



MLB.com Ballpark App Guide



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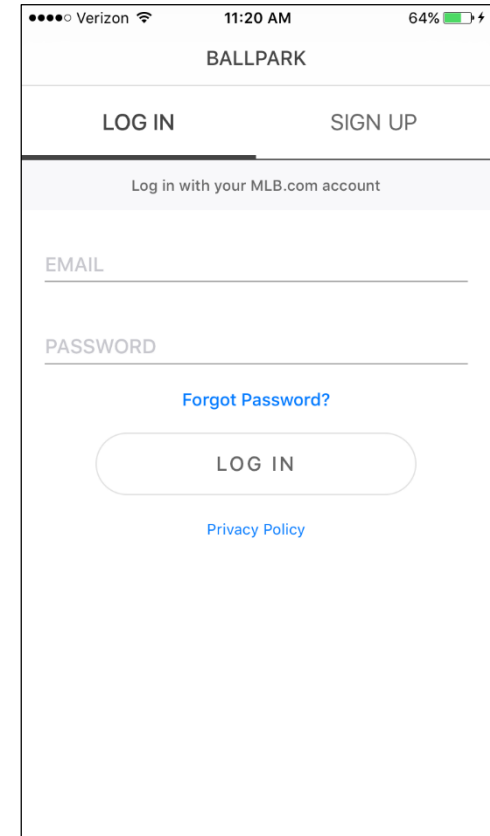
Download the Ballpark App

- Download the MLB.com Ballpark App. Available on iOS and Android devices



Log into your MLB.com Account

- **Log into your MLB.com account. This is separate from your Red Sox Ticket Account.**
- **Most people do have an MLB.com account without knowing. You can reset your password on the login page if needed or create an entirely new MLB.com account by selecting, Sign Up.**
- **After logging in, select your team, Boston Red Sox**

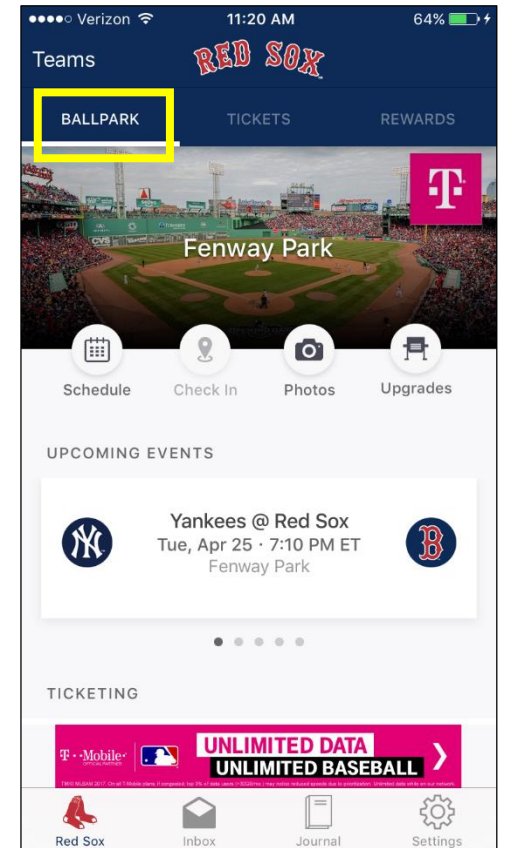


The screenshot shows the MLB.com Ballpark login interface on a mobile device. At the top, the status bar displays 'Verizon', '11:20 AM', and '64%' battery. The app header is 'BALLPARK'. Below the header are two tabs: 'LOG IN' (selected) and 'SIGN UP'. A sub-header reads 'Log in with your MLB.com account'. There are two input fields: 'EMAIL' and 'PASSWORD'. Below the password field is a link for 'Forgot Password?'. A large 'LOG IN' button is centered below the fields. At the bottom is a link for 'Privacy Policy'.



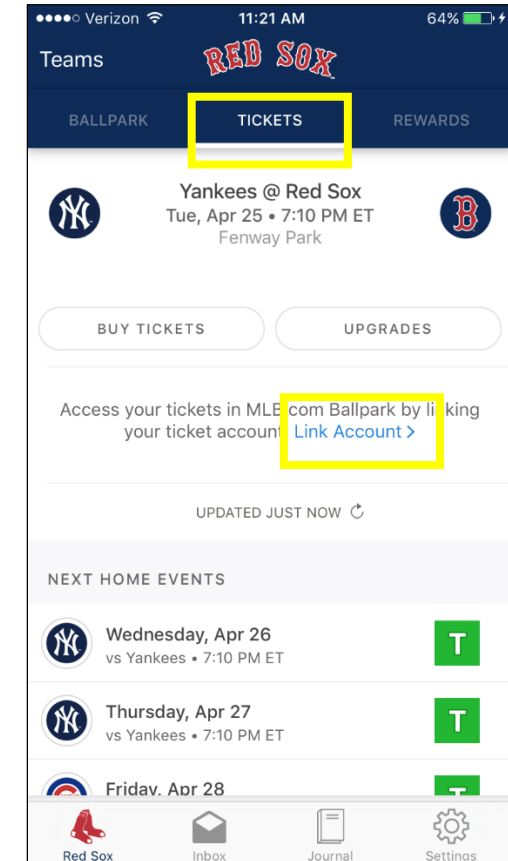
Default Layout

- The app will default to the Ballpark Tab. As you can see there are three tabs, Ballpark, Tickets and Rewards.



