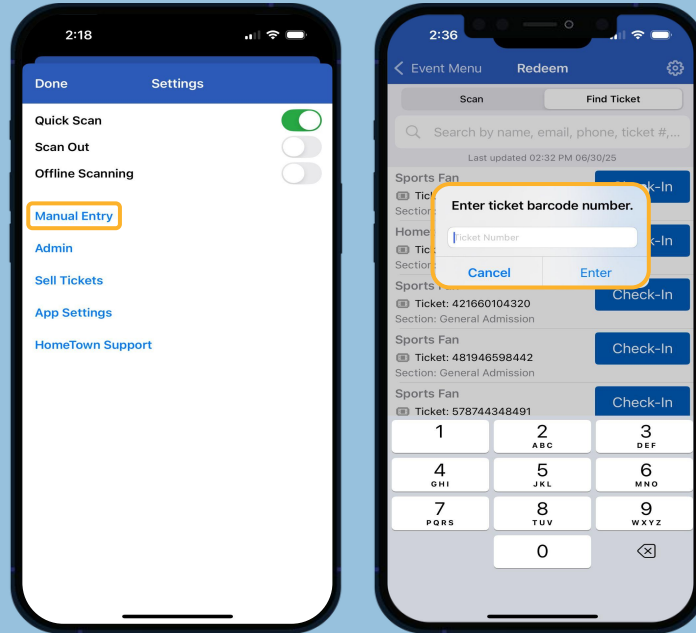
When a ticket is checked in, the button will disappear and turn the line item gray, helping gate attendants quickly identify tickets already checked in.



Manual Entry

Users can manually input the ticket ID number if the ticket refuses to scan.

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



Additional Scanning Features

Quick Scan: 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)

Offline Scanning: Allows for check-ins to be stored offline and will be synced once this is disabled

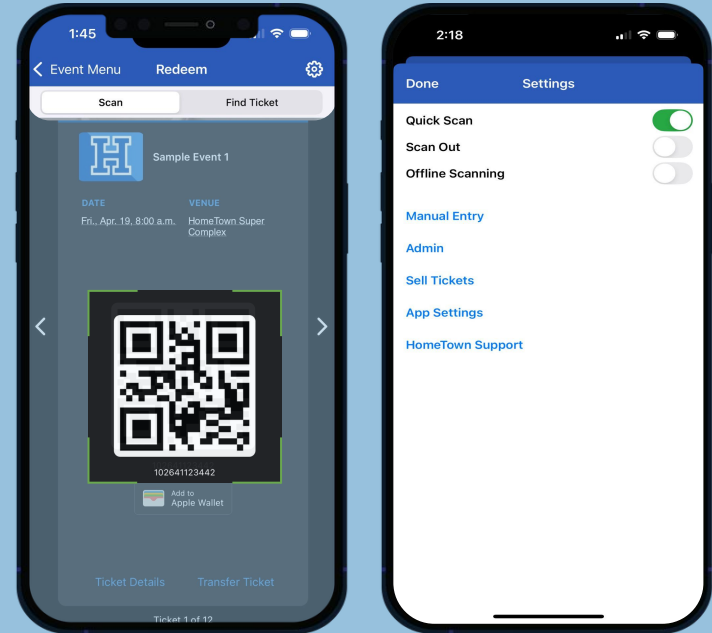
Manual Entry: Ability to key ticket ID in for entry

Admin: Access the Box Office directly from the device being used

Sell Tickets: Stop scanning and enter Selling mode (same event)

App Settings: Exit the app to view its configuration within the Settings app on the device

