

# Sea Dogs<sup>TM</sup>

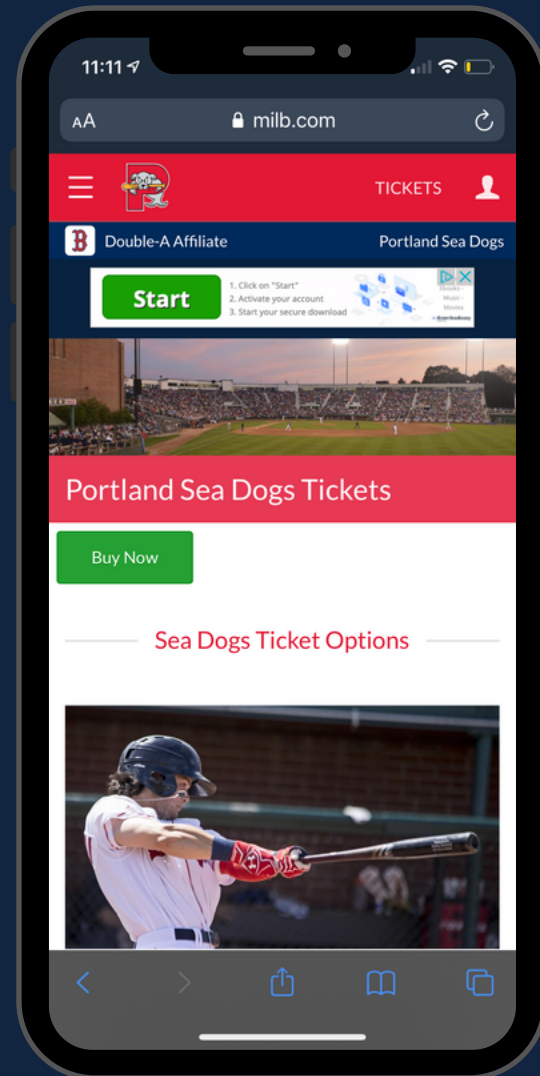
## DIGITAL TICKETING GUIDE



Learn how to purchase, access,  
forward and recall your digital tickets



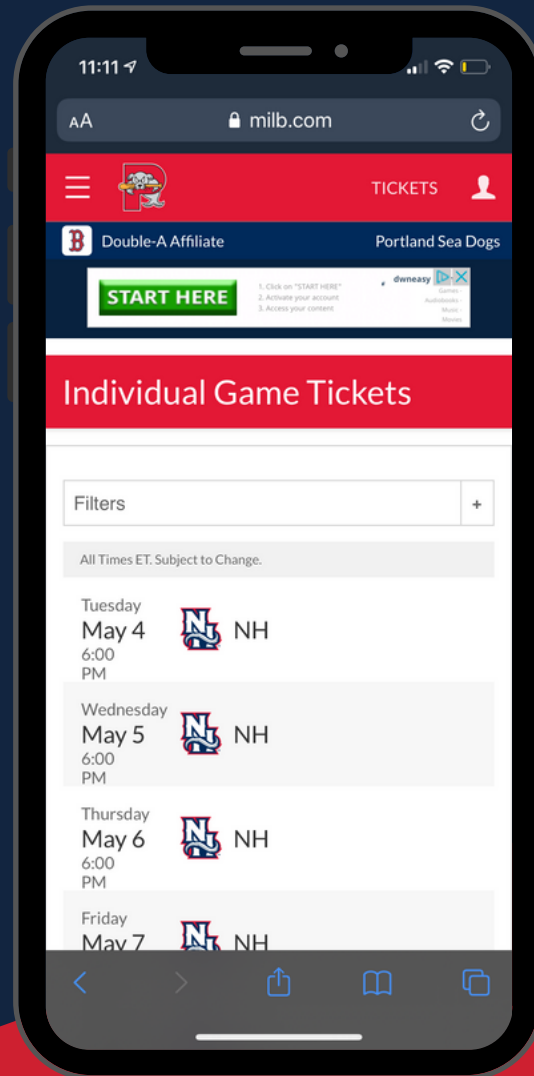
# PURCHASING YOUR TICKETS



## STEP 1

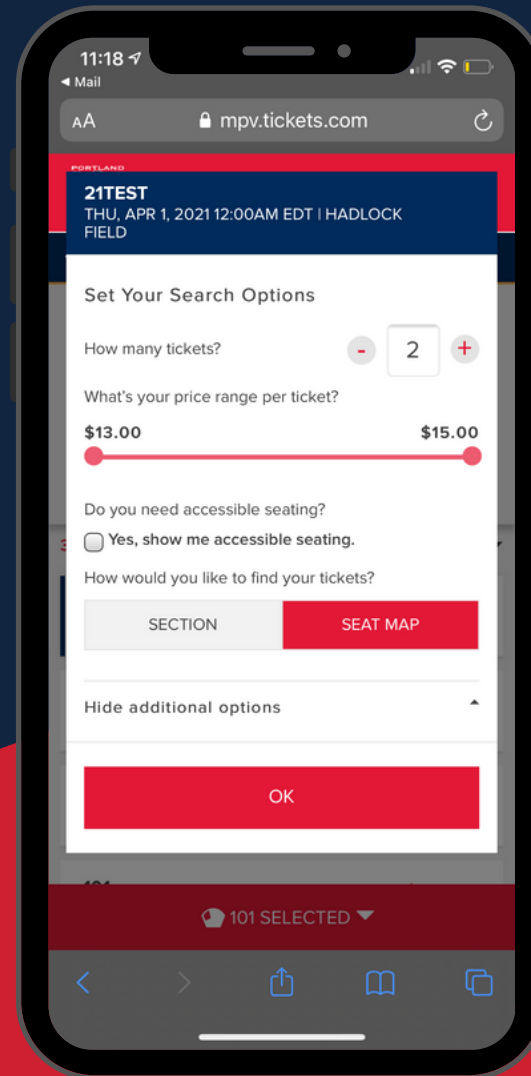
