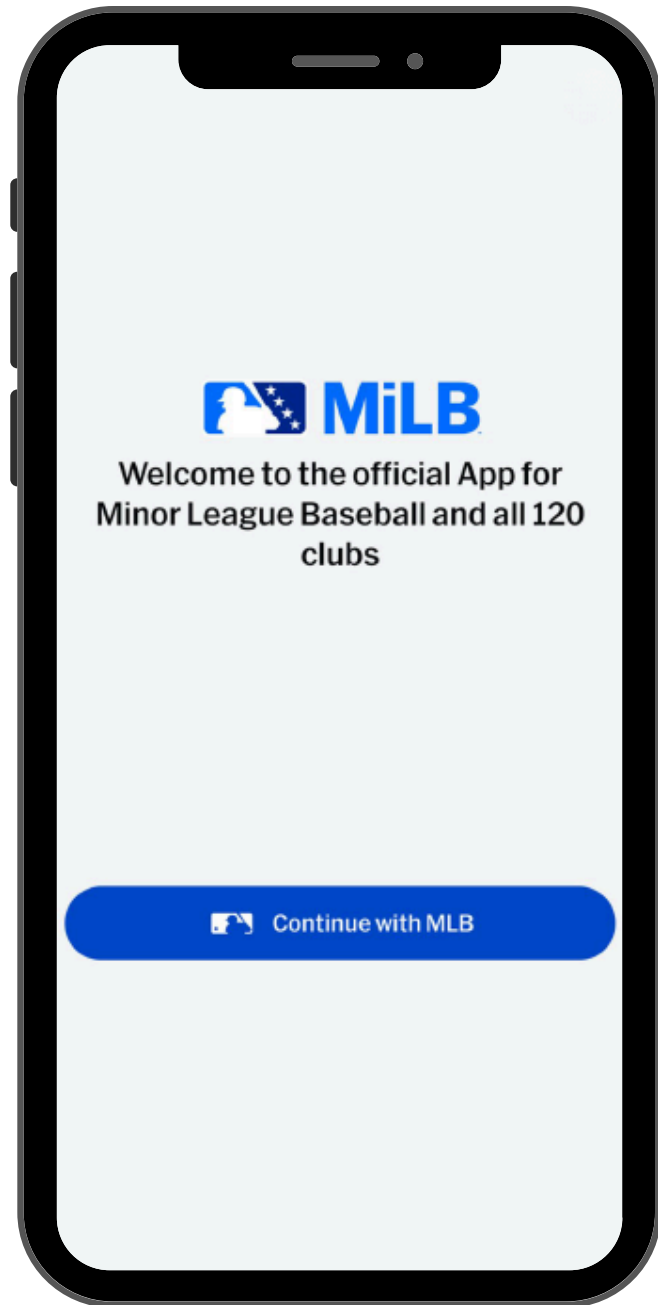




**MiLB**  
**App**<sup>TM</sup>

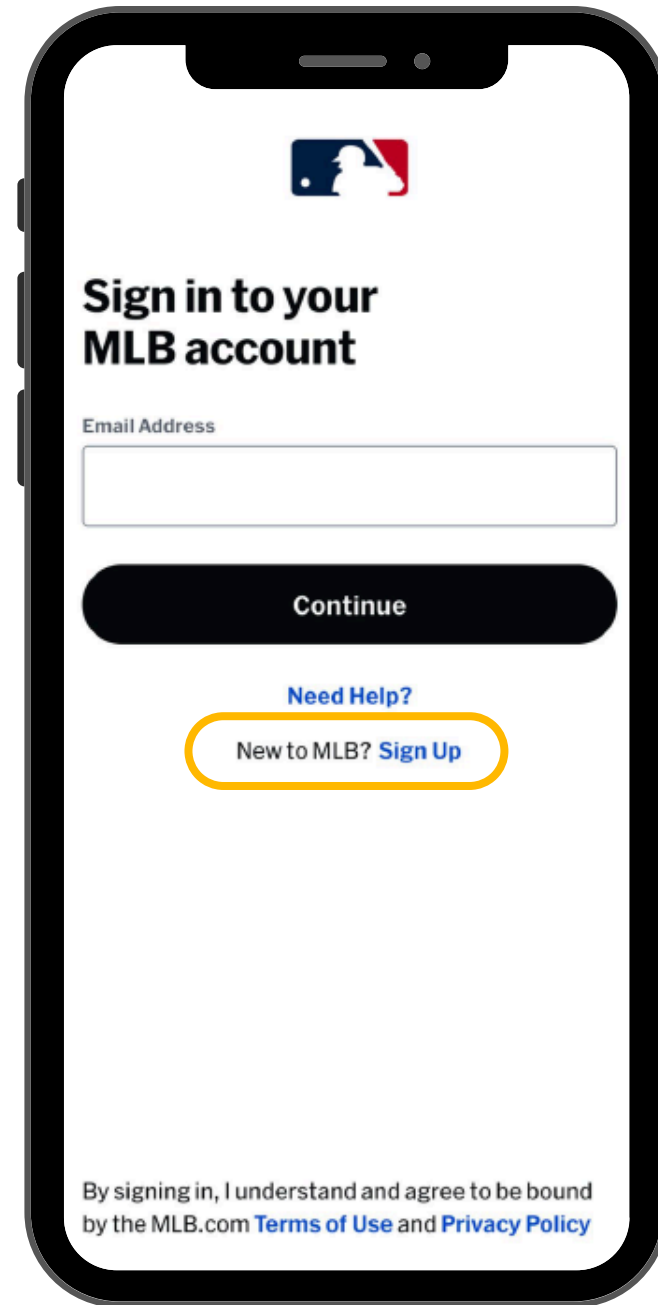
# Digital Ticketing Guide

# First Time Login



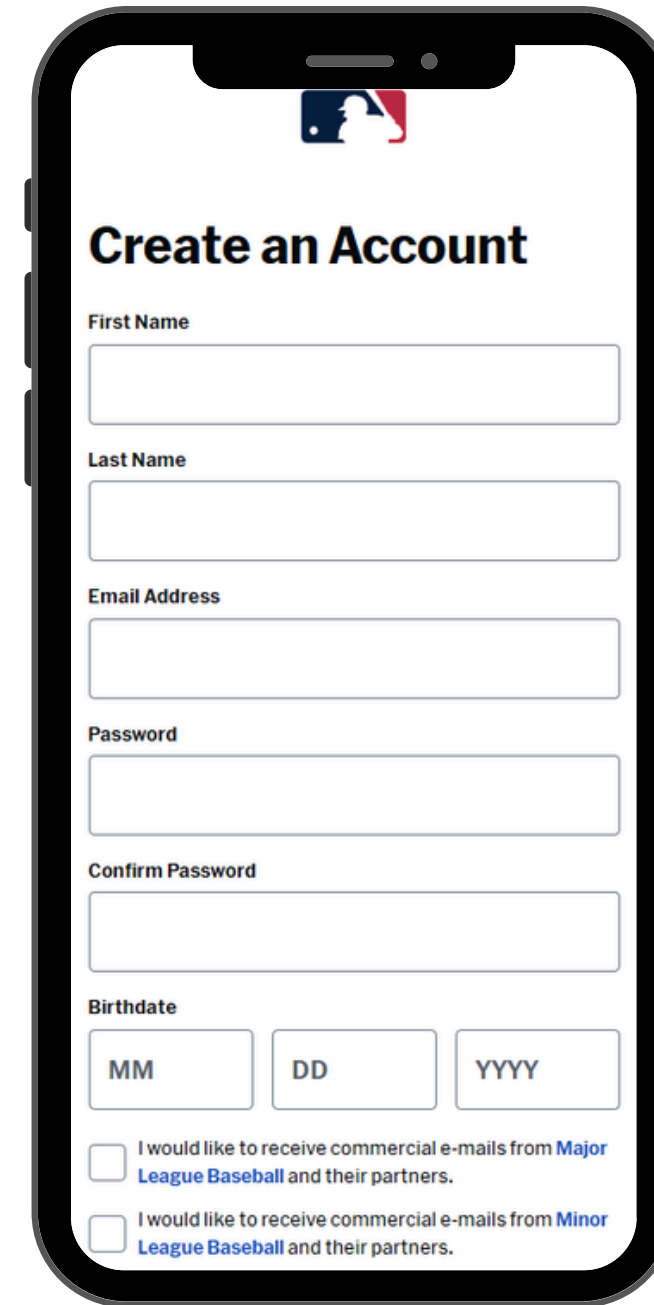
## Step 1

Download the MiLB app or visit MudHens.com and click 'Tickets then 'My Mud Hens Tickets'.



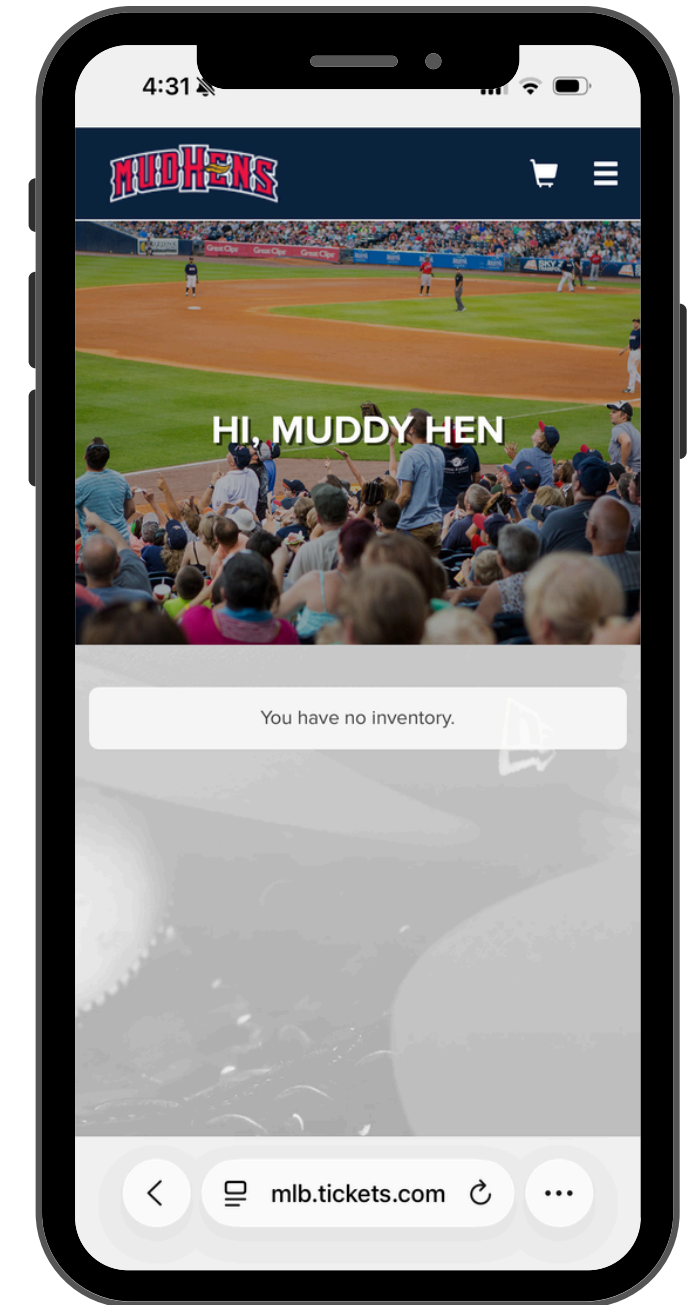
