



Set-Up Instructions

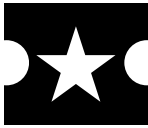
1. Download the HomeTown Fan app from the iOS or Google Play store.
2. Enter your 10-digit cell phone number, or tap Account, Log In, then enter your cell phone number.
3. Tap Send Verification Code.
4. Enter the verification code sent via text message and tap Verify.

Account



1. Tap Account in the bottom right corner.
2. Tap Profile to add your name and email address.
3. Tap Orders to view all purchases made through HomeTown Ticketing.

Tickets



My Tickets

1. Tap Tickets to view all purchased upcoming game tickets.
2. Select the game and tap the arrows or swipe to view and scan each ticket at the game.
3. For iPhone users, you may add tickets to your Apple Wallet.
4. To transfer tickets to someone else, tap Transfer Ticket. Enter their name, phone number, and email address, check both boxes to agree to terms, and tap Transfer Ticket. Note: This is not an ownership transfer. It's for the game and seats selected only.
5. You may also take screenshots of your tickets and text to others.

My Passes

1. Tap Tickets then My Passes if you purchased season passes for sub-varsity football, volleyball, basketball, soccer, baseball, or softball.
2. Tap the season pass and tap the arrows or swipe to view and scan each pass at the game.
3. Passes cannot be transferred to others.

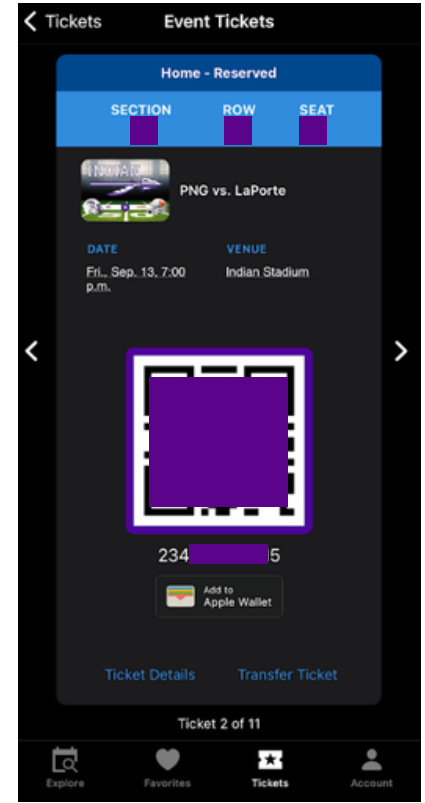
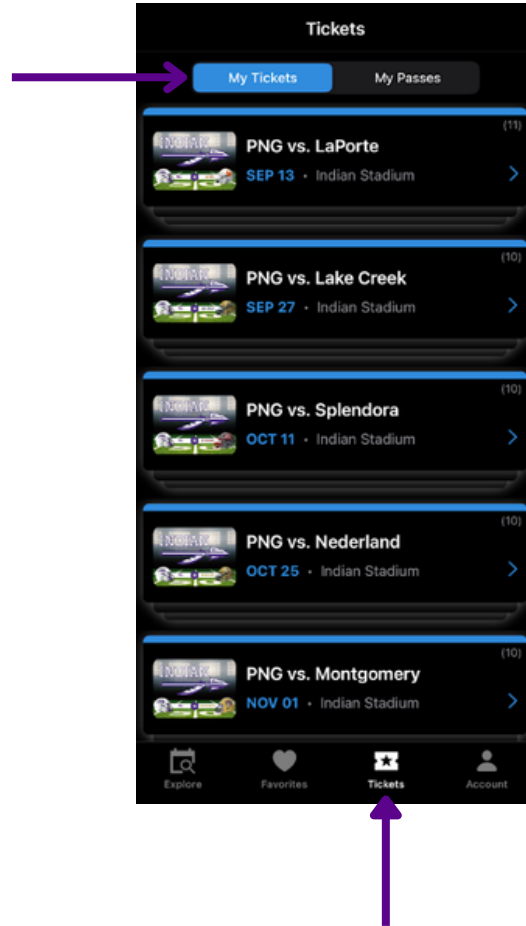
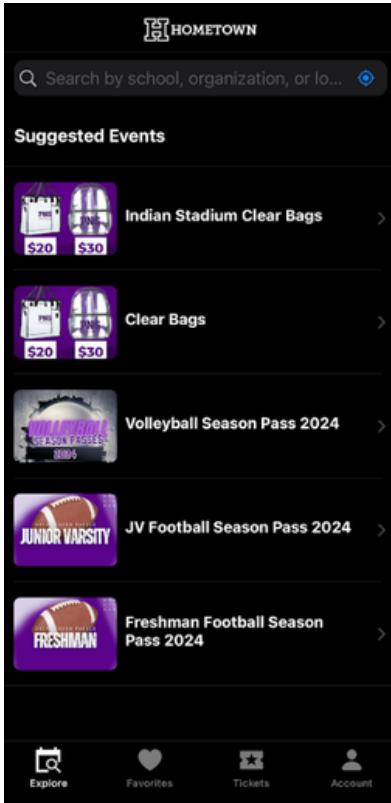


