

OHSAA Tournament Event Preparation Checklist


1. HomeTown Gate App

- a. Check for updates in the app store - **NEEDS version 3.14.0 or higher**
 - i. You can download the HomeTown Gate App for [here](#) iOS and [here](#) Android.
- b. Know your App Store ID in case you need to update
- c. Enable Location Services on your device
- d. Test and ensure a steady connection to wifi

2. Client ID

- a. Know your client ID is **ohsaa**

3. Scanning & Selling Tickets

- a. Know your HomeTown username and password (can find in email from claired@ohsaa.org)
- b. For scanning, use the  icon if you need to look up someone's ticket
- c. For selling, **select the "Settings" icon and toggle "On" Auto-Check In**. This will ensure every cash ticket sold at the gate is automatically checked in and the fan does not need to present ticket
- d. **ONLY SELL "GATE Tickets"**
- e. If someone purchases a ticket at the gate and needs a receipt, you can email their receipt once the order has been completed
- f. Fully charge all equipment (consider a backup power source or portable charger for every device in use)

4. Staffing

- a. Train gate and point of sale workers before the event
- b. If possible, designate separate entrances/lines for those who have already purchased their tickets online and another for those who are going to buy tickets at the gate
- c. We strongly recommend 1 ticket scanner or seller to every 500 expected guests

5. Reconciliation

- a. You will have until 11:59 PM the day of the event to obtain your Reconciliation User Report from the Gate App.
 - i. This doesn't mean you have to be done reconciling by then, you will just need to export your report by then
- b. Once you are logged into the Gate App and have selected your event, you must choose the "Event Management" button
 - i. Then select the "User Report", download and export it
 1. The User Report can be saved to the device, printed, emailed, texted, etc.
- c. **BEST PRACTICE - Run the report as soon as you are done selling/scanning tickets so you automatically have it when it is time to reconcile the collected cash**

If you have any questions about the HomeTown Gate App and how to use it, please reach out to HomeTown Ticketing Support. The HomeTown Support Team is available Monday–Saturday, 8 a.m.–1 a.m. ET to assist with your event questions. In emergency situations, please contact 1 (866) 488-4849.