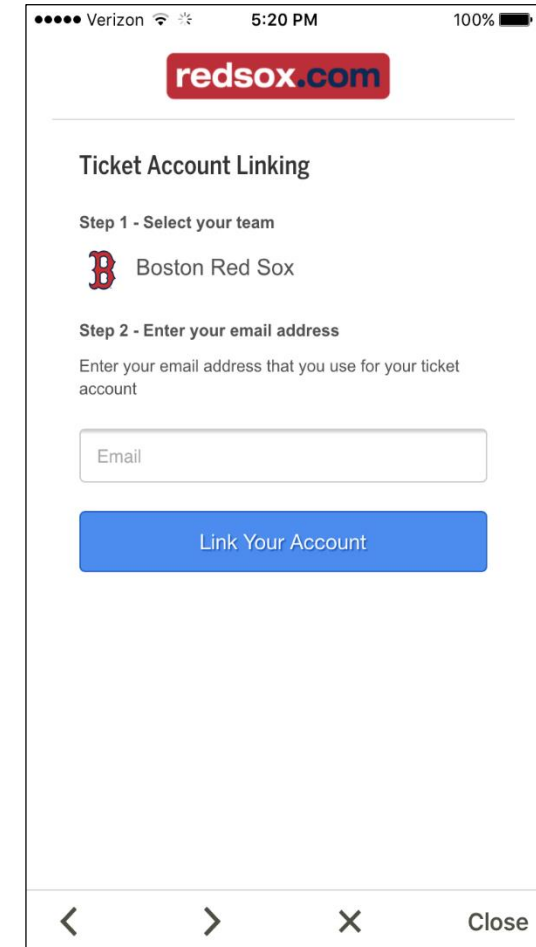
How to Link your Account

- In order to view your mobile tickets, you must first link your Sox account to your MLB.com account
- Navigate to the Tickets Tab. Select Link Account >
- Your Red Sox account is the email associated with your ticket purchase.
- You may link more than one Red Sox account to your Ballpark App



How to Link your Account

- For Step 1, select Boston Red Sox as your team. For Step 2, enter in your email address associated with your Red Sox tickets.
- Select, Link Your Account

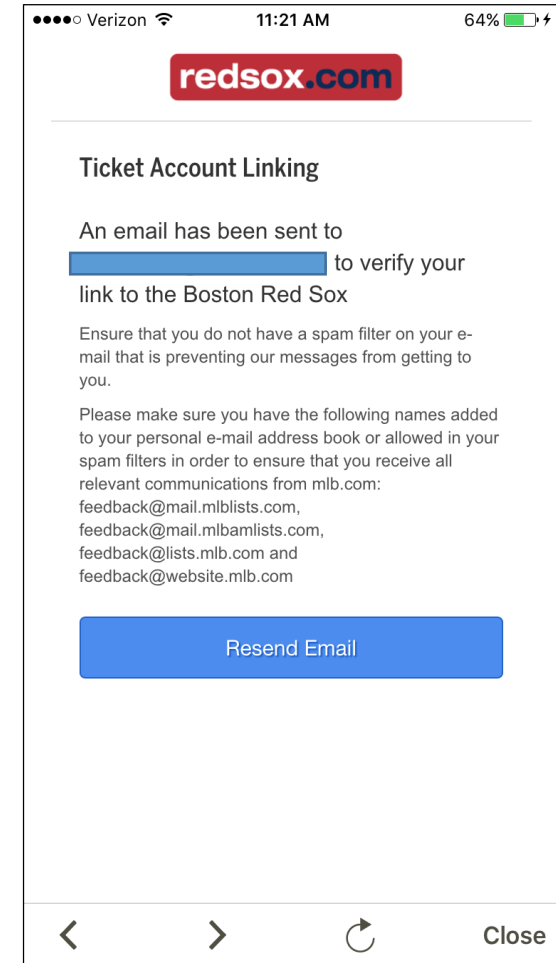


The screenshot shows a mobile app interface for linking a ticket account. At the top, the status bar shows 'Verizon', signal strength, '5:20 PM', and '100%' battery. The app header features the 'redsox.com' logo. The main heading is 'Ticket Account Linking'. Below it, 'Step 1 - Select your team' is followed by the Boston Red Sox logo and name. 'Step 2 - Enter your email address' follows, with a prompt to 'Enter your email address that you use for your ticket account'. There is an 'Email' input field and a blue 'Link Your Account' button. At the bottom, there are navigation icons: a back arrow, a forward arrow, a close 'X' icon, and a 'Close' text label.