## Step 2

At the login page, log in using your MLB Ballpark/ MLB account email and password. If you don't have an MLB account, click 'Sign Up' to create one.



## Step 3

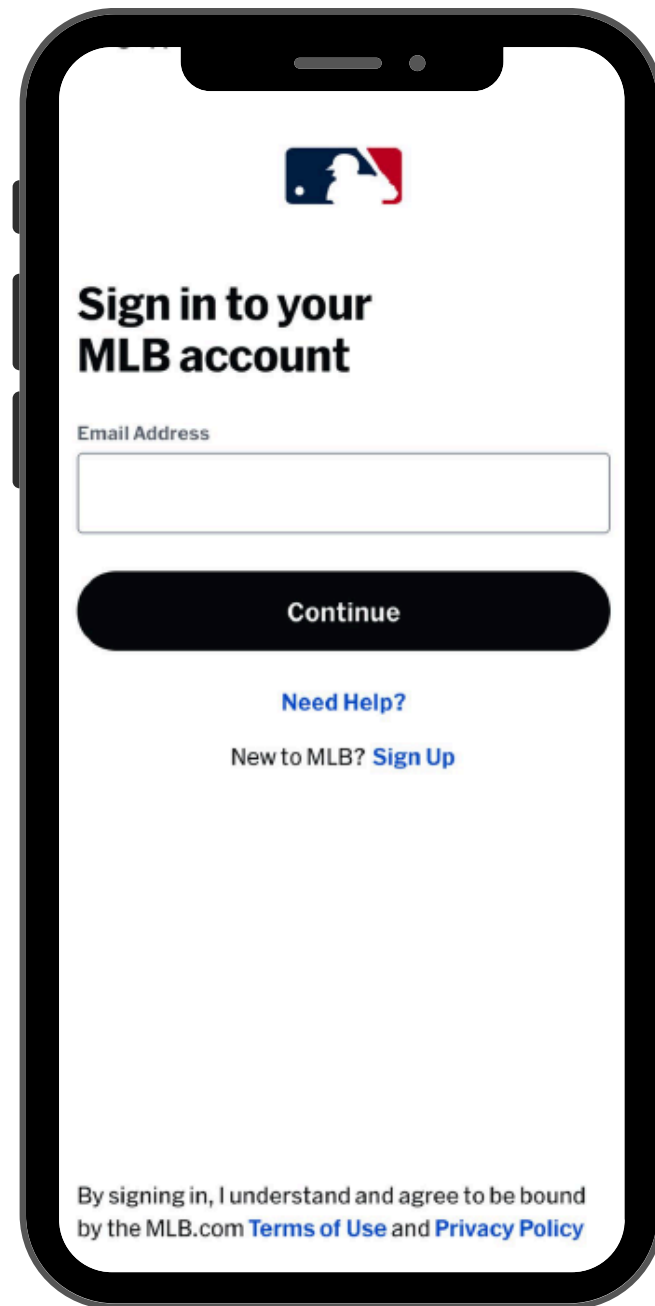
Complete the fields to create an account. **Please Note:** All tickets will be associated with the same email you use to buy tickets online or via phone.