Go to [www.seadogs.com](http://www.seadogs.com) on your mobile device's web browser. Tap Tickets in the top right.

Select "Buy Now"



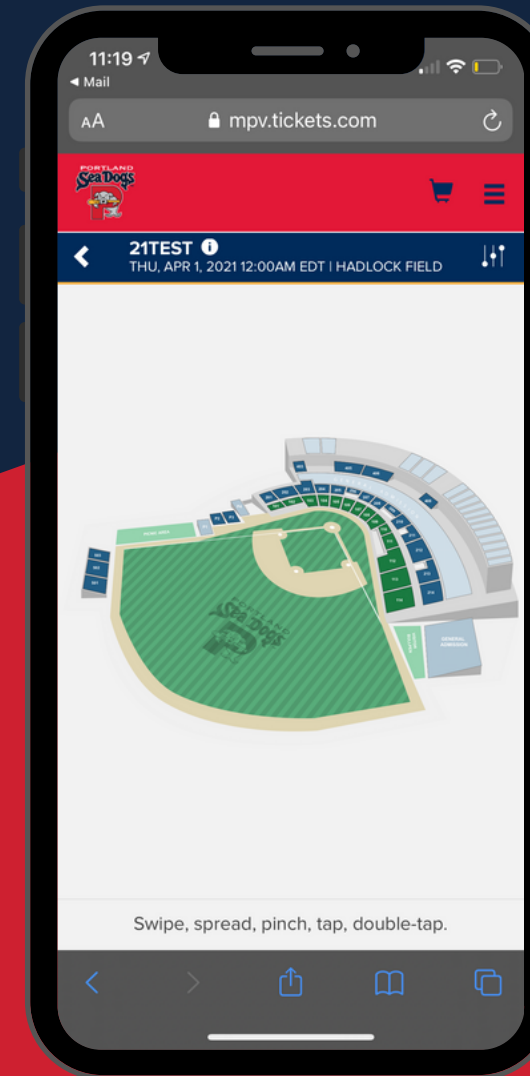
## STEP 2

Select the game that you want to attend. If you would like to attend multiple games, you will be able to purchase additional games at a later time.