Hometown Support: Device/Version/Support Contact Info

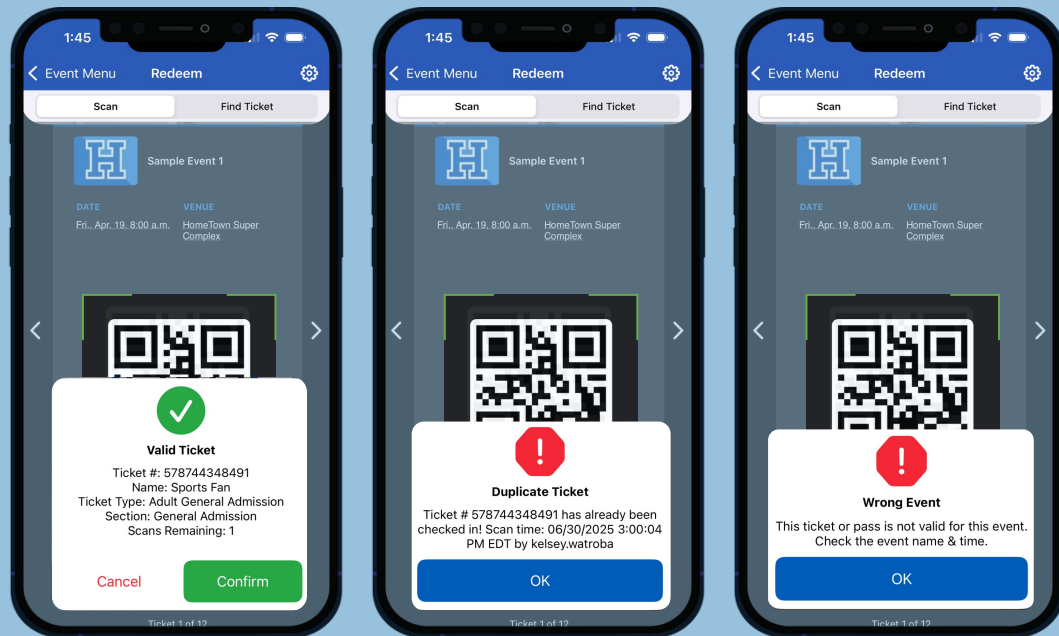


Scan Results

Valid Ticket: This ticket is valid

Duplicate Ticket: 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



Selling Tickets

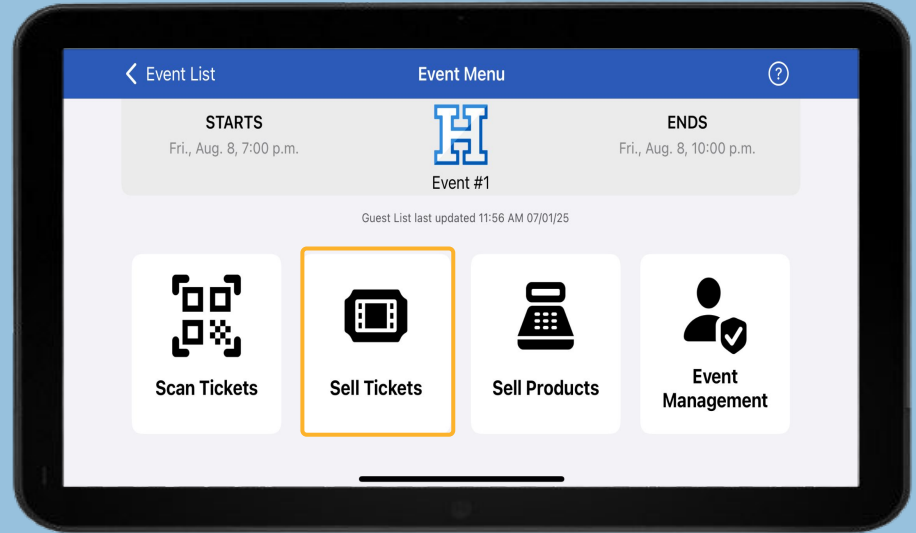


Selling Tickets

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

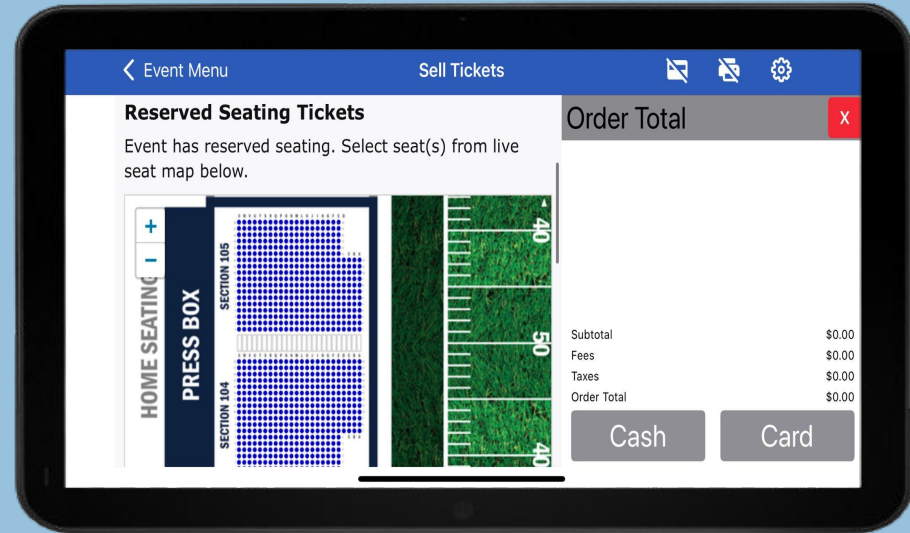
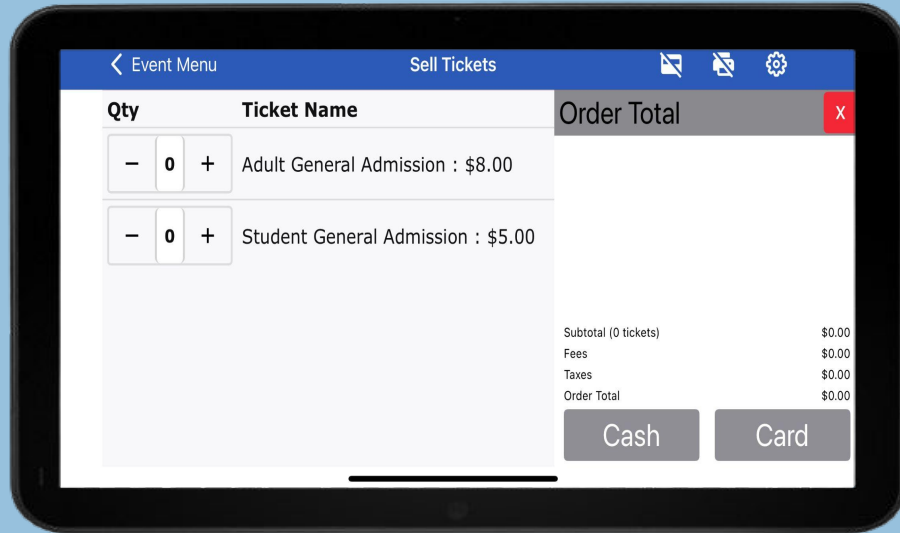
- Select the **Event** you are selling tickets for
- Select **Sell Tickets** from within the Event Menu of the app
- Cash or credit card (requires credit card device set up) can be accepted

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



Selling Tickets

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



Selling Tickets

Cash Sales

- Once you add tickets to the cart, tap **Cash**
- Choose the amount of cash you are receiving
- Tap **Process Order - Cash**
- Choose your ticket delivery method

The screenshot shows a tablet displaying the ticket sales app. The interface includes a table for the cart with columns 'Qty' and 'Ticket Name'. Two tickets are added: 'Adult General Admission : \$8.00' (quantity 3) and 'Student General Admission : \$5.00' (quantity 0). To the right of the table is a numeric keypad with buttons 7, 8, 9, 00, 0, and DEL. Below the keypad are 'CLEAR' and 'BACK' buttons. At the bottom right, there is a green button labeled 'PROCESS ORDER - CASH'. A summary section on the right shows: Subtotal \$24.00, Fees \$0.00, Taxes \$0.00, CASH TOTAL \$24.00, Payments (Pending) \$25.00, and Change \$1.00.

