



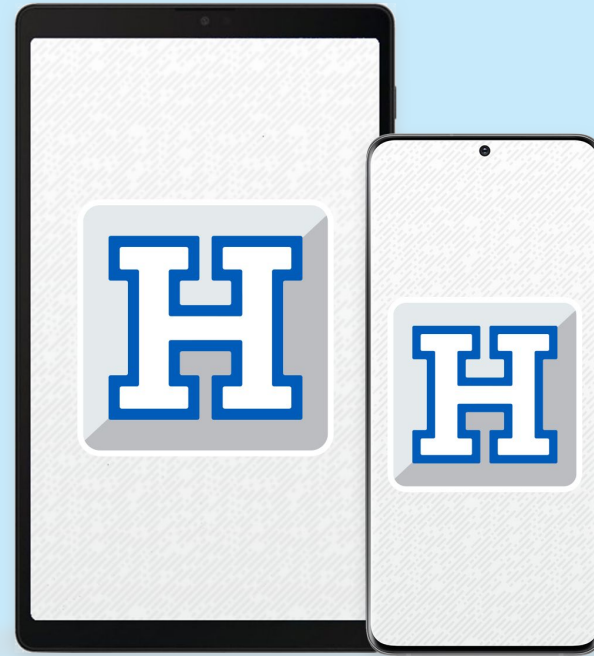
# Fan App - FLEX User Guide

# Downloading the HomeTown Fan App



## Pro Tip

Always ensure that the latest version of the app is downloaded before each use.



The **HomeTown Fan App** is available in the App Store for iOS devices and the Google Play Store for Android devices.

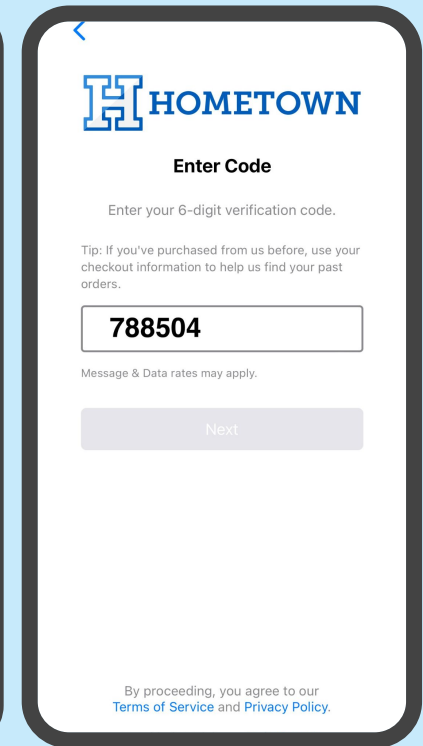
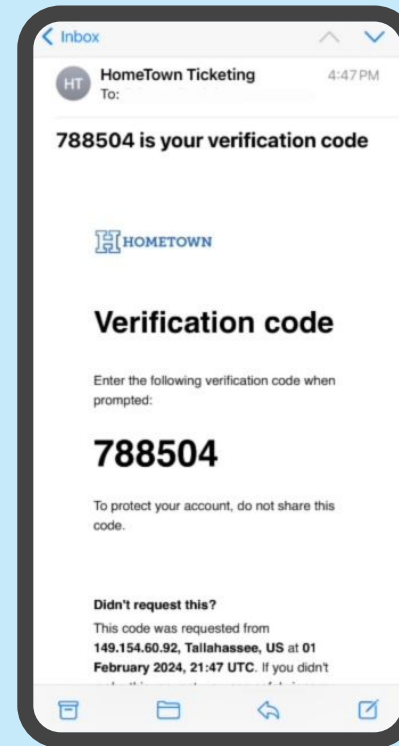
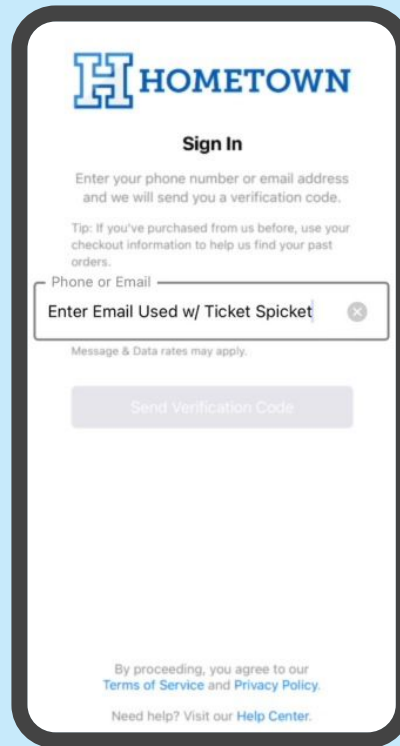
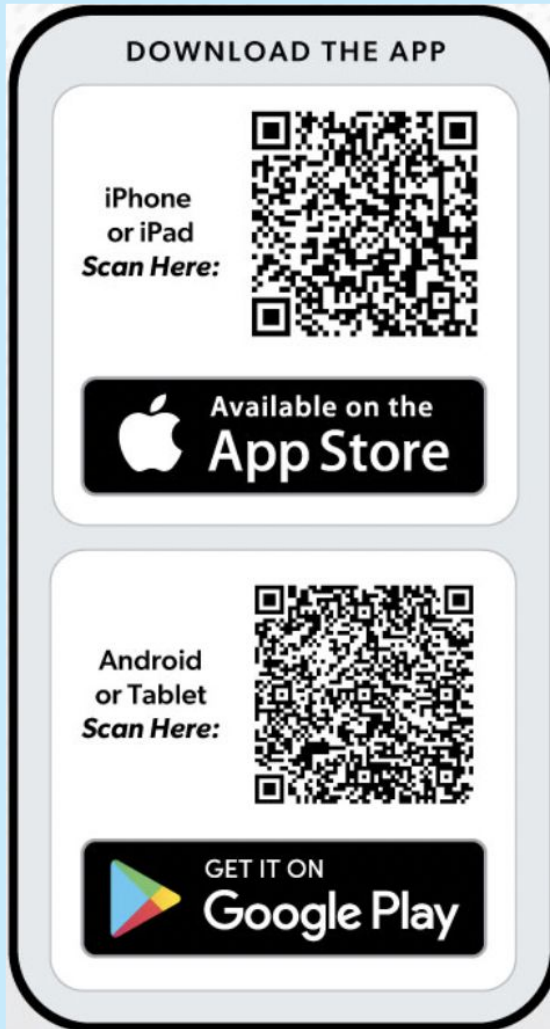
- Download from the [Apple Store](#).
- Download from the [Google Play Store](#).

