HOMETOWN

EVENT PREPARATION CHECKLIST

TOPICS	DIGITAL TICKETING EXPERT TIP	DONE
HOMETOWN GATE APP	Check for updates in the app store and know your Apple ID in case you need to update	☐
	Know your app login information including username, password and client ID; Consider having this information on the back of each device	☐
	Enable locations services on your device	☐
	Call your school's IT dept. for any internal technical issues	☐
EQUIPMENT	Set your autolock feature to "Never" on scanners and tablets	☐
	Fully charge all equipment; Consider a backup power source or portable charger for every device in use	☐
	Watch Point of Sale training videos and test all connections prior to using	☐
	Enable location services	☐
STAFFING	Train gate and point of sale workers before the event	☐
	Designate people to scan and accept payment at the entrances; We strongly recommend 1 person to every 350 expected guests	☐
SIGNAGE	Display QR posters at each venue for guests to easily visit your website to buy tickets	☐
	Display QR posters up for guests to download the Hometown Fan App to buy tickets and manage their passes easily	☐
	Set up signage that clearly directs fans to know where enter the event and redeem and purchase tickets	☐
GAME OPERATIONS	Have separate lines for pre purchased tickets and point of sale purchases	☐
	Know your events: Schedule more staff at high volume gates and times	☐
	Explain seating arrangements, parking, media rooms, and other important details to staff to ensure accurate information at every level	☐