Qty	Ticket Name
- 3 +	Adult General Admission : \$8.00
- 0 +	Student General Admission : \$5.00

7 8 9
00 0 DEL
CLEAR BACK

Subtotal \$24.00
Fees \$0.00
Taxes \$0.00
CASH TOTAL \$24.00
Payments (Pending) \$25.00
Change \$1.00

PROCESS ORDER - CASH

Credit Card Sales

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

This screen displays the payment summary for a credit card transaction. It lists: Subtotal \$20.00, Fees \$2.66, Taxes \$0.00, CARD TOTAL \$22.66, Payments (Pending) \$22.66, and Change \$0.00. A large green button at the bottom is labeled 'PROCESS ORDER - CARD'.

Subtotal \$20.00
Fees \$2.66
Taxes \$0.00
CARD TOTAL \$22.66
Payments (Pending) \$22.66
Change \$0.00

PROCESS ORDER - CARD

This screen shows a loading spinner icon at the top. Below it, the text 'Swipe / Insert / Tap' is displayed. At the bottom, there is a red button labeled 'Cancel Order'.

Swipe / Insert / Tap

Cancel Order

The screen shows a green checkmark icon and the text 'Order #9105 Complete!'. Below this, there is a green button labeled 'Print Tickets and Receipt'. Underneath are two white buttons: 'Text Ticket' and 'Email Ticket'. At the bottom is a large red button labeled 'Done'.

Order #9105 Complete!

Print Tickets and Receipt

Text Ticket Email Ticket

Done

Additional Selling Features

Auto Check-In: Automatically checks the purchaser's ticket into the event upon purchase

Print Logo: Ability to print logo on ticket when printed

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

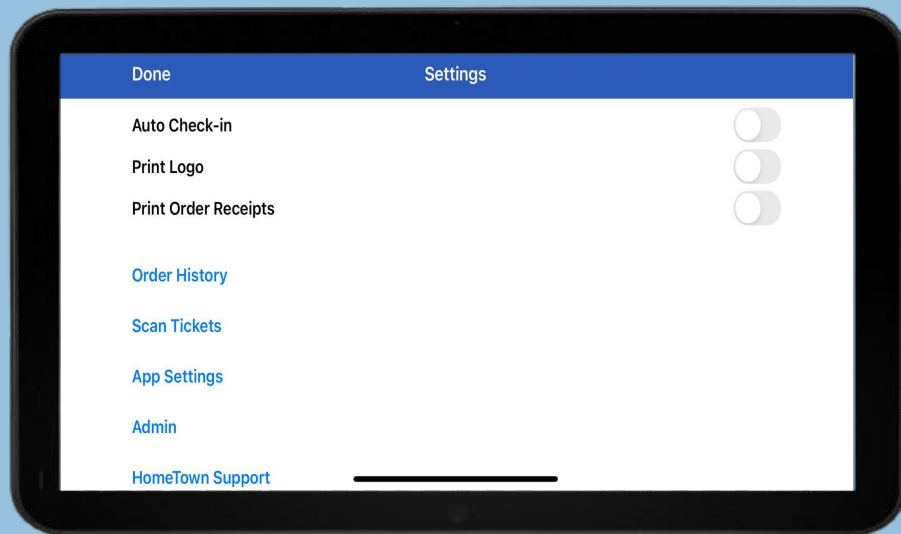
Order History: Takes user to view of Order History

Scan Tickets: Switch from selling to scanning in same screen within POS

App Settings: Exit the app to view its configuration within the Settings app on the device

