GOFAN DIGITAL TICKETING IN THE IHSA STATE SERIES

GoFan is the official digital ticketing partner of the IHSA, and the IHSA is exclusively using GoFan digital tickets at many rounds of the State Series.

A digital ticket is a ticket that is purchased and redeemed directly on a smartphone.

A complete list of all rounds utilizing GoFan digital tickets can be found below:

FALL SPORTS

Boys Soccer	Sectional	Super-Sectional	State Final
Girls Volleyball	Sectional	Super-Sectional	State Final
Girls Swimming & Diving	Sectional		State Final
Football	Quarterfinals (3rd)	Semifinals (4th)	

WINTER SPORTS

Girls Bowling	Sectional	State Final	
Boys Bowling	Sectional	State Final	
Dance	Sectional	State Final	
Cheerleading	Sectional	State Final	
Girls Gymnastics	Sectional	State Final	
Boys Wrestling	Sectional		
Girls Wrestling	Sectional	State Final	
Boys Swimming & Diving	Sectional	State Final	
Girls Basketball	Sectional	Super-Sectional	State Final
Boys Basketball	Sectional	Super-Sectional	

SPRING SPORTS

Badminton	Sectional	State Final	
Boys Gymnastics	Sectional	State Final	
Girls Track & Field	Sectional		
Boys Track & Field	Sectional		
Girls Water Polo	Sectional	State Final	
Boys Water Polo	Sectional	State Final	
Girls Lacrosse	Sectional	Super-Sectional	State Final
Boys Lacrosse	Sectional	Super-Sectional	State Final
Girls Soccer	Sectional	Super-Sectional	State Final
Boys Volleyball	Sectional		State Final
Softball	Sectional	Super-Sectional	State Final
Baseball	Sectional	Super-Sectional	State Final

1. TICKETING AT OTHER ROUNDS OF STATE SERIES

For any rounds not listed above (i.e. Regionals), the State Series host can choose their ticketing method.
If a host wants to use digital ticketing in rounds where it is not required, they must still use GoFan.
To setup GoFan digital ticketing in rounds where it is not required:

      A) If you are already a GoFan school, contact mtroha@ihsa.org

      B) If you are not a GoFan school, click here: **GoFan Set Up**

2. WHAT TICKET BUYERS SEE

Fans can buy tickets from the GoFan website www.GoFan.co/IHSA (.co NOT .com) or the GoFan app (not available on Android). They can search for tickets on the app/website by IHSA, host or competing school:

Alleman High School Events

IHSA REGIONAL SEMI FINAL GAMES (2)

Soccer - Alleman vs Somonauk / Earlville vs Riverdale

Wed, Oct 13, 2021 at 4:30 PM

VIEW EVENT DETAILS

Select Options

? MOBILE ENTRY

General Admission Ticket
$5.00

− 2 +

Add Promo Code

| Promo Code | APPLY |

GET 2 TICKETS $10.00

3. HOW GATE STAFF REDEEM TICKETS

SIMPLE TICKET REDEMPTION

1 **FANS PRESENT TICKETS AT GATE**

2 **SELECT TICKET(S) TO REDEEM, CLICK "USE TICKET"**
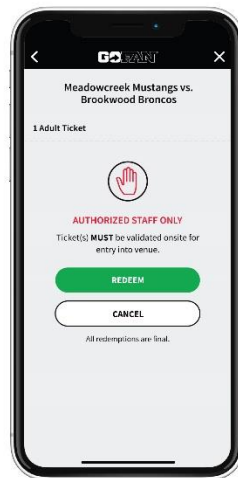
3 **PRESS "REDEEM"**
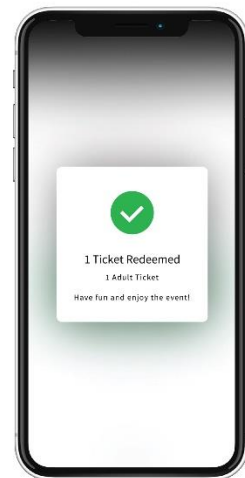
4 **FANS ENJOY GAME**

NO HARDWARE

NO COST

NO WIFI

NO HASSLE

4. EDUCATION & FAQ

GoFan has a series of videos that are helpful for both alerting fan bases about the buying process and for gate workers to learn more about the ticket redemption process.

How To Buy Tickets Video: https://www.youtube.com/watch?v=tkZqTY5d6Bg

Accessing & Sharing Tickets Video: https://www.youtube.com/watch?v=H0Xhso4QobA

Ticket Redemption Video: https://www.youtube.com/watch?v=IzAYgP6tFEM

For more information and answers to FAQs, please watch this webinar provided by GoFan & IHSA Staff: Click here for GoFan webinar

5. GOFAN HQ

GoFan HQ is the backdoor event management section of the GoFan platform. You will need to setup an account in order to access the event you are hosting.

* To get started, go to https://hq.gofan.co/login and enter your school email address. You will then be prompted to create a password to login.

* Once you are logged in, please ensure your school logo is up to date as well as your account information. Click here for a quick tutorial on how to update your account.

* GoFan HQ is where you will be able to access and edit important functions like…

-Changing your event's start time or date in the event of a cancellation/postponement.

-See how many tickets have been sold to better staff your event.

