

NATURALS

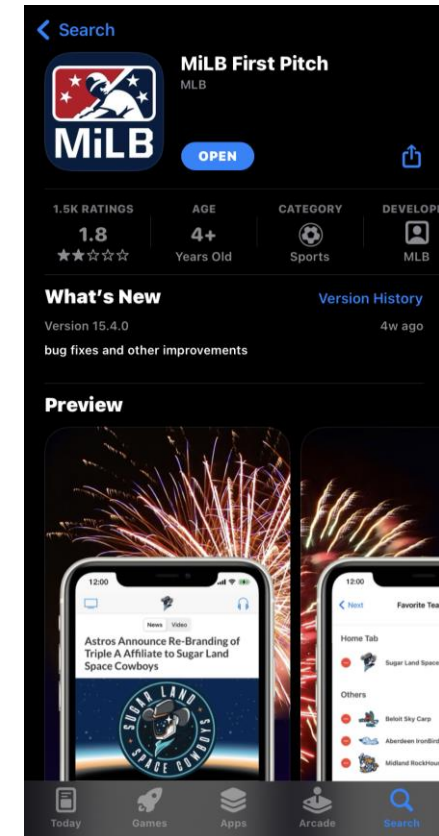
First Pitch

Your Guide to Mobile Ticketing



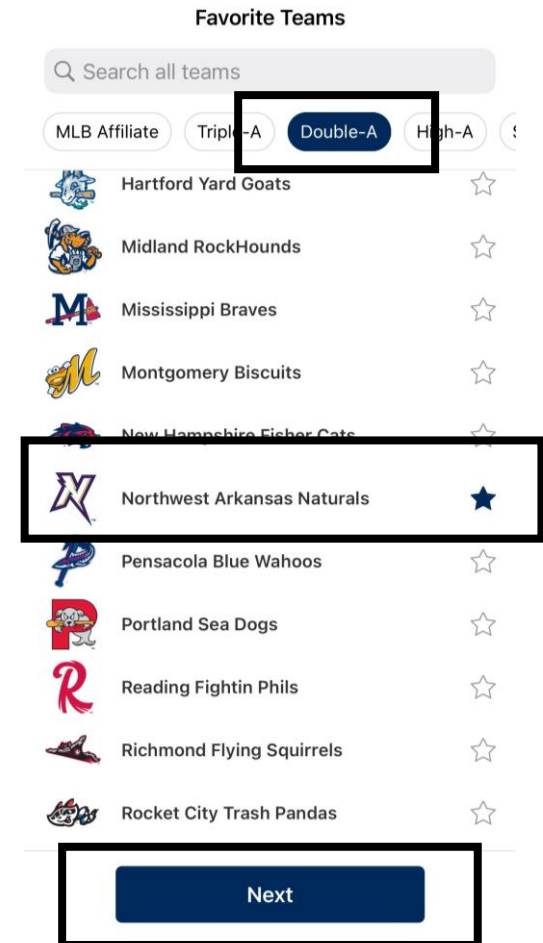
Your App for Mobile Ticketing

The free First Pitch app is your secure and convenient way to instantly access Naturals tickets at Arvest Ballpark via your mobile device. Download MiLB's official app for mobile ticketing to your mobile device today via the App Store or Google Play.



Open the First Pitch App

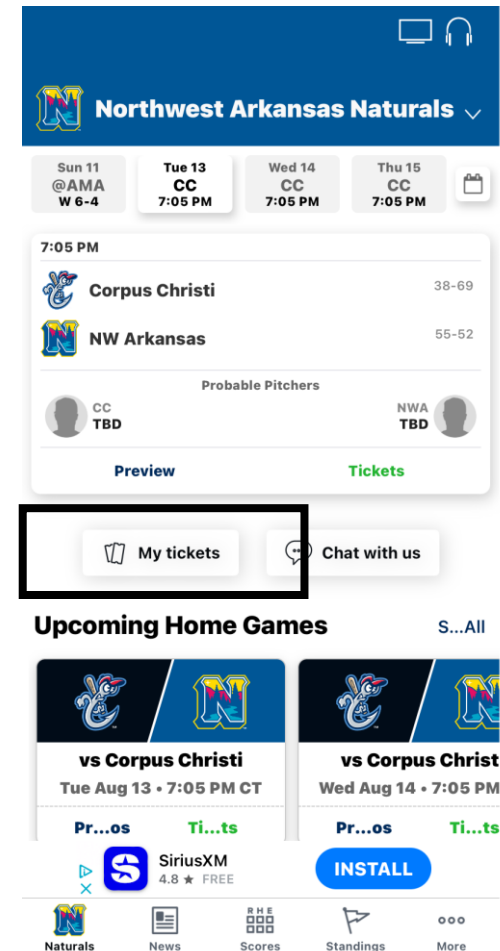
When you first download the app, select 'Double-A' across the top. Then scroll down and select 'Northwest Arkansas Naturals' and then 'Next'.



