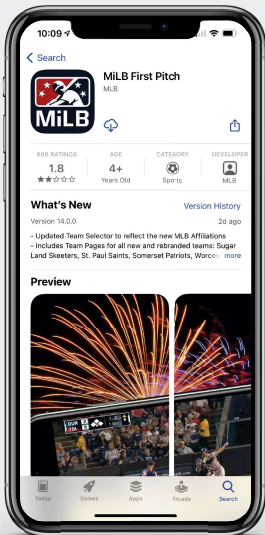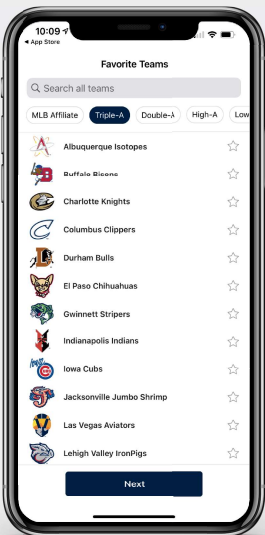# DIGITAL TICKETING GUIDE

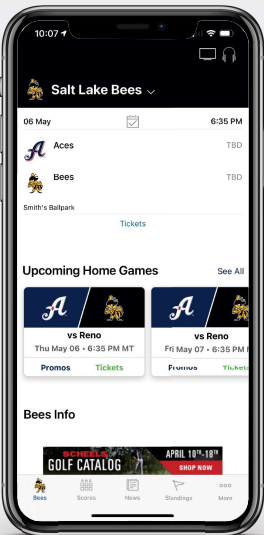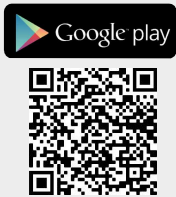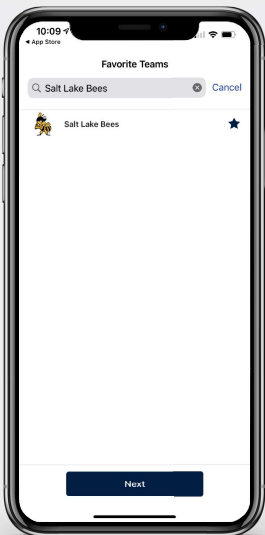# DOWNLOAD THE APP & PICKING YOUR TEAM

1. Download the MiLB First Pitch App available in the Apple App Store or Google Play Store. Scan the QR code on this page to download from the Apple Store or Google Play Store.

2. Select your favorite team: In the search bar at the top of the screen, type in "Salt Lake Bees".
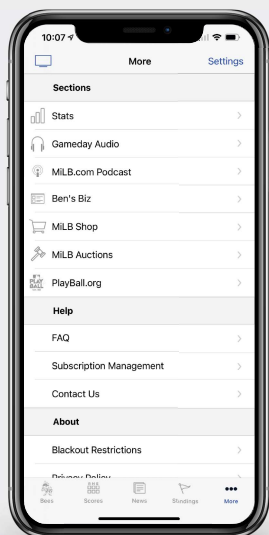
3. Click on the star on the right side of the screen next to the Bees logo to select them as your favorite team. Then click "Next" at the bottom of the screen to move to the next page. Then click "Next" a second time to set the Bees as your "Home Tab".
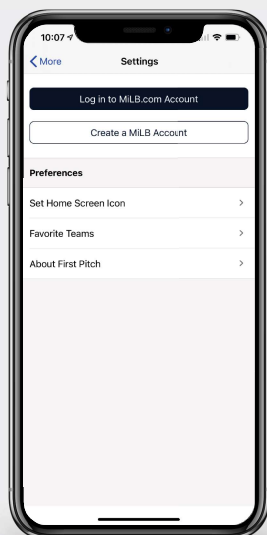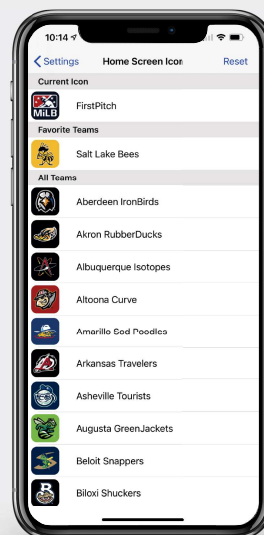
PICKING YOUR HOME SCREEN ICON

