

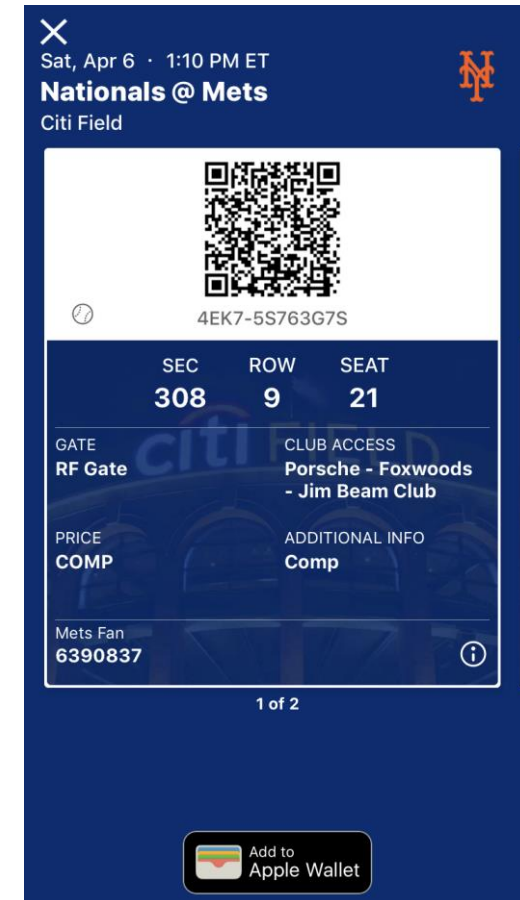


# HOW TO ENTER A METS GAME AT CITI FIELD

Ready to enter Citi Field? Simply have the MLB Ballpark app open, pull up your ticket barcode for that day's game and present it to the gate attendant to be scanned. If you're entering with a group, you have the option to scan multiple tickets on one device or forward tickets to your group in advance to be scanned via the MLB Ballpark app on their devices.

Having issues scanning in? Be sure to adjust your screen's brightness and watch out for glares from lights or the sun, both of which may prevent your mobile ticket from scanning properly.

Making your way to your seats at Citi Field? Simply show a Citi Field attendant your mobile ticket on the MLB Ballpark app to be directed to your seat.



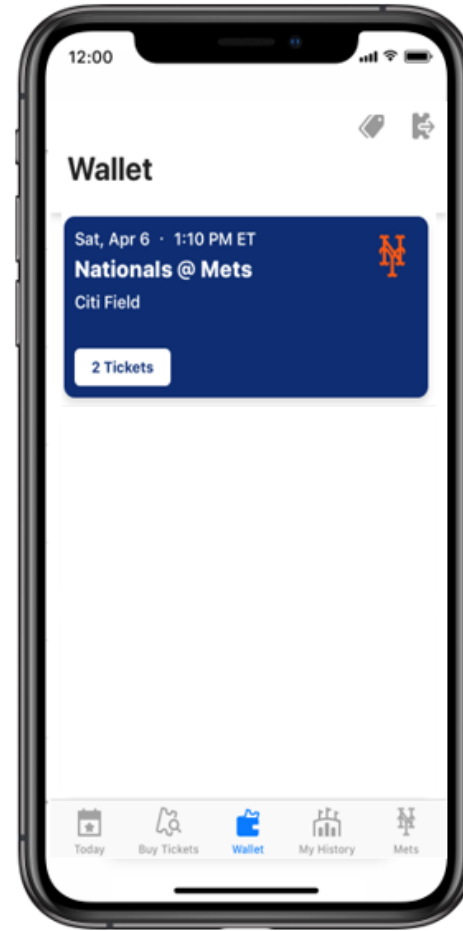
Visit [Mets.com/ballparkapp](https://www.mets.com/ballparkapp) for our frequently asked questions.  
Having issues? Contact us at [ticket\\_services@nymets.com](mailto:ticket_services@nymets.com) or 718-507-TIXX.



# HOW TO USE THE “WALLET TAB”

The “Wallet” tab will hold any ticket(s) associated with your linked ticket account(s). The following pages will guide you on how to view and share these tickets.

Please note if your tickets are not appearing, you may need to pull-to-refresh your “Wallet” by holding and pulling the screen downward with your finger or pointing device.

