



NEW YORK METS DIGITAL TICKETING




All FAQ'S regarding New York Mets specific Digital Ticketing are listed at <https://www.mlb.com/mets/tickets/mobile>

Alternatively, the page can be reached by visiting mets.com>Tickets>Digital Ticketing

Videos and more in-depth instructions on how to use the MLB Ballpark app can be found at mets.com/ballparkapp

ACCESSING NEW YORK METS TICKETS

1. Download MLB Ballpark app
 - a. iPhones – Visit the App Store and search for “MLB Ballpark app”
 - b. Android – Visit the Google Play Store and search for “MLB Ballpark app”
2. Create An MLB Login
 - a. Must use the same email used to purchase New York Mets Tickets
3. Select Mets as The Favorite Team
 - a. Follow prompts displayed on screen
4. Verify Your Mets/MLB.com Email Address
 - a. Tap on “Home”
 - b. Tap the  icon
 - c. Tap “My MLB Account Emails”
 - d. If email is verified a blue check will appear
 - e. If email is not verified tap “resend” verification email
 - f. Check your inbox for an email to verify your email address
 - g. Tap “Verify Email”
5. View Tickets
 - a. Go back into MLB Ballpark app
 - b. Tap the “Tickets” tab and refresh the screen by swiping down
 - c. After refreshing, the purchased tickets will appear

FORWARDING TICKETS

While ticket barcodes will not display until 24 hours prior to game time, tickets are still actionable without having to print first. Tickets may also be recalled prior to being scanned.

1. Go Into MLB Ballpark app
2. Click The “Tickets” Tab
 - a. Under “My Tickets”, tickets should be visible for the specified game day(s)
3. Select The Desired Game To Be Forwarded
4. Tap The “Forward Tickets” Icon and Select the Seat(s) To Be Forwarded
 - a. Tap the blue “Forward Tickets” button at the bottom of the screen to complete the forward
5. Enter Recipient Information
 - a. Tickets may be forwarded by entering an email address, sending a link via text message or selecting a contact from your phone’s contact list
 - b. Recipients must also have MLB Ballpark app and an MLB login to click “Accept” from the email

RECALLING TICKETS

Tickets tab > Select desired game > Click “Recall” next to the ticket(s) you would like to recall

ENTERING CITI FIELD

MLB Ballpark app must be used for entry into Citi Field for any New York Mets games. PDF tickets are no longer accepted.

Open MLB Ballpark app > click the “Tickets” tab > tap the individual tickets displaying barcodes > swipe to scan multiple tickets