Ensure that the device being used to run the Fan App has at least these versions of iOS and Android installed:

- iOS version 12.2
- Android version 5.1

# Fan App Registration

How to log in and get started.



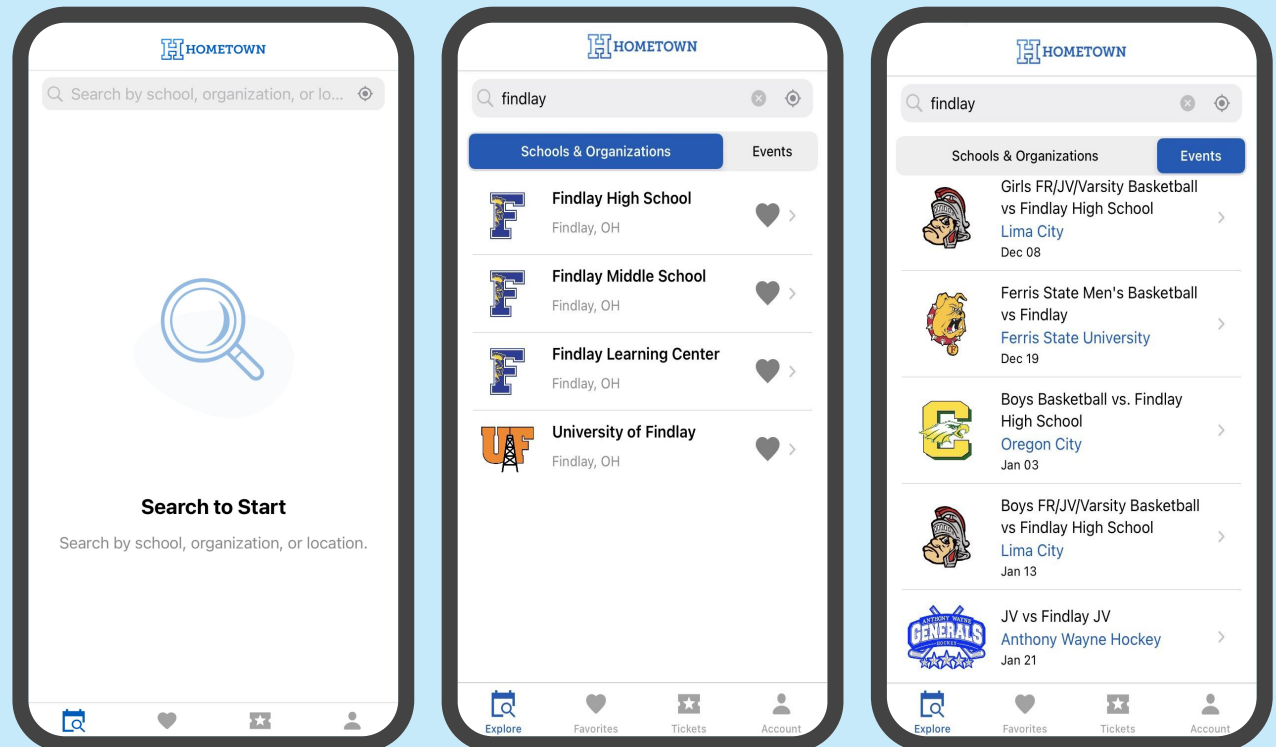
1. Enter your email address associated with your Ticket Spicket Account
  - a. Using the same email address as your Ticket Spicket account will allow you access to your current passes and any ticket purchased in advance.
  - b. Once you tap submit, you will receive an email with a verification code to enter on the next screen.
2. Enter the code you received in the email.
3. You will land on the app's home screen once the email has been verified.

# Searching for Events

With the HomeTown Fan App, users have the ability to search, purchase, and manage their tickets for all events at their school or organization. Users can now fully manage their entire ticketing experience directly on their iOS or Android mobile device.

Guests can search for events the following ways:

