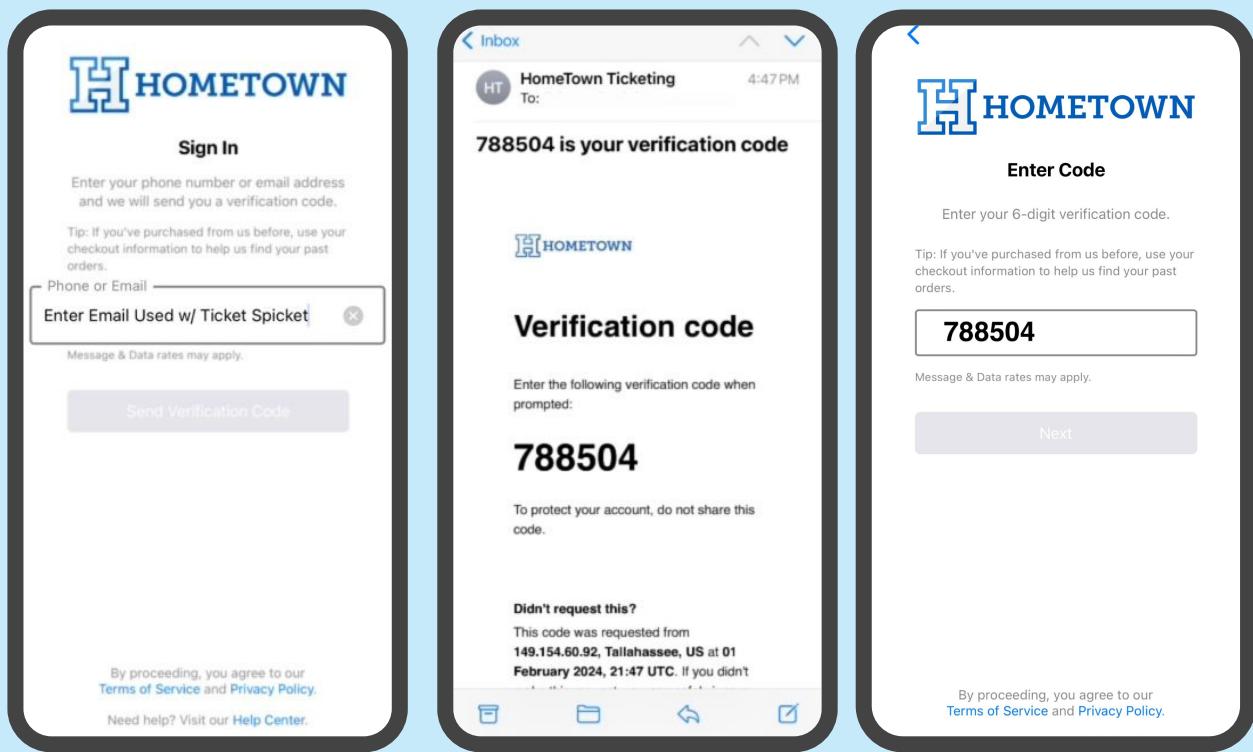


Fan App Registration

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.



HomeTown Fan Experience

The HomeTown Fan Experience combines the search experience you and your fans are familiar with, now with a new look! The HomeTown Fan Experience simplifies the ticket purchasing process by providing a single destination where fans can search, purchase, and manage their tickets and passes in a single experience.

What is changing for your fans?

The link or URL fans will now use is: **events.hometownticketing.com**

- Anyone trying to reach **events.ticketspicket.com** will be automatically redirected to the new URL.
- The Ticket Spicket App will be decommissioned by February 28 and all users will be able to use the HomeTown Fan App moving forward.

What does this mean for your fans?

- During your fans first login, please encourage them to add their email address to link any previously purchased tickets or passes to their account.
- Your fans can now go to **events.hometownticketing.com** to search for events and manage their tickets and passes on the web.
- Your fans can also download the HomeTown Fan App to access all of the same features they had within the Ticket Spicket App.
- Fans who have not downloaded the HomeTown App will receive a continuous reminder in the app to download the HomeTown Fan App until February 28, 2024. At which time, they will no longer be able to use the Ticket Spicket App to purchase tickets or search for events and will be directed to download the HomeTown Fan App to continue the ticket purchasing experience.

Exciting New Features for your fans:

- Fans will no longer be required to login with their email in order to purchase tickets.
- Tickets and Passes will be connected through a new authentication solution based on the phone number and/or email address used on their order.
- Fans will now be able to use the HomeTown Fan app, which allows for a more native and richer experience, for all of their same needs.

FAQ's:

[Do you need an updated poster with new HomeTown Fan App branding or social media graphics?](#)

Here are links to general HomeTown branded Fan App posters and social media graphics available to use throughout your school and social media accounts.

HomeTown Fan App Posters:

- [Fan App Poster 1](#)

- [Fan App Poster 2](#)

Social Media Graphic:

- [Social Graphic 1](#)
- [Social Graphic 2](#)

If you need any additional posters or resources, please reach out to your Customer Success Manager and they will be able to help. You can always contact HomeTown Support at support@hometownticketing.com with any other questions.

What happens to the tickets or passes I bought before the change?

Any tickets or passes that have already been purchased for the 2023-2024 season will still be associated with that particular user and will be based on the phone number and/or email used when the order was placed. Using the new authentication login, users will be able to login using a one time password sent to that phone number or email address to view those tickets or passes.

- If the user does not see their tickets or passes upon authenticating the first time, they will be able to add additional phone numbers or emails to their profile, which will help cover others possibly used on their purchases.

Will I still use my Ticket Spicket login?

No. Ticket Spicket logins & accounts will not be used, which means you no longer have to remember a password to purchase and manage tickets! Simply go to **events.hometownticketing.com or download the HomeTown Fan App** then use your phone number and/or email address to access your tickets in the app.

What happens to my credit card information I had saved in my Ticket Spicket profile?

Any personal information previously associated with Ticket Spicket accounts will be permanently deleted in our system and not available for use.

Will my credit card info be stored for future purchases or will I be required to re-enter it for each purchase?

No. HomeTown does not store your credit card information, you will be required to re-enter it for each purchase.

How do I find my school or events?

No different than before, customers will still be able to locate their favorite schools or organizations by simply searching on the homepage of events.hometownticketing.com.

Bonus: users will now be able to search by event name!

How will my app experience change?

Fans will no longer be able to use their Ticket Spicket app, but messaging is in place to send them to the correct app moving forward. Fans will now have access to the HomeTown Fan app, where they can still search for their favorite events, purchase and manage their tickets all in one place. HomeTown is continuously adding new and great features to the app.



Where can I find the new app?

Similar to before, you can easily buy and store your digital tickets to events from your mobile phone with the HomeTown Fan App, available for both [iOS](#) and [Android](#) devices.