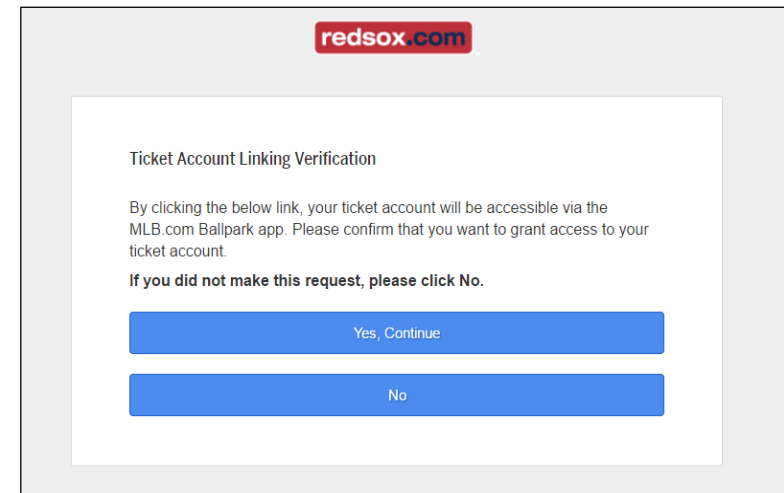
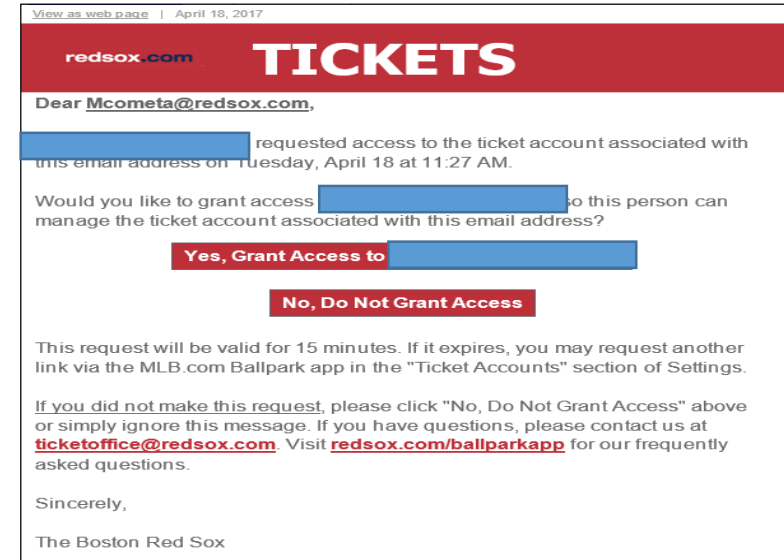
How to Link your Account

- After you select, Link Your Account, the page will look like this. You may need to wait a couple of minutes before the email to appear in your inbox. Go to you inbox to find the email.
- If you need to resend the email, select, Resend Email.



How to Link your Account

- Go to your inbox to find the email that looks like the following. Select, Yes, Grant Access to @email.
- The next page will look like this. Confirm by selecting, Yes, Continue. Go back into the Ballpark App after this is completed.



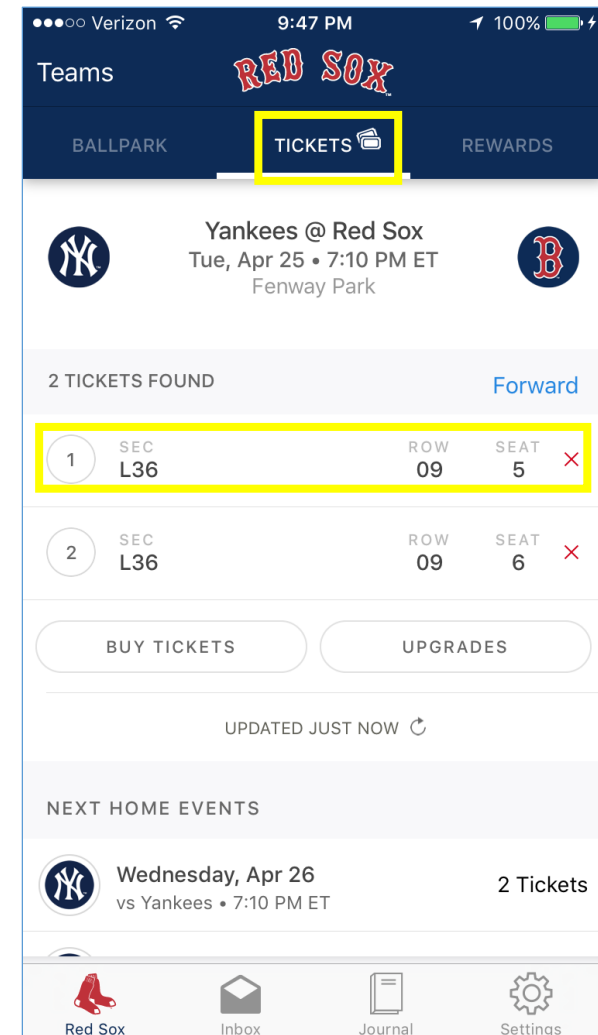
How to Unlink or Link a New Account

- If you need to unlink or link a different account, you may do so by selecting the Settings button and then Ticket Accounts