## Step 4

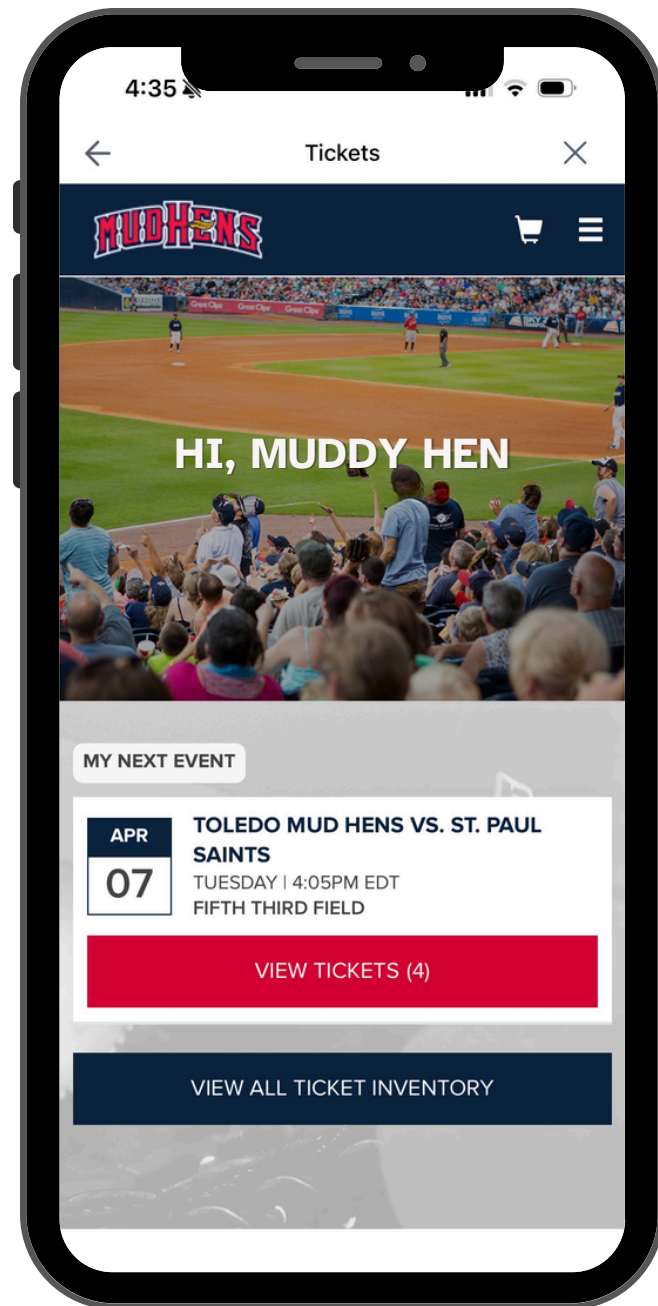
Now you are all set, and you have an account created. You can use this for any future purchases.

# Accessing Tickets From Your Account



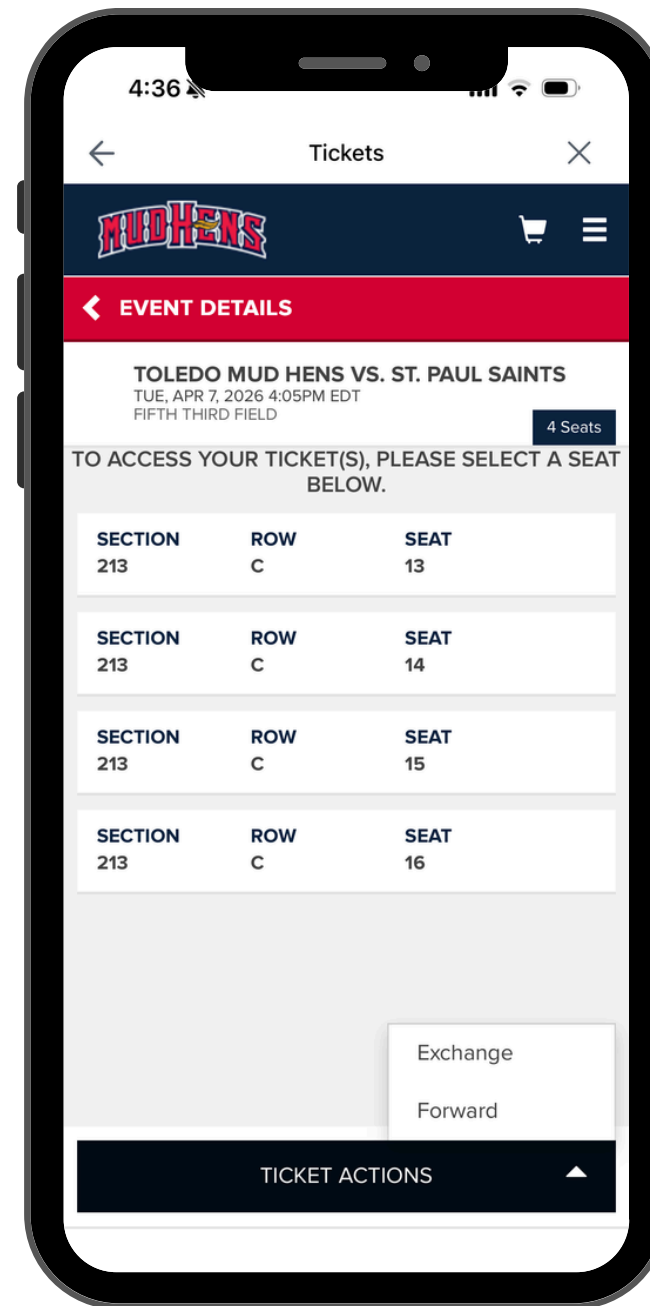
## Step 1

At the login page, please log in using your MLB Ballpark/MLB Account e-mail and password.



## Step 2

Tap 'View Tickets' to view tickets for your next game, or 'View Ticket Inventory' to view future dates.



## Step 3

Select the game you'd like to access. After selecting, you will see all of the seat locations you have for the event. Please select a seat.



## Step 4

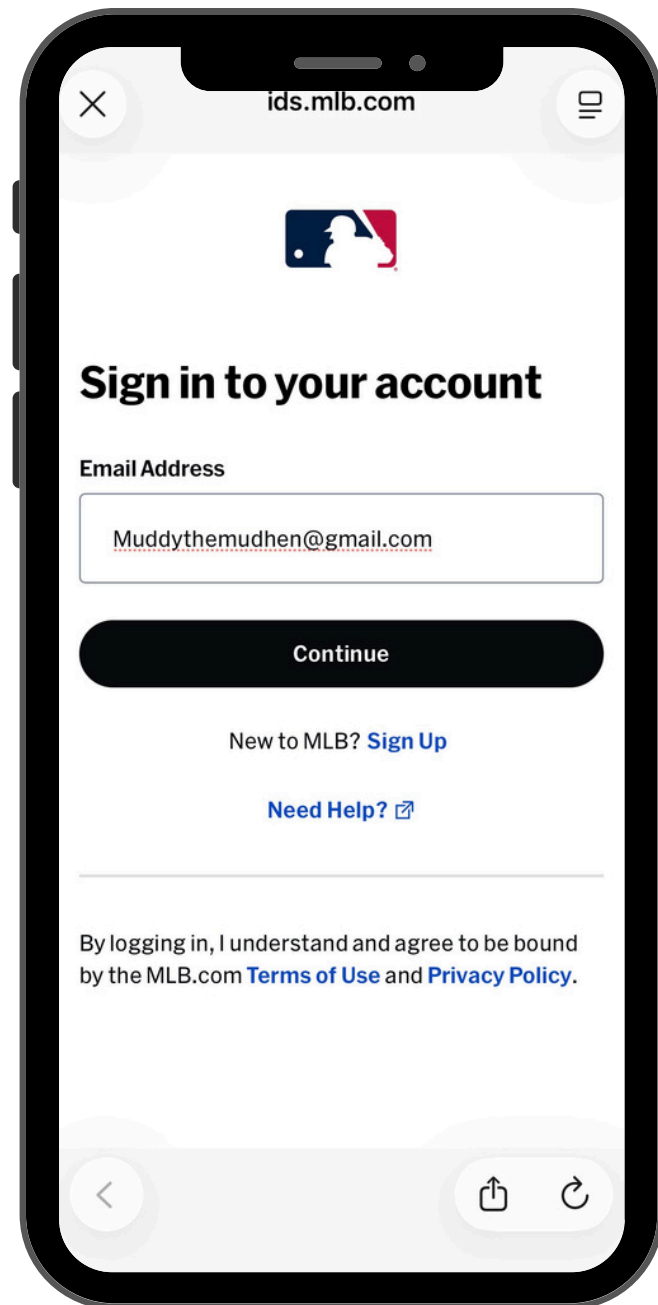
Tickets can be scanned directly from here. Click "Previous Ticket" or "Next Ticket" to move from each ticket. You can also save to your Apple or Google Wallet by click 'Add to'.