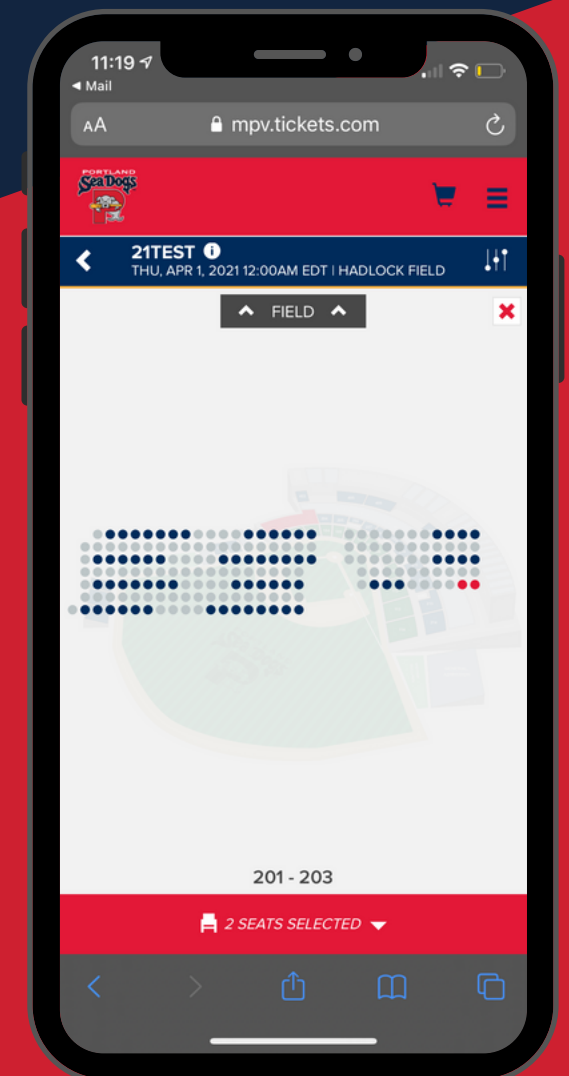
## STEP 3

To select seats based on location, select "View Map" and select "OK".



## STEP 4

From the map view, click on any available section you wish to sit.



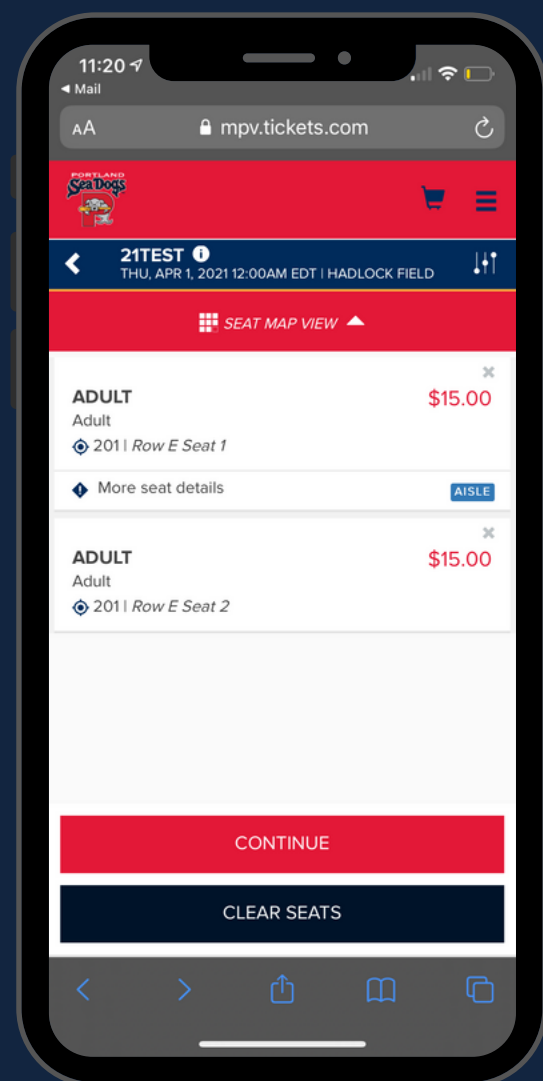
## STEP 5

Select the pod/seat block you want to purchase, remembering the seats closest to the field are at the top of the screen. The entire pod must be selected in order to add to cart.

