Your Guide to Digital Ticketing

Accessing Your My Tickets Account

My Tickets is your secure and convenient way to instantly access Naturals tickets to print, forward, and exchange. You can access you My Tickets account by going to nwanaturals.com and scrolling down to the My Tickets Account Login box under Naturals Information.

Accessing Your My Tickets Account

After clicking on the 'My Tickets Account Login' button, you will be taken to the My Tickets FAQ page. Here you will find information on My Tickets with some frequently asked questions, along with a hyperlink to log in to your account. New and returning users, click on the 'Log-In or Register to My Tickets' button.

STEP-BY-STEP GUIDE TO USING MY NATURALS TICKETS

My Account (General Login)

My Naturals Tickets allows you to manage your season tickets online quickly and easily throughout the year. Creating a My Tickets account allows you to take full advantage of all of the features that it has to offer.

New Users

- To access your account, please **CLICK HERE**
- Use your Naturals account number and the temporary password assigned by the Naturals to log-in
- Accept the Terms & Conditions
- Click on the My Account tab at the top right hand corner of the page
- Click on the Change Password button and enter the temporary password as your old password and create a new password for future log-ins
- You are now ready to start using My Tickets!

Returning Users

- To access your account, please **CLICK HERE**
- Proceed with your Naturals account number and the password that you've designated for the account
- If you cannot remember your account number, there is a "Retrieve Account Number" option on the login page. If you cannot remember your password, there is a "Reset Password" option on the login page. In both cases, you will receive further instructions via the email address on file.
- You are now ready to start using My Tickets!

Ticketing Questions?

Log-In or Register to My Tickets

The Official Site of the Northwest Arkansas Naturals

Double-A Affiliate

Accessing Your My Tickets Account

If you are a returning user, enter your email and password, then select 'Log In'.

If you are a new user, select the 'Sign Up' button. You will then be asked to enter some information, agree to Terms and Conditions and then select 'Sign Up' again.

My Tickets Home Page

Once logged in, you should see a screen similar to the one on the right. It should welcome you with "HI" and your name.

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

Print Tickets

If you'd like to print your tickets at home, follow these easy steps to view and print from your desktop computer.

On the left side of the screen, click on 'Print Tickets'

Print Tickets

All tickets eligible to print will show up in the 'Events and Seats; Print Tickets' box. Click on the game you wish to view and print.

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

Print Tickets

Once you click on the game, it will open a drop down with all seats and parking available to print. Select the seats and/or parking you want to view or print and then select 'Continue'.

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

Print Tickets

The seats and/or parking you selected should be listed now. If everything looks correct, select 'Print Tickets'.

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

Print Tickets

Make sure the seats you want printed are checked. Once all are checked, select 'View & Print Tickets'. A print pop up will show up and you will be prompted to print.

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

Forward Tickets

If you'd like to forward your tickets, follow these easy steps from your desktop computer.

On the left side of the My Tickets home screen, click on 'Forward'

Forward Tickets

After clicking on 'Forward' on the My Tickets home screen, you'll be directed to a page that lists all events eligible to be forwarded. Click on the game you want to forward.

All seats and parking will then be displayed. Select the seats and/or parking you'd like to forward. Then click 'Choose Friend'.

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

Forward Tickets

If you have forwarded tickets to someone in the past, they will show up under the find friend box or you can search for them in that box. Once you find them, click on their name.

If you haven't forwarded tickets to the person you need, click on 'Add Friend'. You will then need to fill in the required fields and click 'Create Friend'

Forward Tickets

Once you have selected the correct name, you will see their name and email on the screen with the seats you are forwarding them below their info.

If you need to forward more tickets or other games to the same person, click on the 'Add More Tickets' button and repeat the same process.

If everything is correct on the screen, click '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.

Exchange Tickets

If you'd like to exchange your tickets, follow these easy steps from your desktop computer.

On the left side of the screen, click on 'Exchange'

Exchange Tickets

After clicking on 'Exchange' on the My Tickets home screen, you'll be directed to a page that lists all events eligible to be exchanged. Click on the game you want to exchange.

All seats will then be displayed. Click on the seats you'd like to exchange. Then click 'Continue'.

