



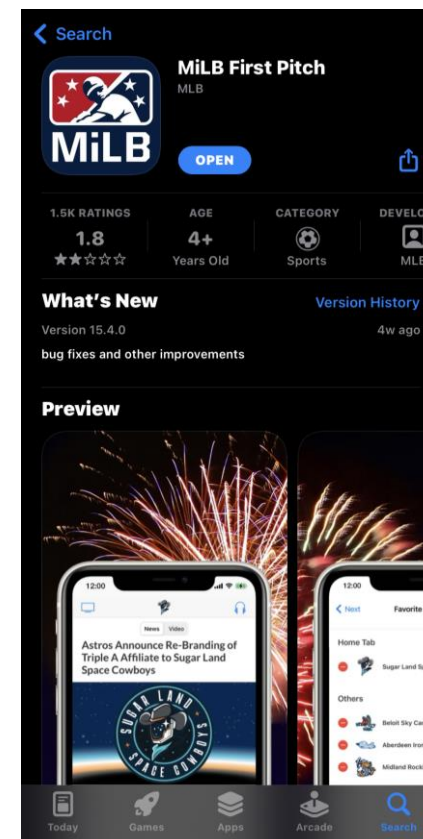
First Pitch

Your Guide to Mobile Ticketing



Your App for Mobile Ticketing

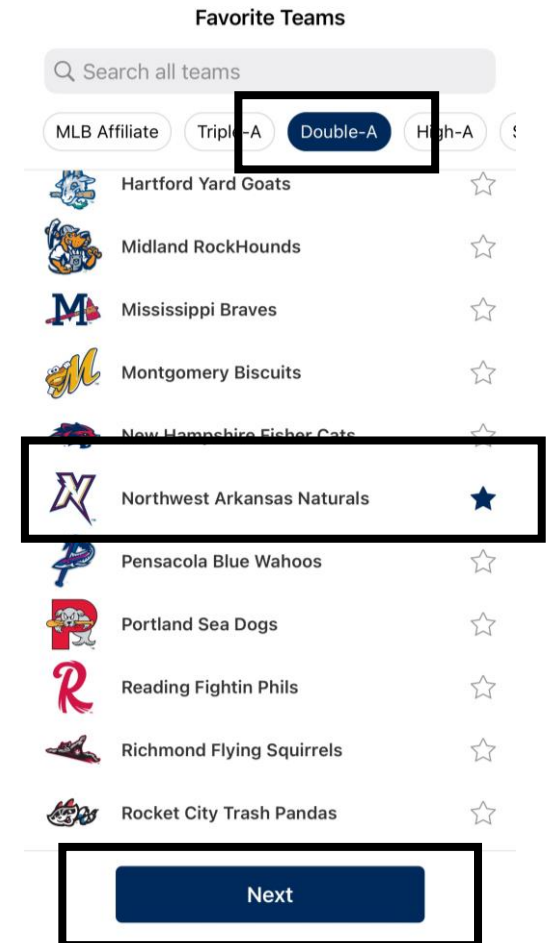
The free First Pitch app is your secure and convenient way to instantly access Naturals tickets at Arvest Ballpark via your mobile device. Download MiLB's official app for mobile ticketing to your mobile device today via the App Store or Google Play.





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'.





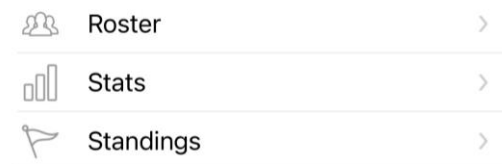
First Pitch Home Page

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.

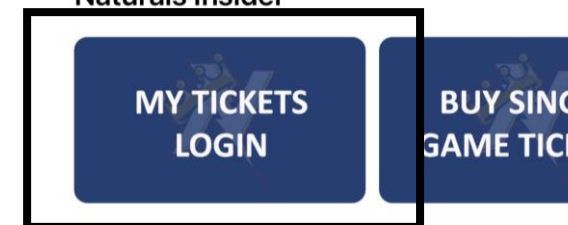
From here, you want to click on the 'My Tickets' button, which will redirect you to the My Tickets login page.