Admin: Access the Box Office directly from the device being used

Hometown Support: Device/Version/Contact Info



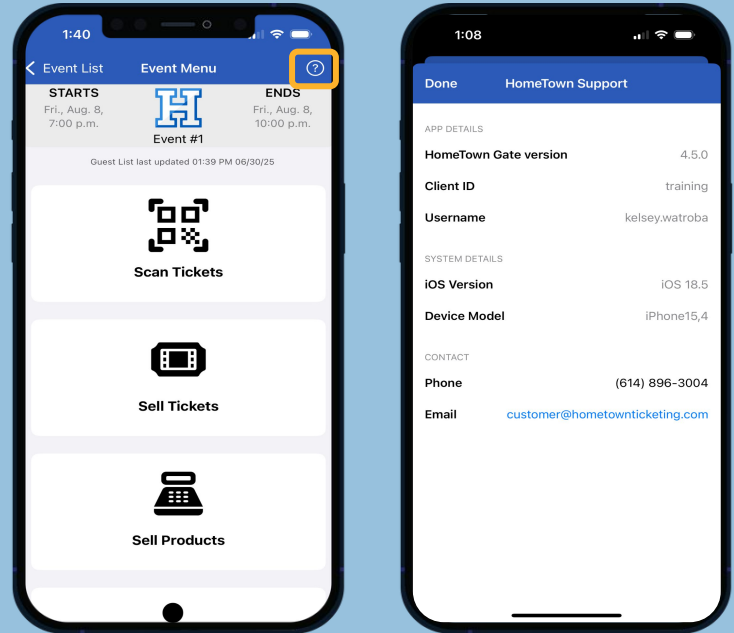
Support Menu

Under Settings or Event Menu, users can now contact Hometown Support via email or phone onsite.

This feature will display:

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

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



Event Management

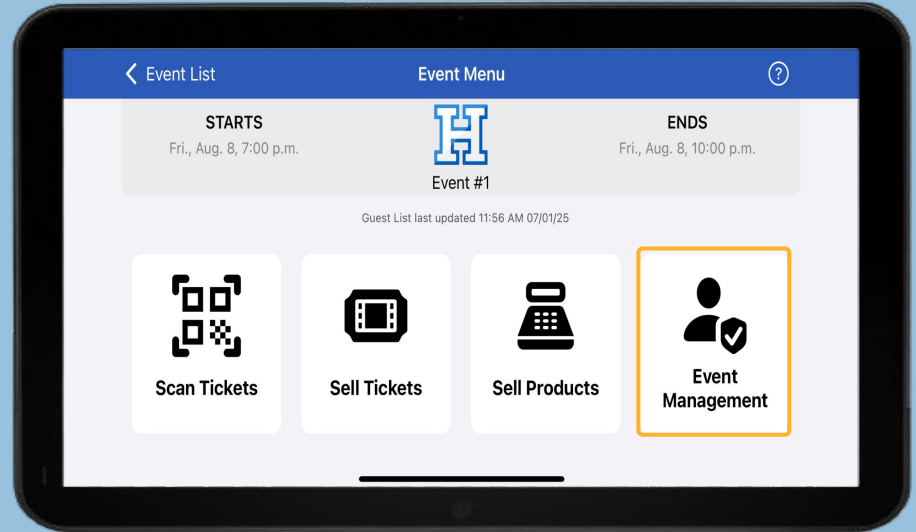


Event Management

Tap **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 device, as well as accessing a helpful communication tool.

- User Report
- Event Summary
- Notify Guests



User Report

Report intended to help event managers reconcile their point of sale users at the end of the event 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 and total up their sales for their shift.

This report is able to be downloaded and shared directly from the mobile device.

< Management User Report

STARTS Fri., Aug. 22, 7:00 p.m. Event #2 ENDS Fri., Aug. 22, 10:00 p.m.