Click "Seats Selected" to proceed



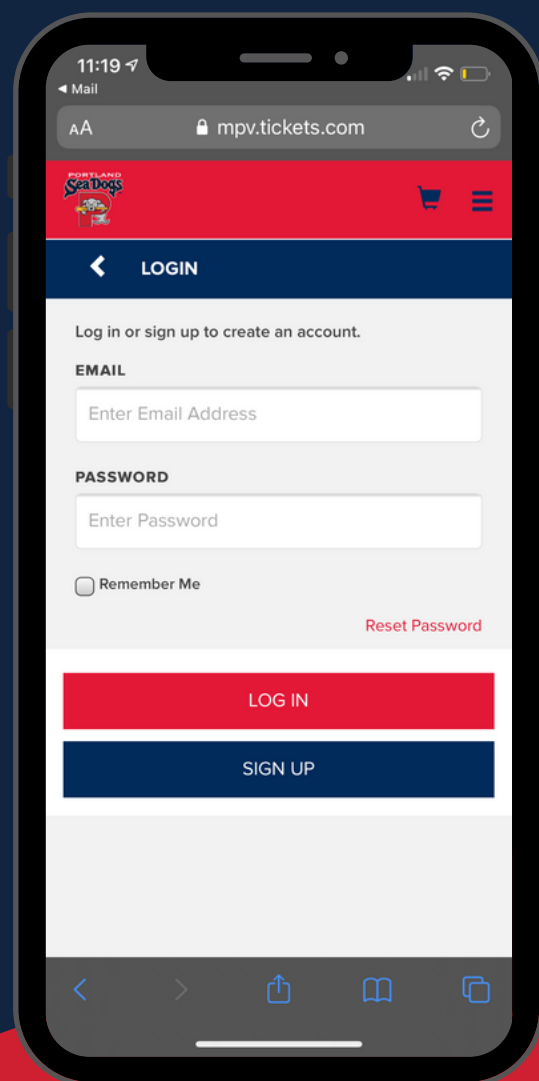
# PURCHASING YOUR TICKETS



## STEP 6

Confirm you have the correct seats in your cart and select continue.

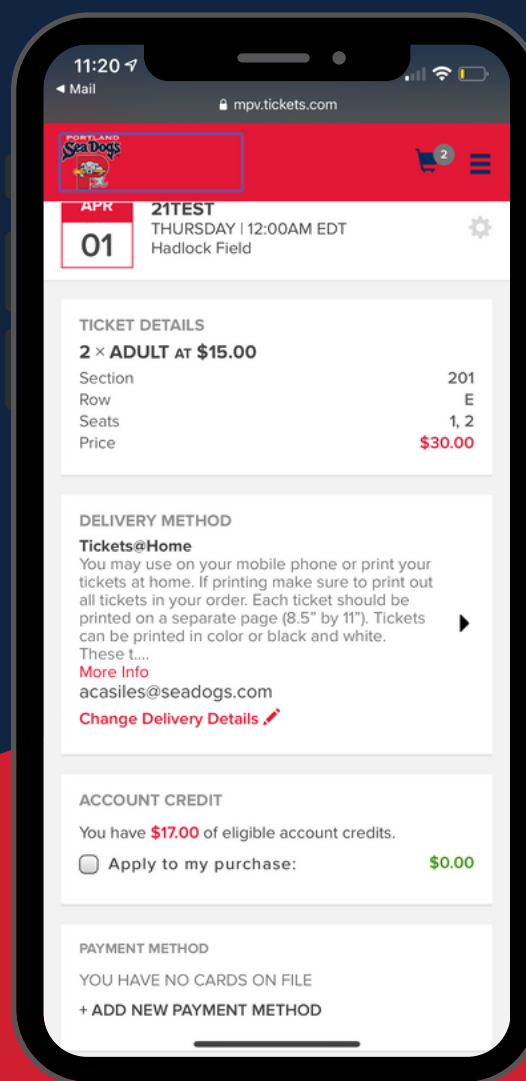
If seats are incorrect, select clear seats.