Naturals Info



Naturals Insider



Google Chrome
App Store

INSTALL



Naturals



News



Scores



Standings



More



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.

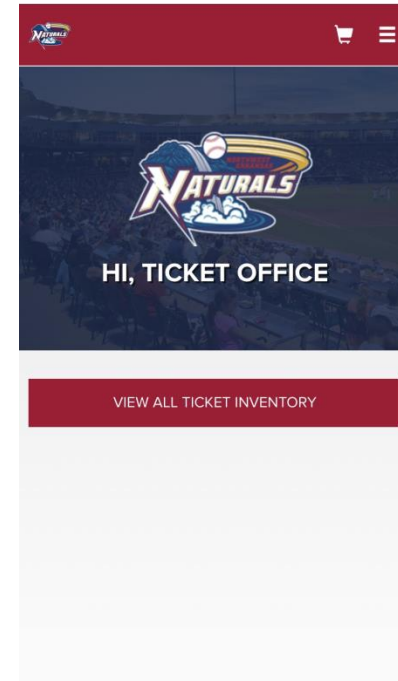
A screenshot of the mobile web interface for mpv.tickets.com. The page has a dark blue header with the 'XNATURALS' logo on the left, a shopping cart icon, and a menu icon on the right. Below the header is a dark blue bar with a back arrow and the word 'LOGIN'. The main content area is light gray and contains the text 'Log in or sign up to create an account to access your tickets and account.' followed by two input fields: 'EMAIL' with the placeholder 'Enter Email Address' and 'PASSWORD' with the placeholder 'Enter Password'. Below these fields is a checkbox labeled 'Remember Me' and a red link 'Reset Password'. At the bottom are two large buttons: a red 'LOG IN' button and a dark blue '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.

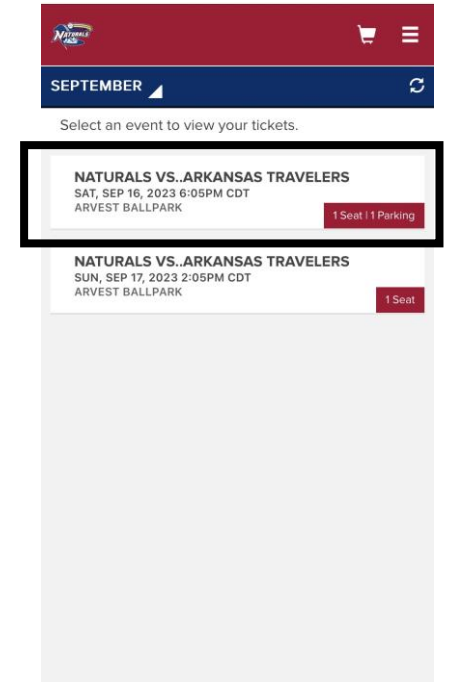
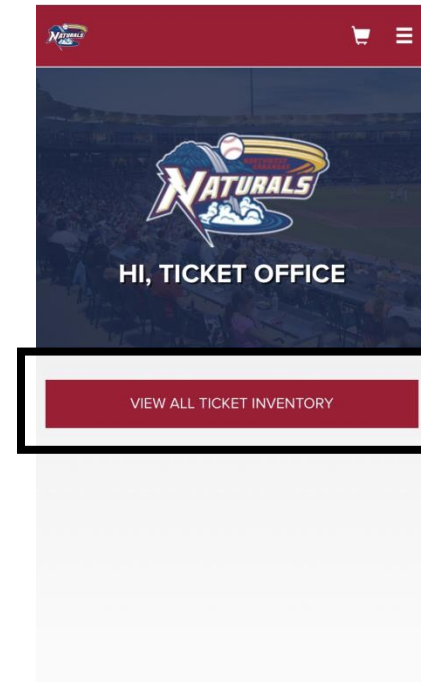




Viewing Your Ticket Barcode

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.

