2023

SALT LAKE BEES

DIGITAL TICKETING GUIDE
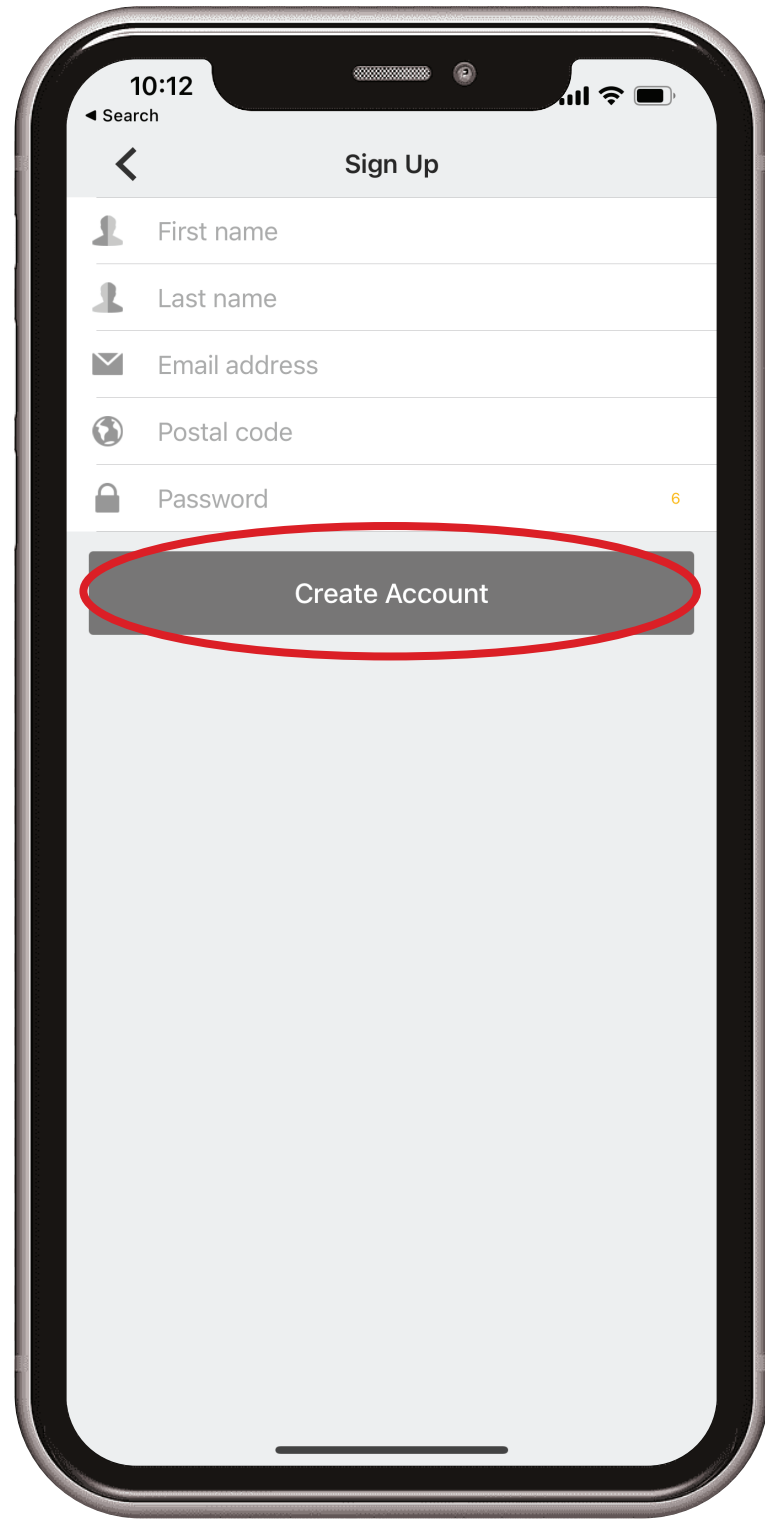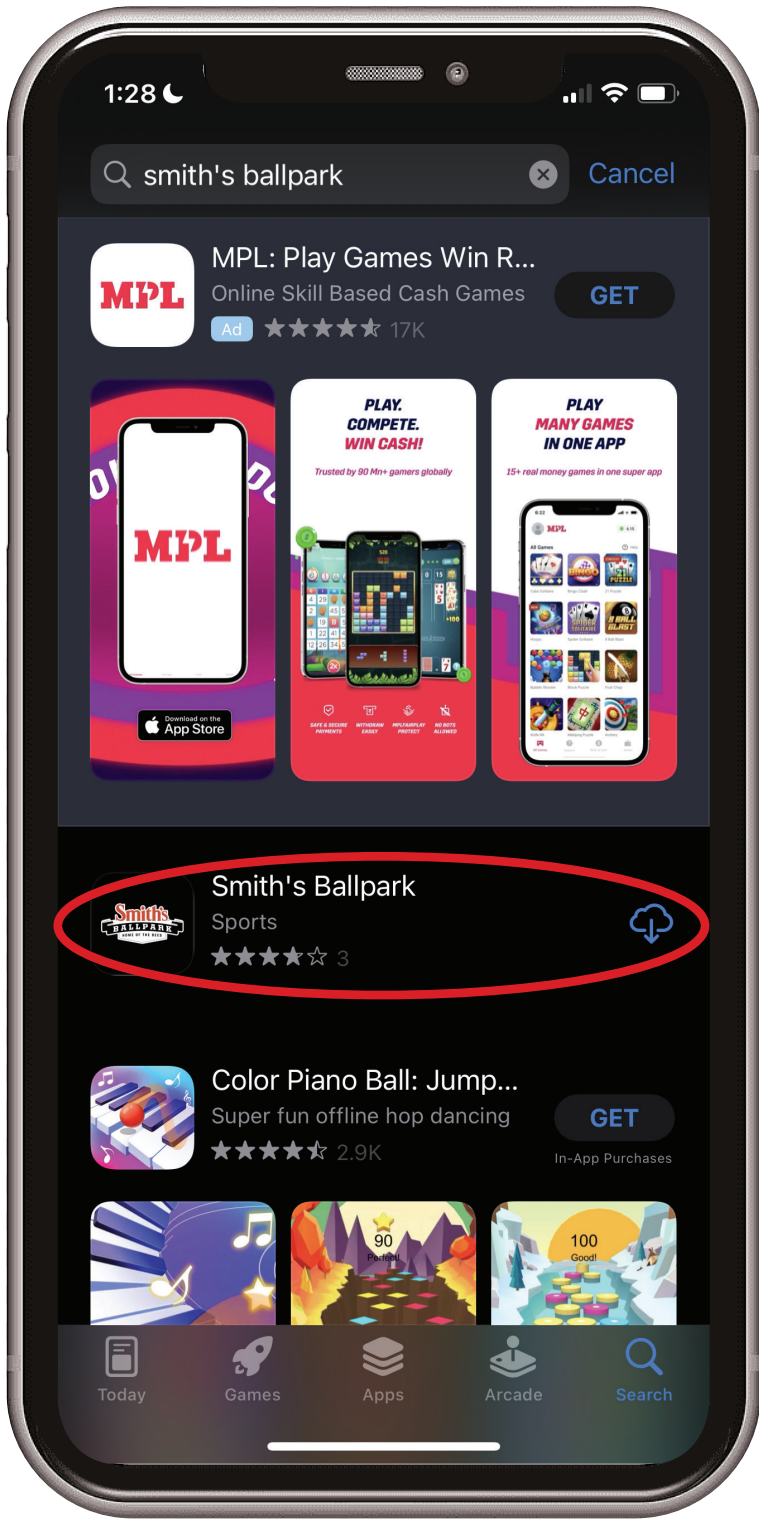
DOWNLOAD AND LOG IN TO THE SMITH'S BALLPARK APP
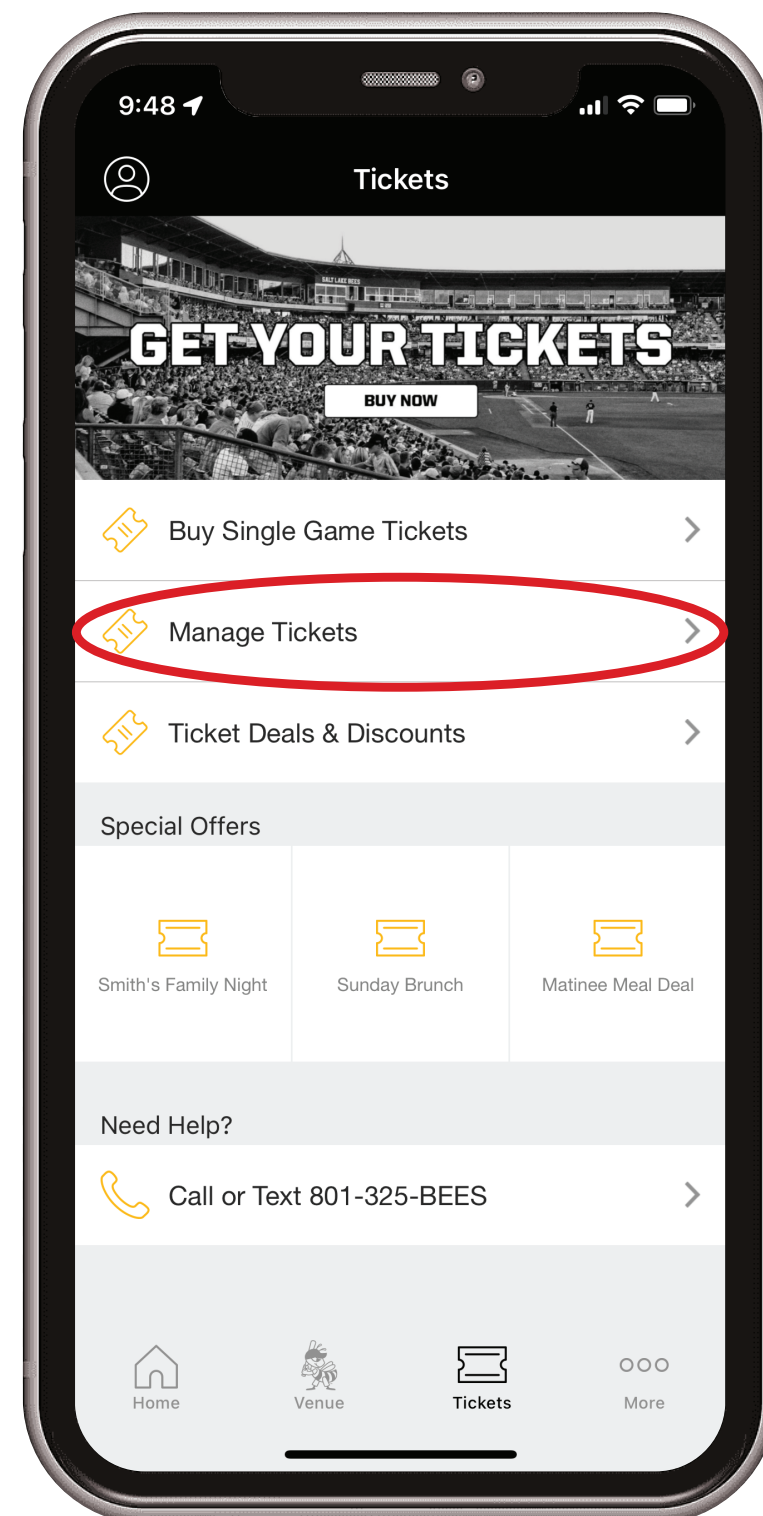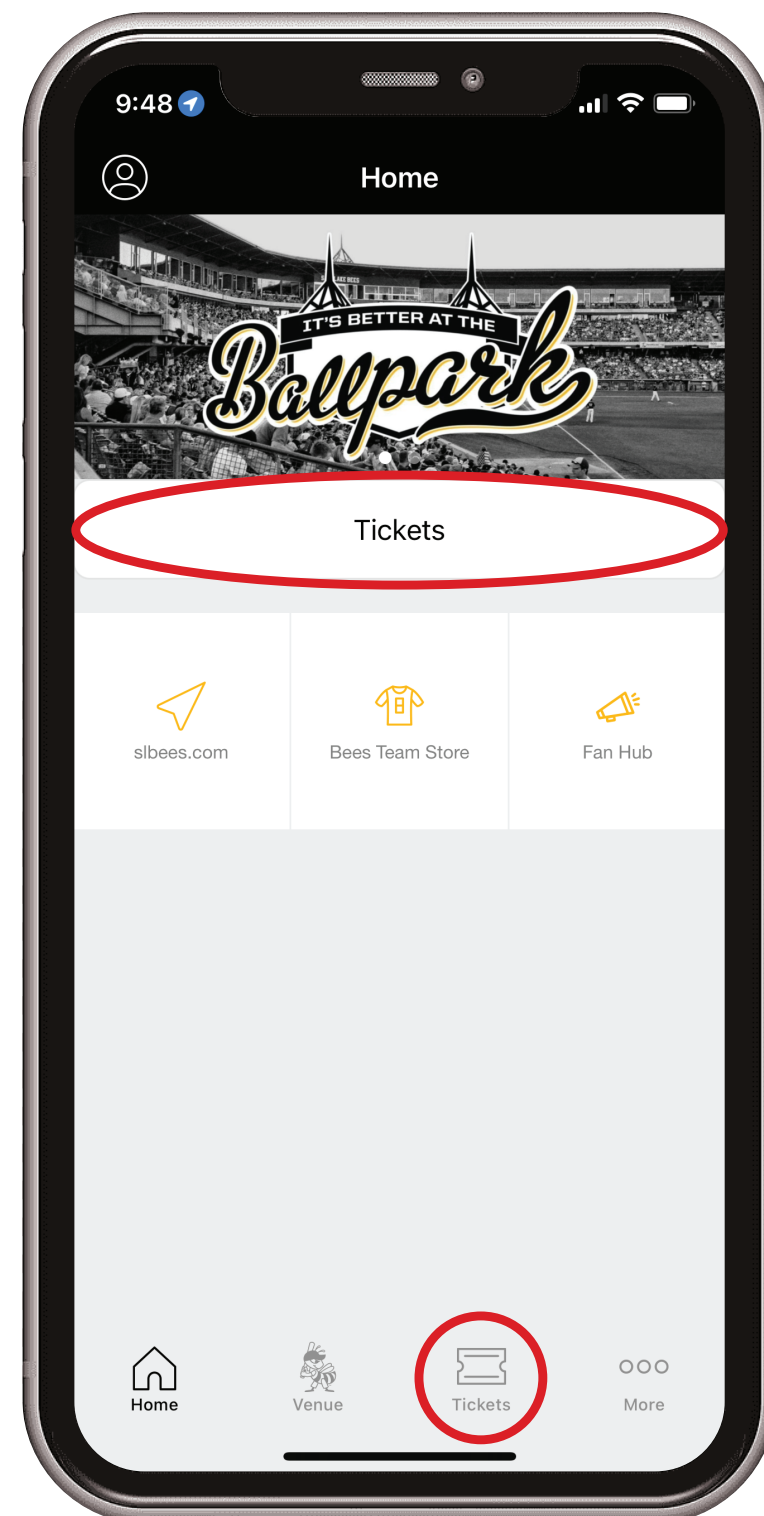
1. Download the Smith's Ballpark App in the Apple App Store or Google Play Store. Scan the QR on this page to download the app.

