

NEW MLB DIGITAL TICKET POLICIES

What is this change to my account and why is it happening?

This change is being made to connect your ticketing account with MLB.com's account services and is intended to make the ballpark experience easier for you. For the first time, you'll be able to purchase, access, manage and scan your tickets using an MLB account.

If you already are logged in with your MLB account in either the MiLB app or the Charleston RiverDogs website, any tickets you purchase automatically will be associated with your account for easy access.

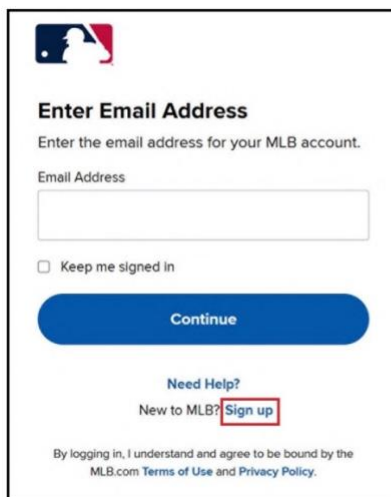
With this change, do I need to create a new account to access my tickets?

You'll now be able to access your tickets by creating an MLB account if you don't already have one OR by logging in to an existing MLB account.

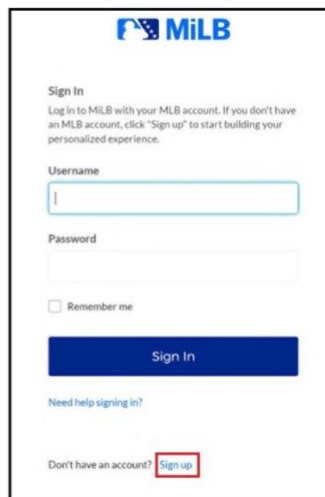
- If you don't already have an MLB account and need to create one, please create a new account using the **same email address** as your previous ticketing account.
- If you already have an MLB account that uses the same email address as your previous ticketing account, you should be able to log in with your MLB account credentials and seamlessly access your tickets.

How do I create a new account?

You can create an MLB account across any MiLB or MLB digital platform. When prompted on any login page on MiLB.com, MLB.com, or in the MiLB or MLB app, click "Sign up" to create a new account.



This screenshot shows the 'Enter Email Address' step of the MLB account creation process. It features the MLB logo at the top left. The main heading is 'Enter Email Address', followed by the instruction 'Enter the email address for your MLB account.' Below this is a text input field labeled 'Email Address'. There is a checkbox for 'Keep me signed in'. A large blue 'Continue' button is positioned below the input field. At the bottom, there is a link for 'Need Help?' and a link for 'New to MLB? Sign up', where 'Sign up' is highlighted with a red box. At the very bottom, a small line of text states: 'By logging in, I understand and agree to be bound by the MLB.com Terms of Use and Privacy Policy.'



This screenshot shows the MLB account login page. It features the MiLB logo at the top. The heading is 'Sign In', followed by the instruction 'Log in to MiLB with your MLB account. If you don't have an MLB account, click "Sign up" to start building your personalized experience.' Below this are two text input fields: 'Username' and 'Password'. There is a checkbox for 'Remember me'. A large blue 'Sign In' button is positioned below the input fields. At the bottom, there is a link for 'Need help signing in?' and a link for 'Don't have an account? Sign up', where 'Sign up' is highlighted with a red box.

You should create a new account using the same email address as your previous ticketing account.

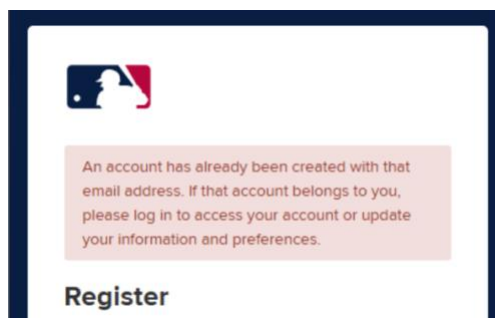
What if I don't know whether I have an MLB account with my email?