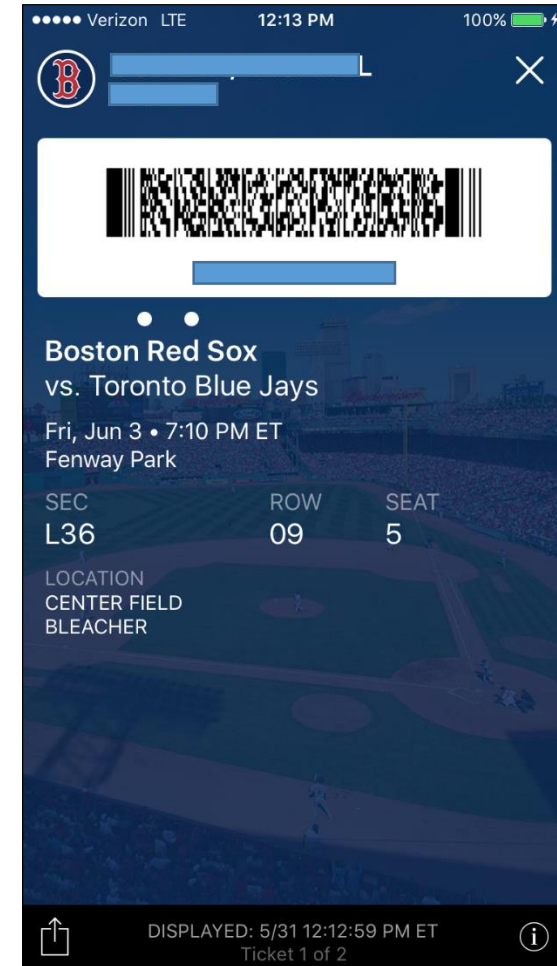
Viewing Your Tickets

- Go back to the Tickets Tab and refresh the page. If you have tickets for the next home game they will appear like they do below. If your tickets are for a future game, scroll down to where it says, Next Home Events, and select the game.
- To view or manage your tickets, simply select the seat. Once selected you can view your other tickets by swiping left.



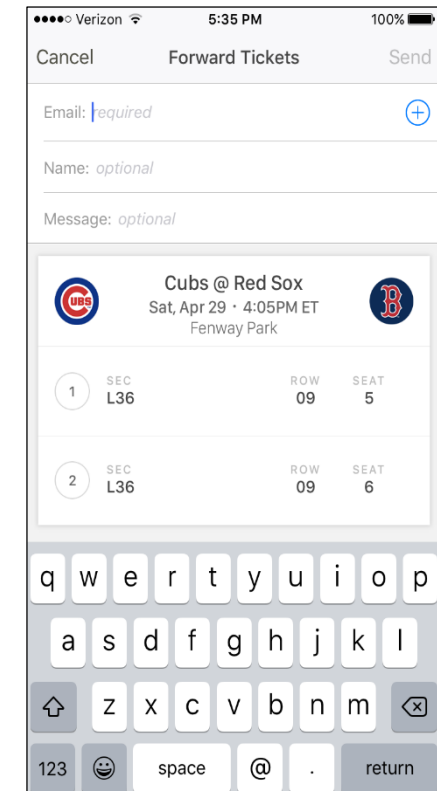
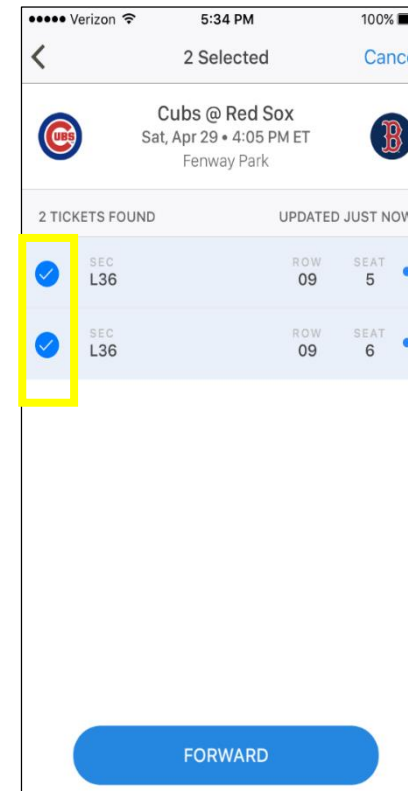
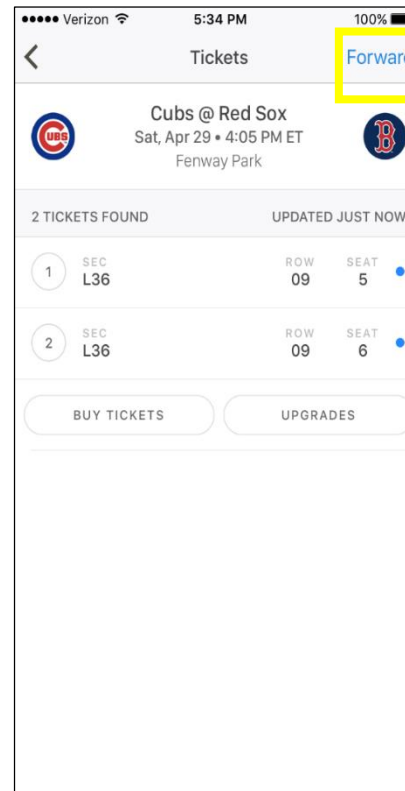
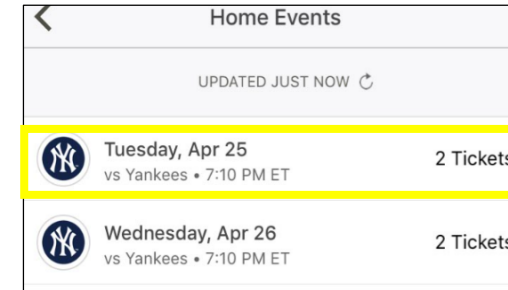
Viewing Your Tickets