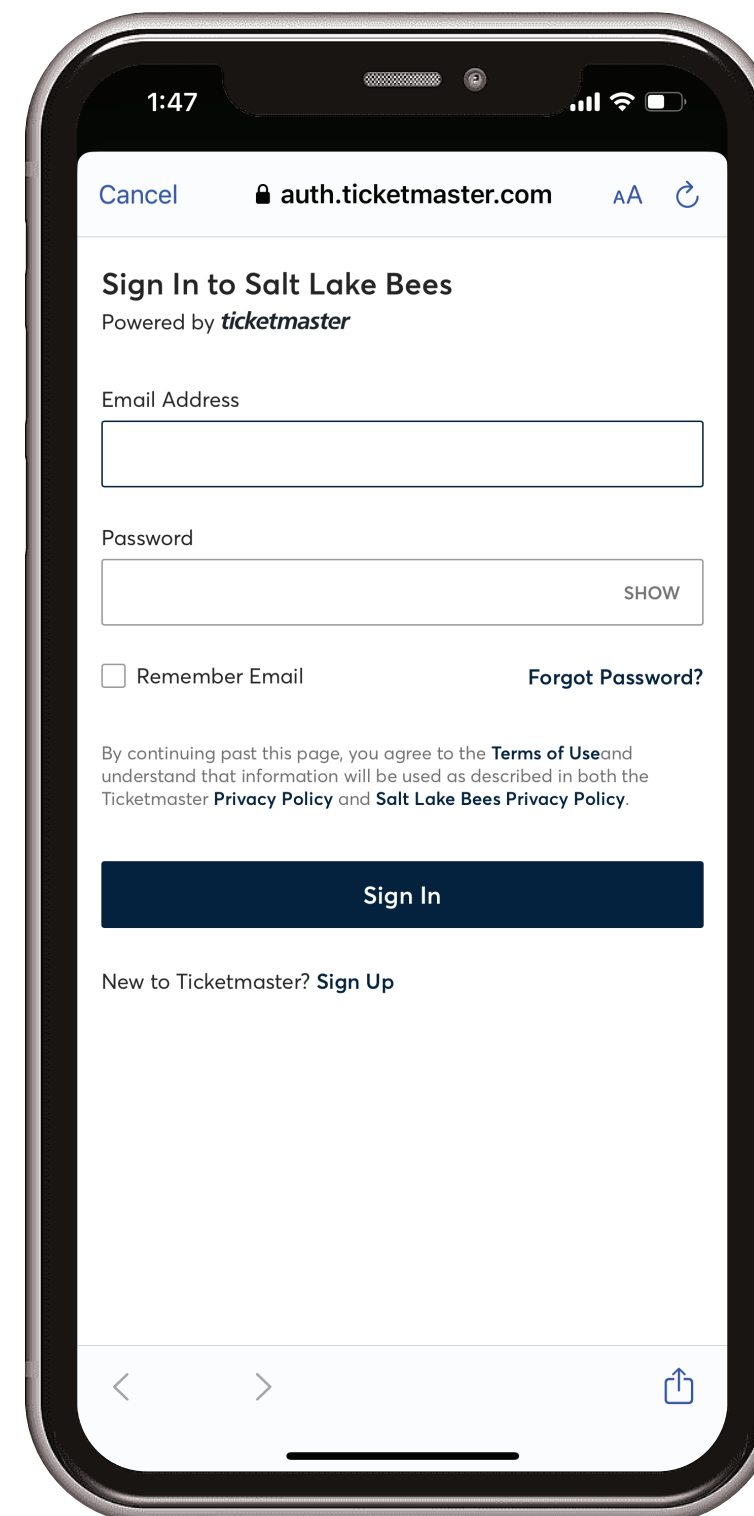**2.** Create a Smith's Ballpark Account to access exclusive in-app features

3. Sync your Bees Ticketmaster Account to your Smith's Ballpark Account to access and manage your tickets.
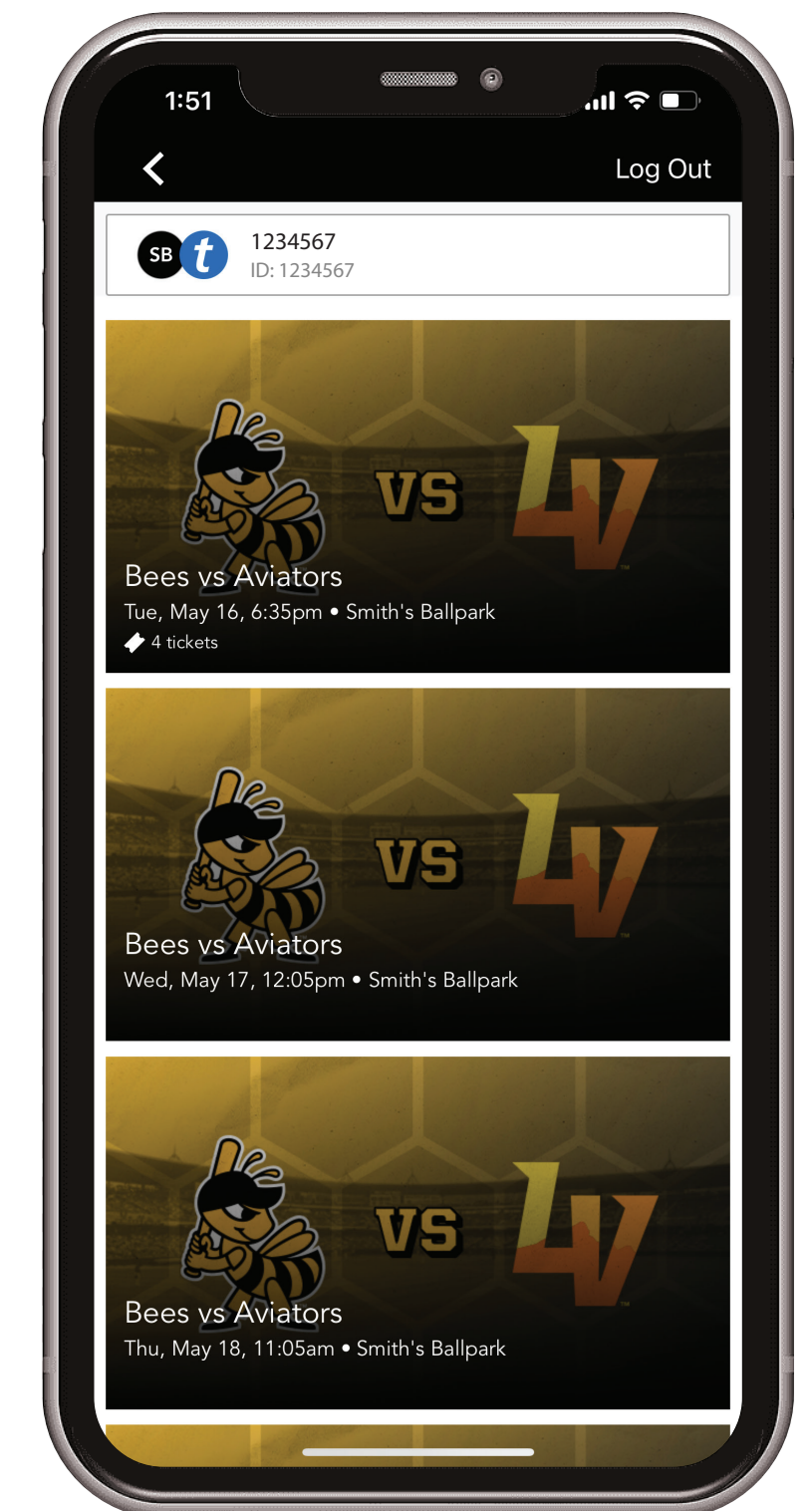
Do this by selecting "manage tickets" on the ticket page of the app and signing into your Bees Ticketmaster.