## STEP 7

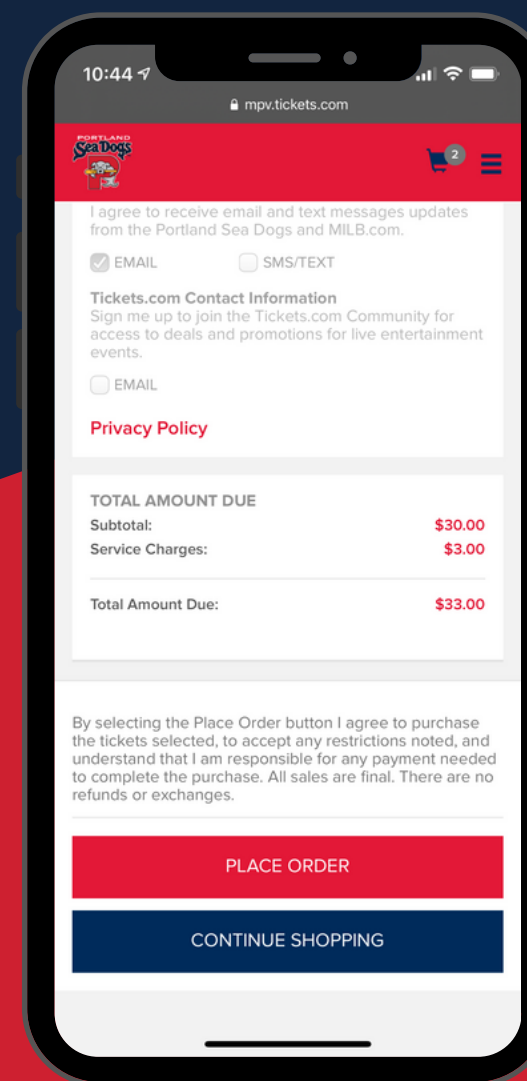
Enter the email address and password associated with your Sea Dogs account.

Tap 'Reset Password' if you are unable to remember your password.



## STEP 8

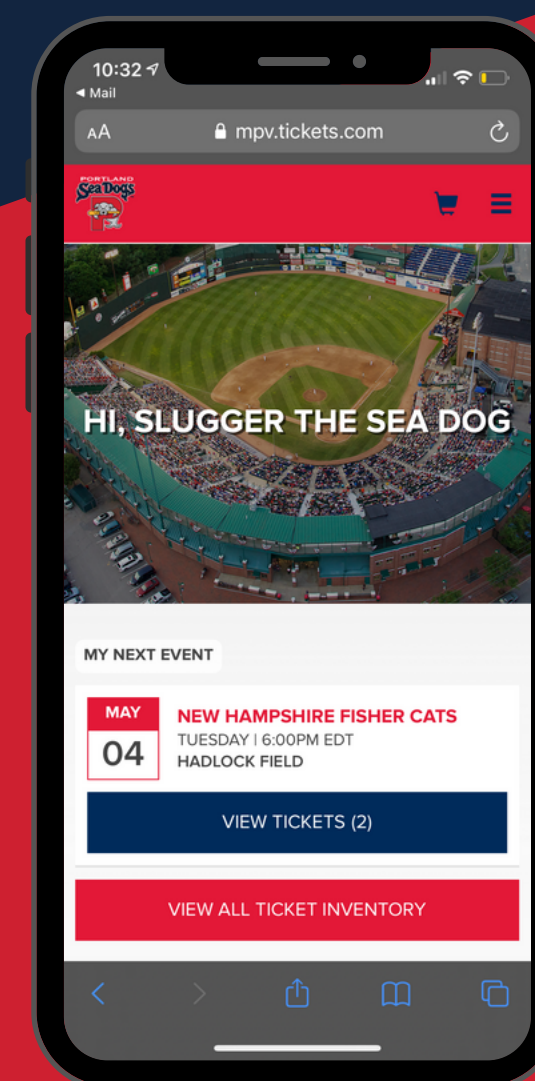
Once you are signed in, you will be taken to the checkout page. You can update your payment information or use account credit to purchase tickets. You can place your order here or select the cog in the upper right to purchase additional tickets to the same game



## STEP 9

To purchase tickets to another game, select "Continue Shopping" to purchase tickets to another game.

