

SETTING UP

YOUR MLB BALLPARK APP



1 **DOWNLOAD THE MLB BALLPARK APP**
App Store or Google Play



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VERIFY ACCOUNT

- ✓ Click the Profile icon in the upper left corner of the **HOME** tab
- ✓ Click **MY MLB ACCOUNT** Emails
- ✓ Enter the email address you want to verify and tap send



2

CREATE AN MLB.COM LOGIN

Same email address used to purchase your Guardians tickets



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ACCESSING TICKETS

- ✓ Open email & click **VERIFY EMAIL**
- ✓ Reopen the Ballpark app and close the email verification page
- ✓ Tap the back arrow or **TICKETS** tab at the bottom of screen



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SET CLEVELAND GUARDIANS AS YOUR FAVORITE TEAM

Allow all notifications in your app settings to receive timely information regarding your tickets and discounts for your ballpark experience



<https://www.mlb.com/guardians/tickets/mobile>

Please call 216-420-HITS with any questions.



TIPS & TRICKS

- If tickets are not appearing in app after a forward or recall, try refreshing your **TICKETS** tab by pulling down on the screen in your app
- Have a work and personal email? You can verify multiple email addresses to your Ballpark app account
- Before you get to Progressive Field, remember to forward tickets to everyone in your party



MANAGEMENT

VIEWING YOUR TICKETS

1. To find your ticket(s) for today's game, they will be listed on the **HOME** tab
 - a. For your full list of games, select the **TICKETS** tab
2. To view your ticket(s), click the desired game under the **TICKETS** tab
 - a. You can also add your ticket(s) to your Apple Wallet

FORWARDING YOUR TICKETS

1. To forward tickets, open the **TICKETS** tab and select the desired game date
2. Click **FORWARD** Tickets at the bottom of the screen and select desired seats to forward
3. Select one of three forwards options
 - a. Select from contacts
 - b. Via email
 - c. Share link

RECALLING OR CANCELLING TICKETS

1. View the tickets tab and select the ticket forward history icon in the top right corner
2. Select the ticket forward you would like to cancel
3. Tap **CANCEL FORWARD**
 - a. The tickets will repopulate in your account and removed from the recipient's account