4. Sign in using your email address and password associated with your account. If you have not already done so this season, you must update your password. Click on the forgot password and follow the prompts to create your new password. Once your password is reset, return to the app and log in.

5. Once completed, you will be able to access your tickets from the "Manage Tickets" page.
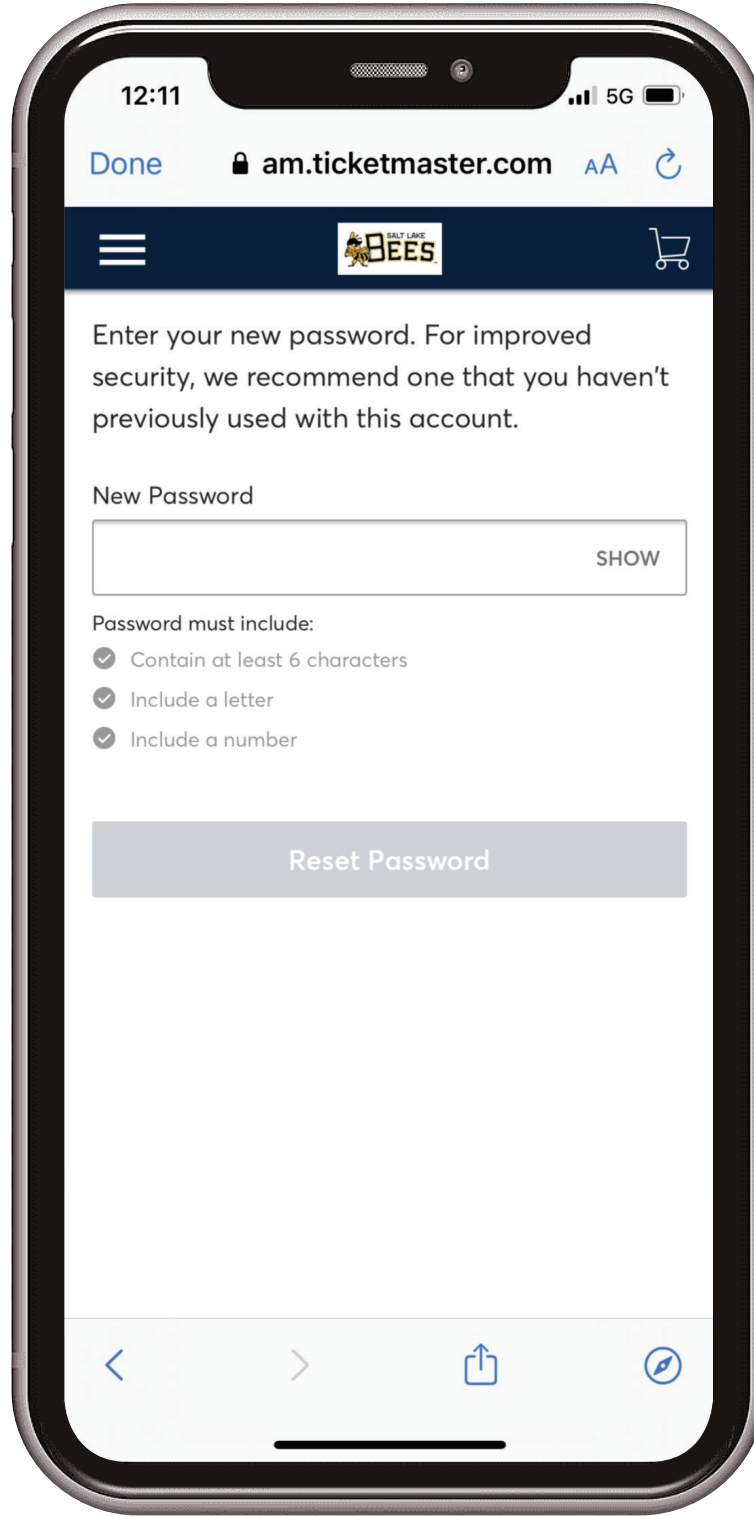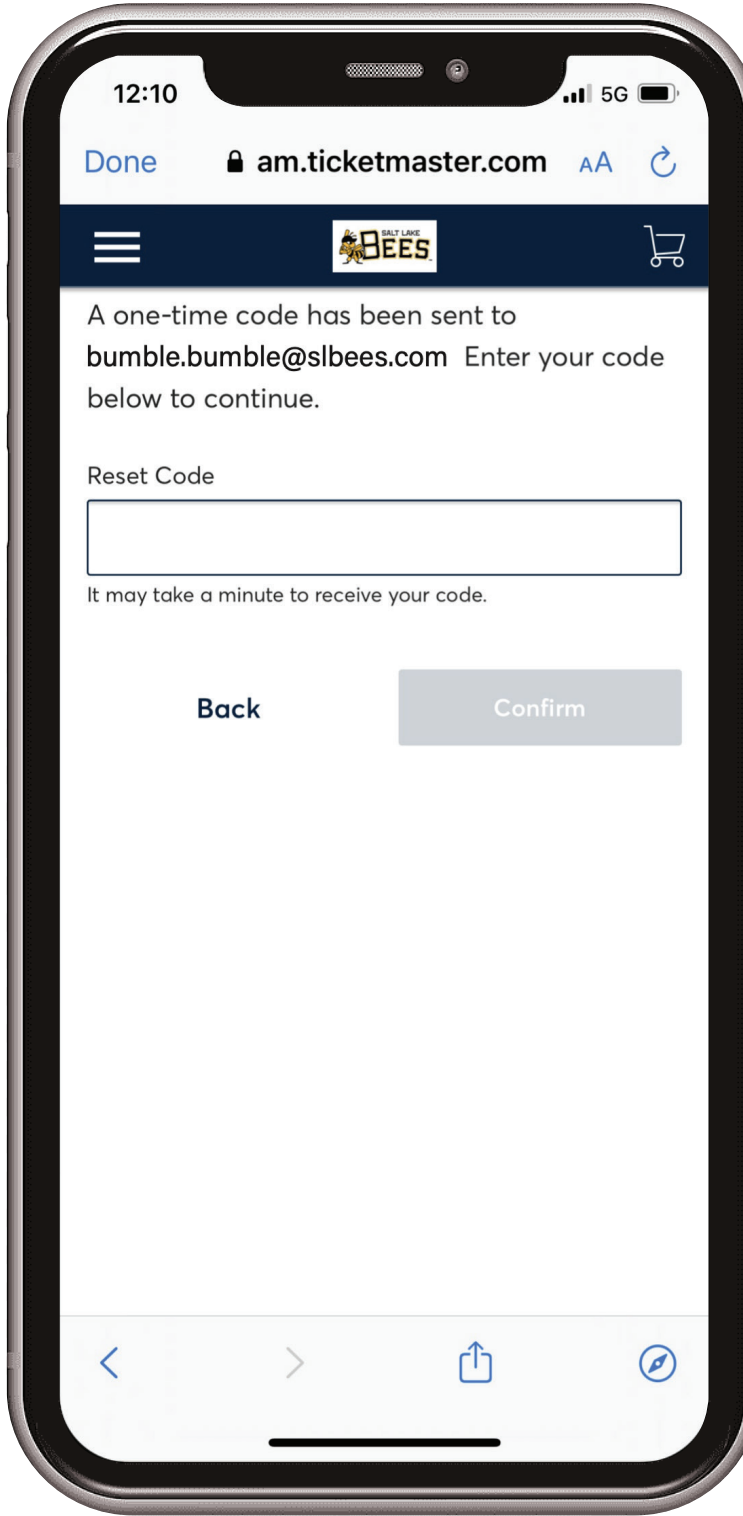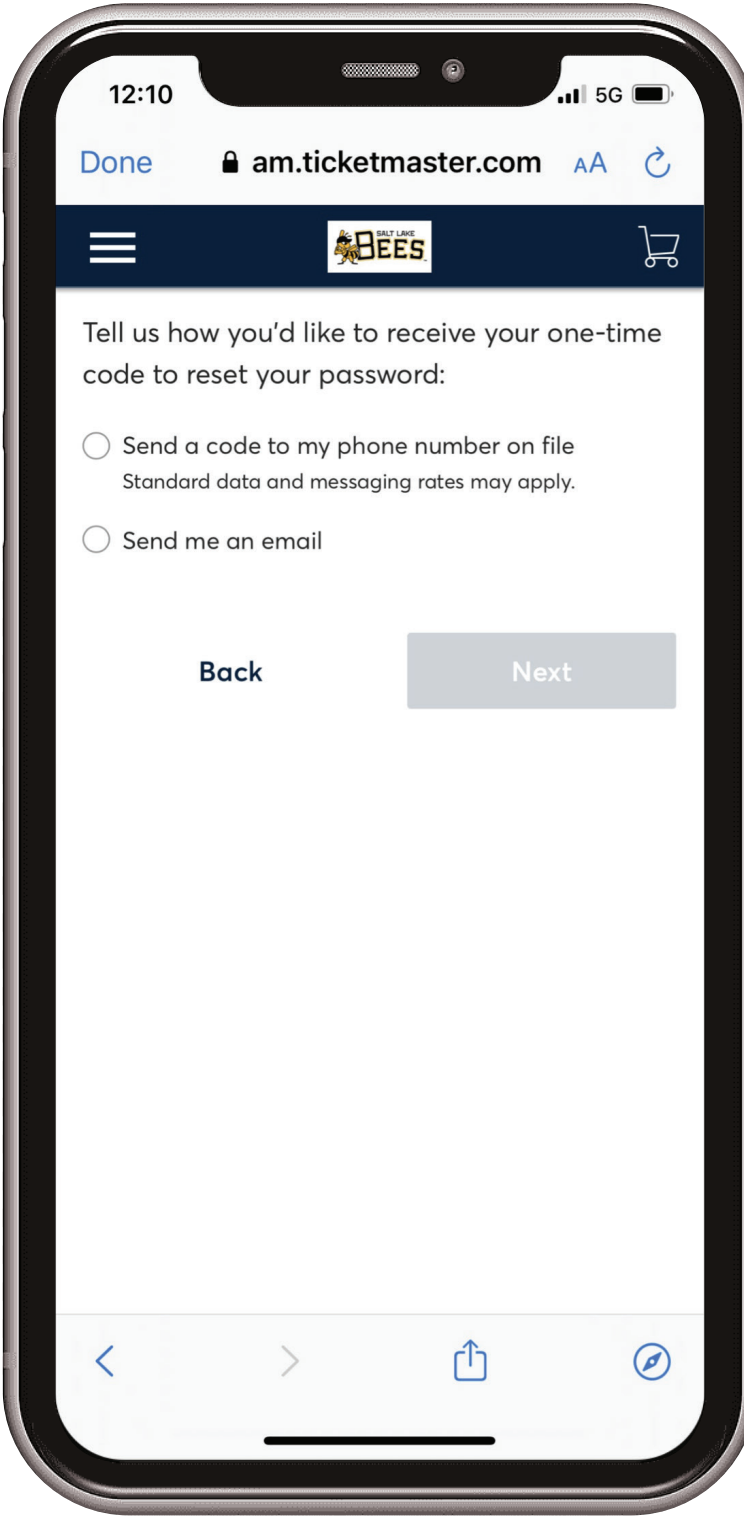
RESETTING YOUR PASSWORD

