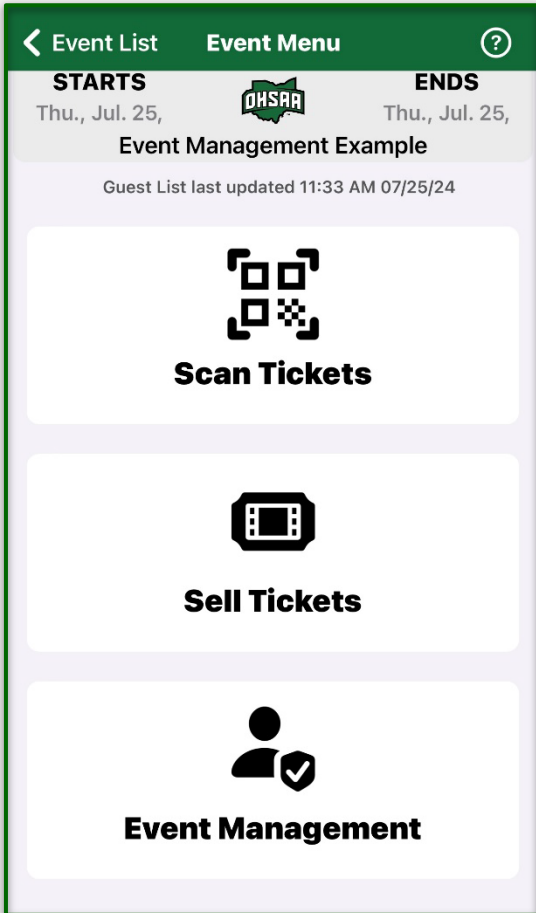




Ohio High School Athletic Association

Guide to Scanning Tickets at the Gate

After successfully logging into the HTT Gate App, you'll be ready to begin scanning spectator tickets.



Once you select your event, you'll see the 'Event Menu'.

From here, you'll want to select the first option on this page, "Scan Tickets".

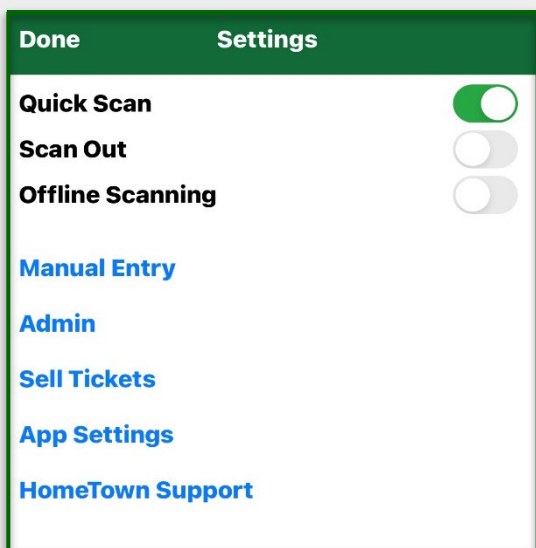
Forms of tickets you may see include:

- digital on a mobile device (HTT Fan app or Box Office email)
- printed online tickets
- printed receipts

Regardless of the type, a ticket should always have a QR code to scan.

It's helpful to double check the information at the top of the Event Menu to ensure you're in the correct event before proceeding.

Note: The Event Menu Screen may look slightly different depending on the version of the Hometown Gate App you have. You'll still have the same options; they'll just look different from the reference photo.



Tip: Once you reach the 'Redeem' page, click the settings at the top right corner and turn on "Quick Scan". This option will speed up the scanning process as you won't have to click "OK" after each scan.

Quick Scan is the key item in the Redeem Settings a user would benefit from.

Offline Scanning *can* be used if your Wi-Fi or Cellular Data connection is poor.

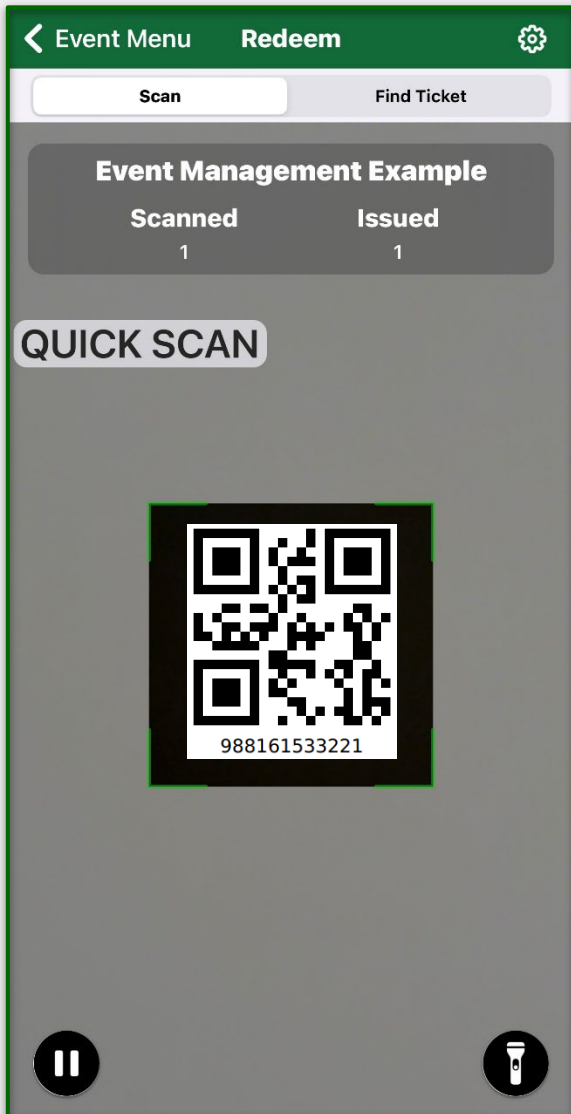
Scan Out should always remain turned off as we're only concerned with scanning fans into the event.