- School or Organization Name
- Event Name



# Favorite Schools/Organizations

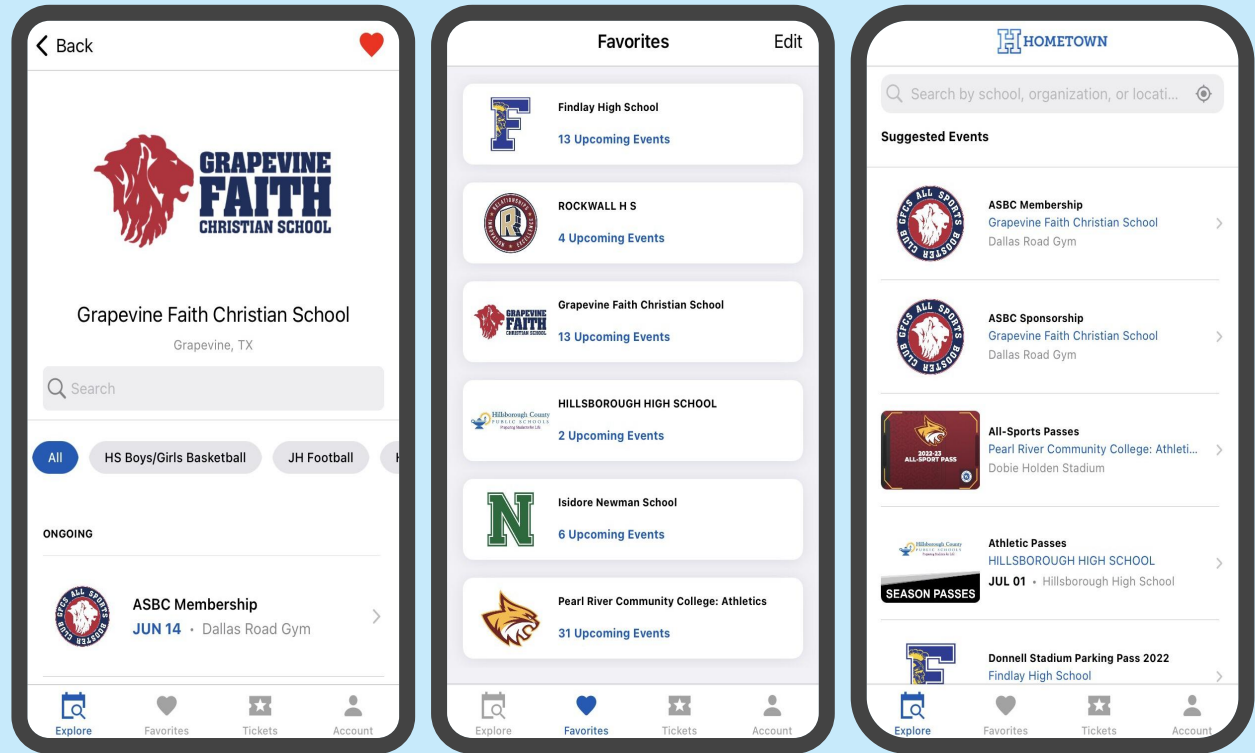


## Pro Tip

Looking for a specific event at a favorited school? The Favorites tab also allows for quick navigation to a school or organization's profile.

Choose Favorite schools and organizations to keep updated on the latest events.

- Tap the heart icon from within a school profile or from the search list to add to **Favorites**.