1. Set Home Screen Icon - Click on the MiLB First Pitch App. On the bottom right of the home screen you'll see 3 dots and the word "more", click there. It'll bring up a new screen and you'll want to click on the word "Settings" in the top right.
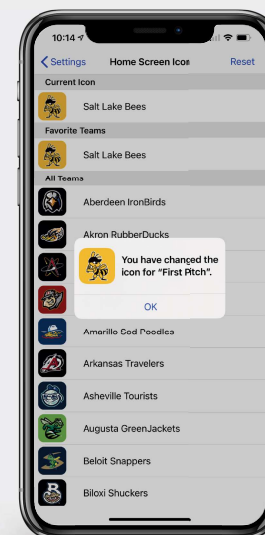
2. An additional screen will load and you'll need to click on "Set Home Screen Icon".

3. Once you do that, you'll see the standard MiLB First Pitch logo but click on the Salt Lake Bees logo to set as your home icon.
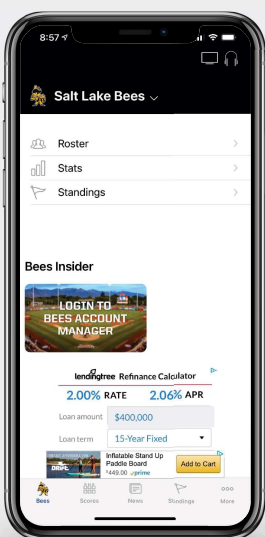
4. You will receive a prompt that reads" You have changed the icon for "First Pitch" and then click OK.
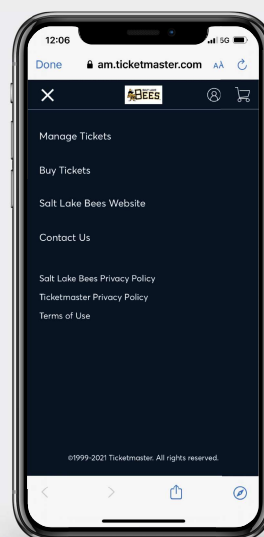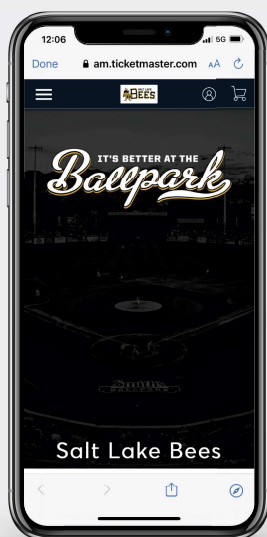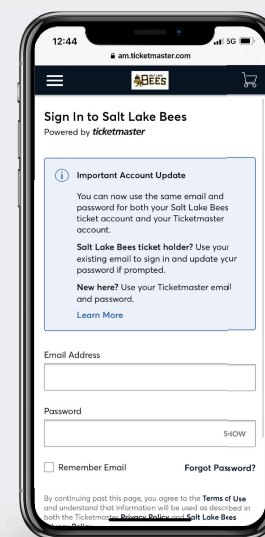
LOGGING INTO SALT LAKE BEES ACCOUNT MANAGER