## Step 5

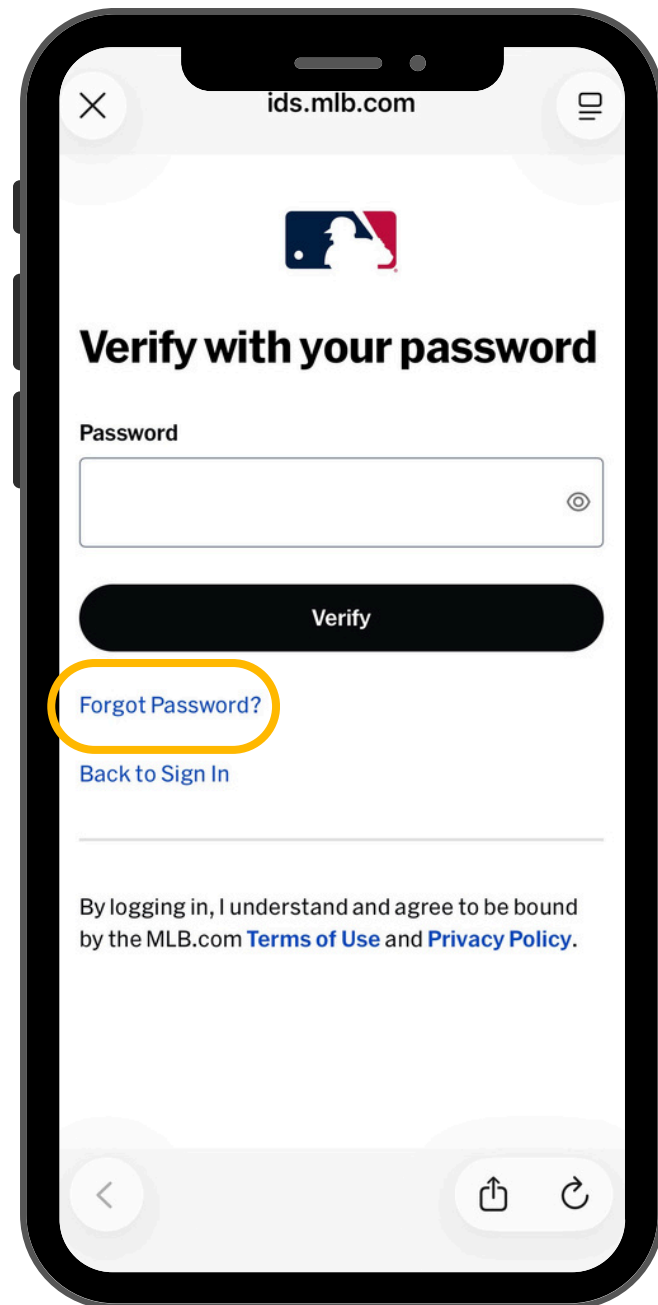
We recommend you add your tickets to your smartphone wallet prior to arrival. To do this, press 'Add'.

# Reset Password



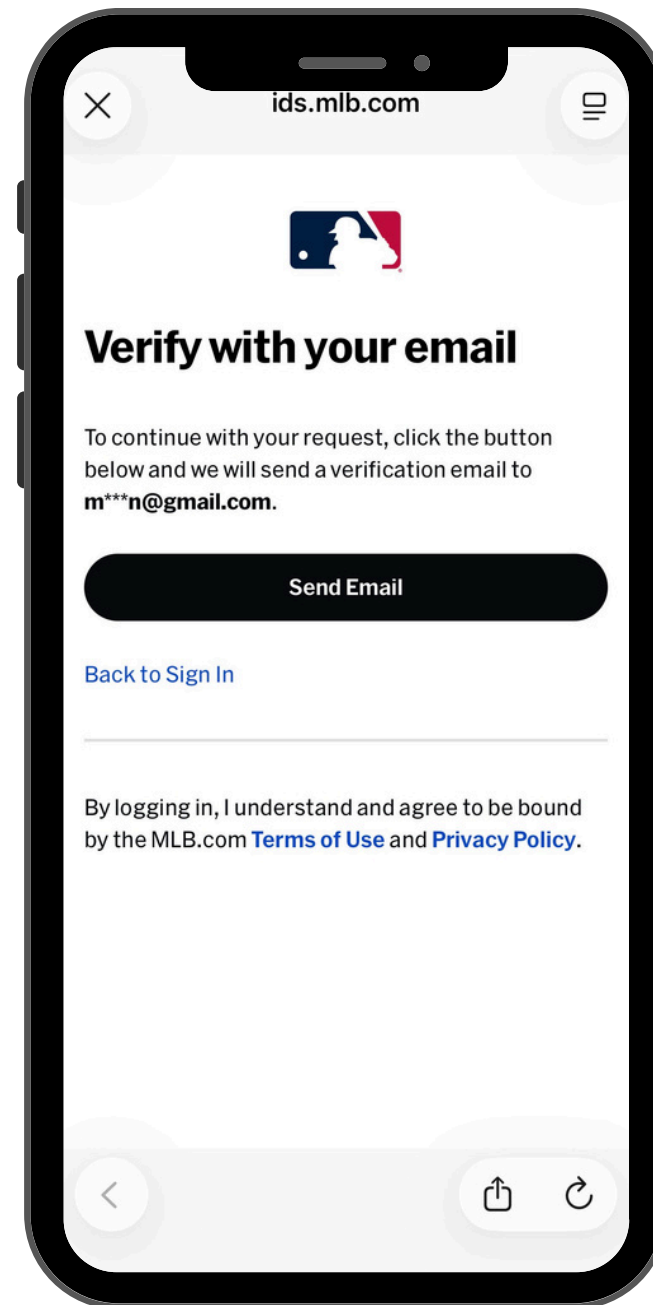
## Step 1

Enter the email address your account is associated with and select continue.