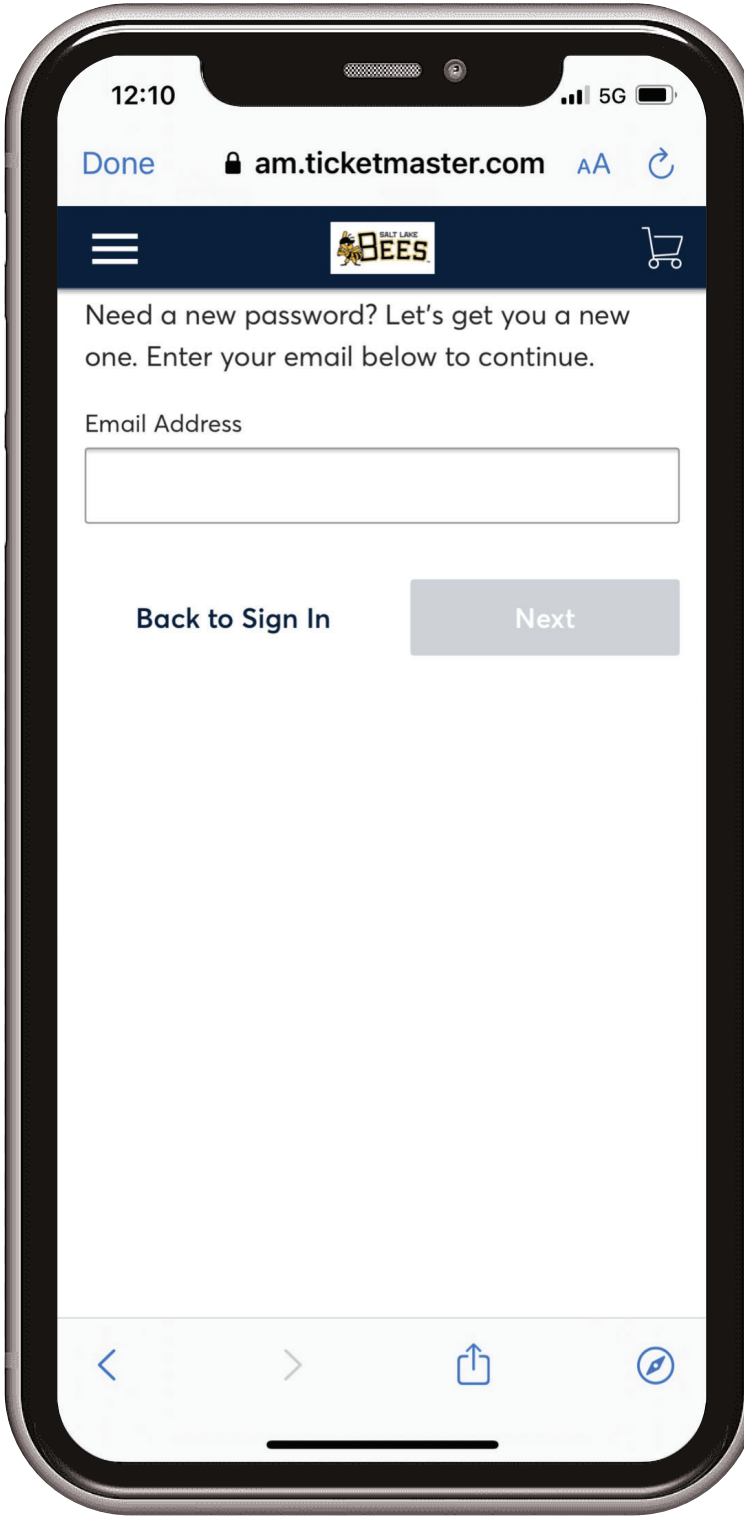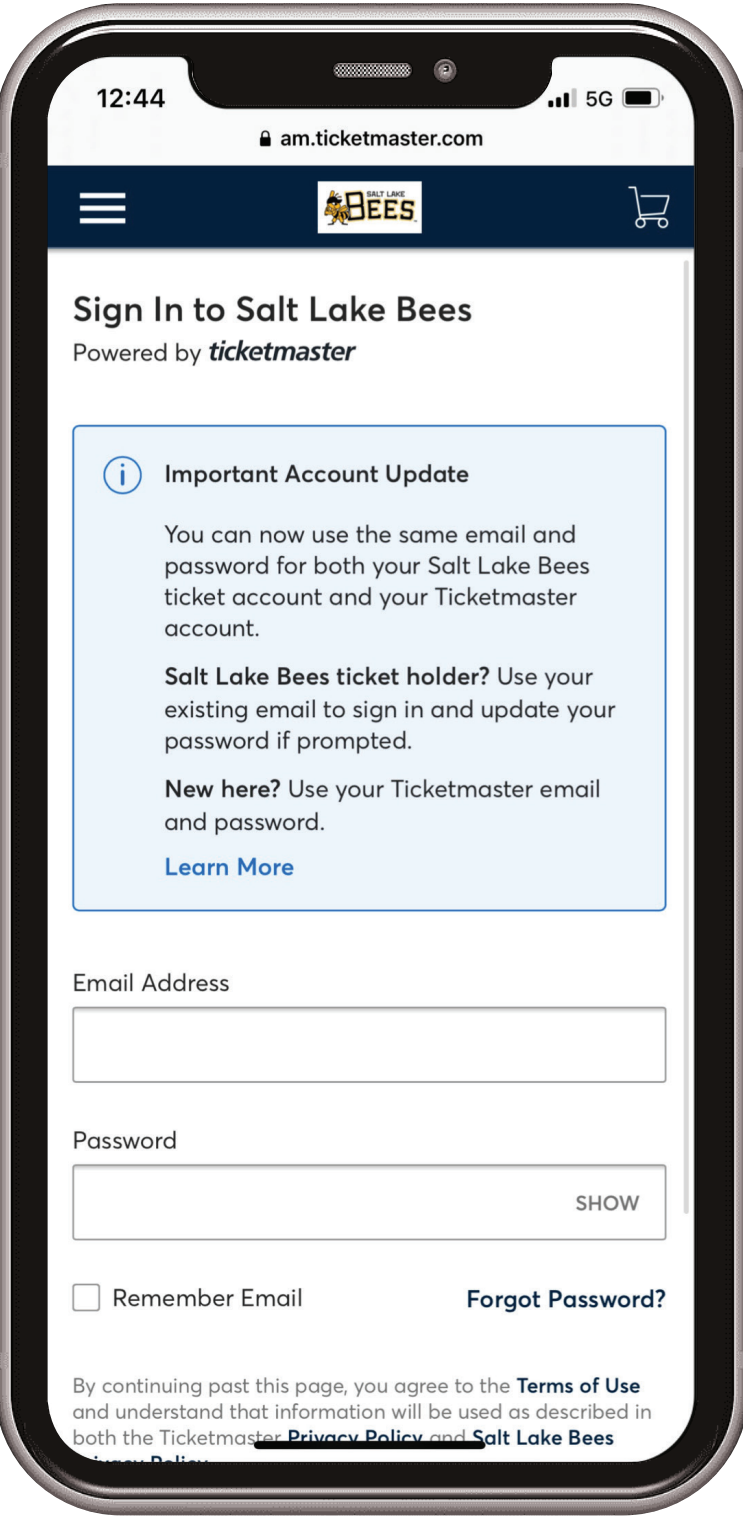**1.** Select Forgot Password on the bottom right of the sign in screen.