- To scan into the park, display this barcode under the turnstile scanner. If you have multiple tickets on your account, make sure you go last through the turnstile and scan in your guests first. To view the other tickets, swipe left.



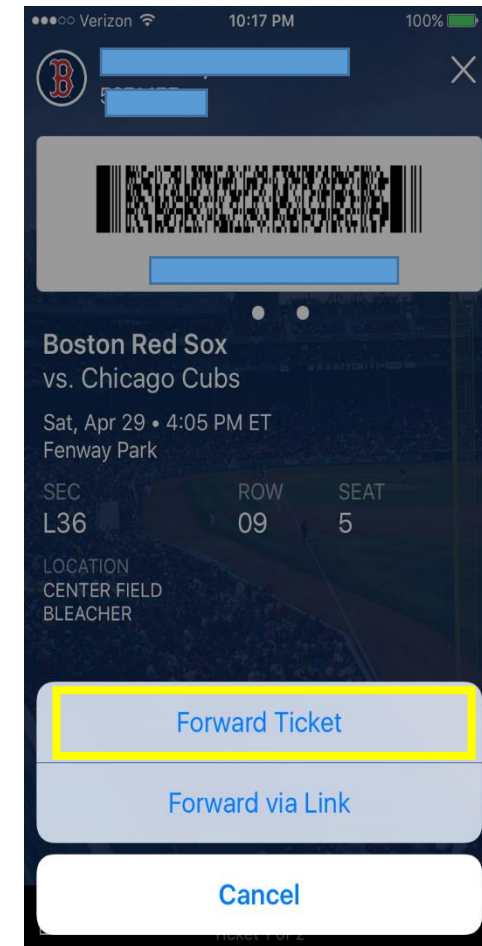
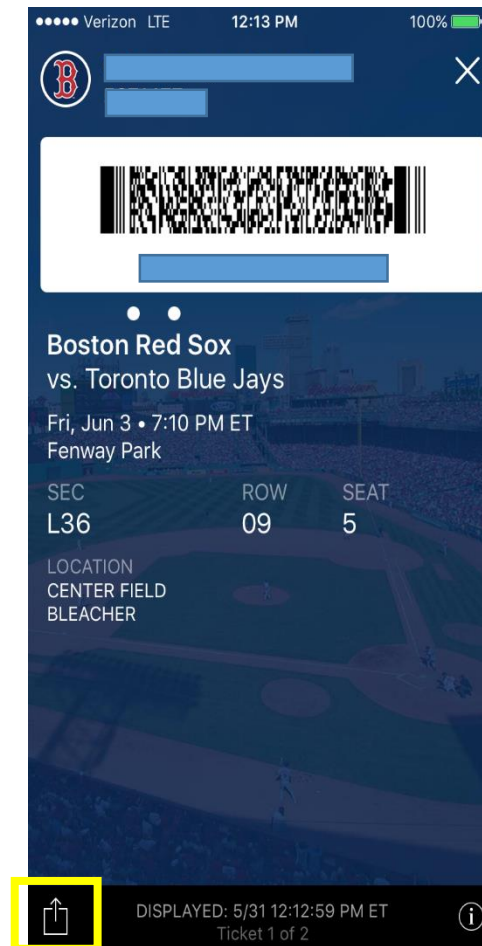
Ticket Forwarding

- There are two options to Forward; Forward Ticket or Forward via Link.
- To 'Forward Ticket', go to the game and find the Forward button in the top right and follow the steps as shown on the right.