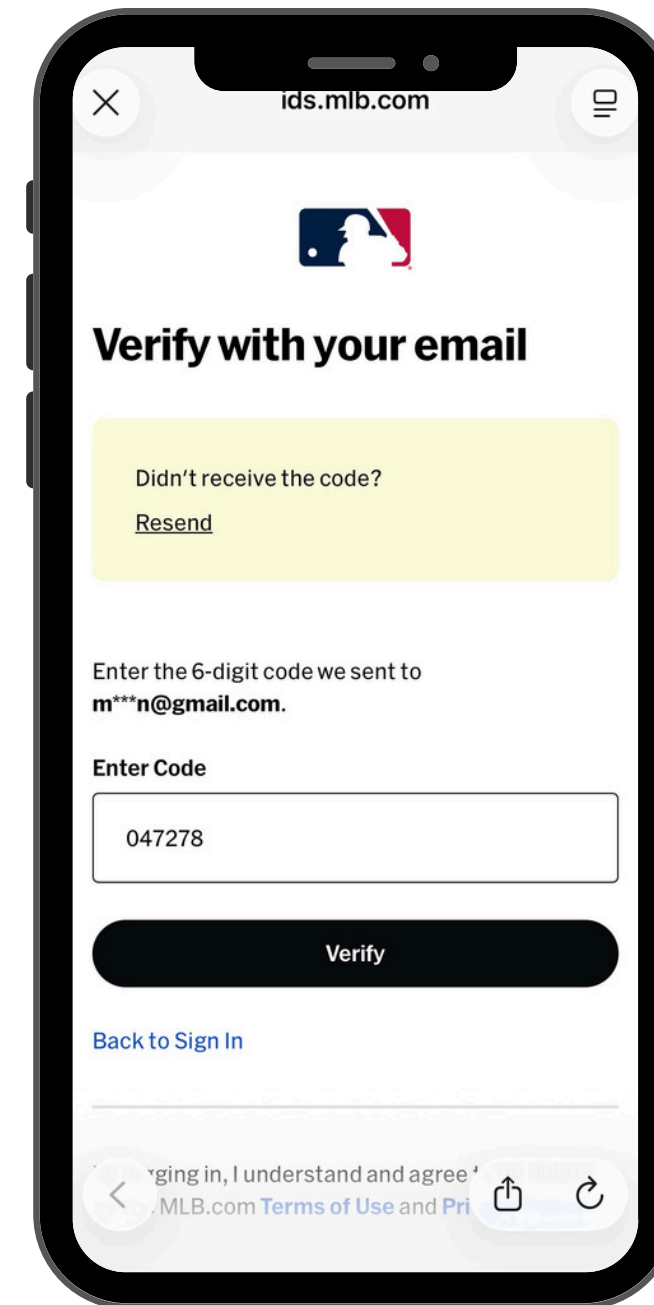
## Step 2

Select 'Forgot Password?' to begin the process of resetting your password.



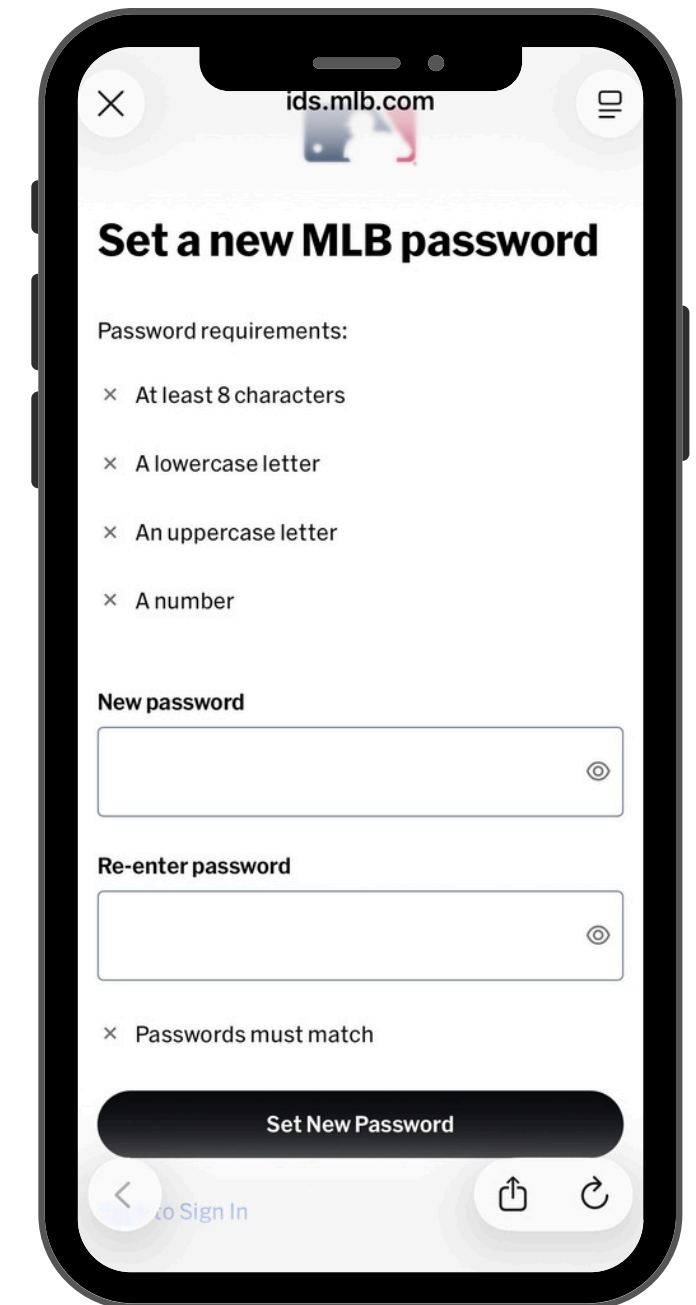
## Step 3

Confirm the email address that the verification email will be sent to, and press 'Send Email'.



## Step 4

Look for an email from [AccountService@mlb.com](mailto:AccountService@mlb.com) containing a verification code. It can take 5-10 minutes to receive. Be sure to check your Spam/Junk folder.



## Step 5

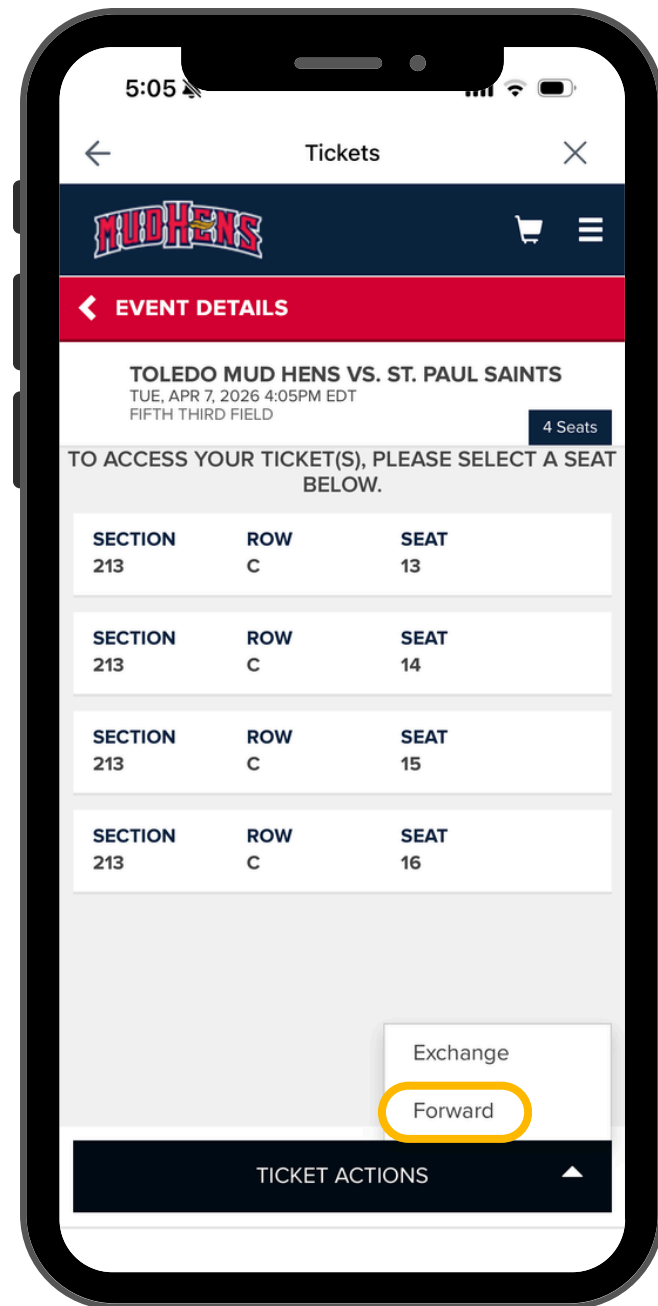
Enter your new password making sure it meets the password requirements. Once your new password is made, re-login with your new password.