- Once a Favorite is added, the home screen will show upcoming events for that school or organization.

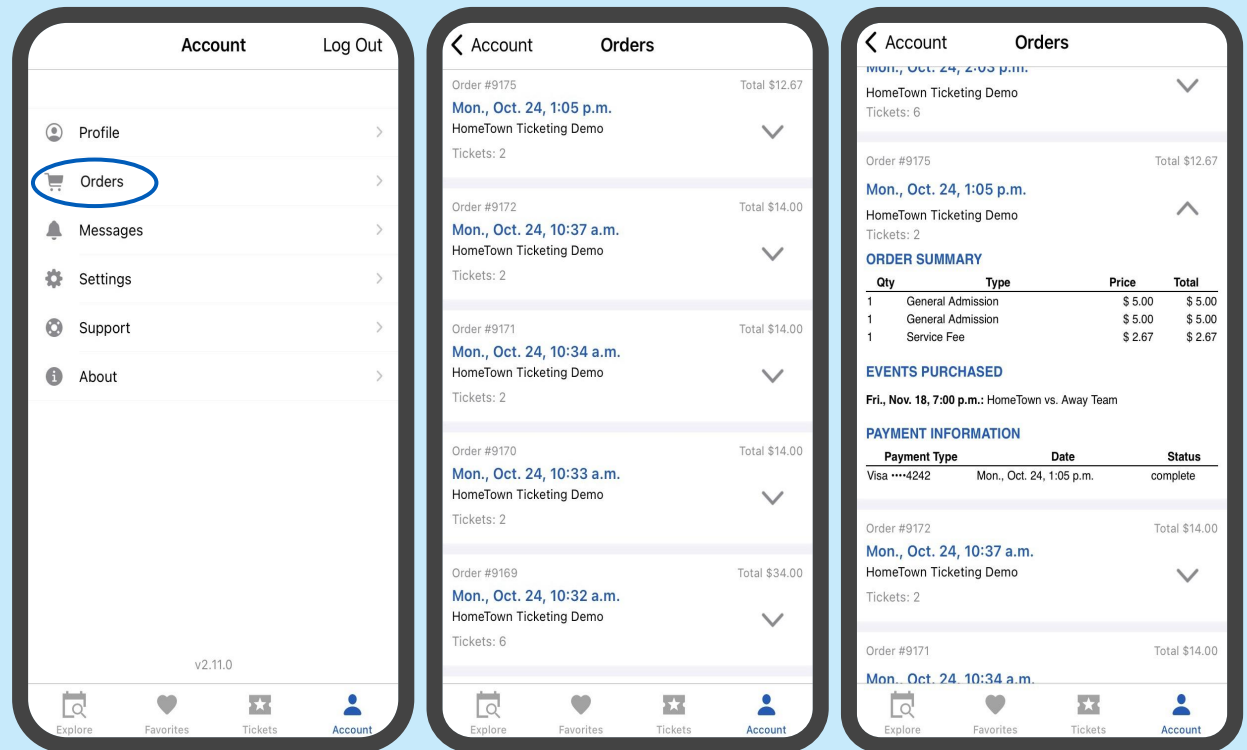




# Purchasing and Accessing Tickets

Fans can purchase and access all their tickets directly from the Fan App, making it easy to review their purchases and access their tickets for an event directly in the app.