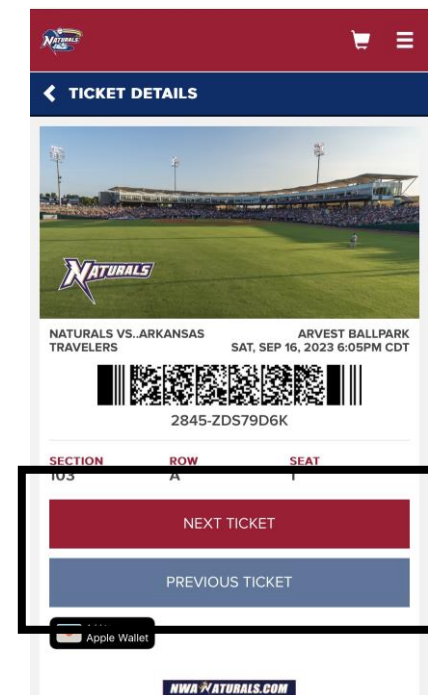
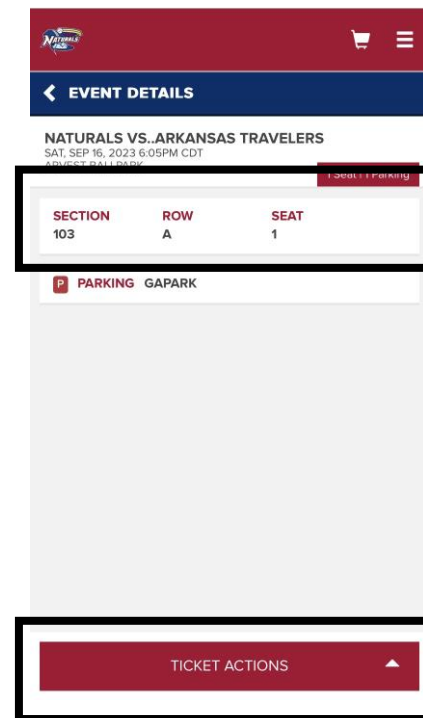




Viewing Your Ticket Barcode

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.

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

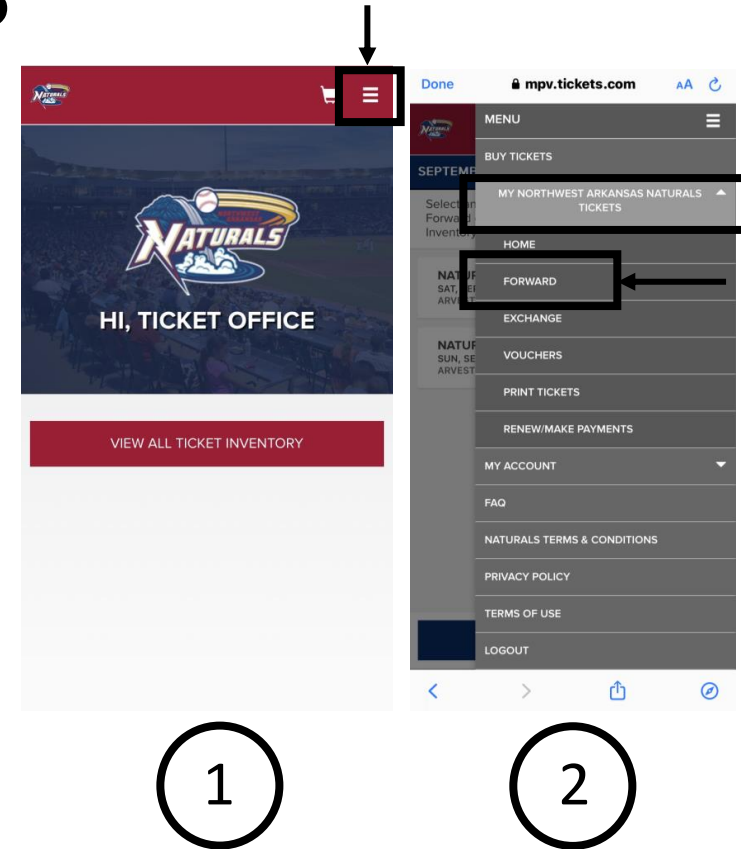




Forward Tickets

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'.