First Pitch Home Page

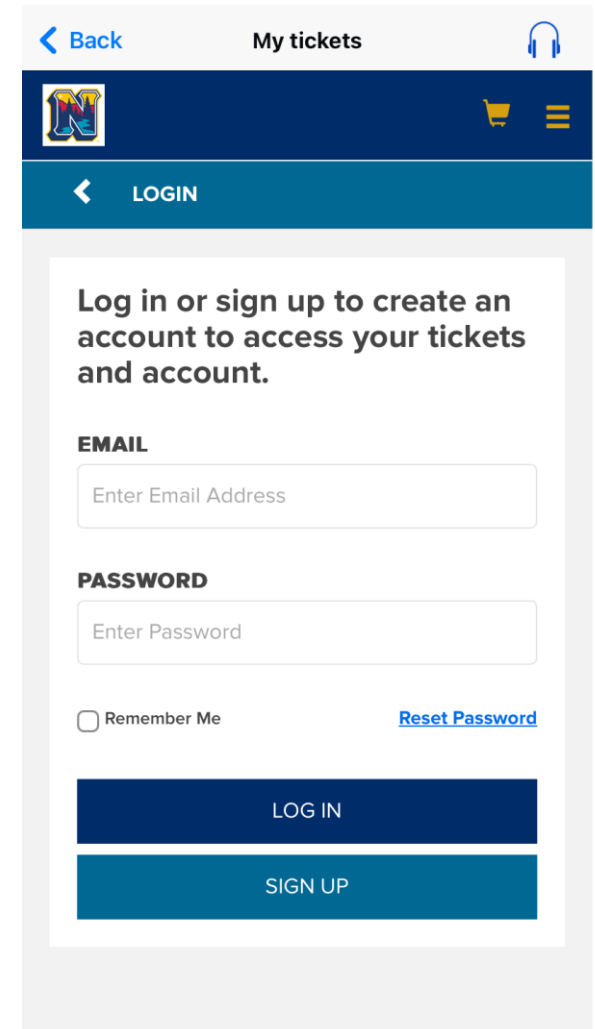
You'll be prompted to click through a couple pages until you get to the home screen which should look like the photo to the right.

From here, you want to click on the 'My Tickets' button, which will redirect you to the My Tickets login page.



My Tickets Login

At the My Ticket Login page, you'll enter your email and password. If you are unsure if you already have an account set up, you can click on the 'Sign Up' button and enter your information there. If you already have an account, it will give you an error messaging stating "an account already exists associated to the email address entered". If you get this message, go back and select 'Reset Password'. You will be asked to enter your email and will receive instructions on how to reset your password to that email address.