- Order history is available by tapping the **Account** tab and entering the **Orders** screen.

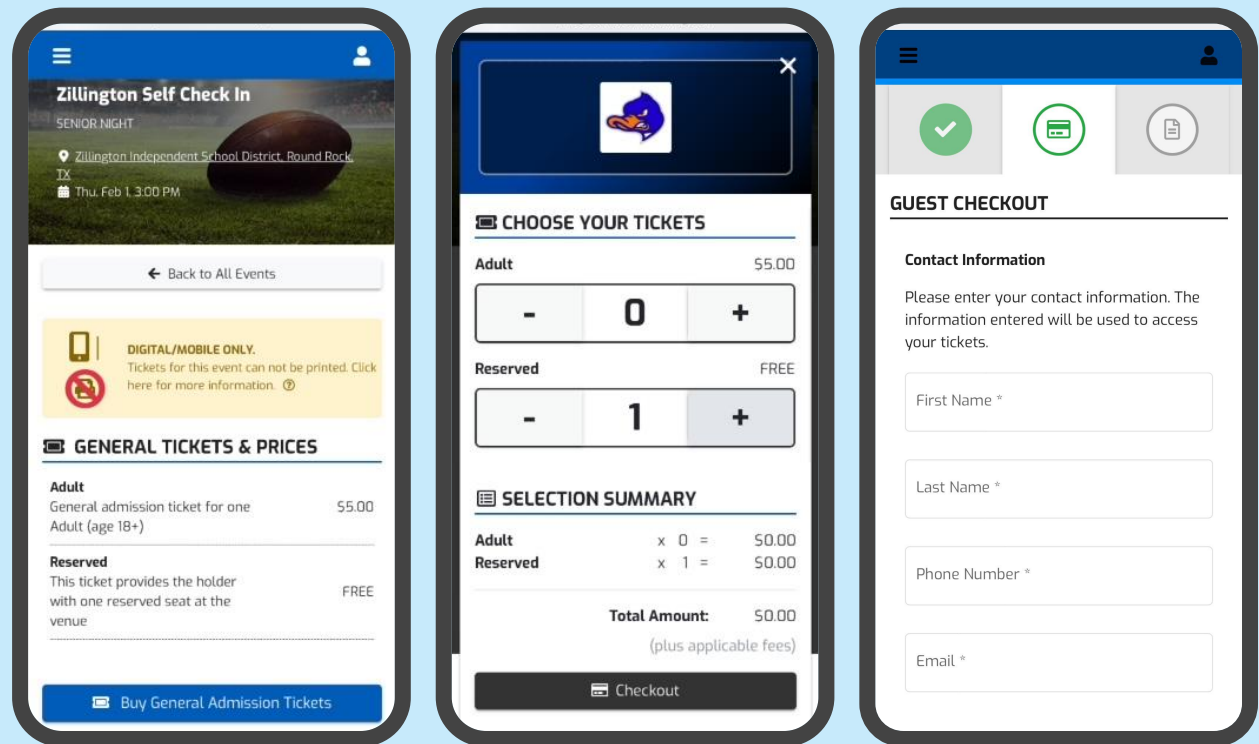


# Purchasing and Accessing Tickets

Purchasing tickets from within the Fan App is a quick and easy process.