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.
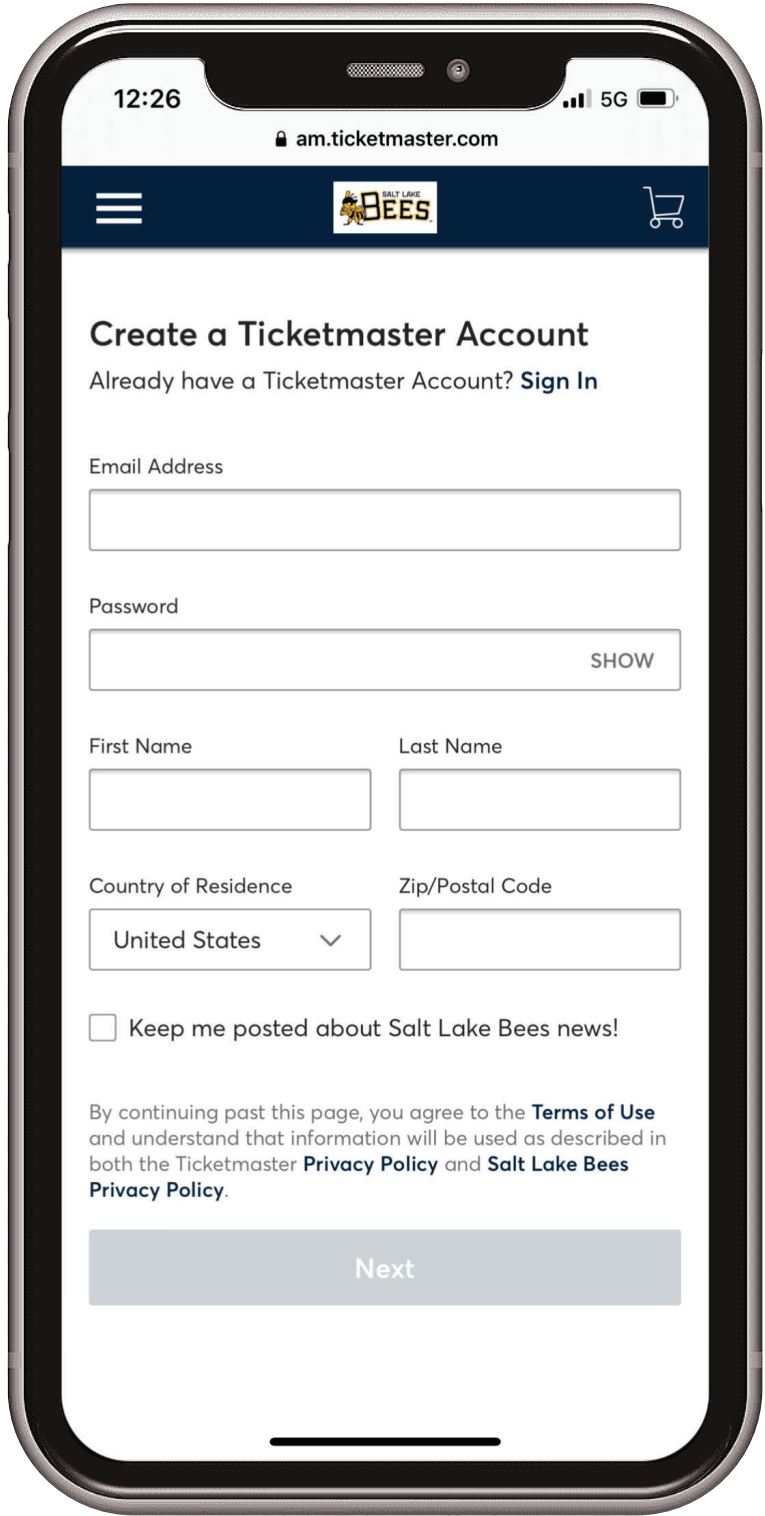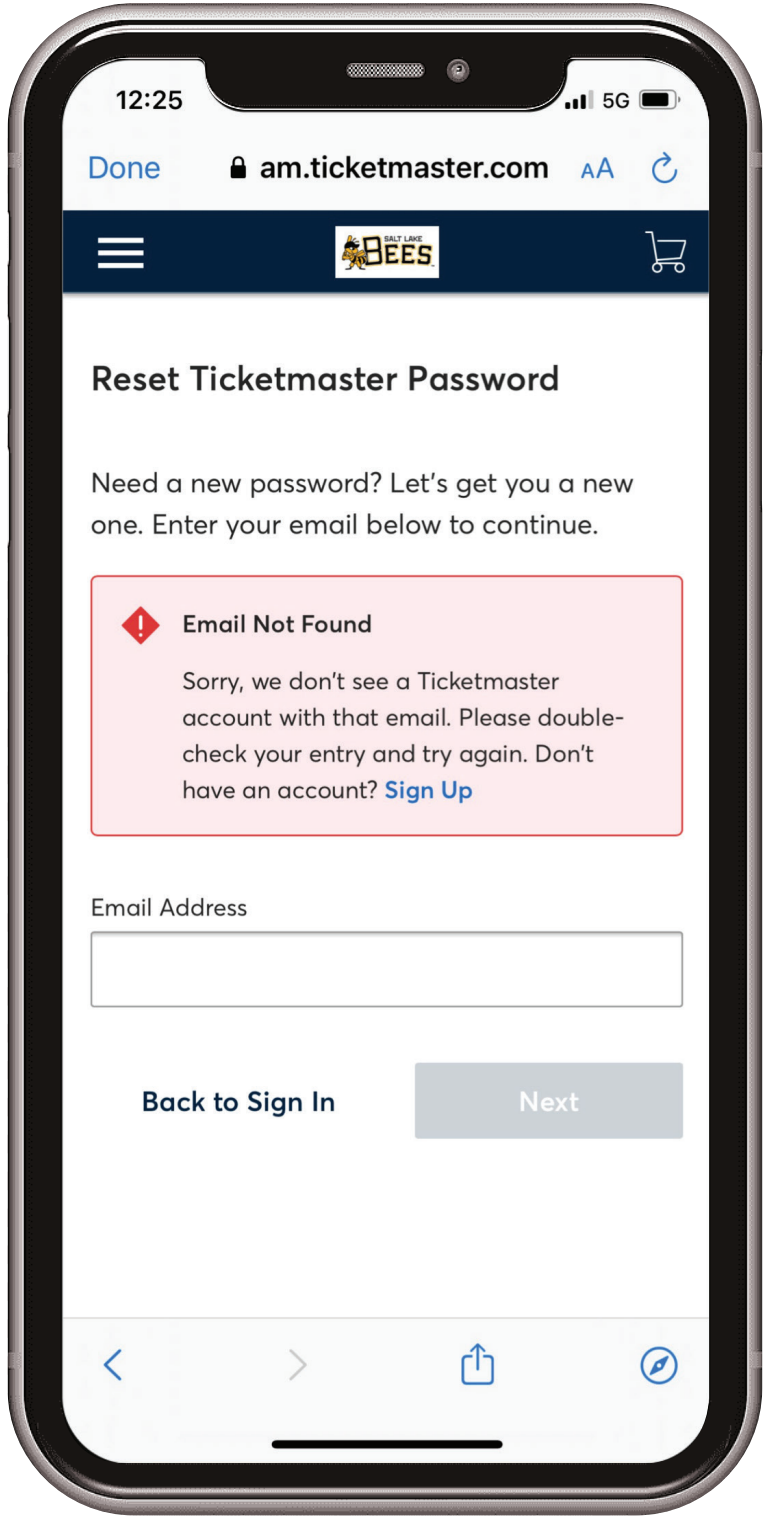
NEW TO TICKETMASTER