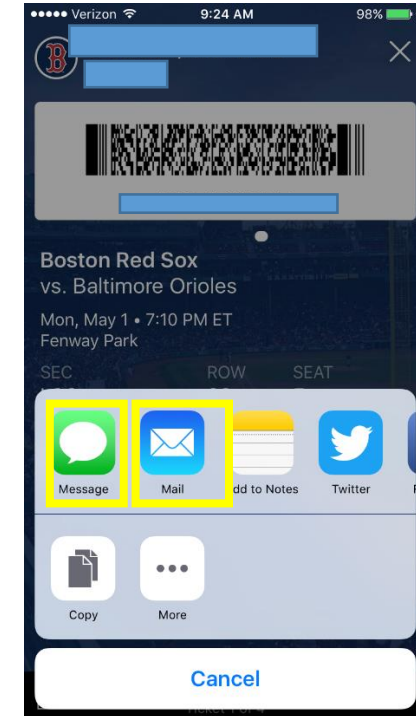
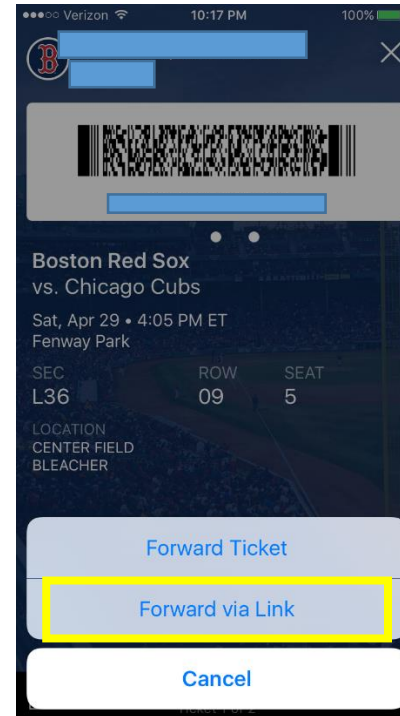
Ticket Forwarding

- Another way to Forward tickets is through this view. Select each ticket individually and select the Forward icon on the bottom left corner of the ticket.



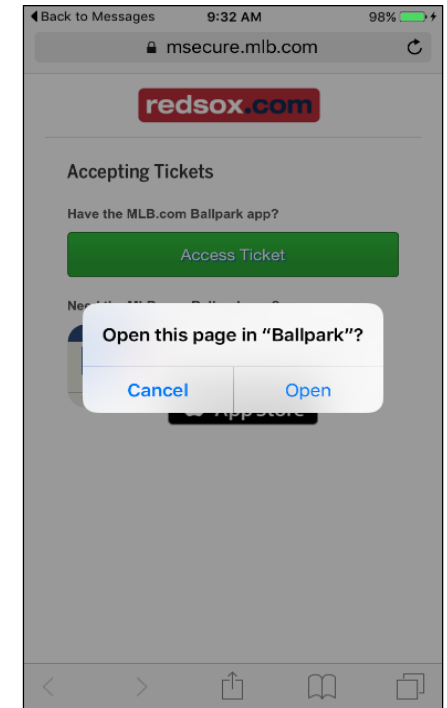
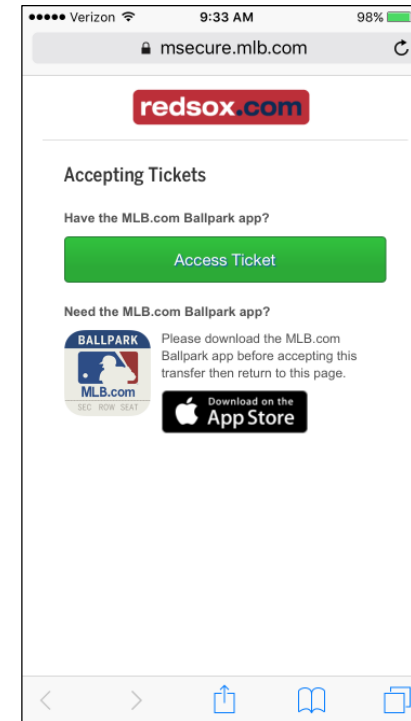
Ticket Forwarding

- The second option is to Forward via Link. By selecting this option, you can send a link through a text message or email. Ideally, the recipient will accept the tickets on a mobile device and view them on the Ballpark App.
- To Forward via Link, view your mobile ticket, select the Forward icon on the bottom left and select Forward via Link