The easiest way to figure out whether you have an MLB account is to try to sign up for a new account. Click sign up in any of the login pages on MLB or MiLB, or click here:

<https://www.mlb.com/registration?redirectUri=/>

There are 2 outcomes in this flow:

1. The user **doesn't** have an account with that email, so now they have created one.
2. The user **does** have an account with that email, and they will see this error message:



This confirms that an MLB account exists with that email. If this user needs to reset their password, click here (or Need Help? on any login/signup flow)

<https://www.mlb.com/forgot-password>

Enter the email to reset the password. An email to reset the password should arrive within a couple of minutes.

Is a password reset required for this change?

If you have an MLB account with the **same email address** as the previous MPV account, and you know the MLB account password, you can use your **MLB account** and **MLB account password** to log in without a reset.

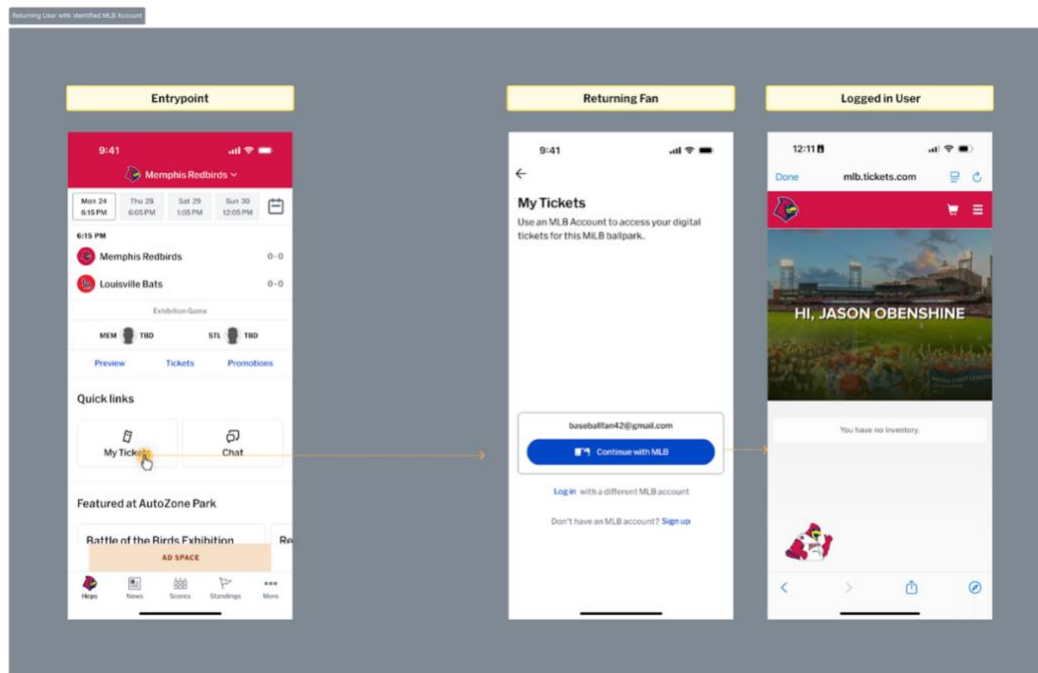
So provided you use your MLB password, no reset is needed.

How do I access my tickets?

You can access and manage your tickets by logging into your MLB account online via the Charleston RiverDogs website or in the MiLB app.

For the easiest experience, we recommend you **download the MiLB app**, log in or create an MLB account, and follow your local team using the app's onboarding flow.

From the team tab, click “My Tickets” under “Quick Links.” If already logged in, you’ll be able to directly access and manage your tickets. (Otherwise, you’ll be able to log in with your MLB account credentials or create an account as outlined above.)



You'll only have to log in on the app or website one time. From there, we'll remember your credentials for continued account access.

Who do I contact if I have an issue logging into my account?

If you forgot your MLB account password, you can reset it by clicking on the "Forgot Password?" option at the bottom of your login page or by selecting [this page](#).

Further MLB account or customer service issues can be [directed here](#).

Who do I contact if I have an issue accessing my tickets once I've logged in?

Call our Box Office (843.737.7241) or email us at tickets@riverdogs.com