# Transferring Tickets



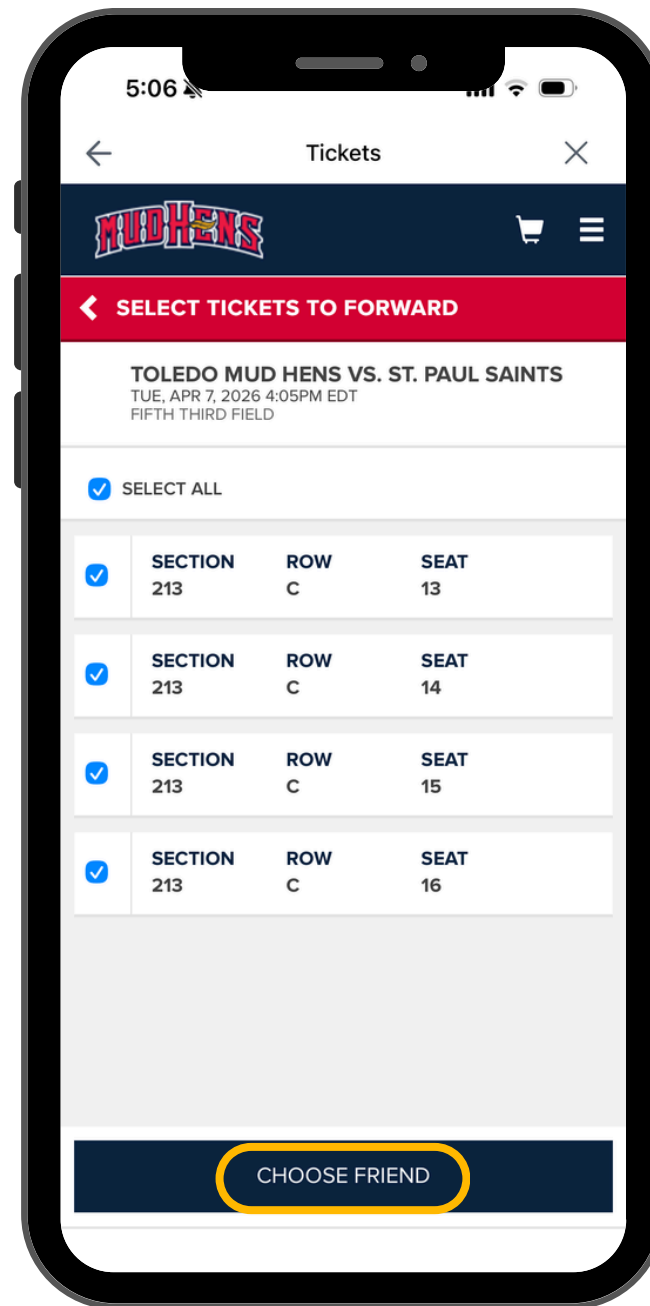
## Step 1

Once logged in to your account, tap 'View Tickets' to view tickets for your next game or 'View All Ticket Inventory' to view future dates.



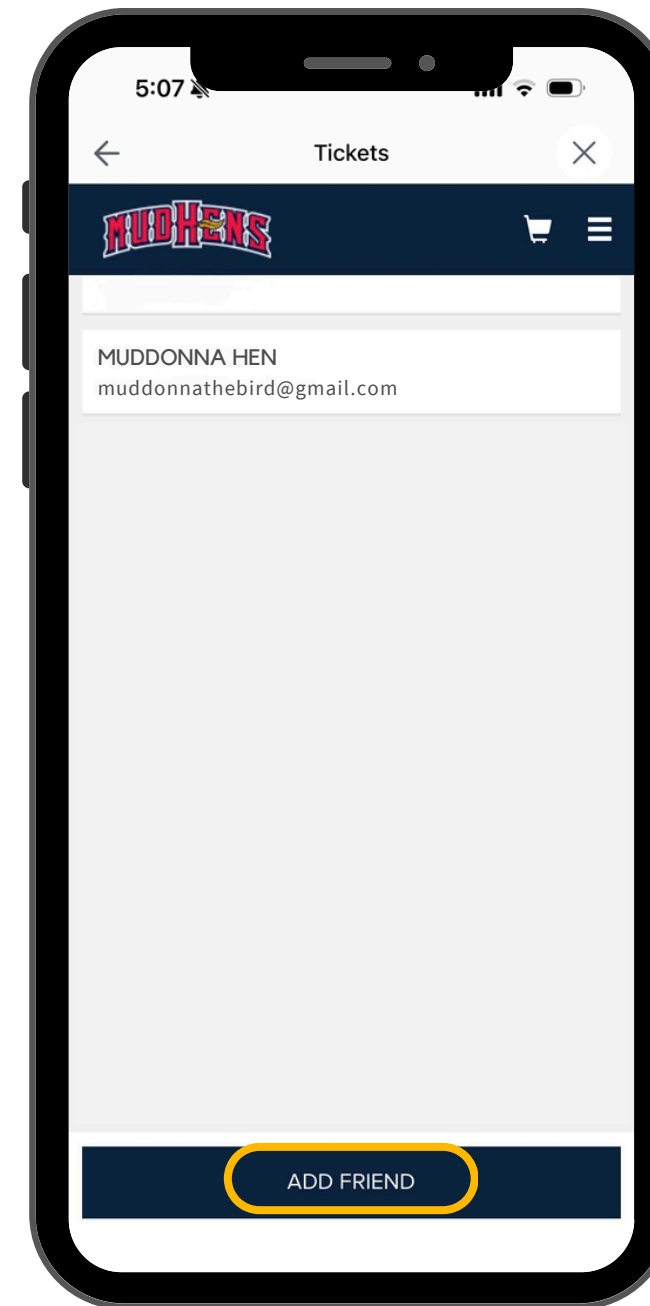
## Step 2

Find and select the game for which you want to forward tickets from, and click 'Forward' to continue.