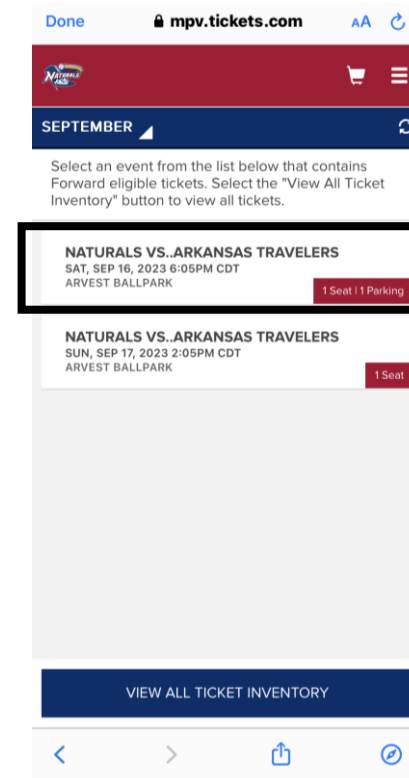




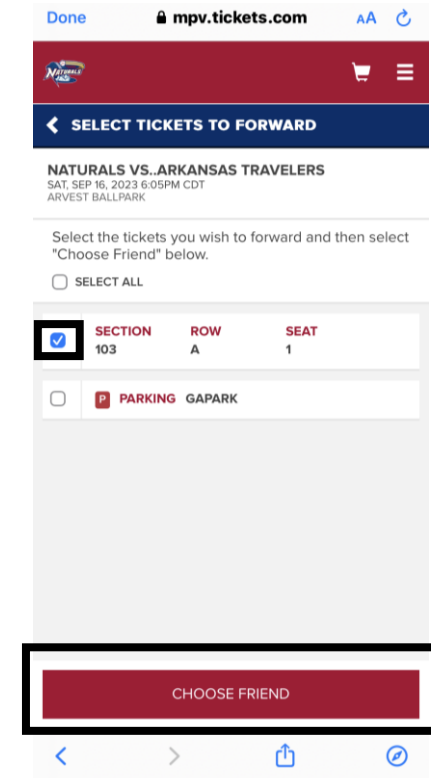
Forward Tickets

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'

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



3



4



Forward Tickets

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'

This screenshot shows the 'FORWARD TO A FRIEND' screen on the mpv.tickets.com mobile app. At the top, there's a red header with the 'NATURALS' logo and a shopping cart icon. Below the header, a blue bar contains the text 'FORWARD TO A FRIEND'. The main content area displays the event details: 'NATURALS VS. ARKANSAS TRAVELERS', 'SAT, SEP 16, 2023 6:05PM CDT', and 'ARVEST BALLPARK'. A message instructs the user to 'Choose the friend who will receive your tickets or select "Add Friend". Use the Find Friend search box to filter your list.' Below this is a 'FIND FRIEND' search box. A list of friends is shown, with one entry highlighted: 'NATURALS TICKETS' with the email 'tickets@nwanaturals.com'. At the bottom, a red button labeled 'ADD FRIEND' is highlighted with a black box.

5

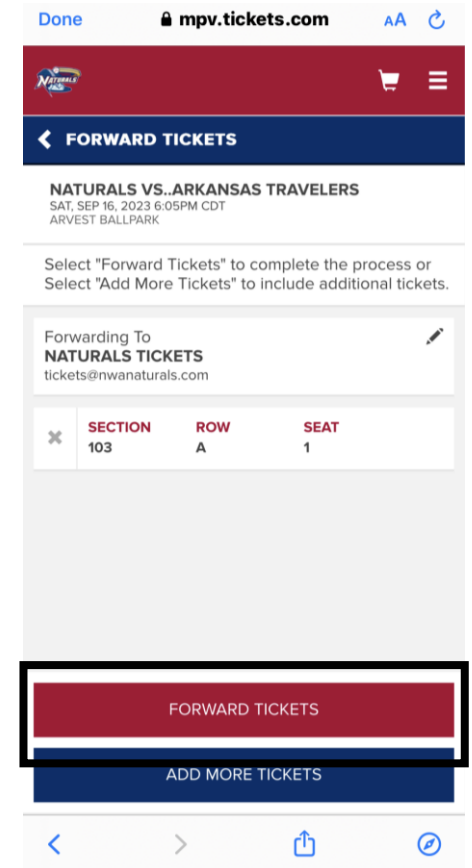
This screenshot shows the 'ADD NEW FRIEND' screen on the mpv.tickets.com mobile app. It features a blue header with the text 'ADD NEW FRIEND' and a close button. Below the header, there are four input fields: 'FIRST NAME', 'LAST NAME', 'EMAIL', and 'CONFIRM EMAIL'. Each field has a placeholder text: 'Enter First Name', 'Enter Last Name', 'Enter Email Address', and 'Confirm Email'. At the bottom, a red button labeled 'CREATE FRIEND' is highlighted with a black box.