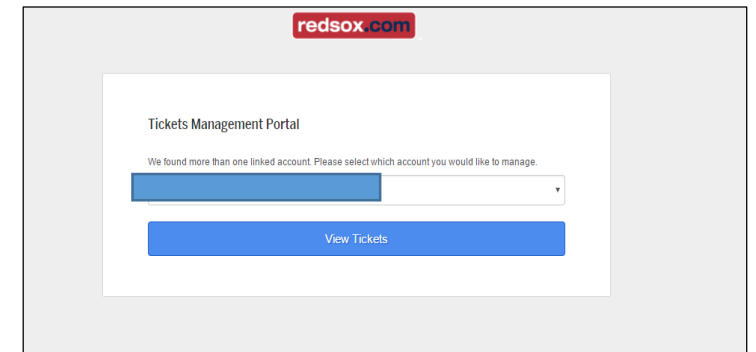
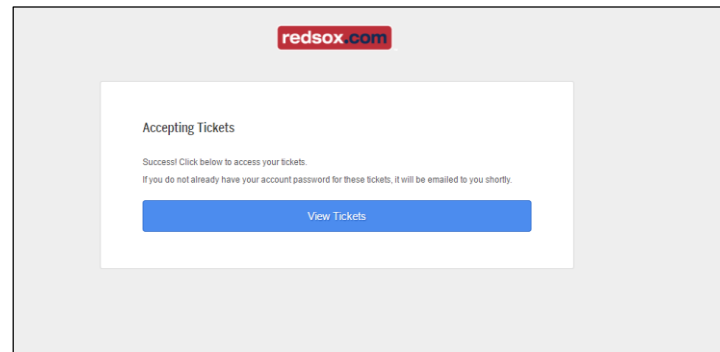
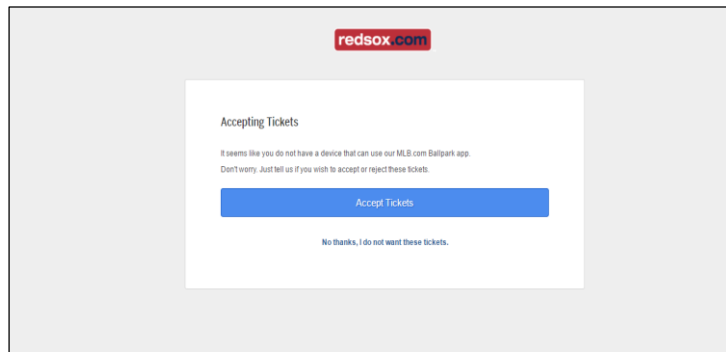
Ticket Forwarding

- Once you Forward via Link, the recipient will see the following after clicking the link on a mobile device
- If viewed on a mobile device, the only way to accept and view the tickets is through the Ballpark App. An error will occur if cancel is selected and then you select, Access Tickets.
- After the recipient opens the Ballpark App, they will be prompted to log in with their credentials.



Ticket Forwarding

- If the recipient clicks the link through a computer (laptop or desktop), they will see the following:

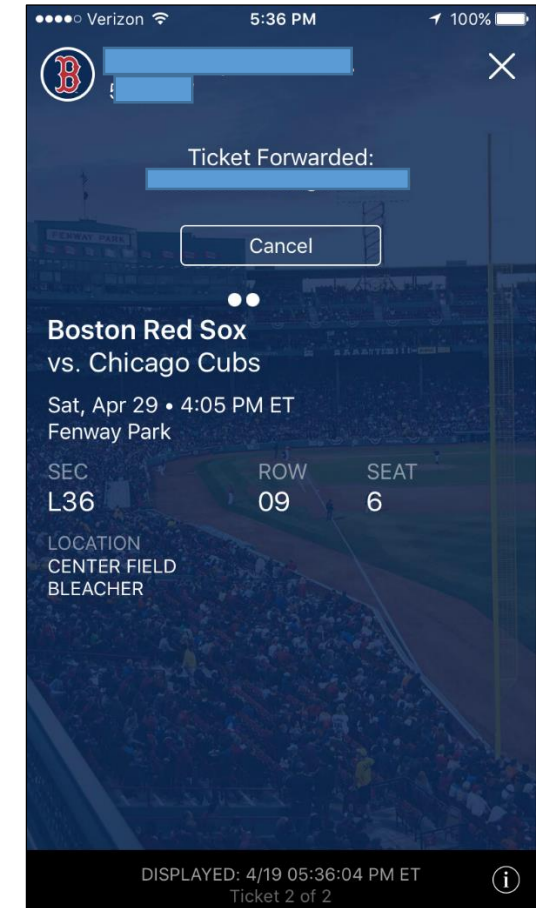
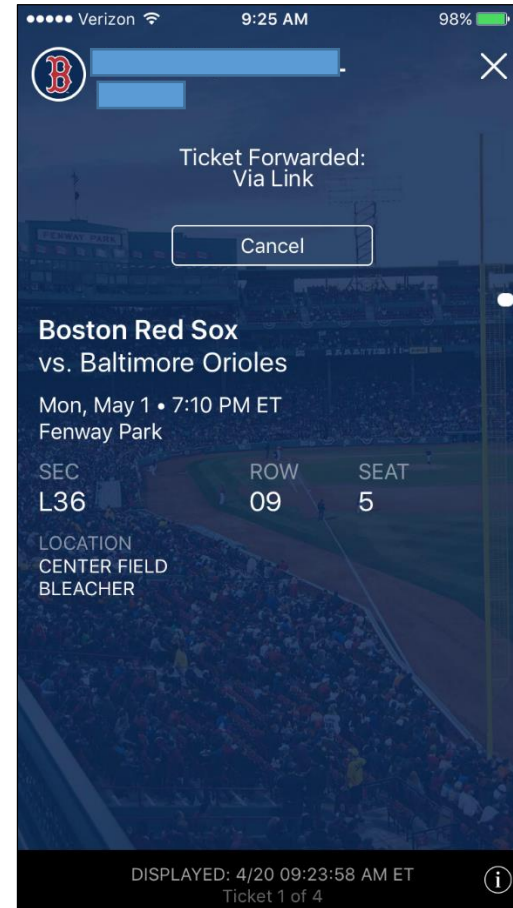