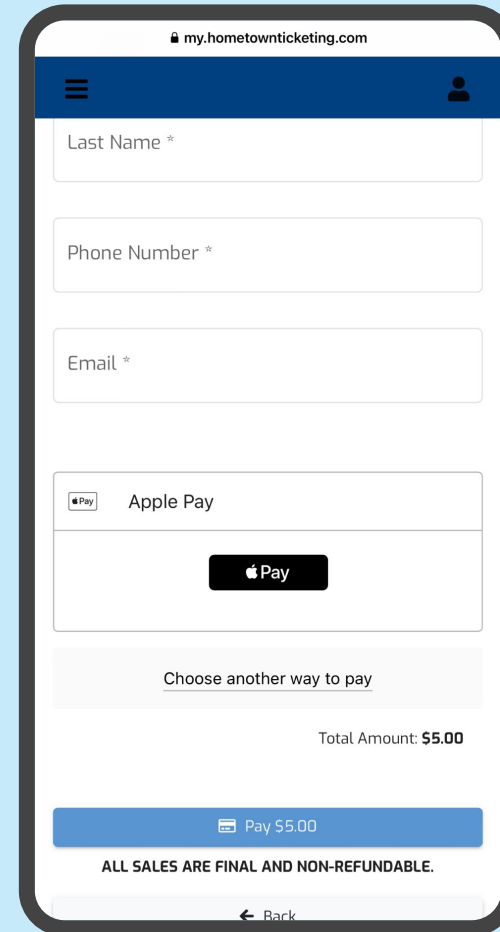
Simply select the event you'd like to purchase tickets for, add those tickets to your cart, and select checkout.

- The guest is prompted on the next screen to enter payment and contact information in order to finish the transaction.



# Apple Pay & Google Pay

- Apple Pay (iOS) and Google Pay (Android) allow for customers to use saved payment methods on their devices to pay for tickets at checkout.





# Accessing Tickets

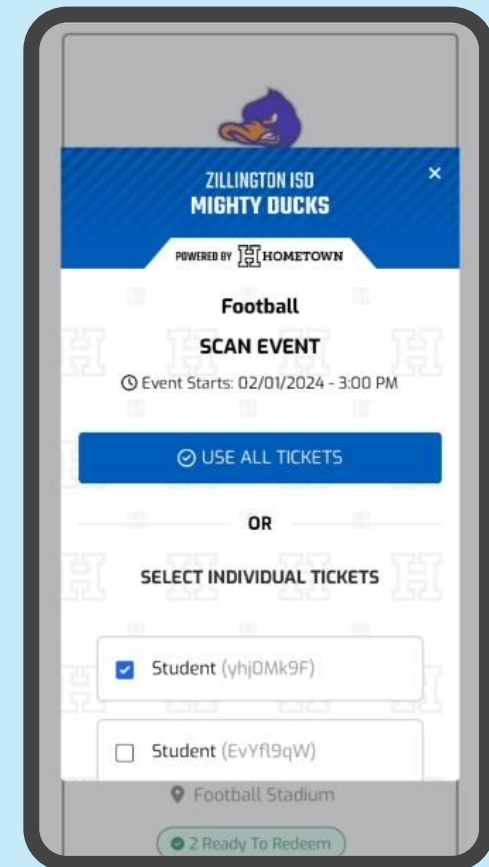
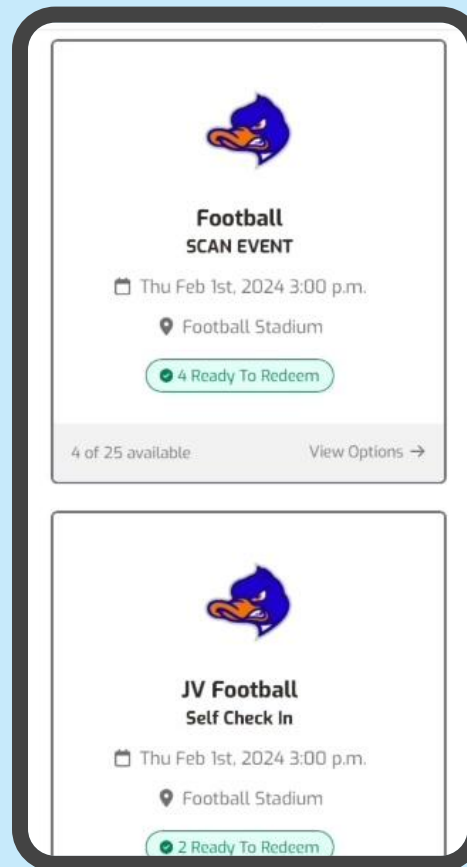
Once tickets have been purchased, they will be accessible from the **Tickets** tab and will be listed by the date of your upcoming events.