6



Forward Tickets

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.



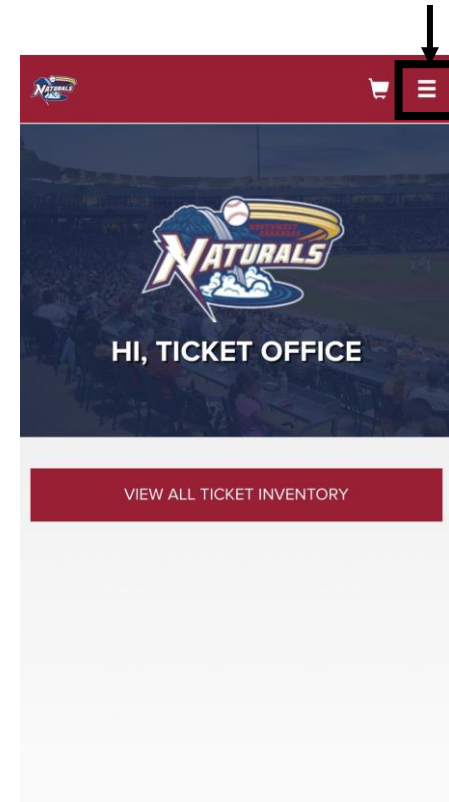


Exchange Tickets

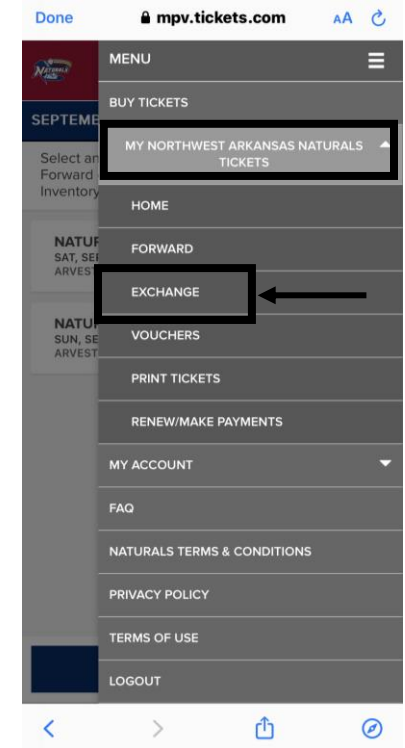
To exchange tickets:

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'.