- The next page will show their My Tickets account and they can manage by Printing at Home or they can download the Ballpark App to view the tickets there.



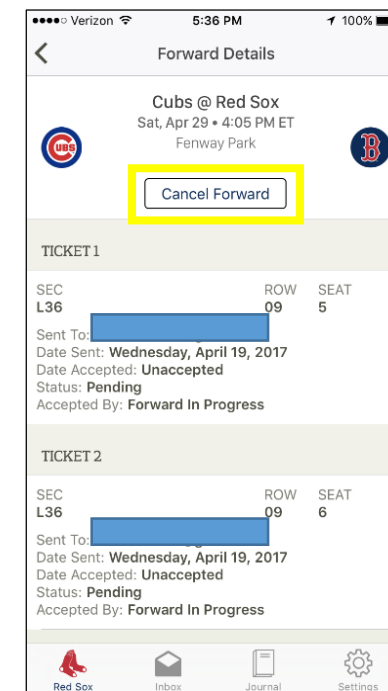
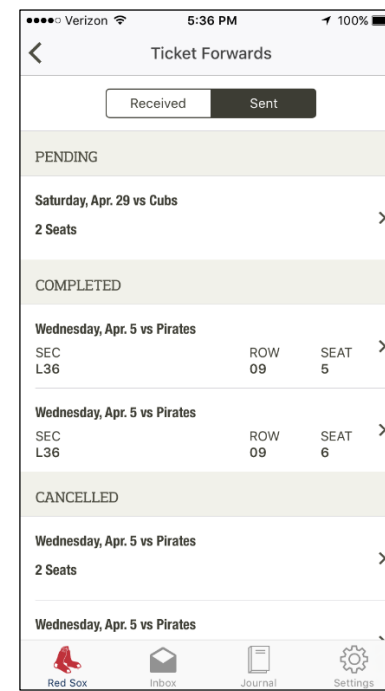
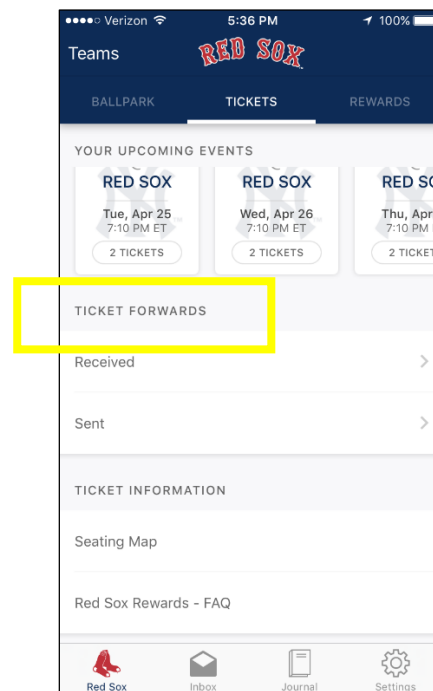
Recall/Return your tickets

- To recall or get your tickets back into your account you can do so by two methods. One way is to view the ticket and select, Cancel, under the delivery method. This will return your ticket into your inventory and activate your barcode.



Recall/Return your tickets

- The second way to recall or return your tickets is to go under the Tickets Tab. Scroll down to Ticket Forwards and select, Sent. This will display all sent tickets.
- Select the game and tickets you would like to have recalled and hit Cancel Forward
- Note: you can't recall 1 ticket out of a group, all tickets must be recalled at once.



Ballpark App Features and Content

- Mobile Ticket Fast Lane
 - By using your mobile ticket in the Ballpark App, you can take advantage of the Mobile Ticket Fast Lane at each gate around the park.
- Red Sox Live Chat
 - Any questions, comments or issues? Talk with a live representative from the Red Sox
- Red Sox VR
 - See the latest Virtual Reality video
- Information about Fenway Park including concession locations and facts



Troubleshooting

- The Ballpark App may need to be refreshed in order to view your tickets. This can be done by swiping down on the Tickets Tab page
- Sometimes relinking your ticket account will help display your tickets. To do this, go to the Settings Tab, select Ticket Accounts and unlink and then relink the account.
- If you are experiencing any other issues, please contact the Ticket Office at 877-REDSOX9 or ticketoffice@redsox.com