START DATE 07/01/2025 12:00 AM

END DATE 07/01/2025 11:59 PM

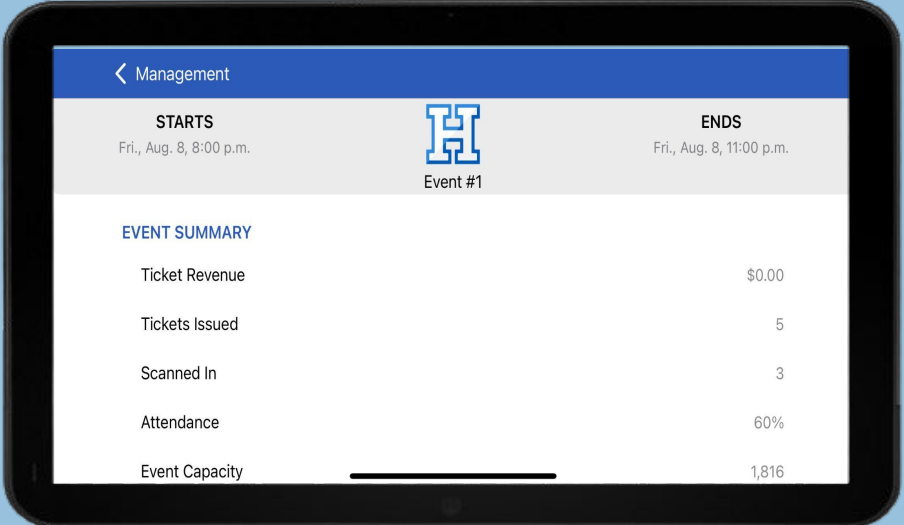
USERNAME


Event Summary Report

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

Stats included in the report -

- Ticket Revenue
- Tickets Issued
- Scanned In
- Attendance
- Event Capacity



< Management	
STARTS Fri., Aug. 8, 8:00 p.m.	ENDS Fri., Aug. 8, 11:00 p.m.
 Event #1	
EVENT SUMMARY	
Ticket Revenue	\$0.00
Tickets Issued	5
Scanned In	3
Attendance	60%
Event Capacity	1,816

Notify Guests Tool

Event notifications can be used to send two types of notifications to purchasers: Text Message and Email. Both 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**.

Notifications can be sent up to three (3) times per event.

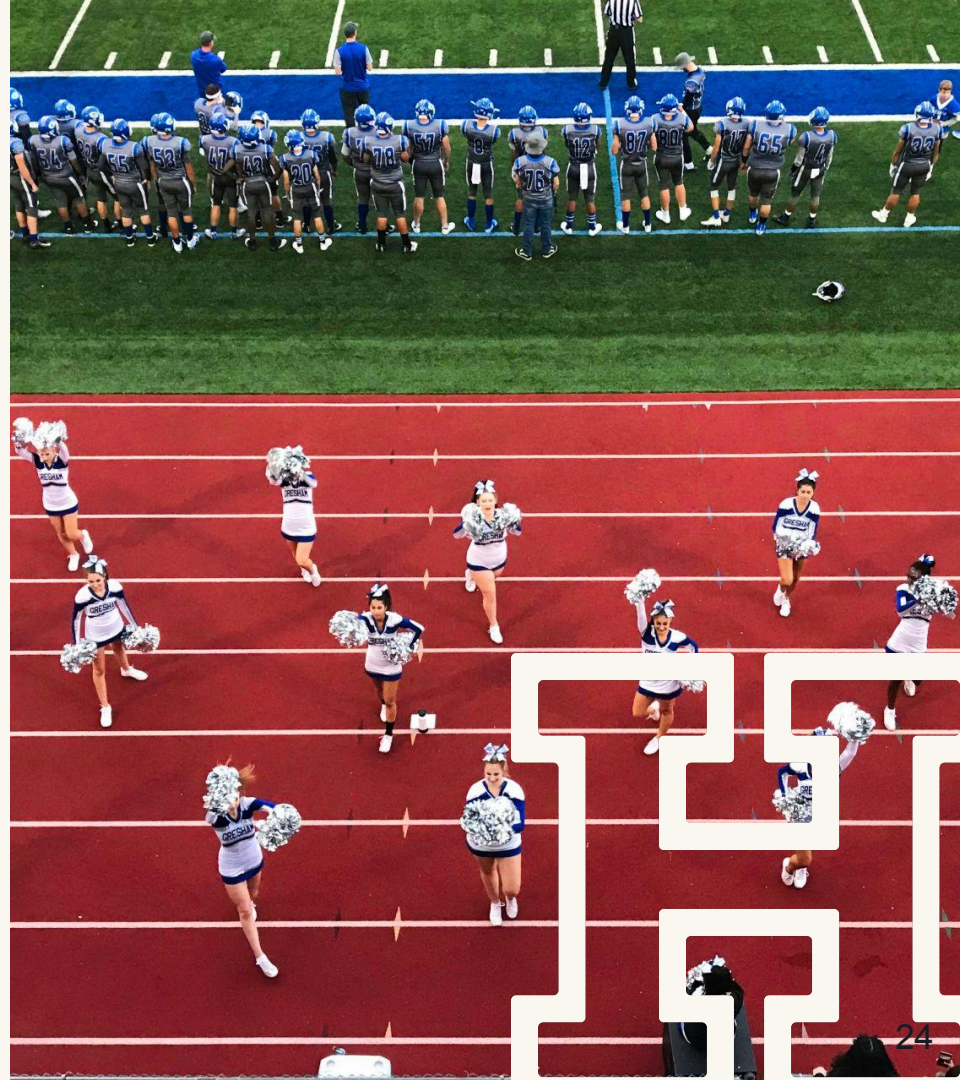
We suggest included a signature in the email notification so that guests know who is sending out communication.