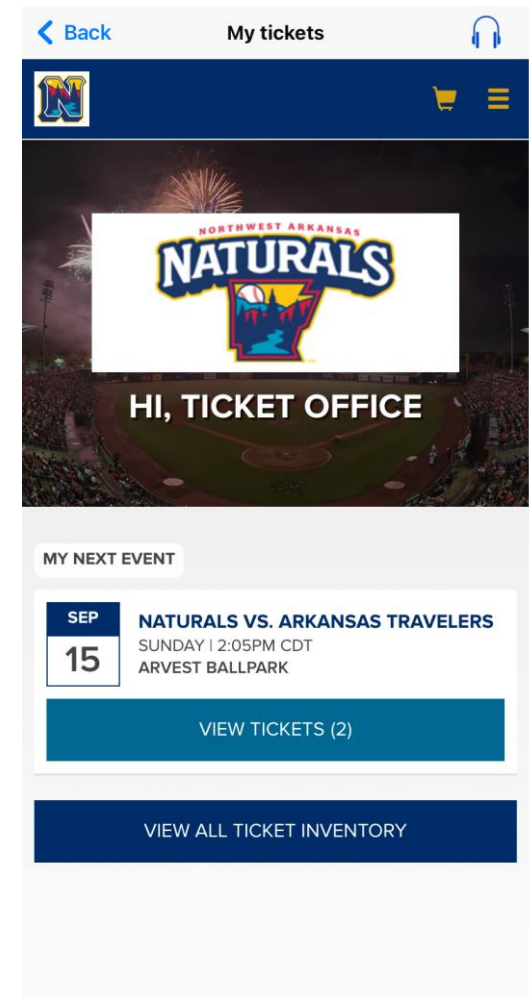


The screenshot shows a mobile application interface for 'My tickets'. At the top, there is a navigation bar with a back arrow, the text 'My tickets', and a headset icon. Below this is a dark blue header with a logo on the left, a shopping cart icon, and a menu icon. A teal bar below the header contains a back arrow and the word 'LOGIN'. The main content area is white and contains the following elements: a heading 'Log in or sign up to create an account to access your tickets and account.', an 'EMAIL' section with a text input field labeled 'Enter Email Address', a 'PASSWORD' section with a text input field labeled 'Enter Password', a checkbox labeled 'Remember Me', and a blue link labeled 'Reset Password'. At the bottom, there are two large buttons: a dark blue 'LOG IN' button and a teal 'SIGN UP' button.

My Tickets Home Page

Once logged in, you will see your available inventory on the home page right under the welcome message “HI, YOUR NAME”.

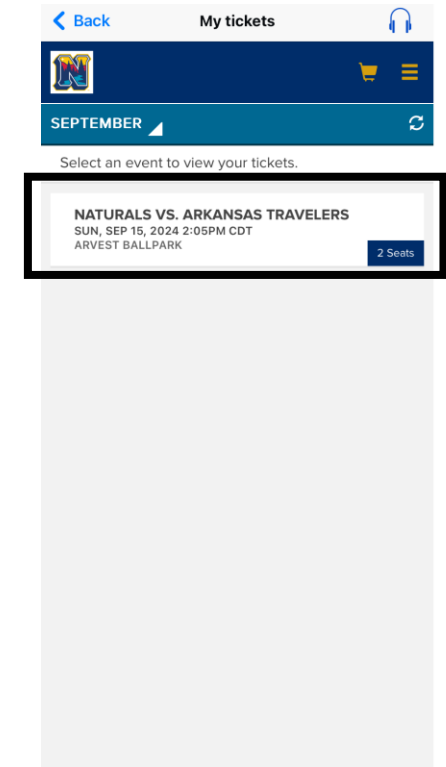
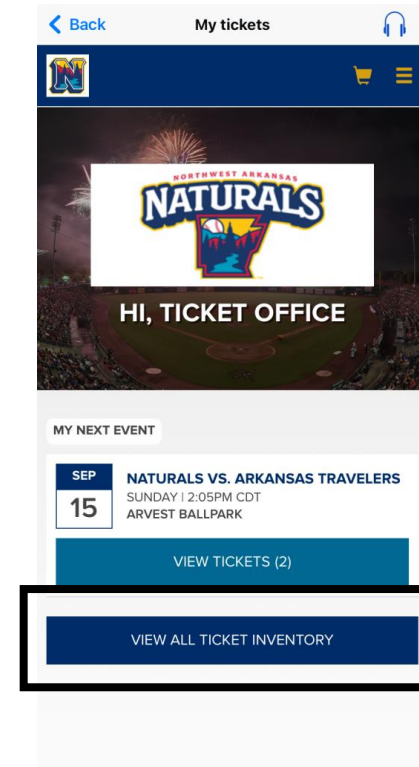
You may also click on the ‘3 Bar Icon’ in the top right and select the ‘My Northwest Arkansas Naturals Tickets’ drop down for options on what you want to do with your tickets.



Viewing Your Ticket Barcode

To view your tickets, click on 'View All Ticket Inventory'. From there, you will be directed to a page with all the games in your package. Select the game you wish to view.