-Access the ticket list in case of redemption issues

* You can use the "alert" tab to make potential buyers aware of info (i.e. pullout ticket before arrival, game will be played at middle school, etc.).

* The GoFan backdoor page for an event will look similar to the screenshot below:

6. POSTING STATE SERIES TICKETS FOR SALE
The IHSA and GoFan will post the tickets for the State Series event you are hosting for sale.
If you are GoFan school, the IHSA will still post it to maintain financial report continuity within the tournament, but the contest will display in your HQ page as if you had scheduled it.

7. RESTRICTED TICKETS
* Restricted tickets will occur in team sports for IHSA State Series contests if it is determined to be prudent by the host school, if requested within 72 hours before the event by a competing school, or upon request by the IHSA office.
* "Restricted tickets" means that due to a potential sellout, or if there are fan restrictions on attendance for any reason at a team sport State Series event, rather than list all tickets for sale, the ticket allotment will be to split 40% for each competing team and 20% for sale to the general public (or 45-45-10 or 50-50 – split will be host decision). In that case, the IHSA will provide a private link to the Athletic Director at each competing school with their ticket allotment, so they can systemically share it with their student-athletes' families, students, fans, etc. to allow them the first opportunity to purchase tickets. In this scenario, there will be a pre-determined date/time at which point any unsold tickets from the school allotments will be released for sale to the general public.
* Communication by hosts is imperative with potential teams competing in a postseason event they are hosting. It is encouraged for hosts to look ahead/communicate with the potential teams who could be playing in their State Series events, and couple their historic fan attendance with your venue capacity. If concerns arise based on that, contact mtroha@ihsa.org to move to restricted ticketing for that event.

8. TROUBLE SHOOTING, WIFI ISSUES, OTHER FAQ
* Poor Wifi: If your school or game venue has poor wifi you can do the following…
    A) Hosts can tell fans to pull up their ticket before arriving at the venue via the "Alert" tab available under the game in GoFan HQ. Tickets can be redeemed without wifi if they are pulled up on the phone when the ticket holder arrives.
    B) Hosts can use GoFan HQ and pull up the redemption list. They can then check to verify that an individual or individuals purchased tickets and have not yet redeemed them.
    C) If possible, setting up an open guest wifi network for an event can help alleviate wifi entry concerns.
* No Phone:
    A) A school can make a credit card available at the gate. If an individual comes without a phone, the school could collect cash and then charge their card to maintain all digital purchases.
    B) A school can purchase a $99 card reader from GoFan and pair it with a school ipad or tablet. If a fan arrives without a phone, they can charge the credit card for the ticket.
    C) If a phone is forgotten, runs out of battery, etc. then example 8-B above is again applicable.

9. GENERAL ADMISSION
All GoFan tickets for IHSA State Series events are general admission to the venue unless otherwise noted or requested by the host school. The host school should contact mtroha@ihsa.org if they want their tickets not to be general admission.

10. FINACIAL SETUP & REPORT
In rounds where GoFan is required, GoFan will send all ticket sale revenue directly to the IHSA, and the IHSA will send the host school a check that will include the cost of officials reimbursement (if applicable), host guarantee (if applicable) and gate percentage (if applicable) in the weeks that follow the event. There will be a separate/shorter financial form for each site using GoFan in the Schools Center hosting area.
If a host school chooses to use GoFan in rounds where it is not required, the revenue will be sent to the host school and a traditional IHSA financial report will be completed by the host after the event.

11. HARD COPY TICKETS
For the sports/rounds of tournaments listed on the first page, we are exclusively selling digital tickets via GoFan. There should be no expectation that any other type of tickets will be available. In the event that a fan has no other way to enter the game, the host may provide a cash option. The cost of a cash ticket is the same as the cost of the digital ticket for that event. Please attempt all options in #8 before accepting cash, as it will complicate the financial reporting process.

12. CONVIENIENCE FEE
The convenience fee has been eliminated for all rounds where the IHSA requires the use of GoFan. A convenience fee may apply if a school uses GoFan in a round where it is no required.

13. GAMEDAY HELP/CUSTOMER SERVICE
Host schools should call 770-910-3695 if any issues arise on the day of an event. Less urgent issues can also be resolved via email at support@gofan.co

If a school is contacted with any customer service issues (refunds, wrong ticket purchased, etc.), please direct these individuals to email or fansupport@gofan.co Google "GoFan Fan Support" or visit: https://gofan2.zendesk.com/hc/en-us/requests/new

14. GOFAN RESOURCES, SIGNAGE, MESSAGING
If you'd like access to signage on ticket buying to hang at your gates/entrances/parking areas, there are some materials provided below.
* General "How To Buy Tickets" Printout:
	https://www.ihsa.org/Portals/0/Ticket%20Printout%20Signage.pdf
* GoFan has also setup a special page for IHSA hosts with both general and customizable language, signage, social media resources, etc. Access it at: https://get.gofan.co/ihsa

15. HOSTING BEST PRACTICES
* It is recommended that hosts offer multiple entrance lines. At least one for single entry tickets and at least one for fans redeeming multiple tickets at once. This will make it easier for the gate staff to verify the correct number of people and corresponding tickets are entering/redeeming tickets.
* It is recommended that some QR code signage (options provided in #13) be posted and it be clear (via signage or an individual's direction) that individuals without tickets use the QR code to purchase their tickets.