Sent notifications can be viewed in the **Notification History** within your Guest List in the Box Office.

Pro Tip: Event notifications are for informational purposes only. Commercial advertisement or promotion of a commercial product or service is not permitted.

The screenshot shows a mobile app interface for managing event notifications. At the top, the status bar shows the time 1:21 and signal/battery icons. The app header is blue with a back arrow and the text 'Management'. Below the header, there's a section for event details: 'STARTS' (Fri., Aug. 8, 8:00 p.m.), a large blue 'H' logo with 'Event #1' below it, and 'ENDS' (Fri., Aug. 8, 11:00 p.m.). Underneath, it says 'Notifications: 0/3' and 'Text Message' with a red asterisk. There's a large white text input field for the text message, with a character count '0/160' at the bottom right. Below that is an 'Email' section with a 'Subject' field and a red asterisk. The 'Message' section has a red asterisk and a rich text editor with buttons for bold (B), italic (I), underline (U), link (chain icon), and list (three horizontal lines). At the bottom, there's a disclaimer: 'Clicking send will deliver a text message and/or email to your event's guest list based on their preferences. Event notifications are for information purposes only. Commercial advertisement or promotion of a commercial product or service is not permitted.'

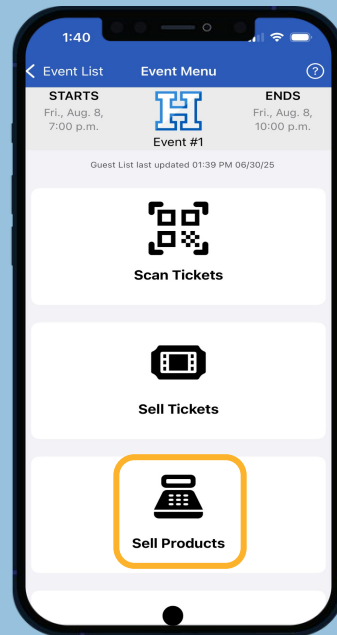
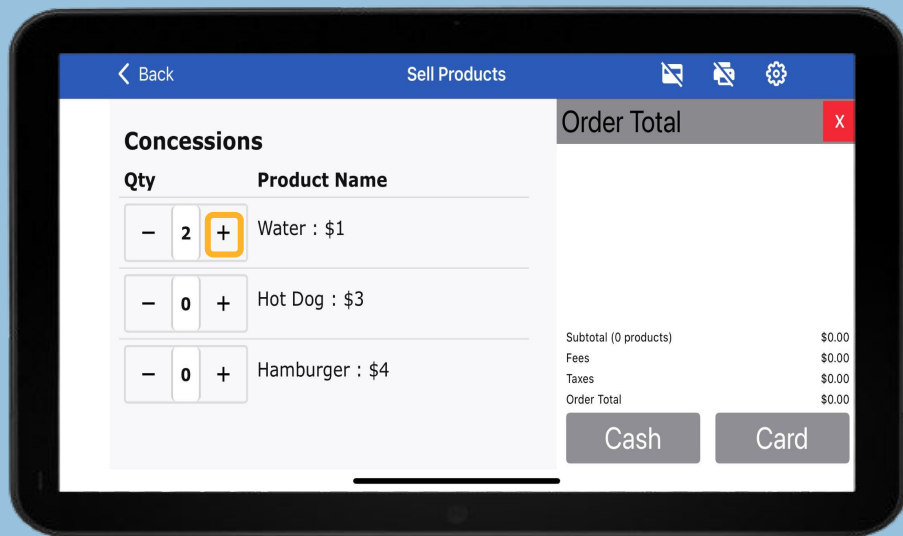
Selling Products



Selling Products

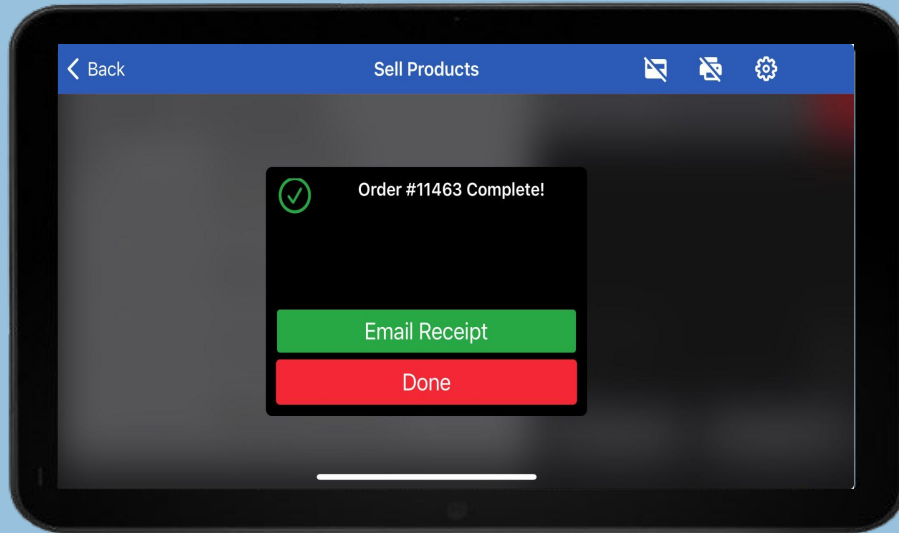
Log in to the Gate App and select the event from your Event Menu. Tap **Sell Products** and you will now see the catalog of products (concession or merchandise items, for example).


This process mirrors that of selling Event Tickets.



Selling Products

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





Download the HomeTown Fan App!
Now you can easily buy and store your digital tickets to events on your mobile device with the HomeTown Fan App, available for both iOS and Android devices.

GET IT ON
Google Play

Available on the
App Store

Below is your order receipt.

Order Summary
Order #: 11463

Purchaser: Box Office Order
04/15/2024 2:36:25 PM EDT

Quantity	Type	Price
1	Soda	\$0.75
1	Tacos	\$1.00

Payment Method: Cash
Transaction ID:

Total: \$1.75

If you have questions about this order or event, please contact the event manager:

Athletics
support.hometownticketing.com

H HOMETOWN