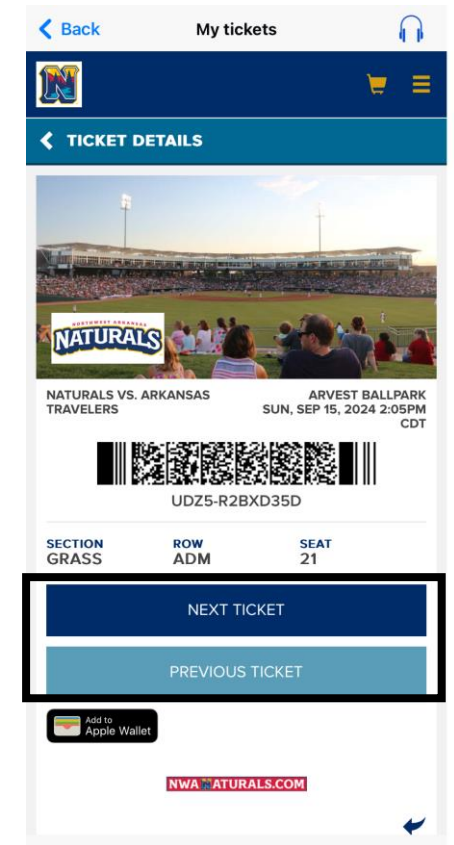
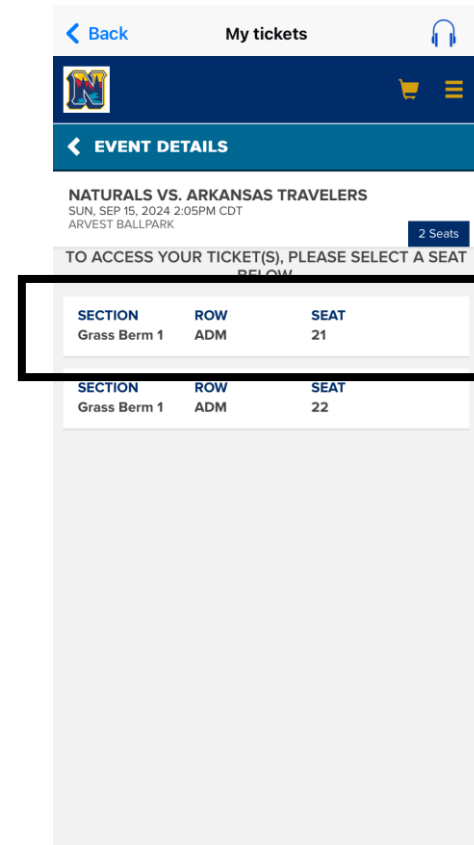
*If there are no events listed, please contact your Naturals ticket representative.



Viewing Your Ticket Barcode

If you have tickets and parking for the day you select, you'll want to tap on the event you wish to view. For the game event, you tap on the box that shows the Section, Row, and Seat. You should then see a screen similar to the one on the far right that shows the bar code. If you selected more than one ticket, you'll be able to toggle back and forth using the 'Next Ticket' and 'Previous Ticket' buttons. The Front Gate staff will be able to scan that bar code for entry. You may also add your tickets to apple or google wallet.

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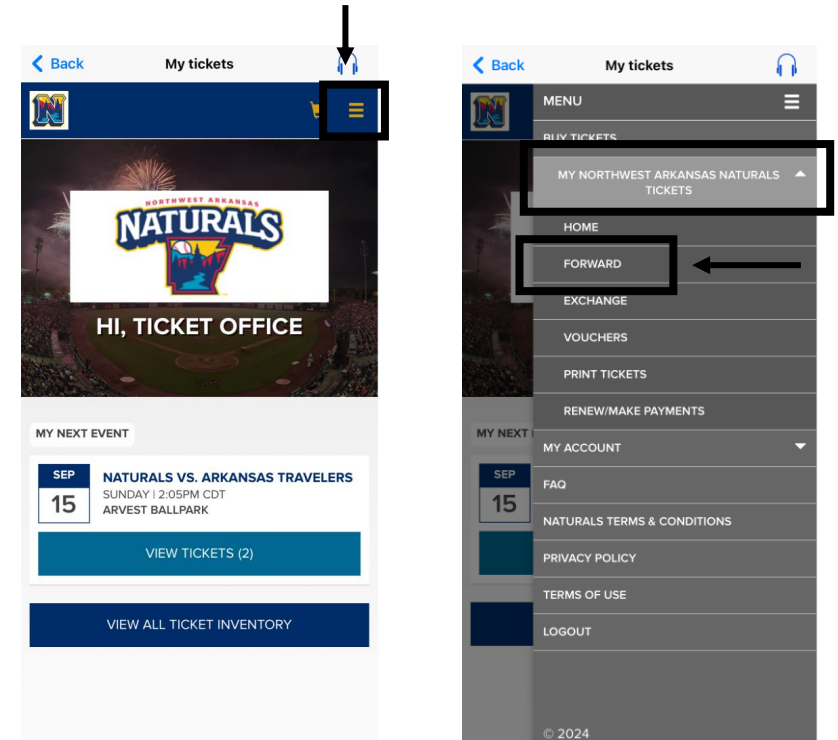


Forward Tickets

To forward tickets:

1. Tap the 3 bar icon in the top right corner next to the shopping cart icon.
2. On the 'My Northwest Arkansas Naturals Tickets' drop down, select 'Forward'.
3. You will be taken you to a page that should show you games with available tickets that are eligible to be forwarded. Select the game(s) that you wish to forward.
4. Make sure the box is check for the ticket(s) or parking you wish to forward. Then tap where it says 'Choose Friend'
5. You should then see a list of friends or recipients. Tap on the friend you wish to forward the tickets to. If you haven't forwarded tickets to the person, you won't see their name and will need to tap on the 'Add Friend' button at the bottom.
6. If you selected to 'Add Friend' you will need to enter their name and email and then tap 'Create Friend'
7. Once you select or create friend, your screen should look like the one to the right. It will show who you are forwarding tickets to and what tickets you are forwarding. If you need to add other games, you will tap on 'Add More Tickets' and complete steps 3 through 6 again. If everything looks correct, tap on 'Forward Tickets'. You will receive an email saying tickets have successfully been forwarded, and the recipient will get an email with instructions on how to access the tickets. If they don't already have a My Tickets account, they will be prompted to set one up in order to view or print tickets.