If your order is complete, select "Place Order"

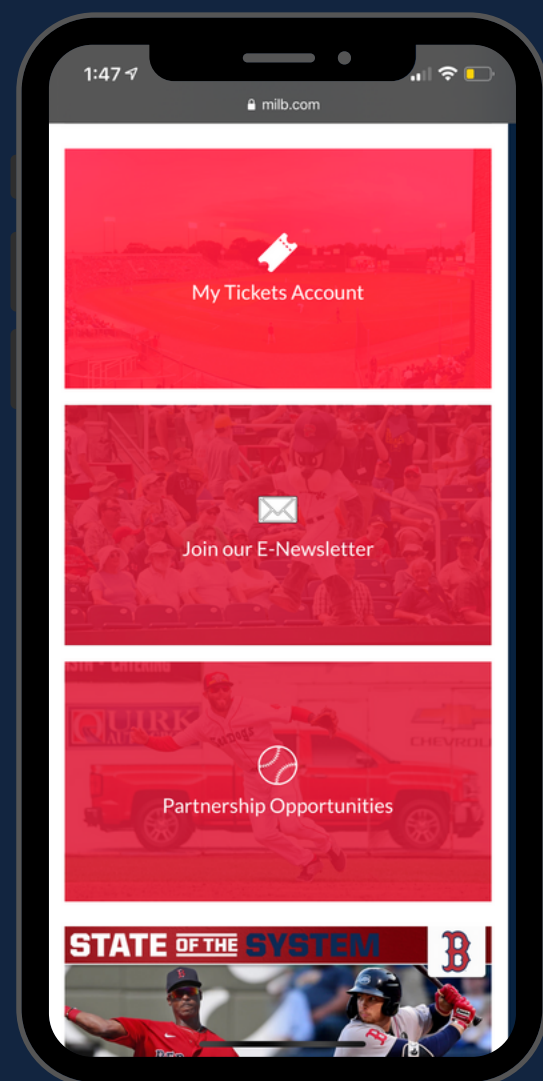


## STEP 10

Once complete, you can stay in your account to view your tickets, forward to friends, or access for scanning at the gate. A confirmation email will be sent promptly to easily access your tickets on the day of the game.

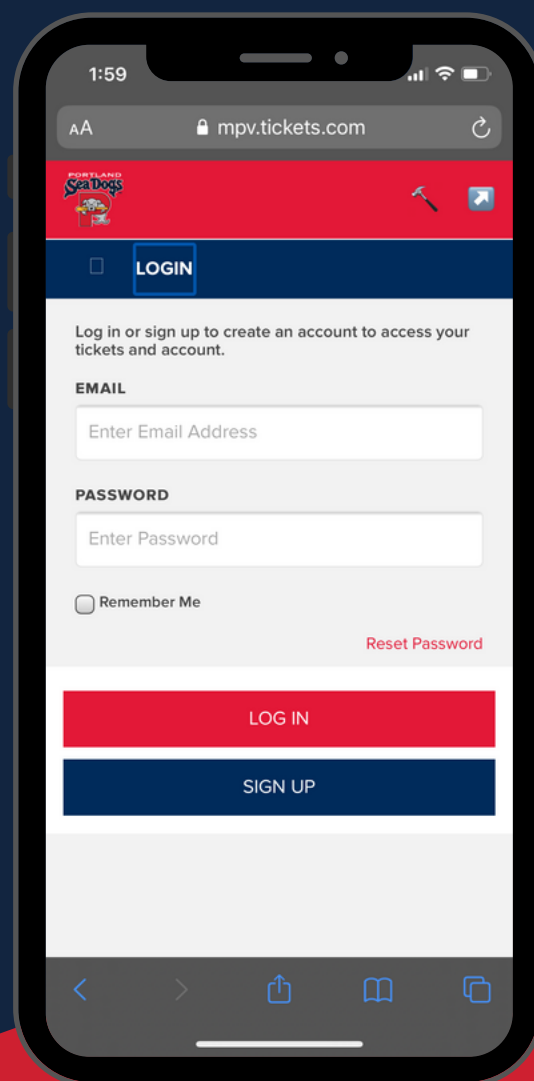
**WE HIGHLY RECOMMEND SAVING TICKETS TO YOUR APPLE OR GOOGLE WALLET FOR QUICK RETRIEVAL ON GAME DAY.**

