

Mets



Ballpark™

**YOUR GUIDE
TO
MOBILE TICKETING**

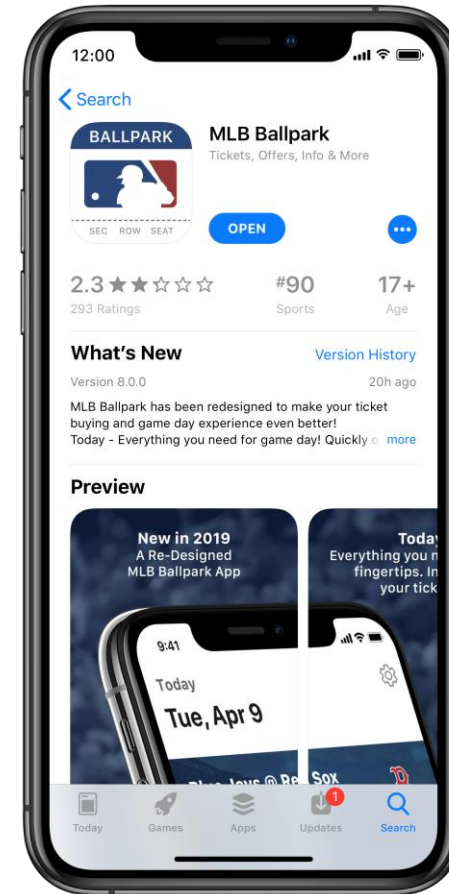


YOUR APP FOR MOBILE TICKETING

The free [MLB Ballpark app](#) is your secure and convenient way to instantly access Mets tickets via your mobile device. Helpful Citi Field information also is available in the Ballpark app.

Download MLB's official app for mobile ticketing, to your mobile device today via the App Store or Google Play.

Please note a redesigned version of the MLB Ballpark app was launched by MLB in February 2019. Fans will need to download the latest version of the MLB Ballpark app to access Mets tickets for the 2019 season. Visit Mets.com/BallparkApp for more information.



Visit Mets.com/ballparkapp for our frequently asked questions.

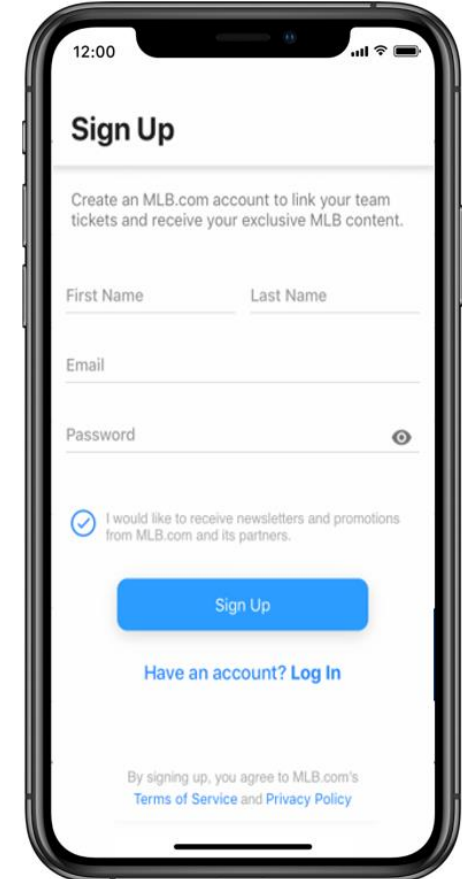
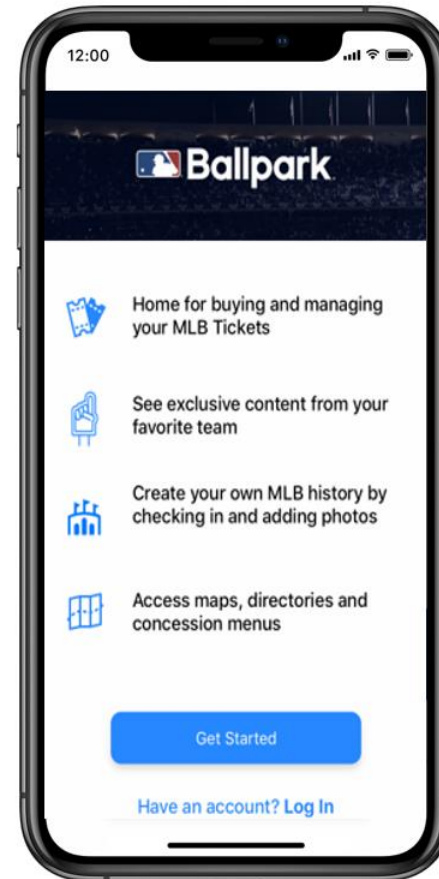
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LOG IN WITH YOUR MLB.COM ACCOUNT

After downloading the MLB Ballpark app, log in with your MLB.com account. If you can't remember your password, you can have a new one emailed to you directly from the app.