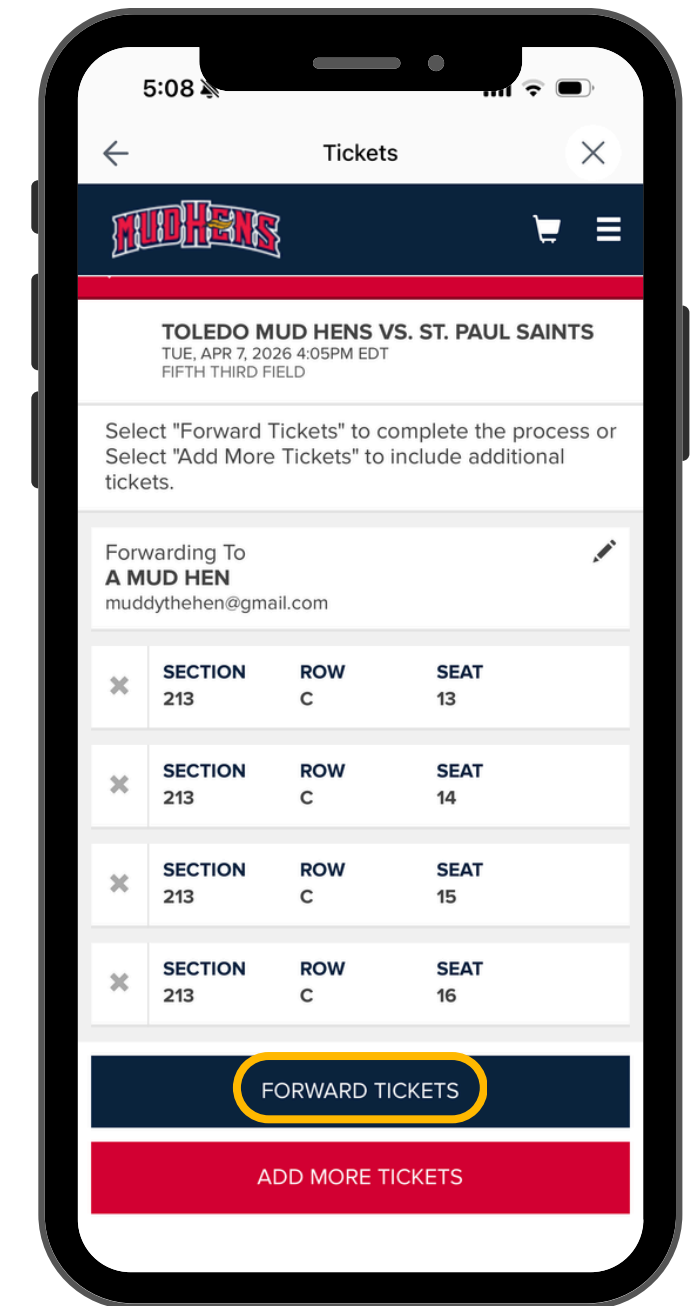
## Step 3

Select the seat(s) you would like to forward. Click the 'Choose Friend' button to proceed.



## Step 4

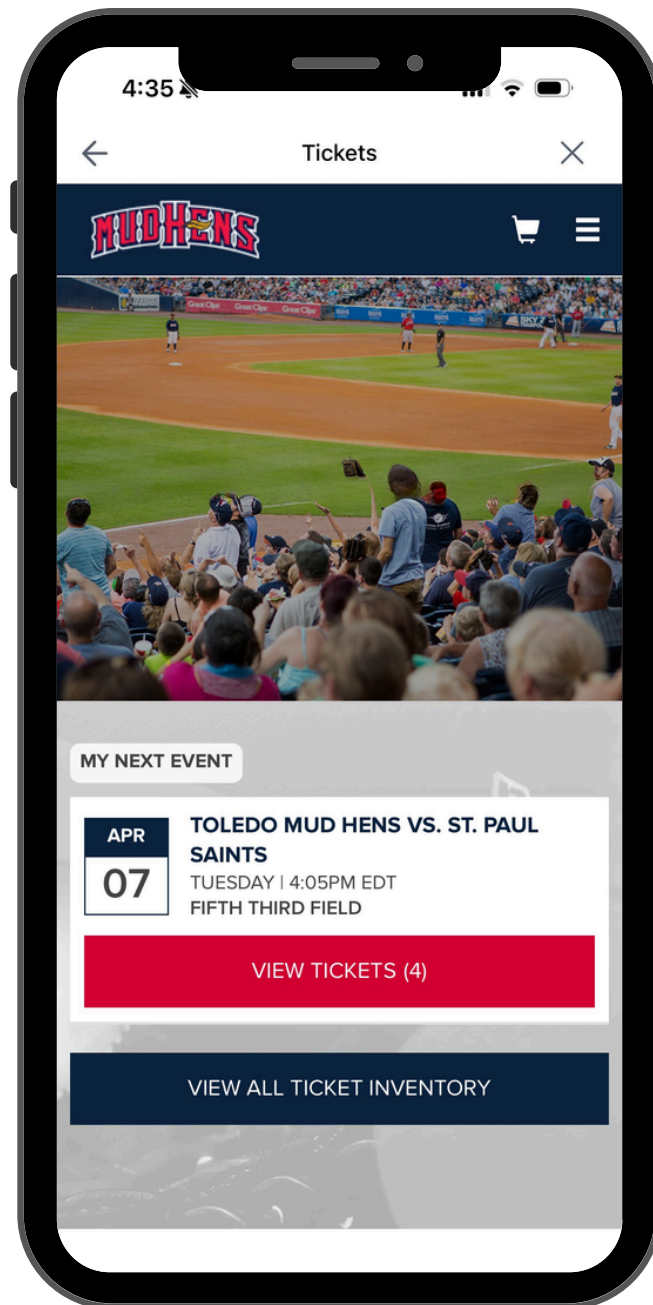
Tap on a recipient from your current list, or tap 'Add Friend' to enter the person's name and email address if not previously added.



## Step 5

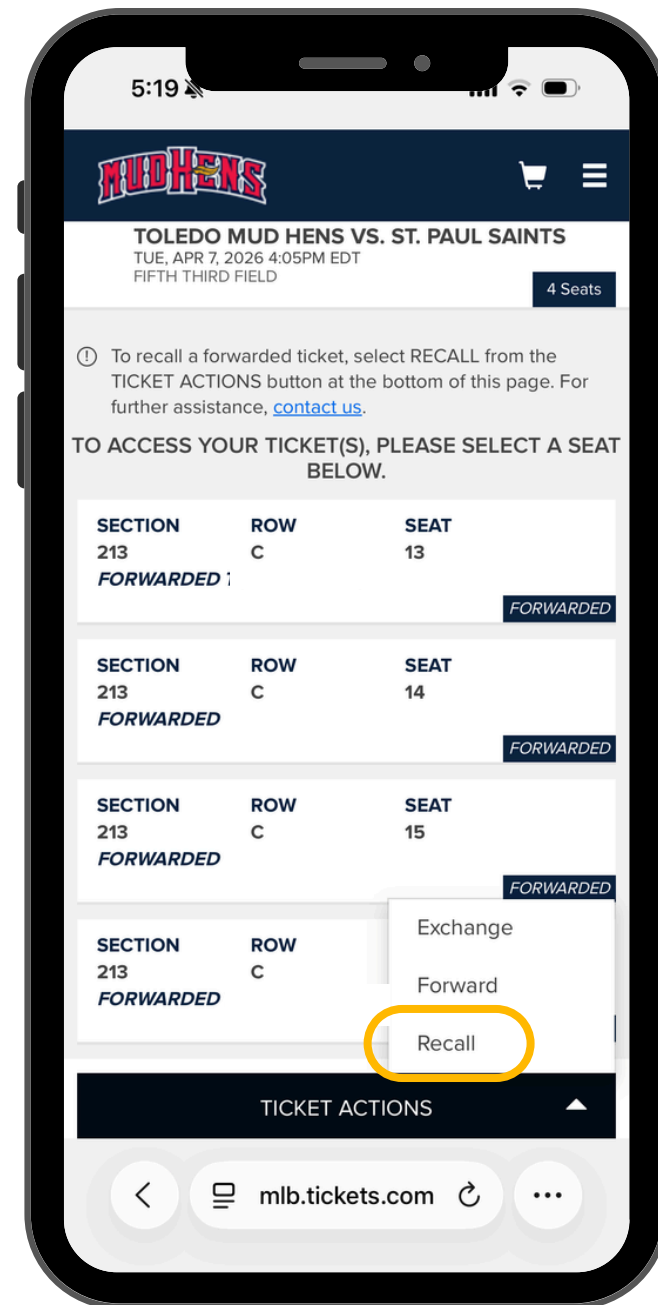
Click 'Forward Tickets'. You can include additional tickets by selecting 'Add More Tickets'. Your friend will be notified via the email that they now have tickets in their account.