1. Within the First Pitch App, scroll down and tap the "Login to Bees Account Manager" button.

2. Once on the Bees Account Manager page click the menu bar at the top and tap the Manage Tickets link.
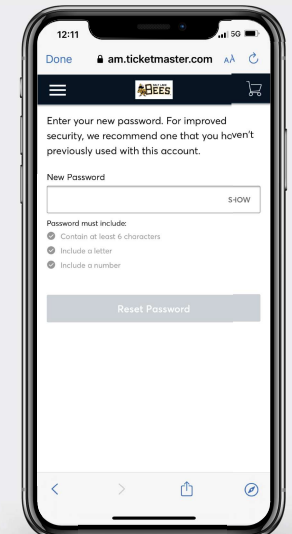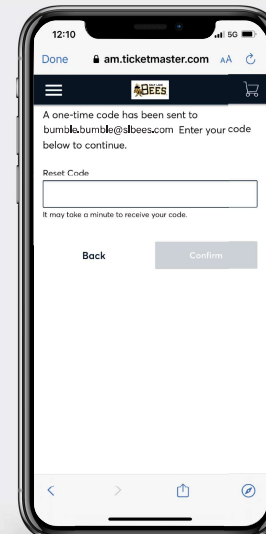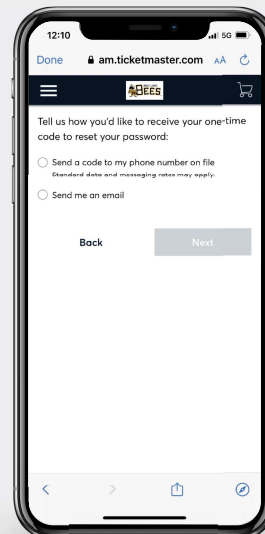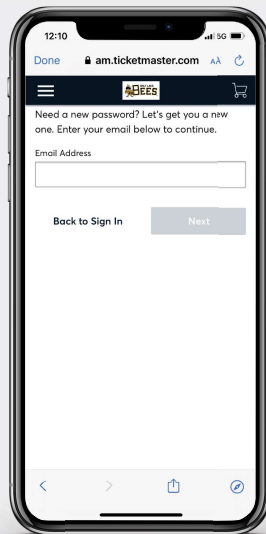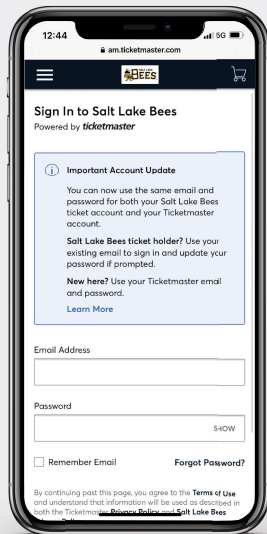
3. Log in using your email and password. If you have not reset your password in the past year please select Forgot Password and follow the prompts.
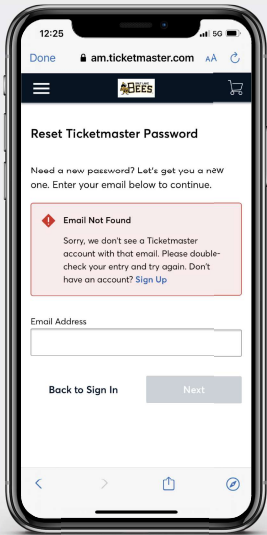
RESETTING YOUR PASSWORD

1. Select Forgot Password on the bottom right of the sign in screen.

2. Enter your email used to sign into Ticketmaster and click Next.

3. Choose a method (phone or email) to receive a one-time code to reset your password.

4. Retrieve your reset code either from your phone or email, enter the code, and click Confirm.

5. Enter your new password and click Reset Password. You will be redirected to the Sign In page where you can sign in using your email and new password.
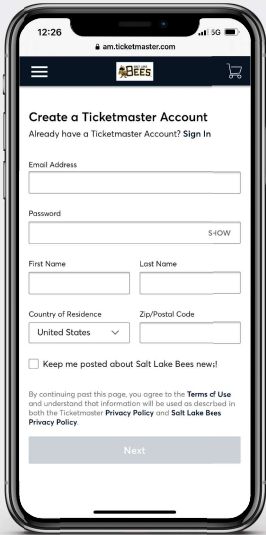
NEW TO TICKETMASTER