If you don't have an MLB.com account, you can easily create one in the app.

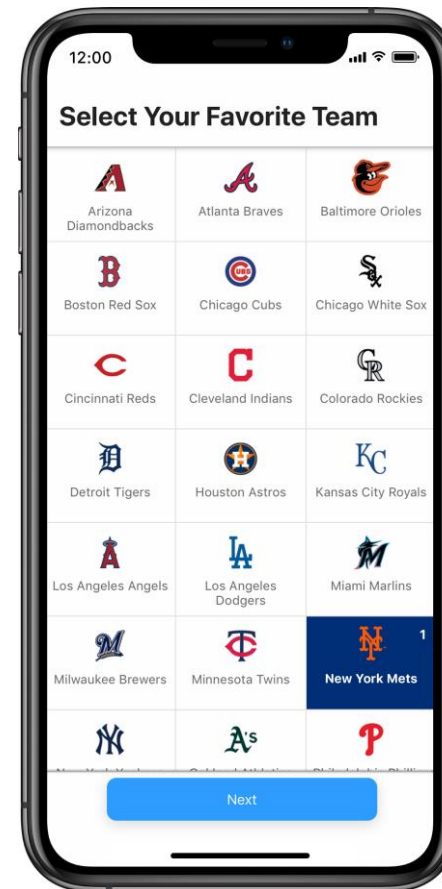


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SELECT THE NEW YORK METS AS YOUR TEAM

After logging into the MLB Ballpark app, tap the “Settings” button in the top right corner and then select the “New York Mets” as your favorite team to get started.



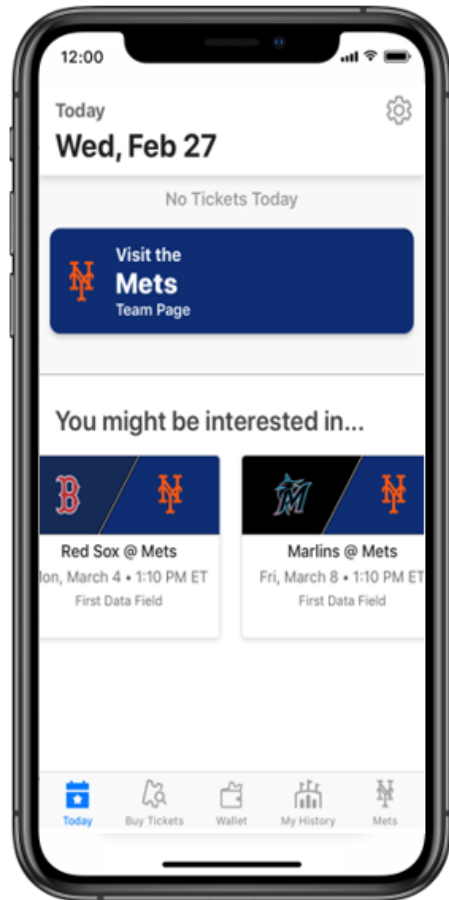
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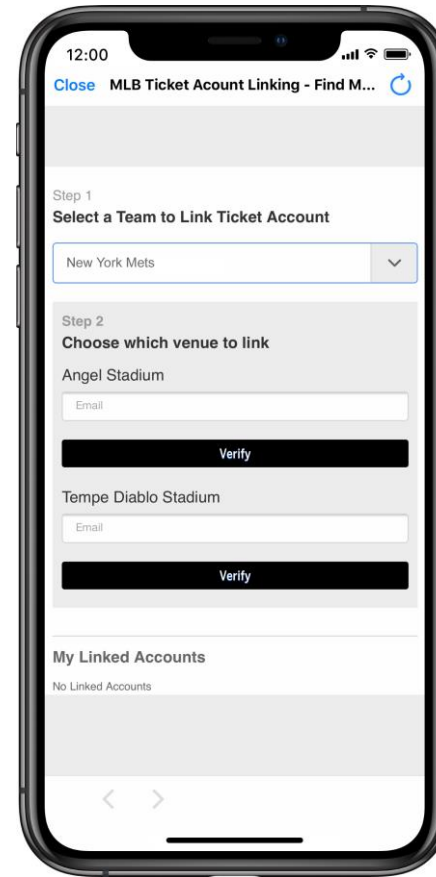
LINK YOUR ACCOUNT(S)