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.
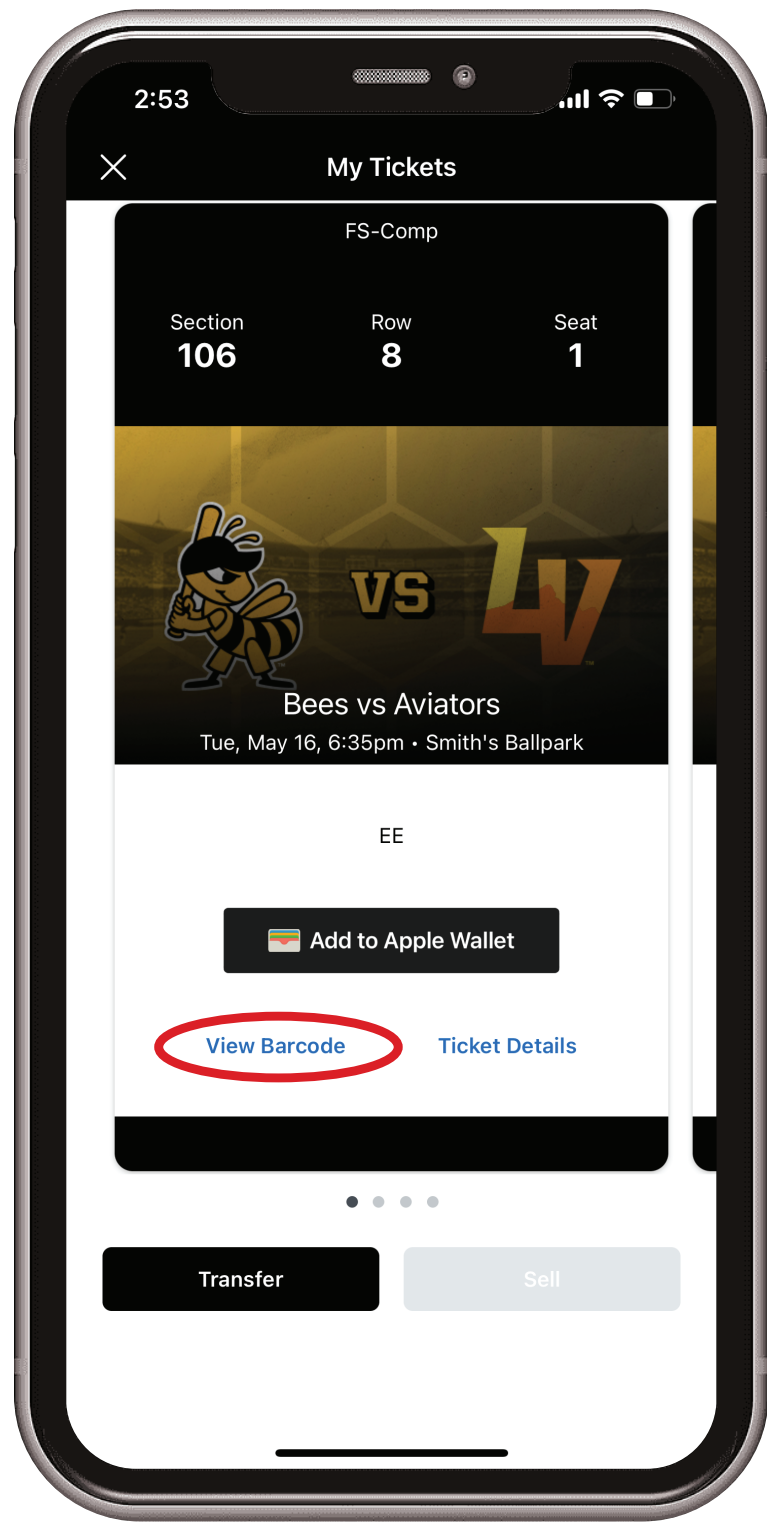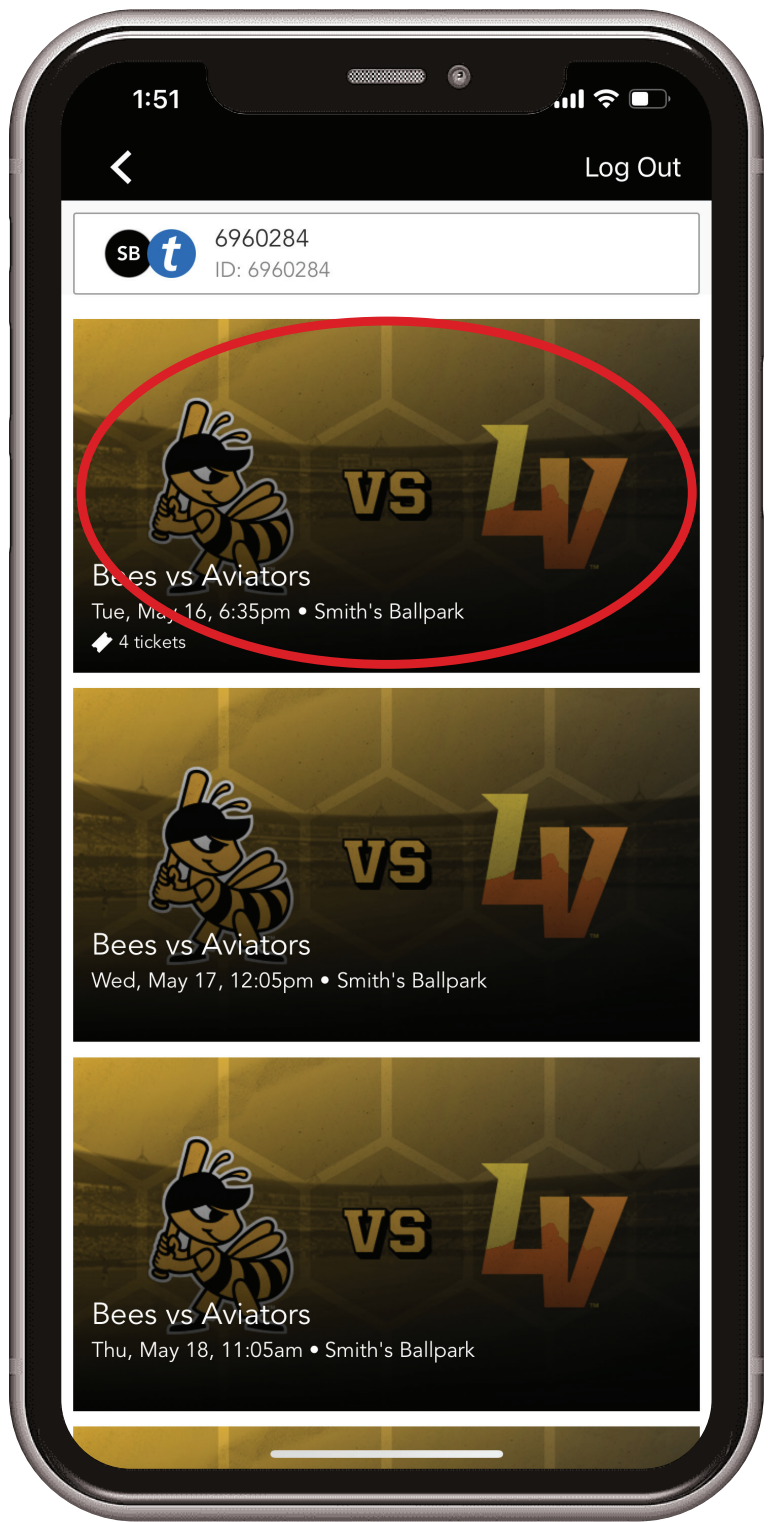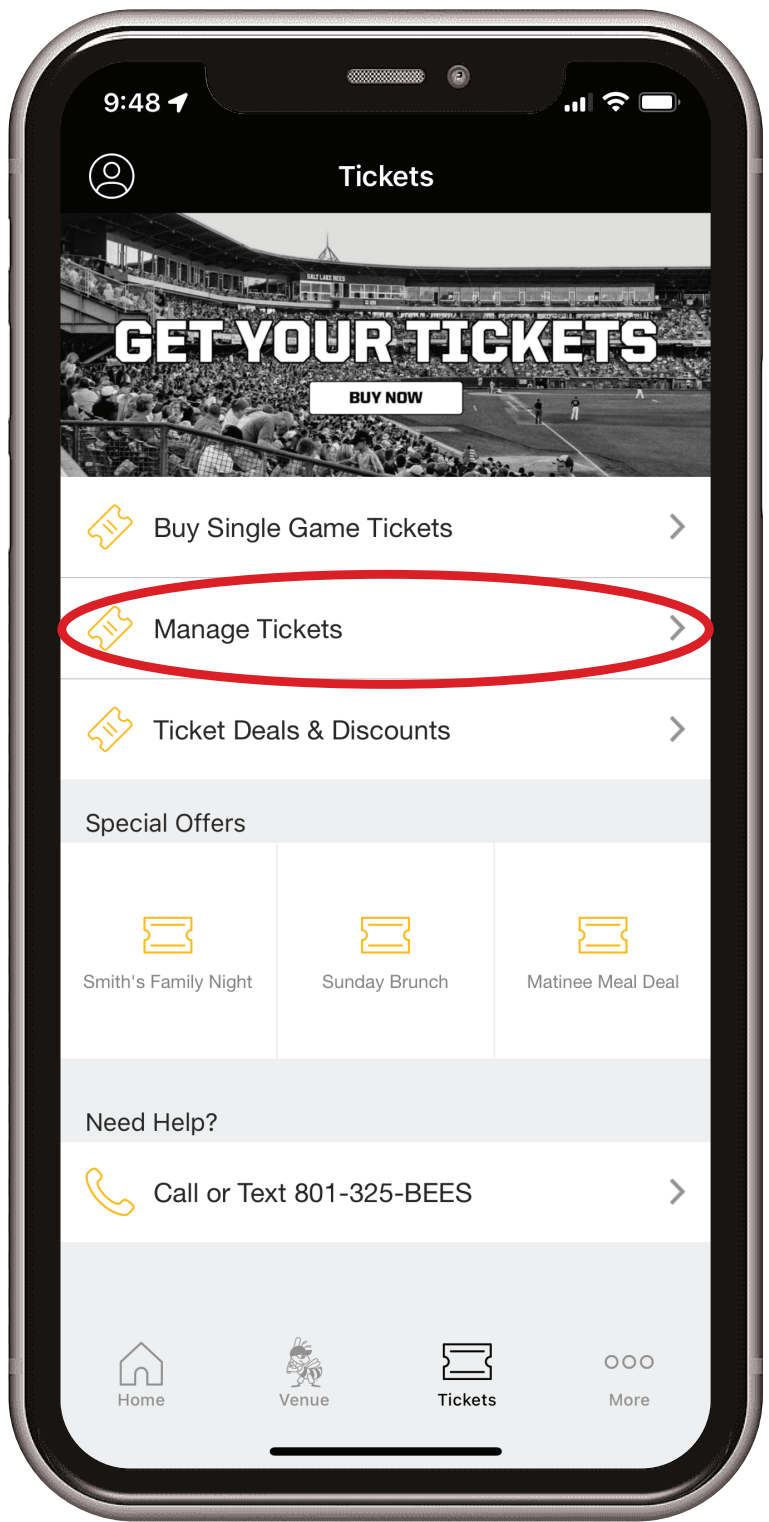
ACCESSING YOUR TICKETS