Favorites

1. Tap Favorites.
2. Search for "PNG High School" and tap the heart to add to your favorites.
3. Now all sales at PNG High School will appear on the Explore tab.

You should stay signed in even if you close the app unless you tap Log Out. If you Log Out, simply sign in again following the Set-Up Instructions above.

Additional Information – Varsity Football Tickets



Explore (Home Screen)

Your home screen may look different than pictured above.

To purchase tickets to any event sold on HomeTown, tap the search bar and enter the school name.

For events at PNG, type "PNG High School", not Port Neches-Groves.

Tickets

Tap tickets to view varsity football season tickets.

Tap on the upcoming game to view/scan at the gate.

Event Ticket

Tickets can be accessed by tapping on the left or right arrows, or by swiping left or right.

To transfer tickets, tap Transfer Ticket and enter the required information. Tickets will be sent via text message and email. The contact is not required to have the HomeTown App, but if they do, the tickets will appear in their app.

Tickets can only be transferred individually.

App Troubleshooting Tips

If you're unsure whether you are logged in or out...

Tap Account in the bottom right corner.

In the top right corner, it will say "Log Out" or "Log In".

If it says "Log Out" that means you are currently logged in.

If it says "Log In", tap Log In and enter your 9-digit cell phone number.

If you cannot view your tickets...

Ensure you are logged in by tapping Account in the bottom right corner.

Try logging out then back in.

Verify your app is up to date. HomeTown frequently updates the app to fix bug issues.

Verify you're using the cell phone number that was used to purchase your tickets.

You cannot use a land line as your phone number.

If you *still* cannot view your tickets...

Visit events.hometownticketing.com.

Log in with your phone number or email address.

Enter the verification code sent via text or email.

Tap the three horizontal lines in the top left corner.

Tap My Tickets, then tap View Options on the game.

Tap View Tickets and your QR code will appear.

If you're unable to transfer tickets...

Ensure your app is up to date. HomeTown frequently updates the app to fix bug issues.

If you are still unable to transfer tickets, take screenshots and text them.

If you're *still* unable to transfer tickets...

Visit events.hometownticketing.com.

Log in with your phone number or email address.

Enter the verification code sent via text or email.

Tap the three horizontal lines in the top left corner.

Tap My Tickets, then tap View Options on the game.

Tap View Tickets, then swipe to the ticket you want to transfer. Tap Transfer Ticket.

Enter the name, phone number, and email address, then check each verification box.

Tap Transfer Tickets.

If you're not receiving text, email, or push notifications regarding tickets/games...

Tap Account, then Settings.

Tap Notifications.

Turn on email, text message, and push notifications.

You will now receive any updates or reminders regarding games you're attending.