If you have previously linked your ticket account in the MLB Ballpark app, click the “Settings” button on the top right corner of the “Today” tab and then select “Ticket Accounts.” Verify that your email address is displayed on the “Ticket Accounts” screen.

If it is not displayed, tap “Link Account.”



If you’re attempting to link a new ticket account, you’ll receive an MLB.com email asking you to **grant access** to the app. Tap “**Grant Access**” from the email and then re-open the MLB Ballpark app and pull-to-refresh your “Wallet” by holding and pulling down the screen.



Once linked, your email address and Mets ticket account number should now appear in “Ticket Accounts,” and your ticket inventory will appear in your “Wallet.”

Keep in mind that you can link multiple ticket accounts and email addresses, so if you utilize another account for other purchases, you can add that here.

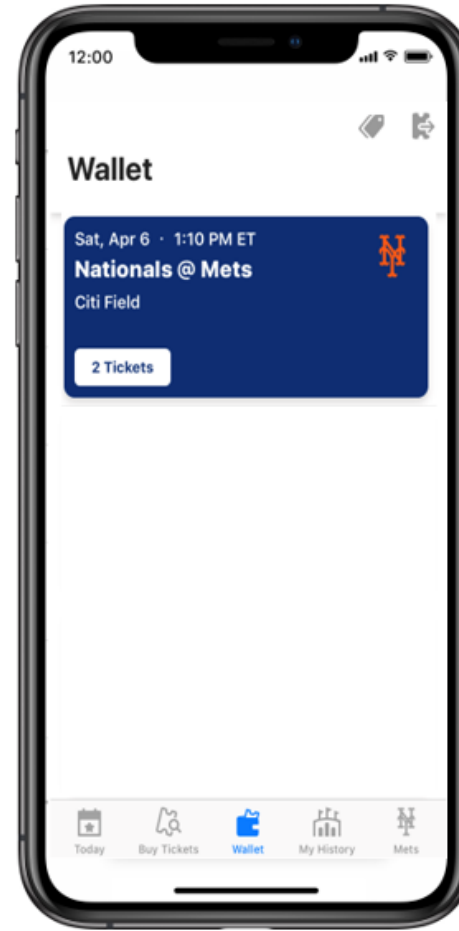
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HOW TO USE THE “WALLET TAB”

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.



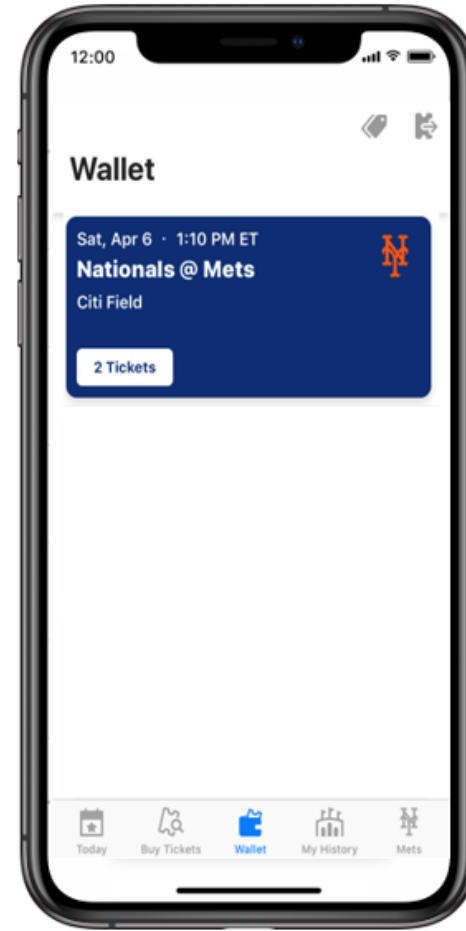
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TICKETS NOT APPEARING IN YOUR “WALLET?”