1. Open the Smith's Ballpark app and click on "Tickets." Select "Manage Tickets."

2. Select your event.

3. All of your tickets for that event will be visible. To view your barcode and scan into the ballpark select "View Barcode."

4. 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
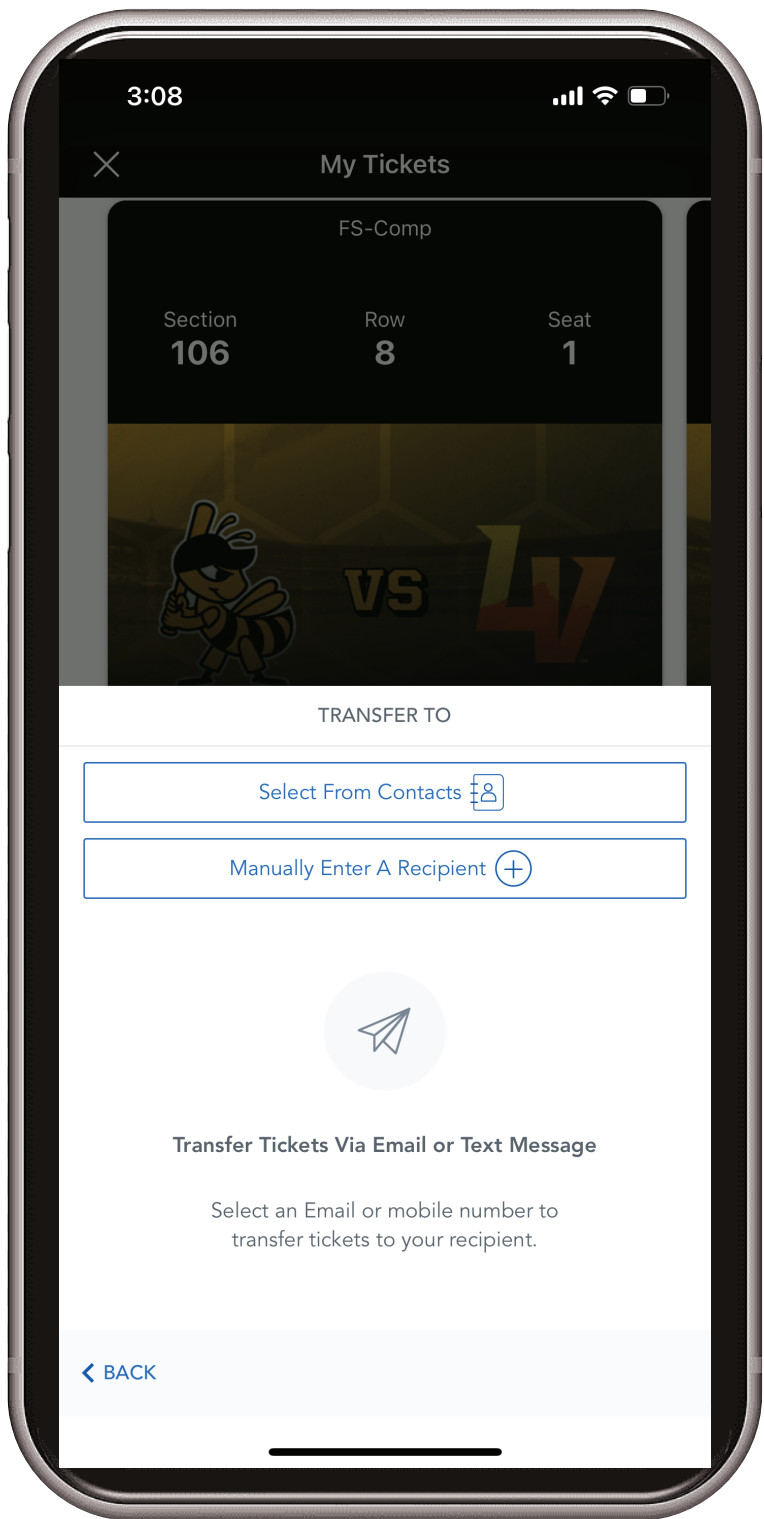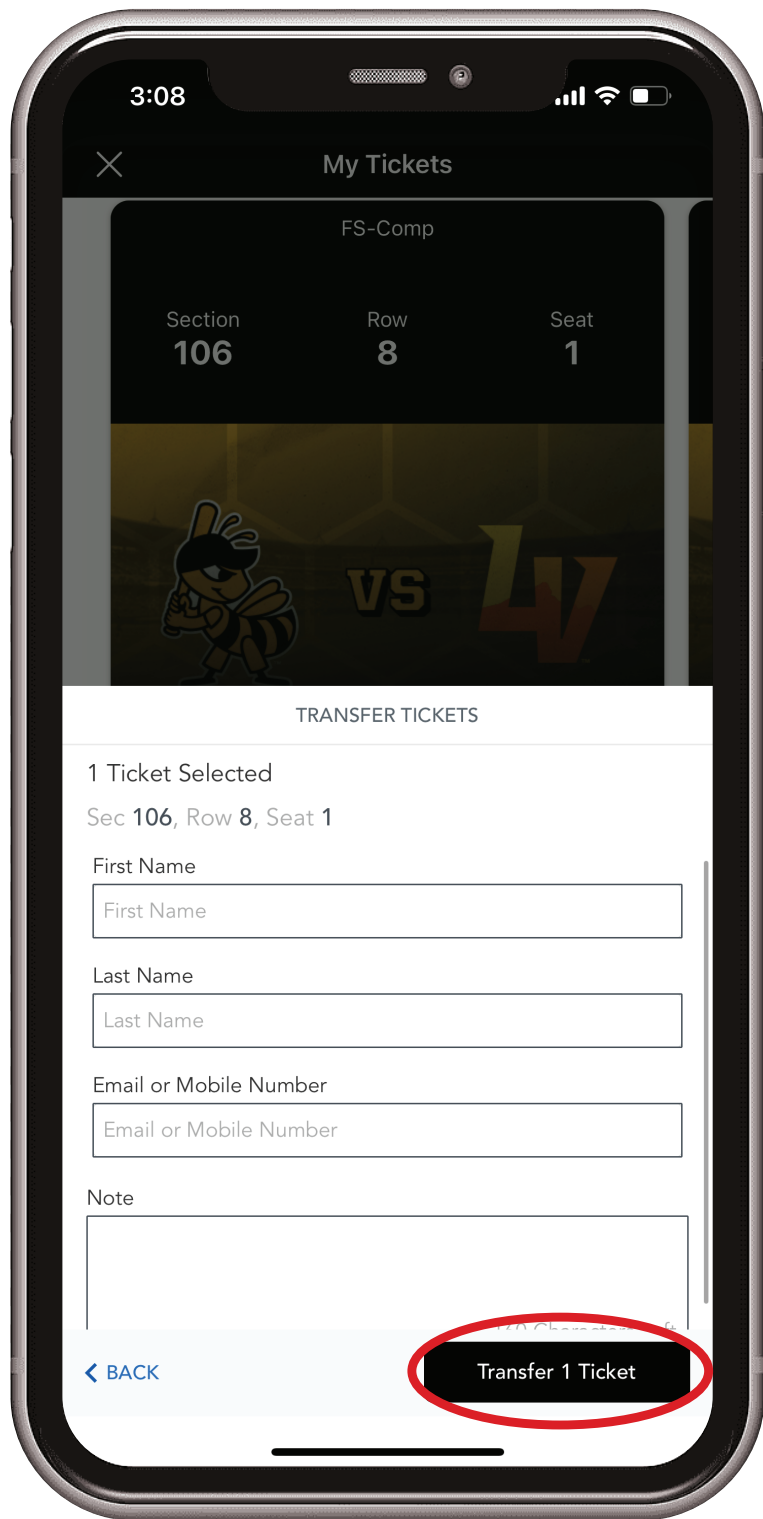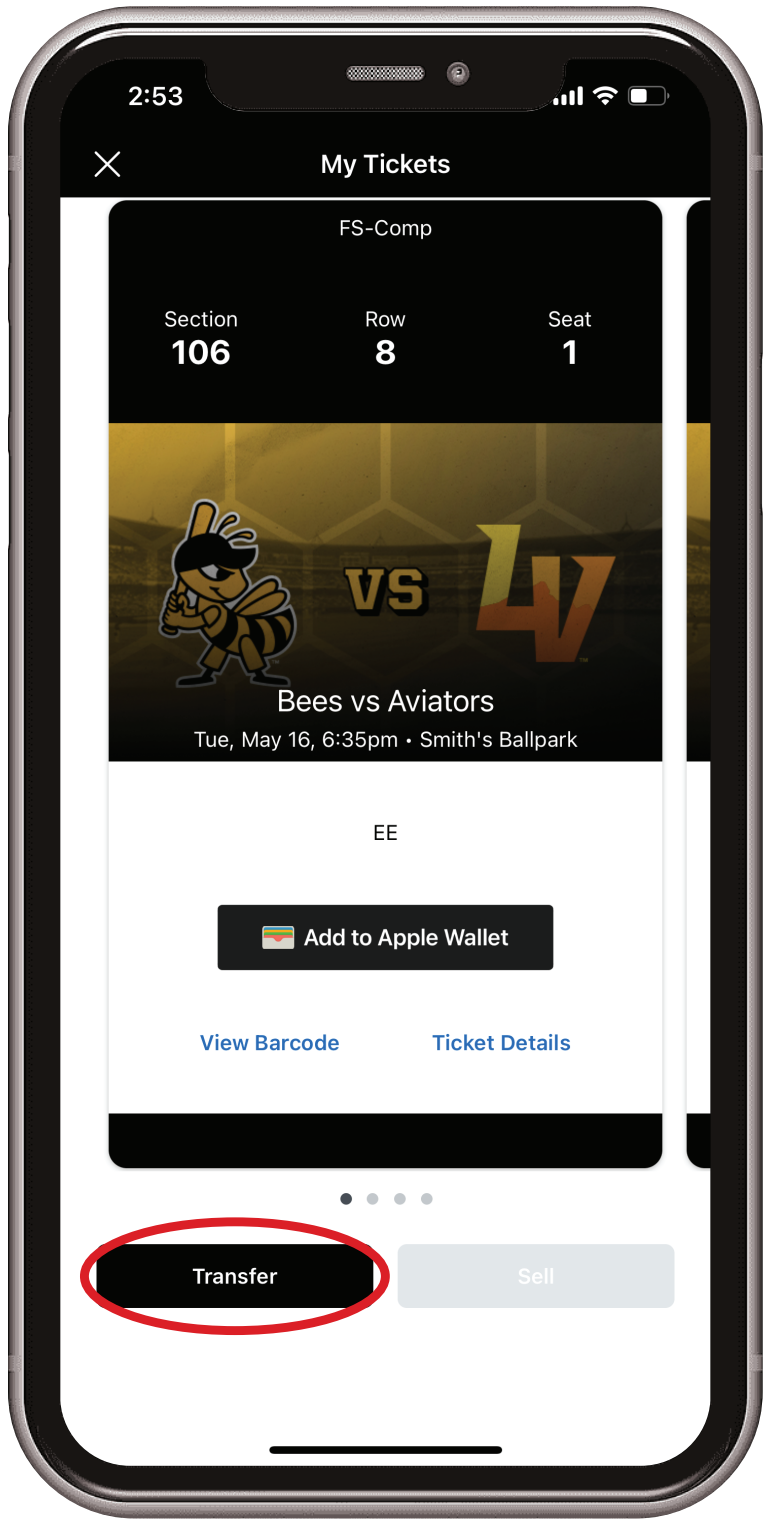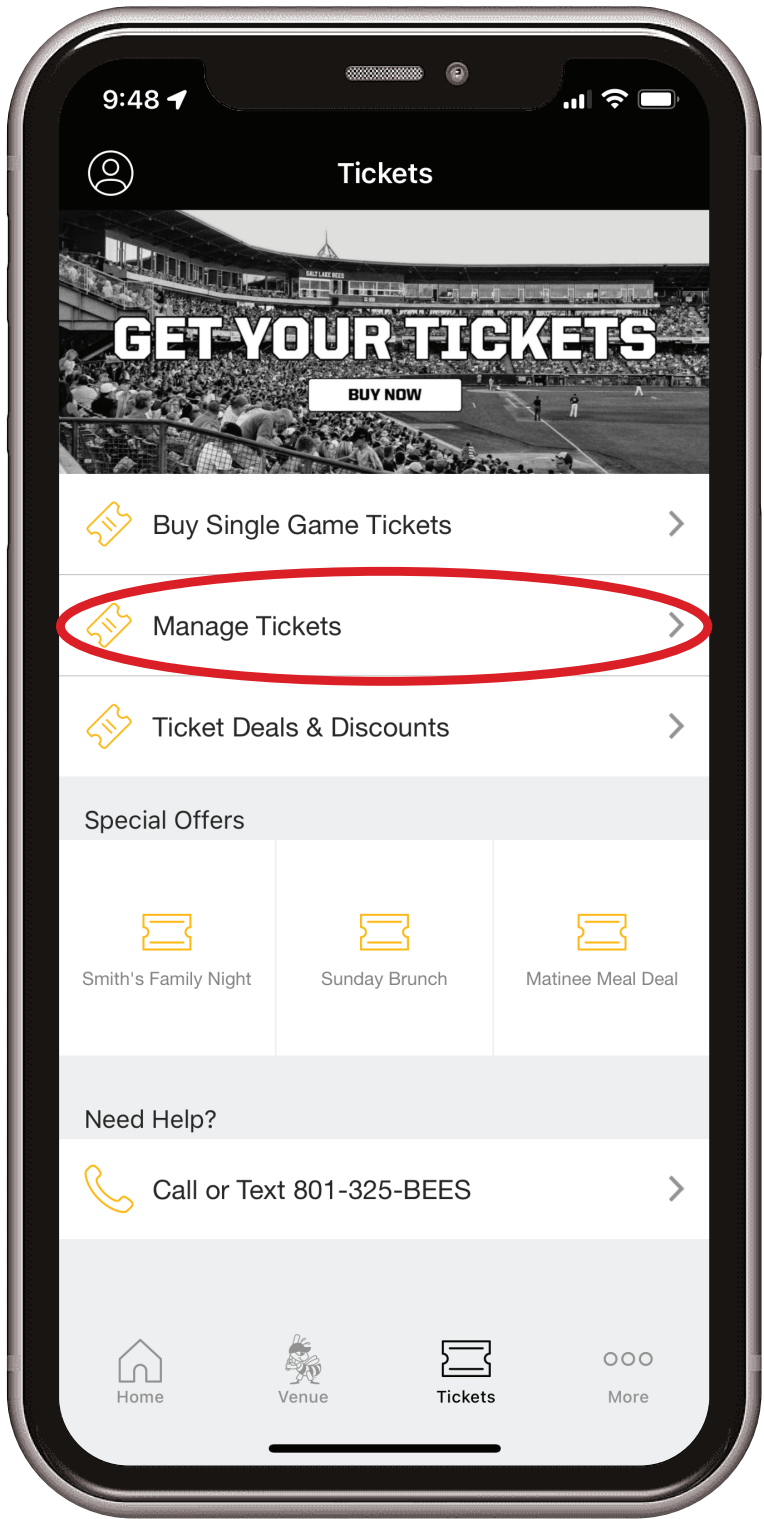
TRANSFER SINGLE GAME TICKETS