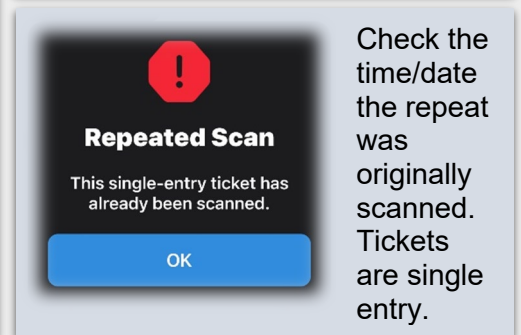
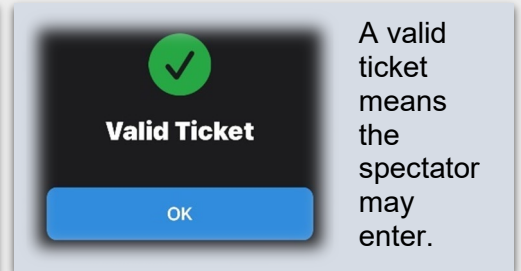
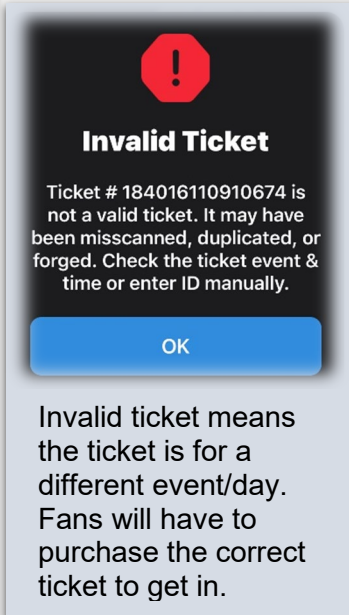
Ohio High School Athletic Association

Guide to Scanning Tickets at the Gate

There are a few helpful tools on the 'Redeem' page which can aid in smooth and simple service.

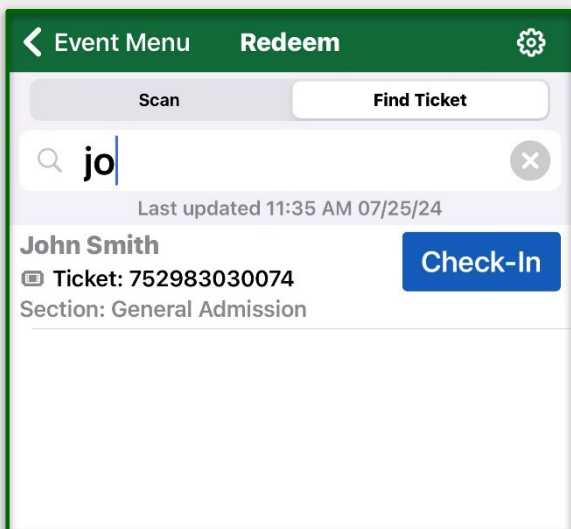


Under the 'Scan' tab, you'll see the top of the screen has the number of tickets scanned as well as issued or sold. To scan a ticket, point the camera at the QR code on a spectator ticket, fitting it in the green square on the screen. After each scan, you'll see one of these messages:



The pause icon at the bottom left can be used if you're scanning consecutive tickets. It will freeze the camera so that you can avoid repeating scans.

The flashlight can be used if needed, in a dark venue. It will use the device's flash.



Clicking the 'Find Ticket' tab at the top of the redeem page will allow you to search for a spectator's ticket.

You can search a ticket by:

- Order Name, Email or Phone Number
- Ticket Number

You can use this feature if a fan is having trouble loading their ticket, lost, or damaged their ticket.

Once you locate their ticket(s), simply click the blue "Check-In" tab, which will turn green to indicate their status.