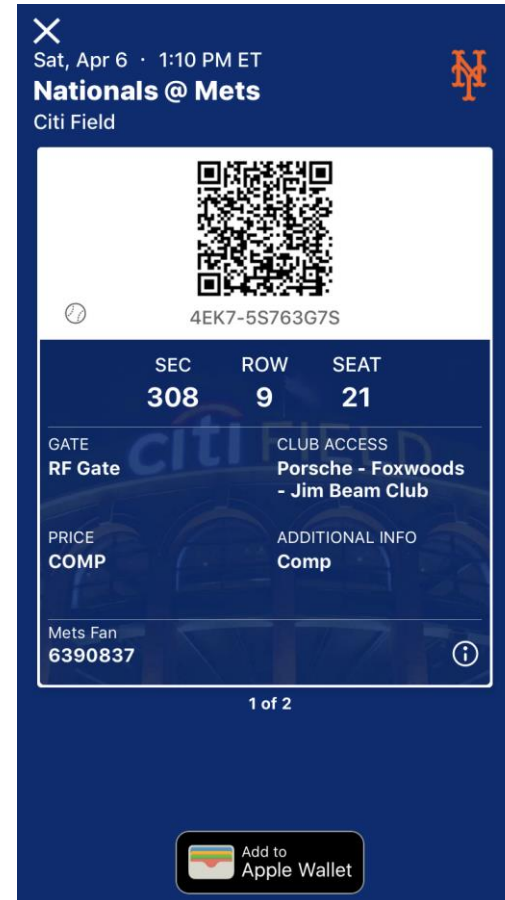


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# HOW TO VIEW YOUR TICKET BARCODE

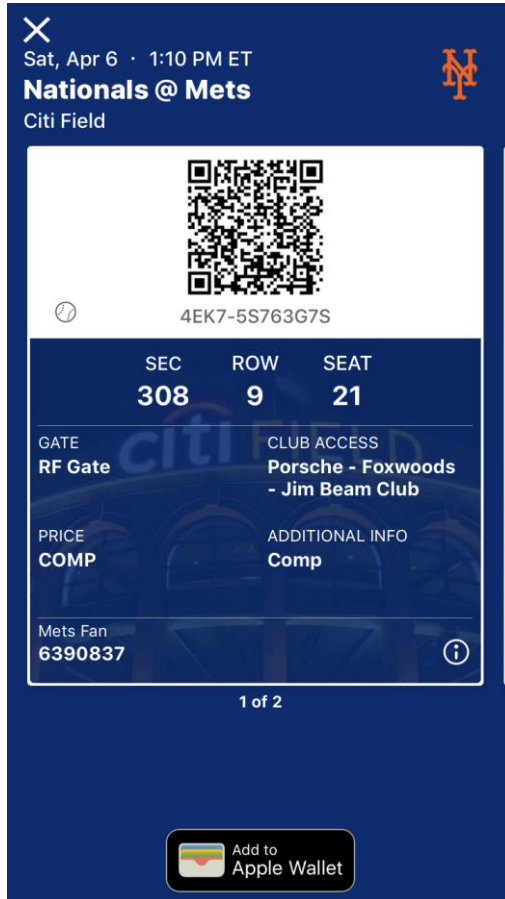
Tap an individual ticket to see its mobile barcode and that game's information. This mobile barcode will be scanned when you enter Citi Field for a Mets game



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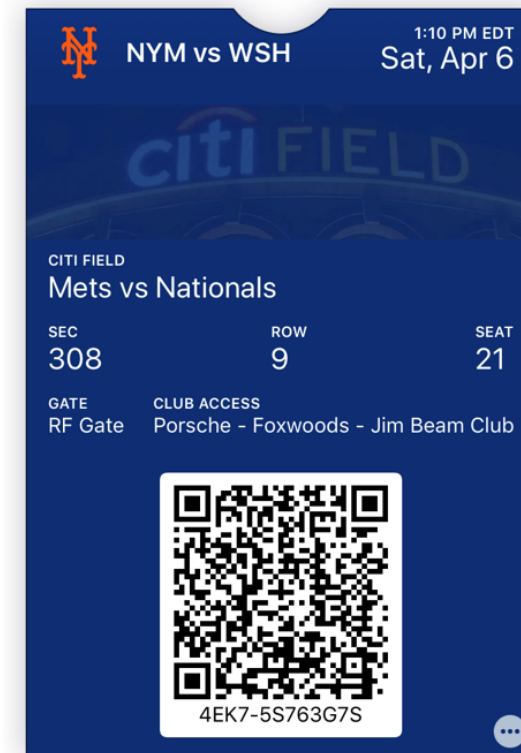
# HOW TO ADD A TICKET TO APPLE WALLET



If you would like to add your ticket to Apple Wallet, tap for the Add to Apple Wallet button on the bottom of your ticket in the scan view.

The Apple Wallet ticket will appear and you must hit the Add button on the upper right of the screen to confirm

Cancel Mets vs Nationals Add



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