If ticket(s) associated with your linked ticket account(s) are not appearing in the MLB Ballpark app, you may need to pull-to-refresh your “Wallet” by holding and pulling the screen downward with your finger or pointing device.

Pull-to-refresh may need to be done occasionally to ensure your “Wallet” is up to date and reflective of any ticket(s) associated with your linked ticket account(s).



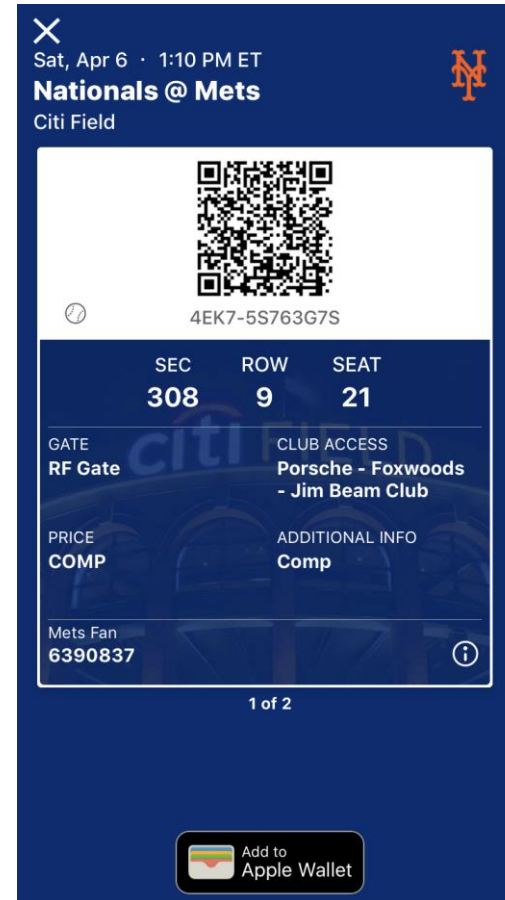
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HOW TO VIEW YOUR TICKET BARCODE

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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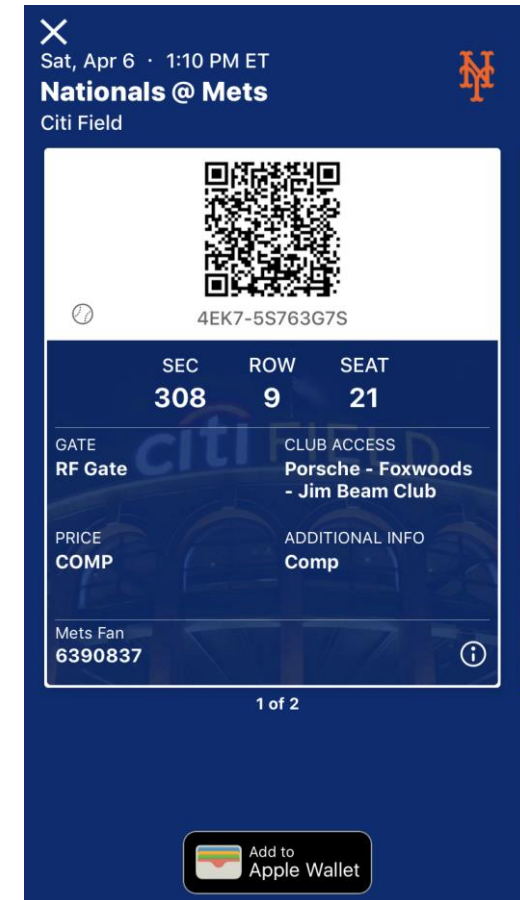


HOW TO ENTER A METS GAME AT CITI FIELD

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.