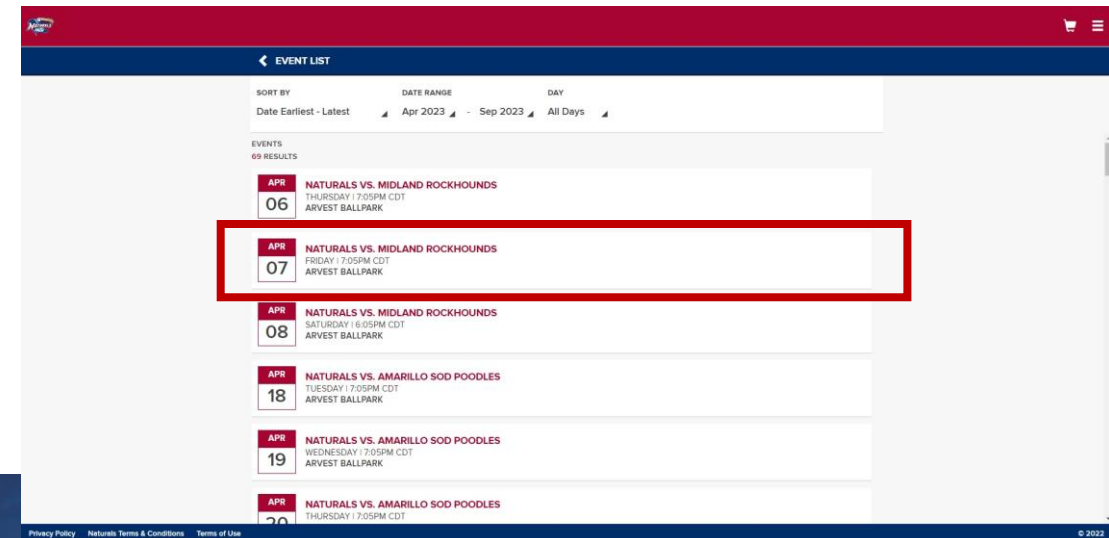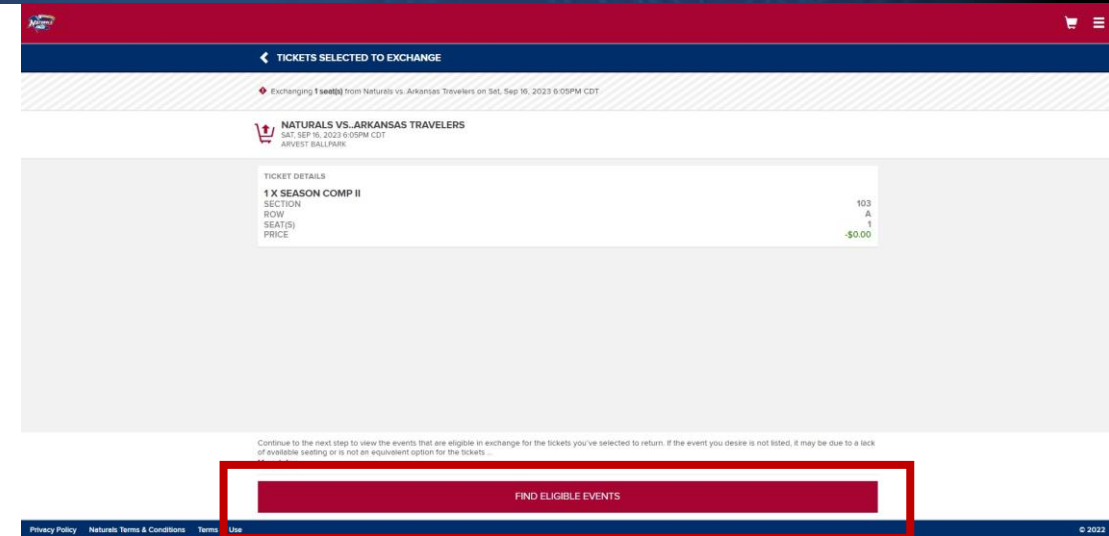*If there are no events listed, please contact your Naturals ticket representative.

Exchange Tickets

You will be directed to a screen that shows the tickets you wish to exchange. If everything is correct, click the 'Find Eligible Events' button at the bottom.