- Select the event you are attending
- Select specific tickets or all tickets to be redeemed



## Pro Tip

**Individual Event Tickets** will be listed out by event date.



# Redeeming Your Tickets

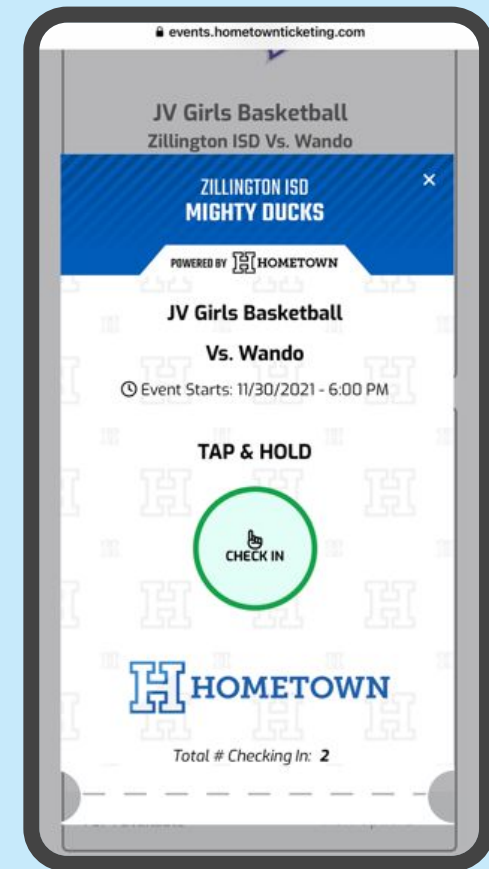


## Pro Tip

Self Check In requires you validate your ticket in the presence of a gate attendant.

Scanning & Self check in allows the host venue to offer touchless entry for their events

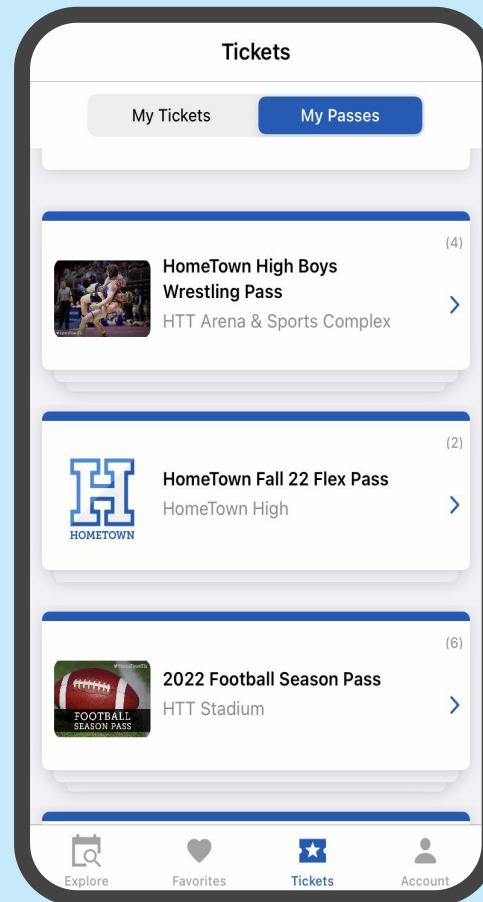
- Scanning - the gate attendant will simply scan your QR code with their device to validate tickets.
- Self Check in - simply hold your finger down on the green button within the web app that animates in front of your gate attendant.



# Accessing Season Passes

Fans can access season passes purchased from their school/organization directly from the HomeTown Fan App.

- Similar to single game tickets, season passes are accessible from the **My Passes** tab.



Season Passes show in their own category at the top of the screen.

# Account /Profile Management

When signing up for the HomeTown Fan App, guests enter their email address, which is how their account will be created and controlled. You now have the ability to add multiple phone numbers to the account. This serves as the unique identifier for an account's login and connecting orders and tickets to that specific account.

- By tapping the **Account** tab and into the profile screen, guests have the ability to enter/edit their email address, first and last name, and their default zip code.