1. Open the Smith's Ballpark App and click on "Tickets." Select "Manage Tickets."

2. Select your event and tap on "Transfer."

3. Select the seats you would like to transfer and click "Transfer To." Add a new recipient and add their info or click on a previous contact in the list. Click on the Transfer button to complete the transfer.
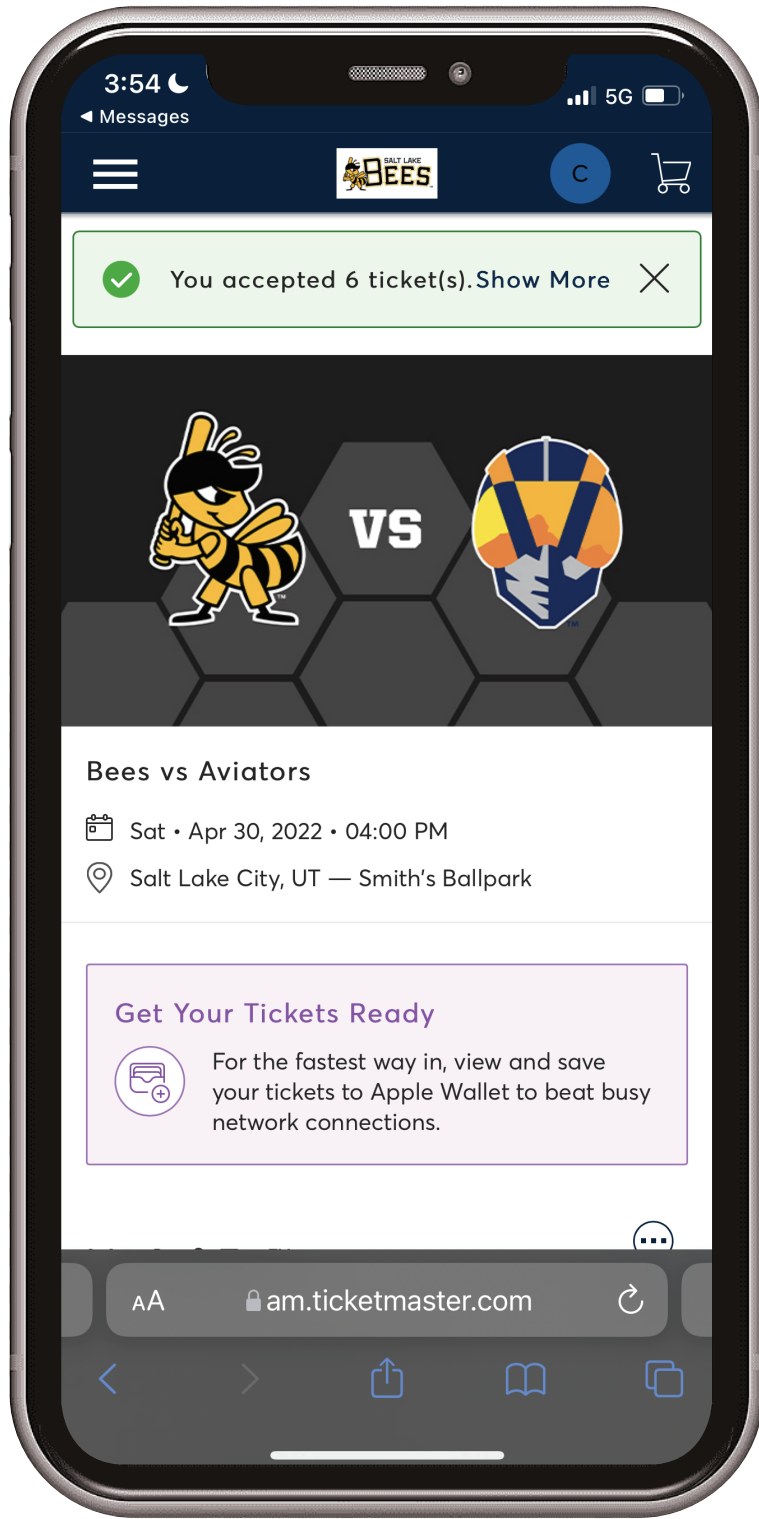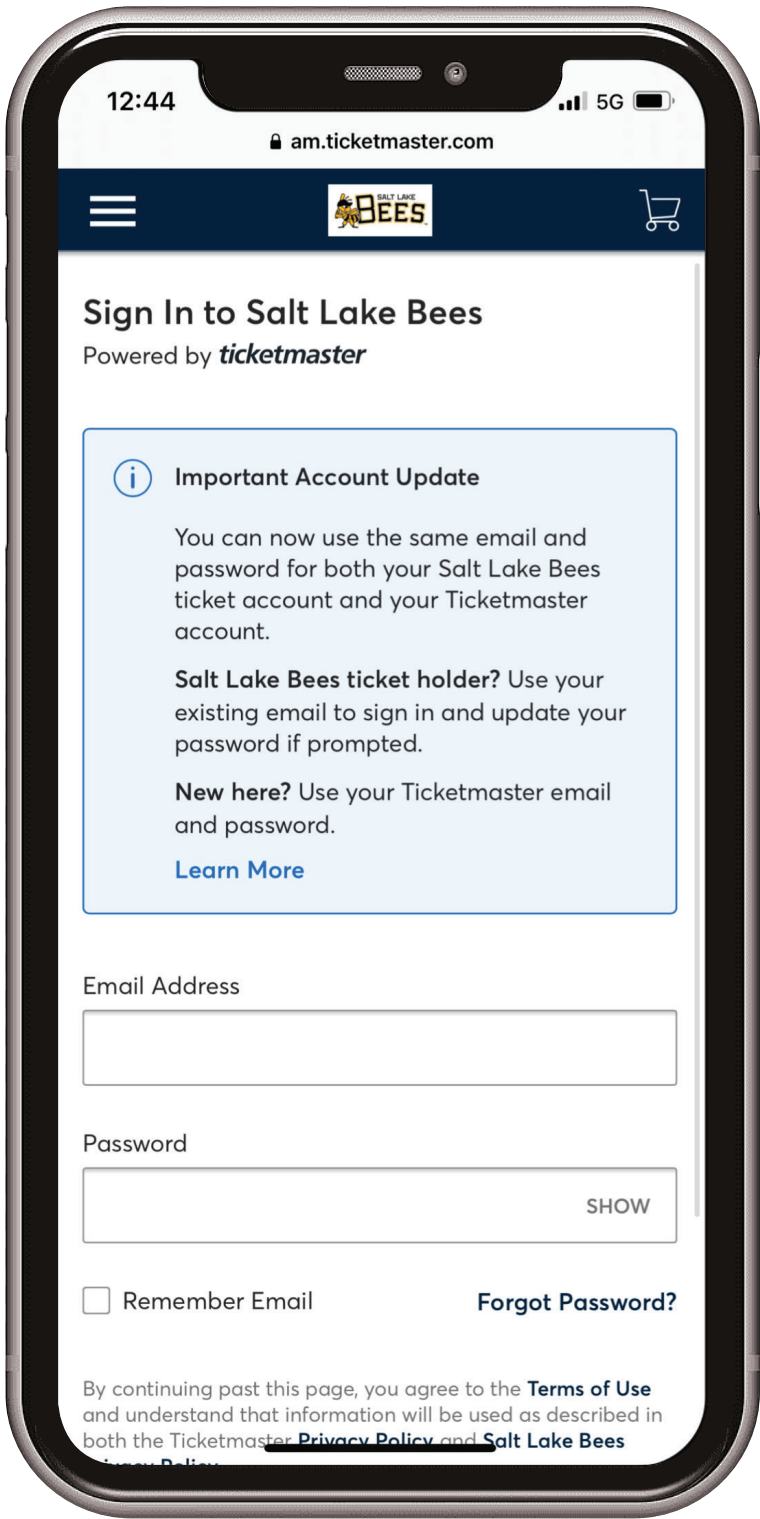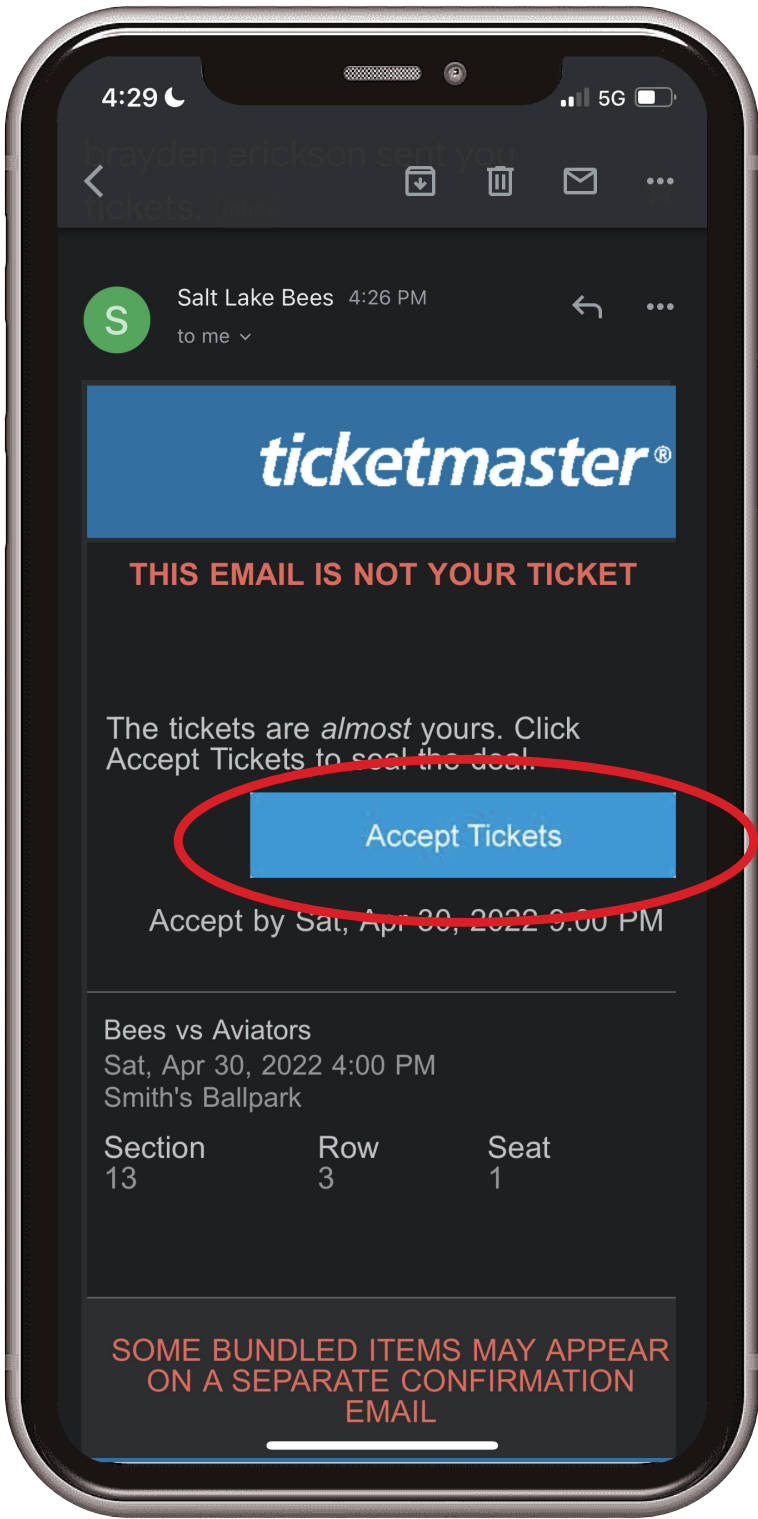
ACCEPTING TICKETS THROUGH EMAIL

1. Open the email you received and click on "Accept Tickets."

2. Sign in using your email address and password associated with your account. If you don't have an account, scroll to the bottom of the page and click "Sign up" to create one.

3. After logging in your tickets have been successfully accepted. You can access your tickets on the Smith's Ballpark app or through Account Manager. Be sure to use the same account information you used to access the tickets when logging into the app.

ACCEPTING TICKETS THROUGH TEXT

1. Click the link provided in your text message.

2. Sign in using your email address and password associated with your account. If you don't have an account, scroll to the bottom of the page and click "Sign up" to create one.

3. After logging in your tickets have been successfully accepted. You can access your tickets on the Smith's Ballpark app or through Account Manager. Be sure to use the same account information you used to access the tickets when logging into the app.