

HOW TO DOWNLOAD THE MLB BALLPARK APP

DOWNLOAD AND LOGIN

- 1 To download the MLB Ballpark app, visit the iOS App Store or Google Play Store
- 2 Login with your MLB.com username and password
- 3 If you do not have an MLB.com account, you can create a new one. You will be asked to provide your first name, last name, email address, and to create a password. Make sure to use the same email address used to purchase your Red Sox tickets.
- 4 Once you have logged in for the first time, navigate to your MLB Account Emails by tapping the profile button on the top left of the Home tab.
- 5 You will see a red message indicating your account is not yet verified for ticket access.
- 6 Tap 'Resend' to have an email sent to the address associated with your ticket account. From that email, click 'Verify Email' to complete your account setup.
- 7 A check mark will now appear in your MLB Account Emails, confirming it is now verified and you are ready to go.

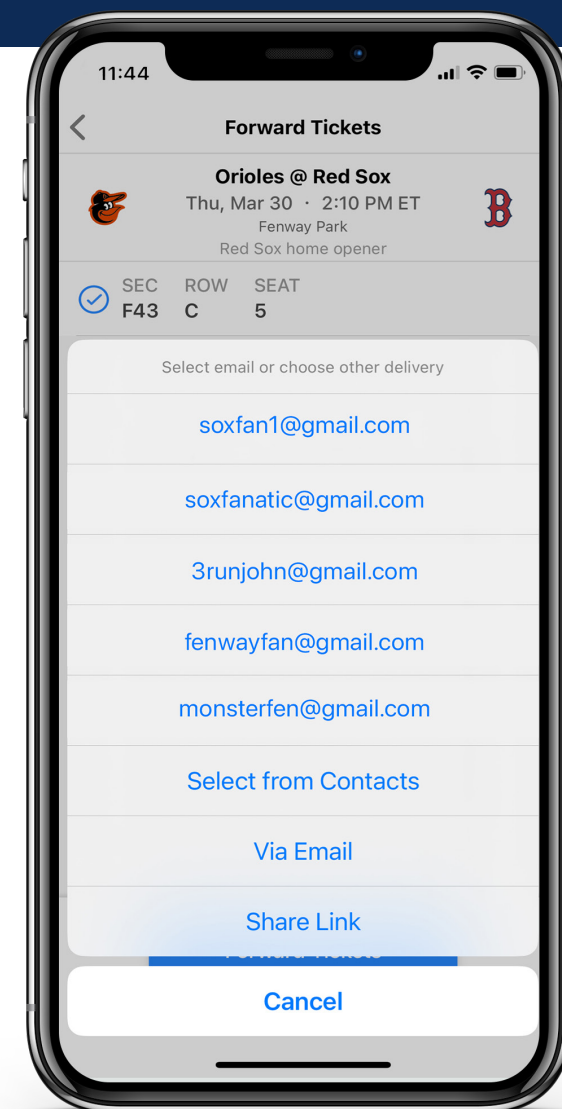


The MLB Ballpark app is the official app of the MLB that can be downloaded from the Apple App Store and Google Play



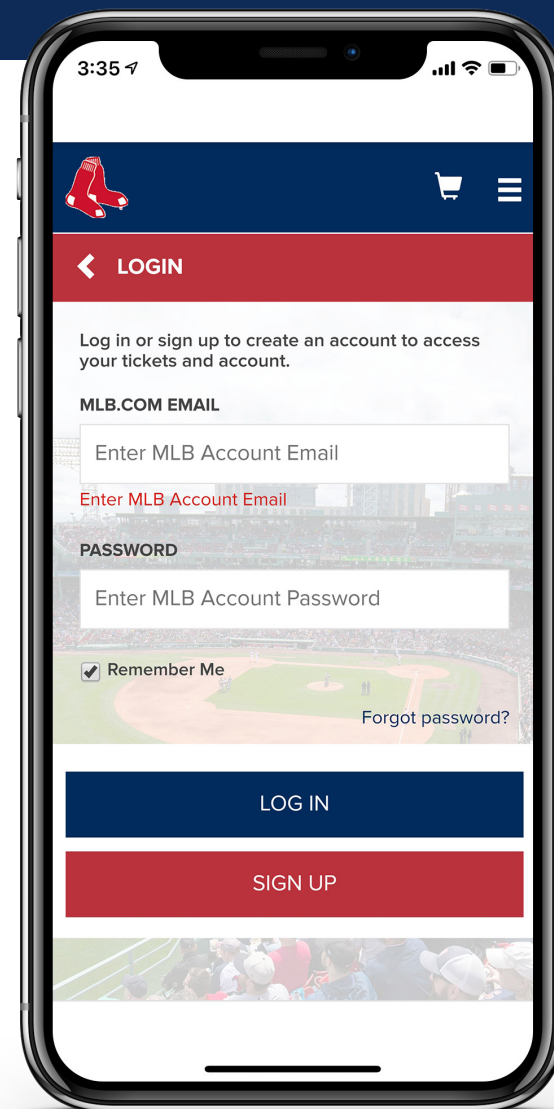
FORWARDING TICKETS VIA THE MLB BALLPARK APP

- 1 Select the 'Tickets' icon at the bottom of the screen to view the list of games for which you have tickets.
- 2 Select the game you would like to forward.
- 3 At the bottom of the screen, tap 'Forward Tickets'.
- 4 Select the tickets you would like to forward.
- 5 Tap the 'Forward' option at the bottom of the screen to receive 3 different options on how to forward your selected tickets:
 - **Select from Contacts:** Select the preferred recipient from your phone's contact list.
 - **Via Email:** Enter the recipient's email address and optional note. Once completed, an email will be sent to the recipient, notifying tickets are now in their MLB Ballpark account.
 - **Share Link:** A link will be sent via text message. From the link, the recipient will need to login to the MLB Ballpark app to complete the ticket forward.
- 6 To ensure your tickets have been forwarded successfully, navigate to the tickets tab to view your list of tickets for the desired game. You now see that your tickets have been forwarded.
- 7 There are 3 different options available to cancel a ticket forward:
 - In your list of games, select the 'Recall' option.
 - When viewing the ticket, select the 'Recall Forward' button (where the barcode typically appears).
 - From the Tickets tab, select the ticket forward icon on the top right of the screen. Select the forward you would like to recall and tap 'Cancel Forward'.



HOW TO LOGIN TO MY TICKETS HOMEPAGE

- 1 On your desktop, tablet, or mobile device, visit www.redsox.com/mytickets.
- 2 If you have an existing MLB.com username and password, enter your username and password to proceed.
- 3 Don't have a MLB.com username? Select the 'Sign Up' button at the bottom.
 - When prompted: enter your first name, last name, email address, and create a password.
 - Note that the email address entered should be the same as the one associated with your ticket account. If it does not match, your tickets will not be found.
- 4 Once all information has been entered, click 'Continue' to proceed to your account.
- 5 Once logged into your MyTickets account, you will see:
 - A menu of all ticket actions available, on the left hand side of your screen.
 - Links to your tickets for the next game in the middle of the screen.
 - A list of all your upcoming games on the right side of your screen.



HOW TO ACCESS YOUR RED SOX DIGITAL TICKETS

- 1 Download the MLB Ballpark app - App Store or Google Play
- 2 Create an MLB.com login. Use the same email address used to purchase your Red Sox tickets. If you already have an MLB.com account, login with your existing username/password
- 3 Select the Red Sox as your favorite team.
- 4 Verify Email - You will receive an email from MLB.com. Click the link to verify. Access your tickets in the Tickets tab in the MLB Ballpark app.