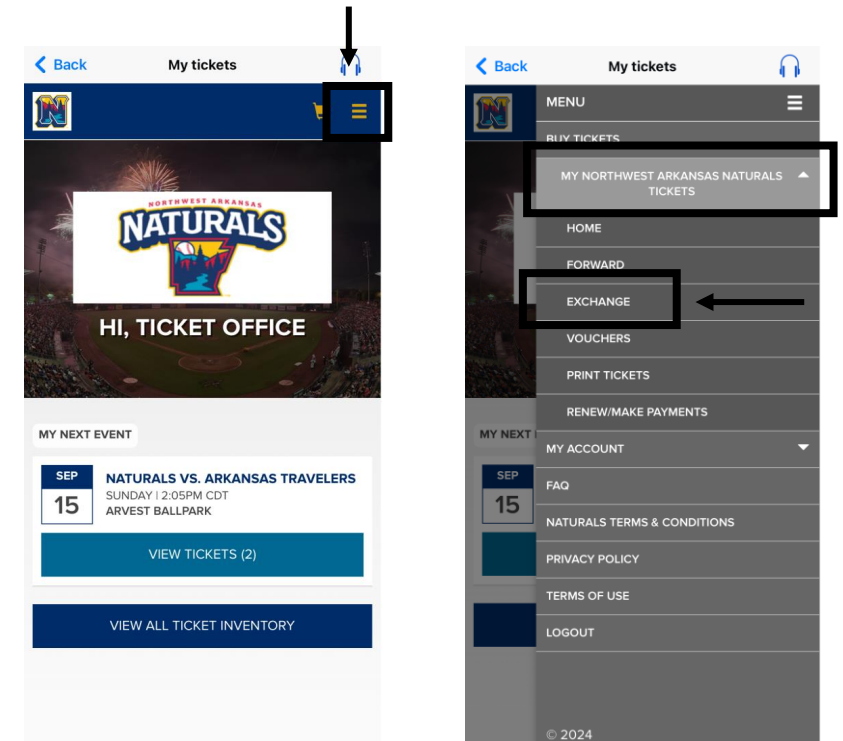
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Exchange Tickets

To exchange tickets:

1. Tap the 3 bar icon in the top right corner next to the shopping cart icon.
2. On the 'My Northwest Arkansas Naturals Tickets' drop down, select 'Exchange'.
3. You will be taken you to a page that should show you games with available tickets that are eligible to be exchanged. Select the game(s) that you wish to exchange.
4. Make sure the box is check for the ticket(s) or parking you wish to forward. Then tap where it says 'Continue'
5. You will be directed to a screen that shows the tickets you wish to exchange. If everything is correct, tap on the 'Find Eligible Events' button at the bottom.
6. A list of games those tickets are eligible for should populate. Find and tap on the game you wish to attend.
7. To select the seats you want, make sure the 'Seat Map' button is highlighted in red. Then tap 'OK'.
8. The seat map will then pop up. Click on the section you wish to sit.
9. After selecting the section, you will see all the available seats within that section. Choose the seat(s) that you want. Seats that are available will be blue. Once you select a seat, it should turn red. After all the seats are selected, tap on the red box at the bottom that says '1 Seat Selected'. Please note that box will tell you how many seats you have selected. If it does not match the number you want, check the seat chart and select or unselect seats you want.
10. You should then be taken to a page that shows you what seats have been selected. If that list is correct, tap on 'Continue'
11. You will then be taken to your cart. Make sure everything looks correct. You shouldn't have to pay anything extra unless you are upgrading to a higher priced section than your original tickets. If everything looks correct, tap on the 'Delivery Method' box.
12. Select 'Digital'. You will be able to view the new tickets on your smart phone. Follow the instruction in the 'Viewing Your Ticket Barcode' section of this guide.
13. After selecting 'Digital' you will be asked to enter First and Last Name and then tap 'Continue'.
14. Scroll to the bottom after making sure everything is correct. You will need to check the 'I agree to the following' box and then tap 'Place Order'



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