# ACCESSING YOUR TICKETS



## STEP 1

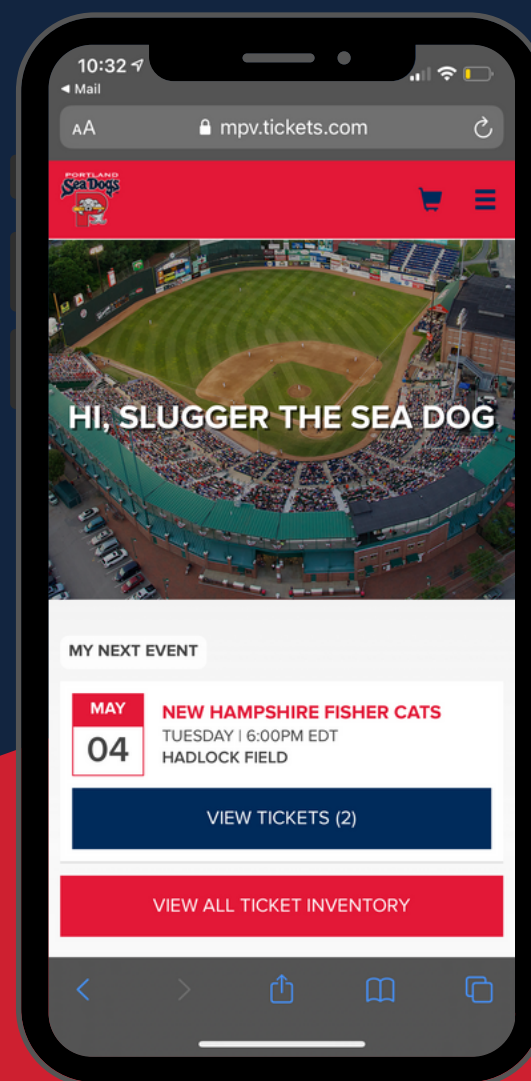
Go to [www.seadogs.com](http://www.seadogs.com) on your mobile device's web browser. Tap the 'My Tickets' button.



## STEP 2

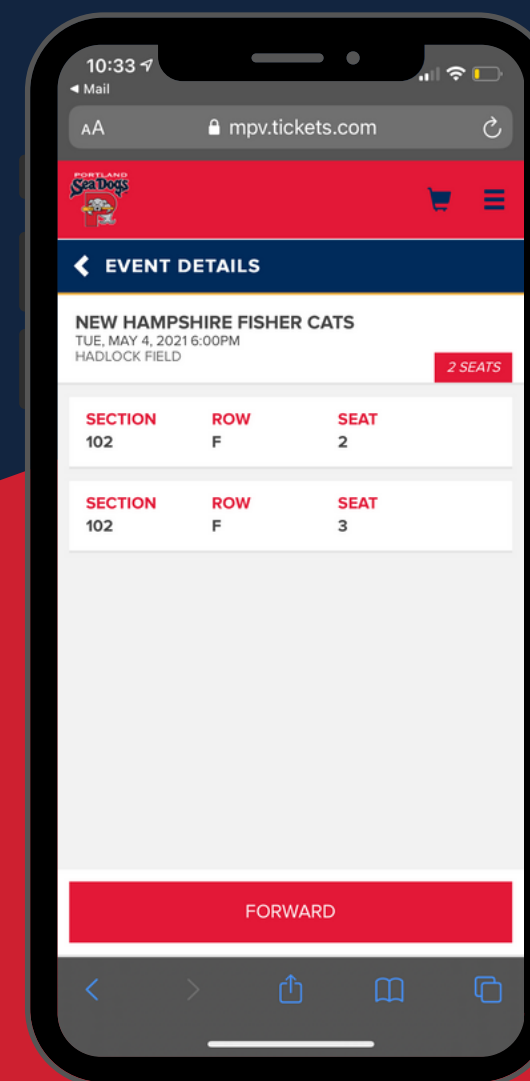
Enter the email address and password associated with your Sea Dogs account.

Tap 'Reset Password' if you are unable to remember your password.