A list of games those tickets are eligible for should populate. Find and click on the game you wish to attend.
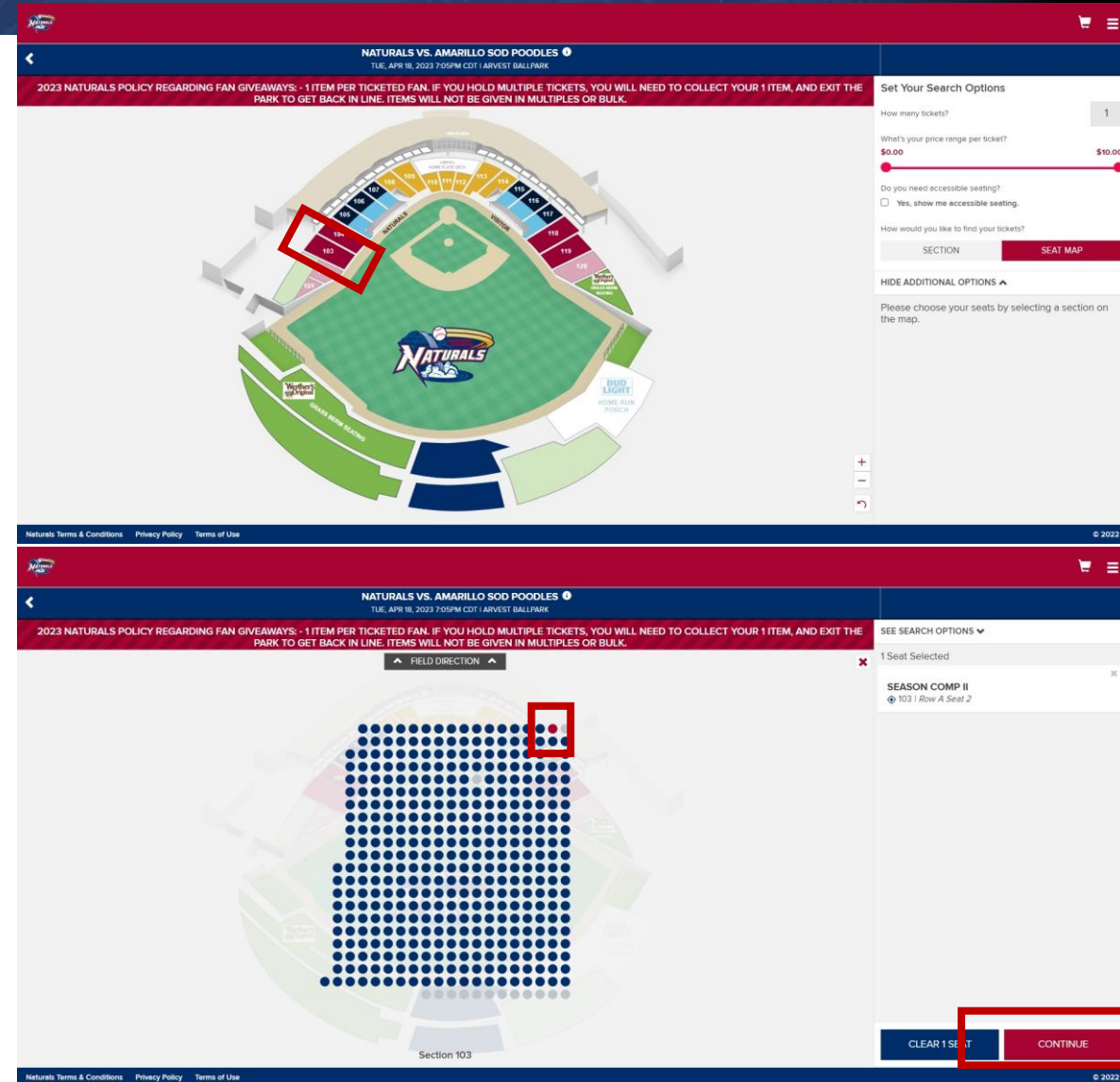
Exchange Tickets

The next screen will show the seat map. Click on the section you wish to sit.

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, click 'Continue'.

Exchange Tickets

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.

Select 'Digital'. It will confirm you First and Last Name, then click 'Continue'. You will be able to view the new tickets on your smart phone or print from your desktop computer. Follow the instruction in the 'Print Tickets' section of this guide.

Exchange Tickets

Scroll to the bottom after making sure everything is correct. You will need to check the 'I agree to the following' box and then click 'Place Order'