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



1



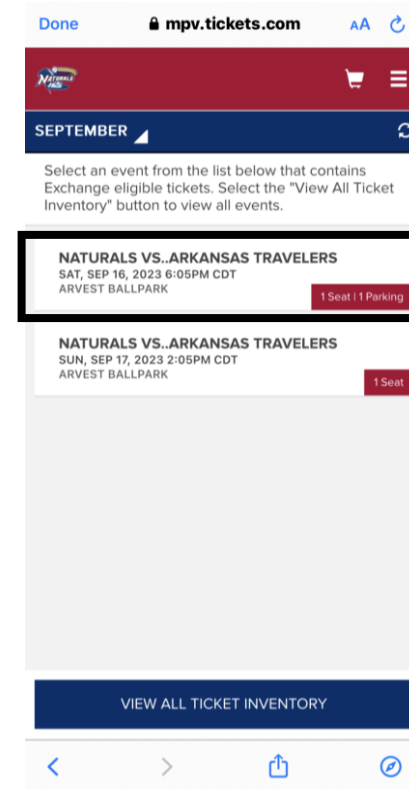
2



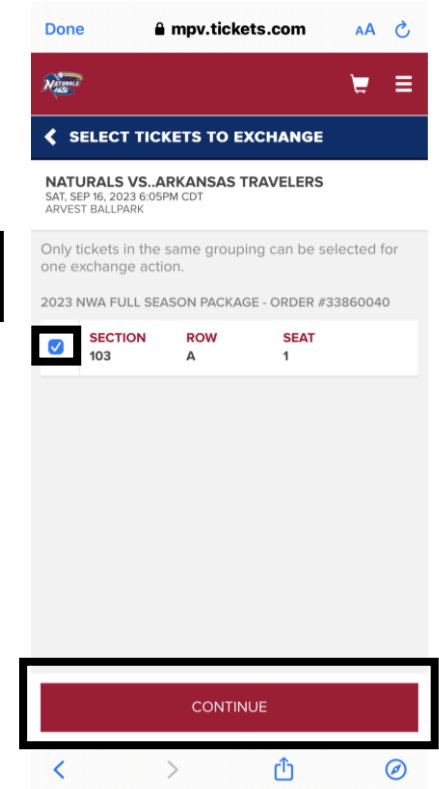
Exchange Tickets

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'

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



3

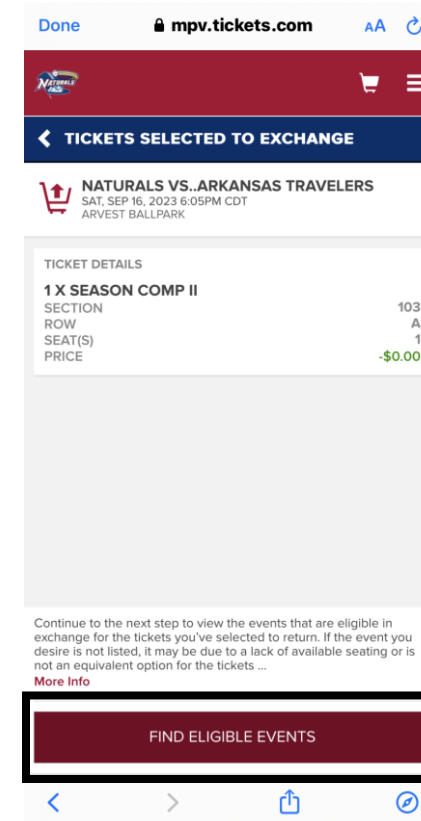


4

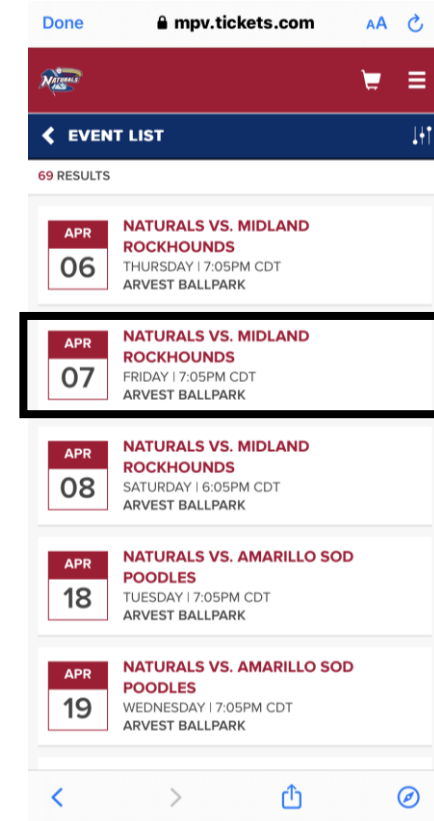


Exchange Tickets

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.



