



# Ohio High School Athletic Association

## Tournament Event Preparation Checklist

To ensure your event runs smoothly, keep the four key items below in mind prior to the event start.

### Hometown Gate App

- Make sure the app is downloaded and updated if needed. (v. 3.14.0 or higher)
- Enable Location Services on your device(s) through the device settings.
- Test and ensure a steady Wi-Fi connection.
- Locate your Gate Login email beforehand.
- Log in before to make sure your event is listed.
- Share the event login with all gate workers.

### Scanning & Selling Tickets

- It's best to have a designated ticket *seller* and a designated ticket *scanner*.
- If a purchaser needs a receipt, it can be emailed once the order has been completed.

The Client ID is always 'ohsaa'.

The Username and Password are sent the week of the event in an email from

[donotreply@ohsaa.org](mailto:donotreply@ohsaa.org)

### Staffing and Tips

- If possible, designate separate lines for those who have already purchased their tickets online and another for those who are going to buy tickets at the gate.
- One gate worker (scanning) per every 400 expected guests is recommended.
- Fully charge all equipment - consider a backup power source like a portable charger.
- Make sure to review the ticketing guides with your gate workers before the event's doors open.

### Reconciliation

- You'll have until noon the day *after* your event to save and download your 'User Report'.
  - If a ticket seller needs to input bulk cash sales, they can only enter 100 total tickets in the Gate App POS System at a time. These should be entered before the User Report is pulled.
- Tip: Predetermine who will pull the User Report from the Gate App (Event Management) so that once the event has concluded they can download the report immediately.*

If you have any questions, please reach out to Claudia Markoff

E: [cmarkoff@ohsaa.org](mailto:cmarkoff@ohsaa.org) P: (614) 549-6973

The Hometown Ticketing Support Team can also assist with event questions. Available Monday – Saturday,  
8 A.M. to 1 A.M. ET

E: [support@hometownticketing.com](mailto:support@hometownticketing.com) P: 1 (866) 488-4849