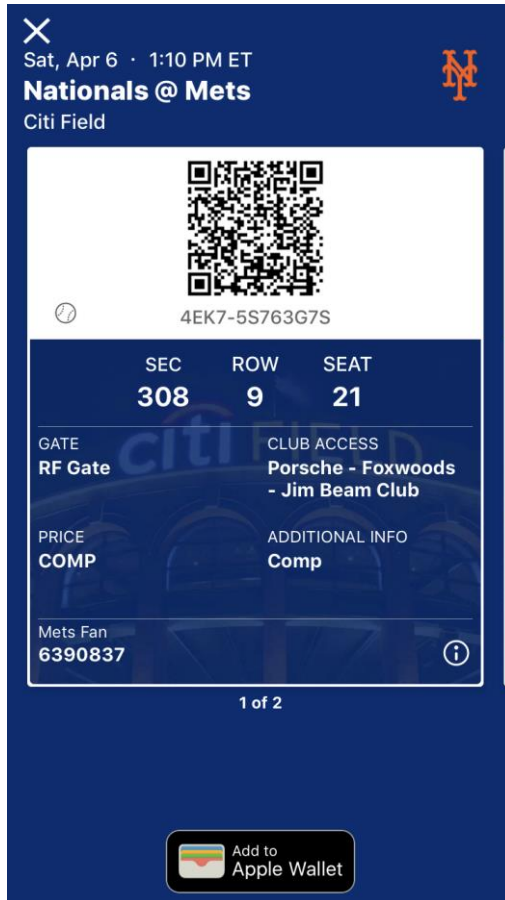
Making your way to your seats at Citi Field? Simply show a Citi Field attendant your mobile ticket on the MLB Ballpark app to be directed to your seat.



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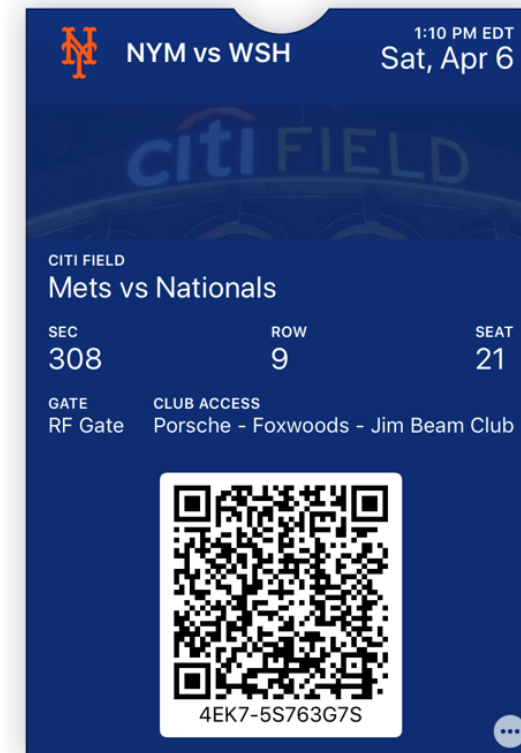
HOW TO ADD A TICKET TO APPLE WALLET



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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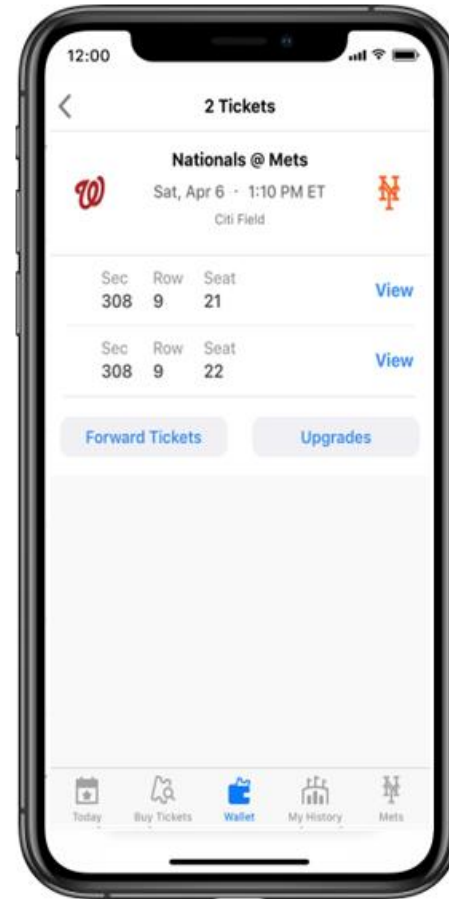
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HOW TO FORWARD TICKETS

Meeting family or friends at Citi Field? You can easily forward tickets to them via the MLB Ballpark app by selecting the “Wallet” tab, tapping the “Forward” button and clicking the circle next to the ticket(s) you wish to forward. Mobile tickets can be forwarded via email or a text link.

When you forward a ticket, it will still appear on your list of tickets in the MLB Ballpark app, but it will not feature a mobile barcode. Mobile tickets without barcodes cannot be used for entry into Citi Field. You may choose to cancel a forwarded ticket and have it reinstated as a live mobile ticket in your MLB Ballpark app. Instructions on how to cancel a forwarded ticket are provided on a later page.