5

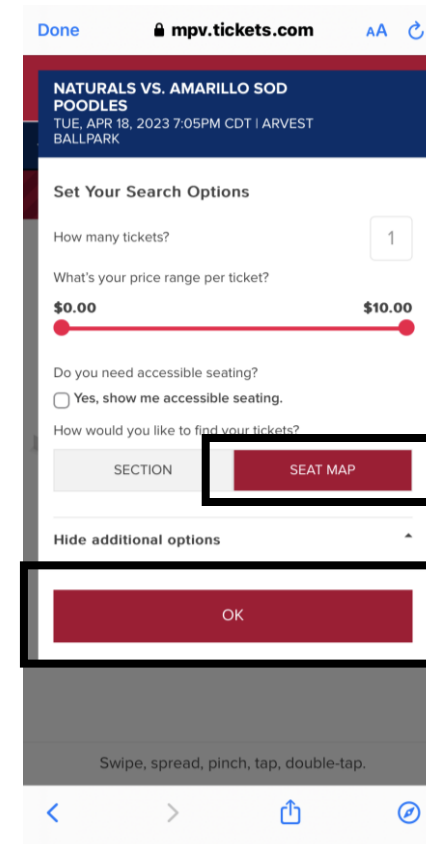


6

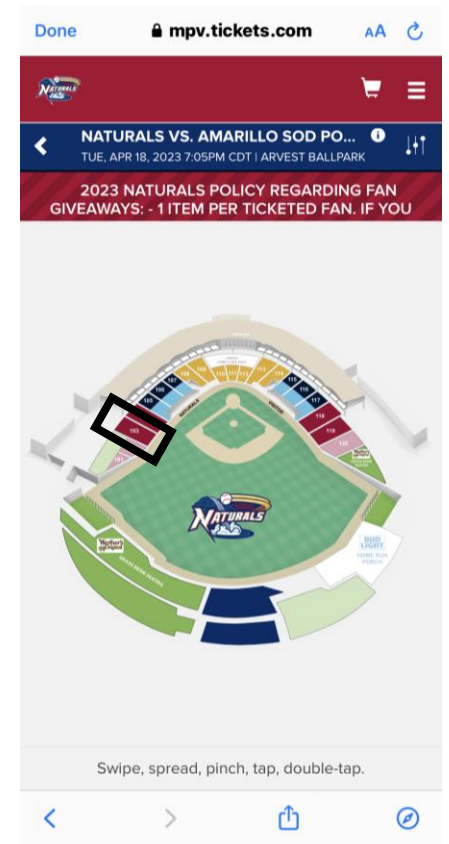


Exchange Tickets

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.



