HomeTown Ticketing Scanning Guide
2024-2025

HomeTown Gate App

iPhone or iPad Scan Here

Available on the App Store

Android or Tablet Scan Here

GET IT ON Google Play

Scan digital or printed tickets from your mobile device.

- Scanning App
- iOS or Android
- Phones/Tablets
- Gate Staff

How To: Scanning Video

https://www.hometownticketing.com/resources/#videos-id

Scan Your Fans with the HomeTown Gate App - iOS View
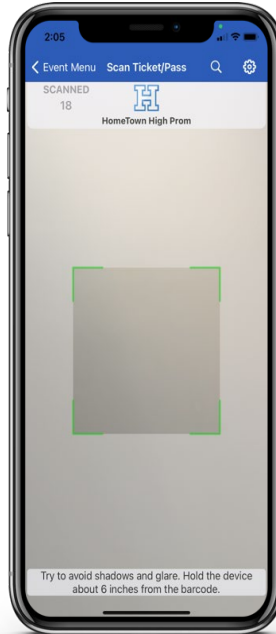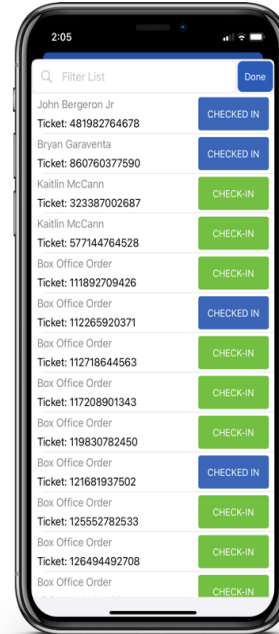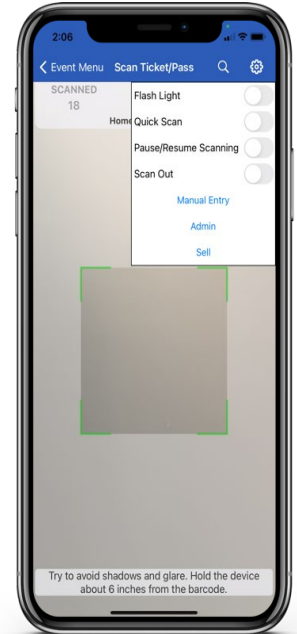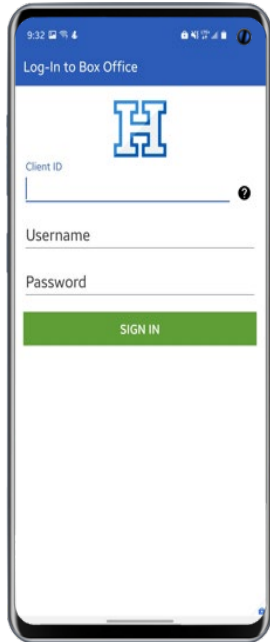
1 Login
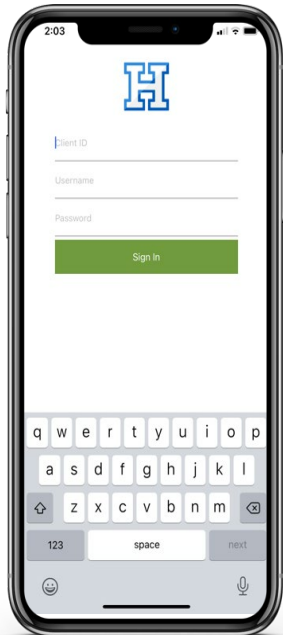
2 Select Event

3 Scan Ticket

4 Search Name

5 Adjust Settings

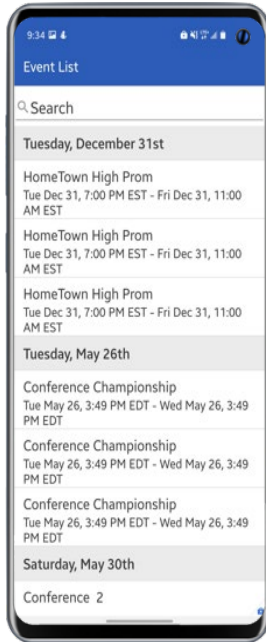# Scan Your Fans with the HomeTown Gate App - Android View