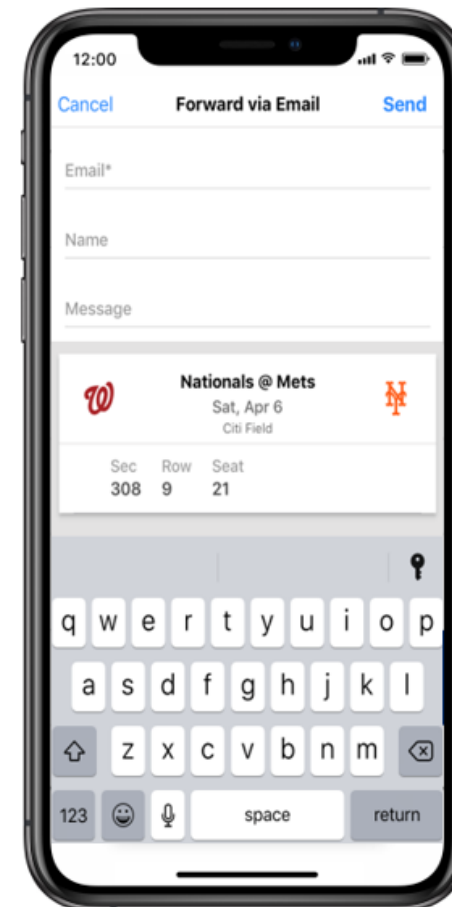
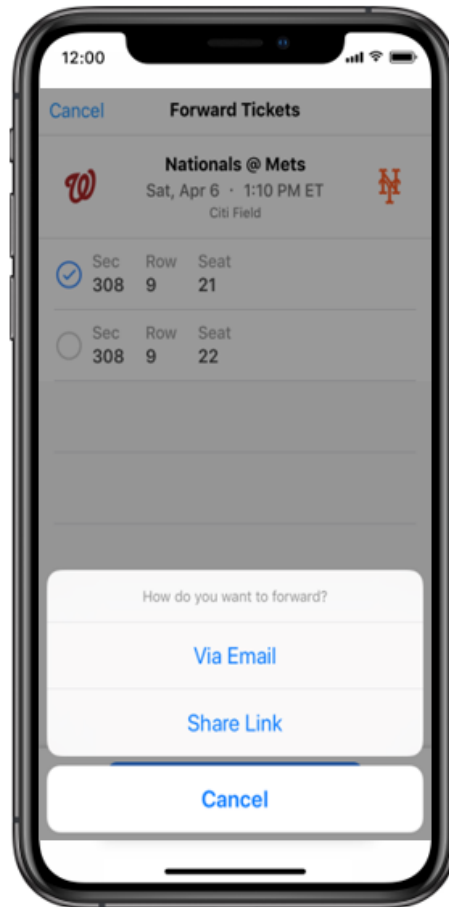


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HOW TO FORWARD TICKETS VIA EMAIL

To forward ticket(s) via email, select that recipient's name from your mobile device's address book or enter his/her email address directly. The recipient will be sent an email notifying him/her that you have sent mobile ticket(s). The recipient must click "Access Tickets" in that email in order to receive the mobile ticket(s).

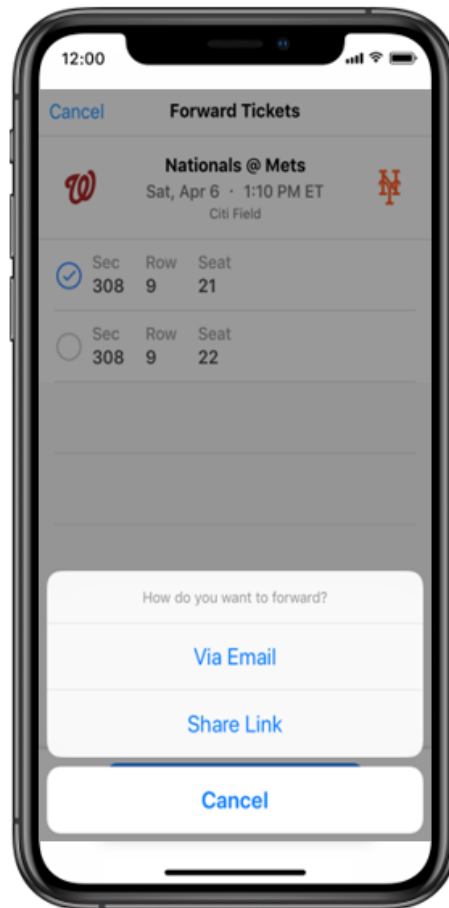


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HOW TO FORWARD TICKETS VIA A TEXT MESSAGE LINK

You can forward ticket(s) via text message by selecting the "Forward via Link" option. Simply select that recipient from your mobile device's address book or enter their mobile phone number. They will receive a text with a link to accept the mobile ticket(s).