7

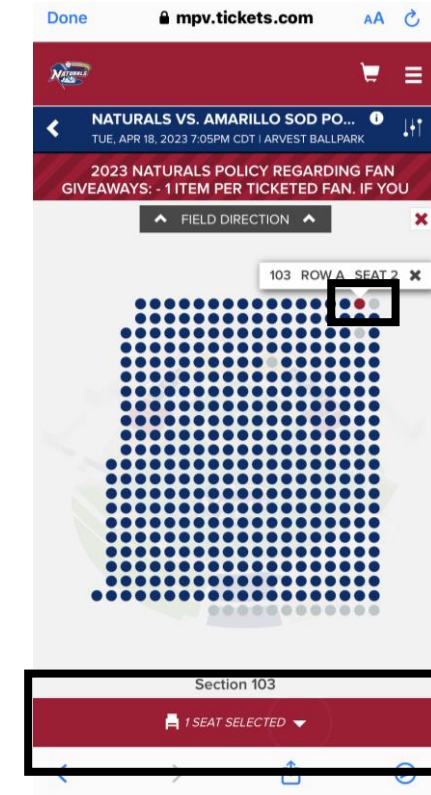


8

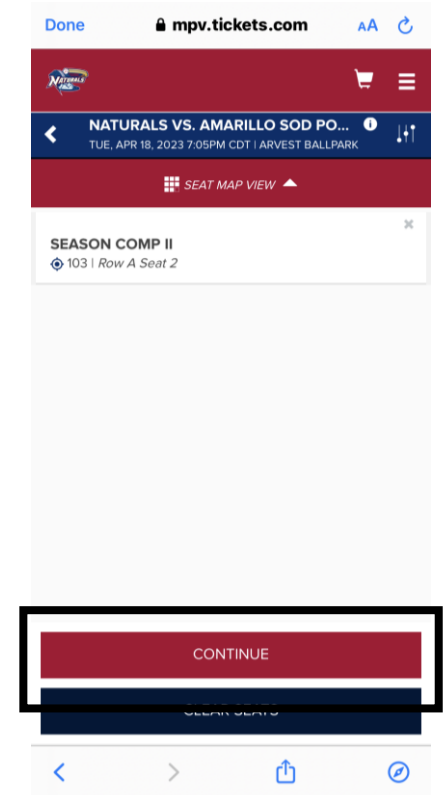


Exchange Tickets

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'



9

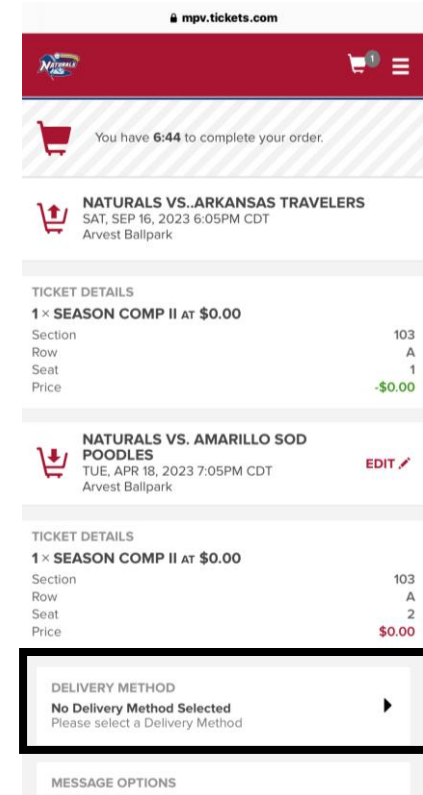


10

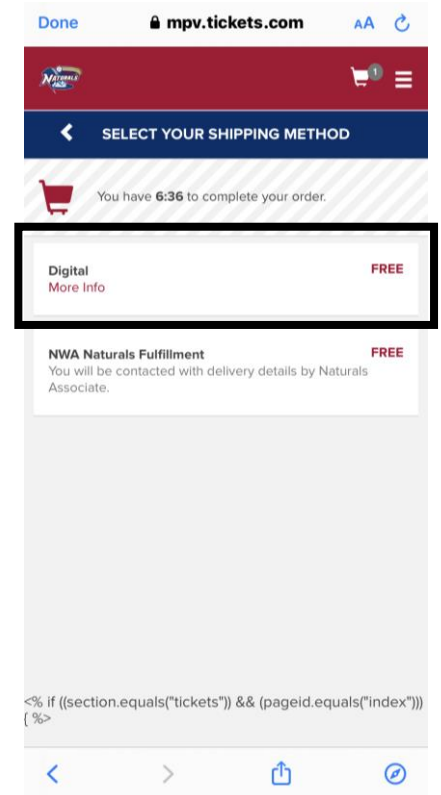


Exchange Tickets

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.



11



12



Exchange Tickets

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'

Done mpv.tickets.com AA

CHANGE DELIVERY DETAILS

You have 6:30 to complete your order.

Enter the delivery destination in the field(s) below.

FIRST NAME
Ticket

LAST NAME
Office

CONTINUE

13

Done mpv.tickets.com AA

Privacy Policy

TOTAL AMOUNT DUE
Sale Amount: \$0.00
Return Amount: -\$0.00
Difference: \$0.00
Total Amount Due: \$0.00

☒ I agree to the following:

The terms and conditions of your ticket and policies applicable to use are updated to address COVID-19, health & safety, and seating pods. By clicking Place Order, you accept these Terms and Conditions as well as policies applicable to use. Please note:

The charge will appear on your statement as "NW AR Internet". This is to help you recognize the charge. Our customers have found this notice useful in confirming otherwise unknown credit card charges, as "NW AR Internet" may not be easily recognizable on your statement.

In connection with your purchase, you will receive commercial emails from MILB.com and its partners. You may unsubscribe at any time. Privacy Policy

PLACE ORDER

14