

# Hometown Getting Started

Welcome to your *New Customer Guide*

Websites

Ticketing

Fundraising

# Meet Your Hometown Team

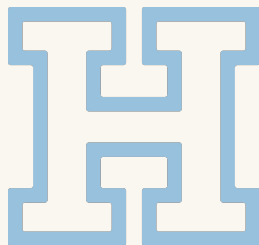


## Client Success Team

Think of us as your partner - we'll learn what matters most to you, share strategies to maximize Hometown, and support you every step of the way.

✉ **Email:** [success@hometown.com](mailto:success@hometown.com)

☎ **Phone:** 614-896-3005

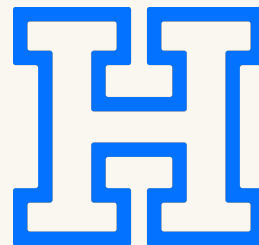


## Customer Support

Our team provides timely support, escalates complex questions when necessary, and keeps track of your feedback to improve your experience.

✉ **Email:** [customer@hometown.com](mailto:customer@hometown.com)

☎ **Phone:** 614-896-3004



## Fan Support

You can count on us to support your fans, resolve challenges, and carry their feedback forward into future enhancements.

✉ **Fan Support Quick Help**

☎ **Phone:** 614-896-3003

# Hometown Fan App



Use this poster to encourage the community to download the Hometown Fan App to easily purchase and store tickets!

[QR Code Poster Link](#)



Get Your

# Tickets Online



Download The

## Hometown Fan App

### 1. Download the App

- Scan the QR code to Access the Google Play Store or the App Store
- Download the Fan App to Your Phone or Tablet
- Enter Your Cell Phone Number to Verify Your App

### 2. Get Your Tickets

- Search for Your School
- Choose the Event
- Read the Event Info and Tap "Buy Tickets"
- Choose Your Tickets and Quantity
- Enter Your Payment and Contact Info, then Tap "Submit"
- Your Tickets are Saved in the App!

DOWNLOAD THE APP

iPhone or iPad Scan Here:



Available on the App Store

Android or Tablet Scan Here:



GET IT ON Google Play

# Next Steps

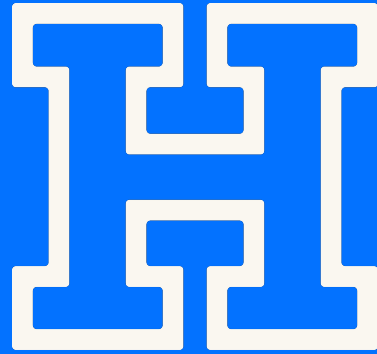
**01** [Sign up here](#): **New Customer Box Office Training**

**02** **Need to review ASAP?** Watch on demand:

- [Recording](#)
- Passcode: %%sN+F01

**03** Check out your **Getting Started Resources** online through the [Customer Knowledge](#)

**04** Keep an eye out for an email coming from your team at [success@hometown.com](mailto:success@hometown.com)



Looking forward to this  
new partnership with you!