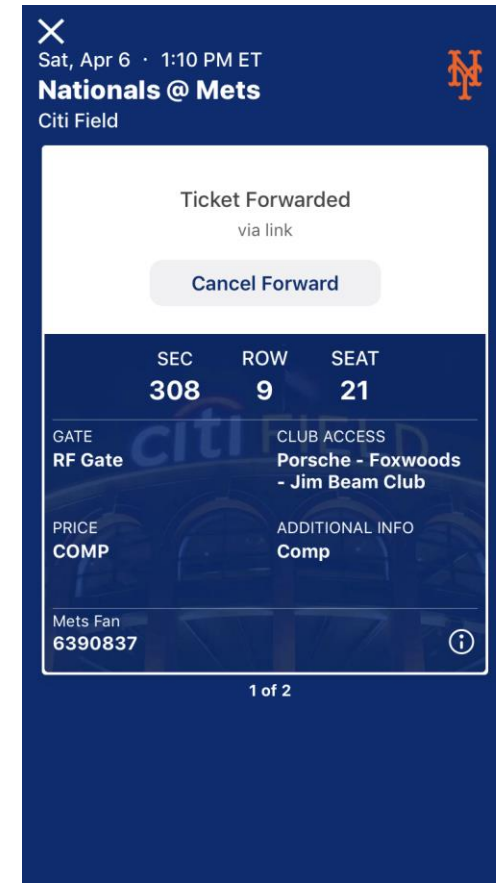
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HOW TO CANCEL A TICKET FORWARD

If the recipient cannot attend the game, you can cancel a forward and have the ticket reinstated as a live mobile ticket in your MLB Ballpark app. To cancel your previous forward, go to the "Forwards" section of the "Wallet" tab or open the forwarded ticket in the "Wallet" tab. There, simply tap the "Cancel Forward" button. The recipient will receive a notification that you have recalled the ticket. The ticket will automatically disappear from their "Tickets" tab.

Forwarded tickets can be canceled up until the moment that ticket is scanned for entry at Citi Field.



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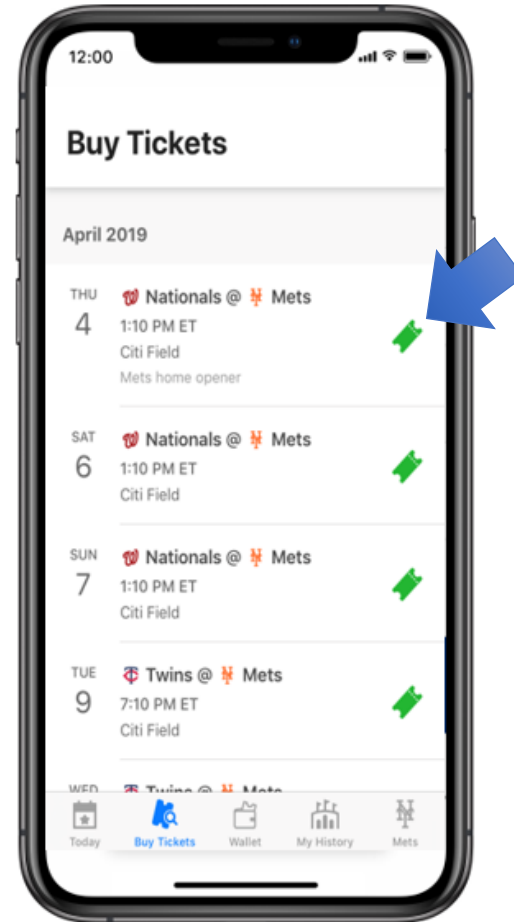


HOW TO BUY TICKET(S) IN THE APP

To purchase tickets, open the “Buy Tickets” tab to browse available options and select your game(s).

Once you select your ticket(s), you can review seating locations and the final price.

After you complete the purchase, your tickets will be available in the “Wallet” tab.



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