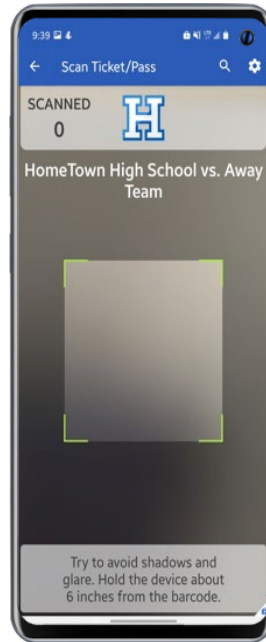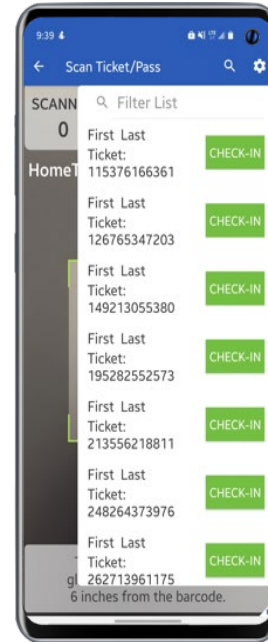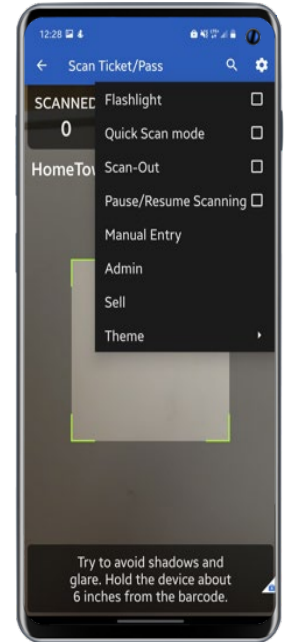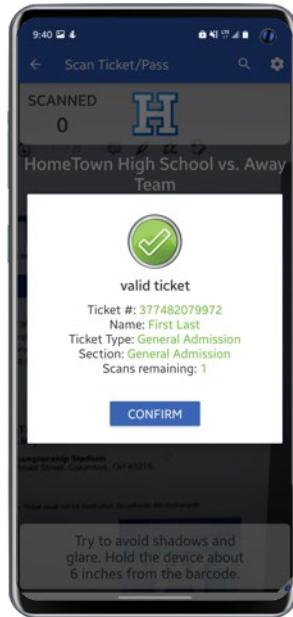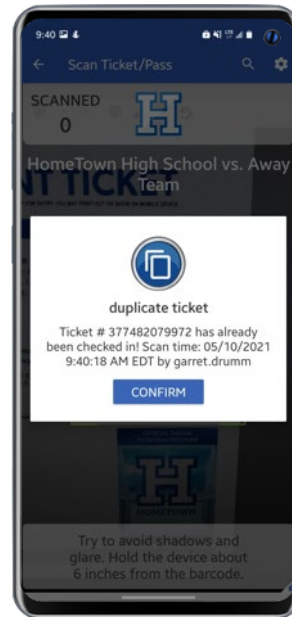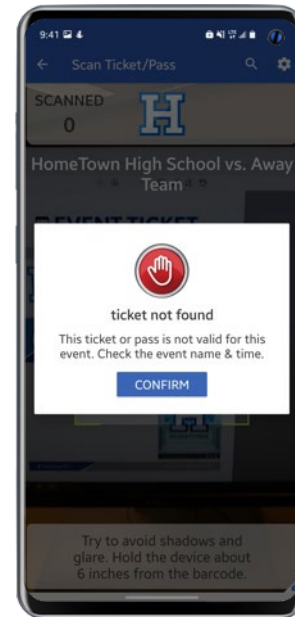# Scan Your Fans with the HomeTown Gate App

1 Valid

2 Duplicate

3 Not Found

Best Practices

- Gate App Login Information:
  - **Client ID:** njsiaa
  - **Username:** njsiaascan
  - **Password:** njsiaascan23

- Know the event you are scanning tickets for

- App/Device is fully updated

- Test Connections

- Fully charge devices

- Consider power sources

Client Support

We've expanded our Customer Support Team to better assist with any questions or needs you may have. We're here to ensure you have the support you need during this peak season.

NOT for fans:

- 614.896.3004
- M-F: 5p-9p EST, Sa: 8a-4p EST
- customer@hometownticketing.com

Fan Support

Any and all fan inquiries can be directed to our Fan Support Team.

- 614.896.3003
- M-F: 3p-10p EST, Sa: 8a-4p EST
- support@hometownticketing.com
- www.hometownticketing.com/support
- Chatbot

Chris Smith

440-773-9539

chris.smith@hometownticketing.com