1. If you receive an Email Not Found error when trying to sign in, you are probably new to Ticketmaster. If this is the case, click Sign Up in the error box.
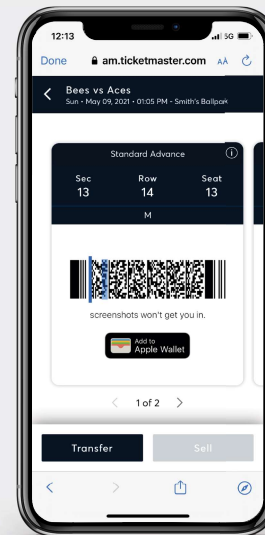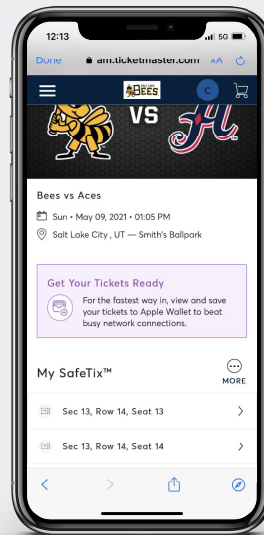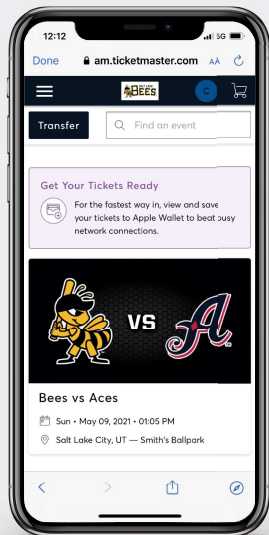
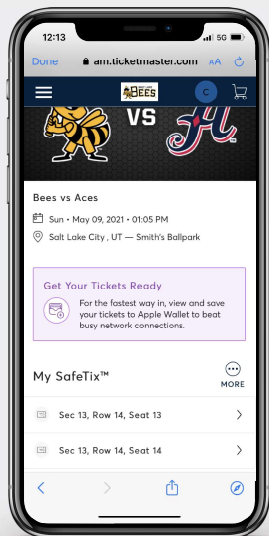**2.** Continue by creating a Ticketmaster account, filling out all the fields, and clicking Next.

ACCESSING TICKETS

1. Once you are logged in, Select the game from the list of game(s) by tapping on the event image.

2. View ticket details by tapping on the sec row seat at the bottom of the screen.

3. Your Safetix barcode will appear for that individual ticket. To see the barcodes of your remaining tickets swipe left. Add your tickets to your Apple Wallet for easier access on the day of the game. Show your barcode to the guest service member at the gates when entering Smith's Ballpark.
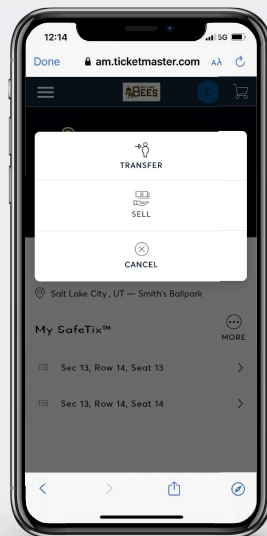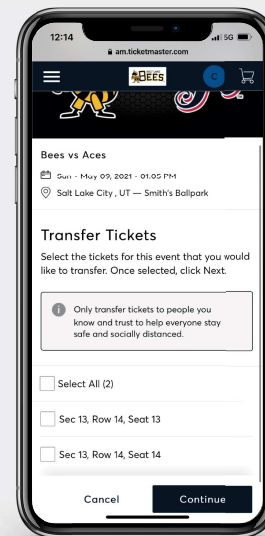.

TRANSFER SINGLE GAME TICKETS

1. To transfer tickets from a single event tap the More button when viewing the seats from a specific event.
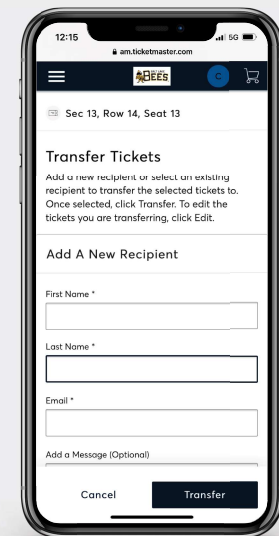
2. Tap on Transfer.

3. Select all or specific seats to transfer and click Continue.

4. Add a new recipient and add their info or click on a previous contact in the list. Click on the Transfer bottom to complete the transfer.

TRANSFER TICKETS FROM MULTIPLE GAMES

1. On the Manage Tickets page click the Transfer button on the top left.

2. Select the games you wish to transfer tickets from. Choose to transfer the same seats for all events if applicable. Click the Next button.

3. Add a new recipient and add their info or click on a previous contact in the list. Click on the Transfer bottom to complete the transfer.