# Recalling Tickets



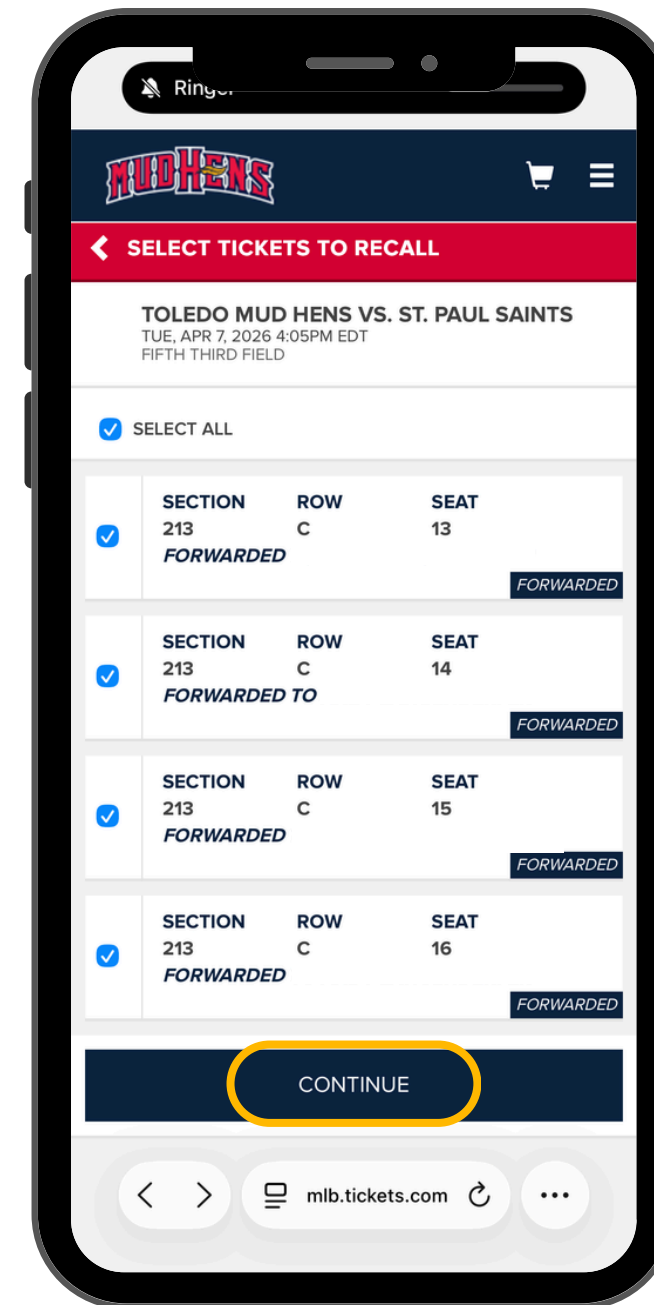
## Step 1

Once logged in to your account, tap 'View Tickets' to view tickets for your next game, or 'View All Ticket Inventory' to view future dates.



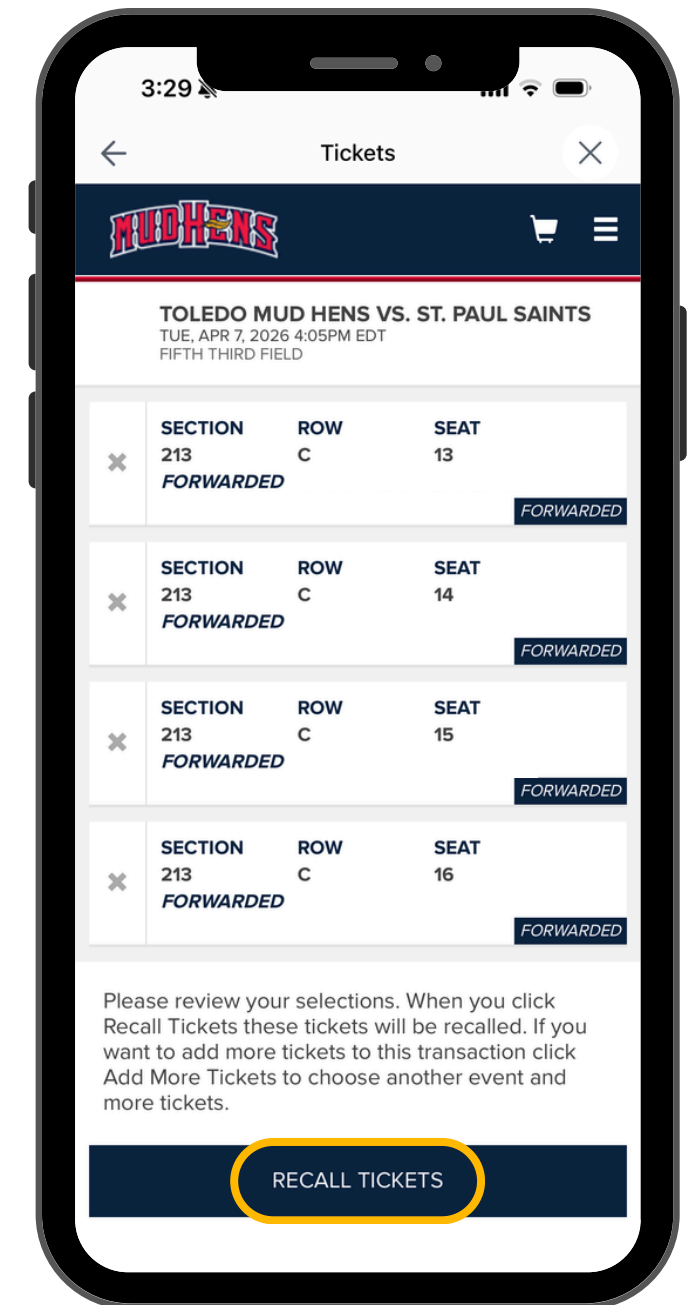
## Step 2

Once you have selected your desired game a list of tickets will appear. (There will be a notation under any previously forwarded ticket). Select 'Recall' at the bottom of your screen.



## Step 3

Select any previously forwarded seat that you would like to recall and tap 'Continue'.



## Step 4

Please review your selections. Once you've selected the tickets to recall, click 'Recall Tickets' and they will be available again on your account.