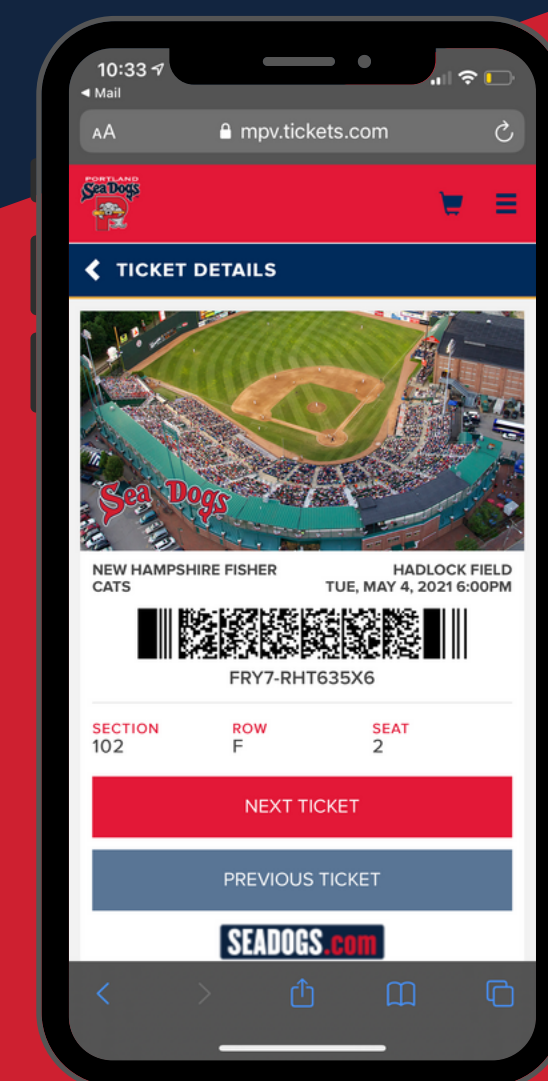
## STEP 3

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



## STEP 4

Once you have found and selected the date of the game you are attending, a list of your tickets will appear. Tap on a specific ticket to view the barcode.



## STEP 5

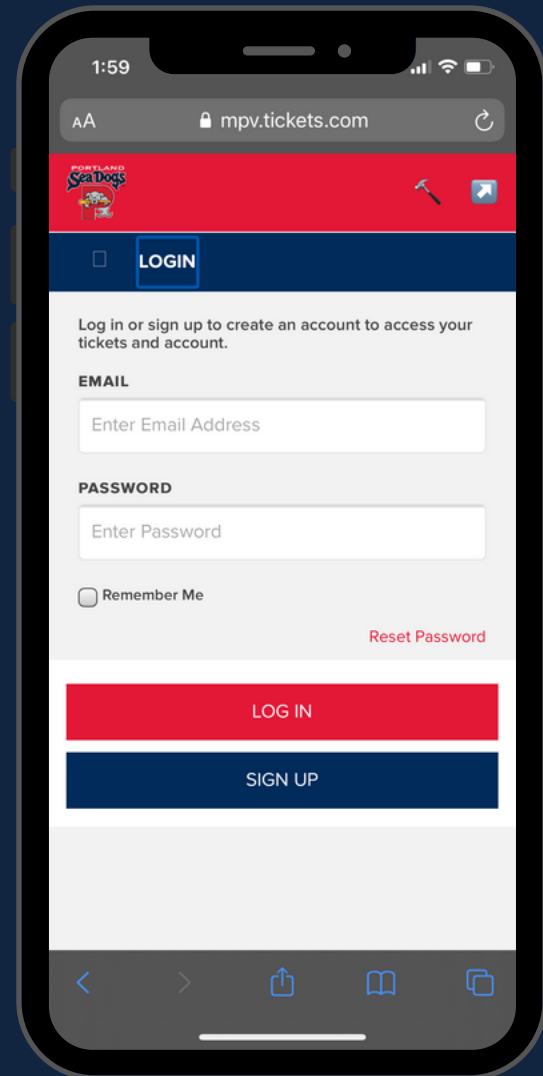
After selecting a specific ticket, a barcode will appear. Have this page up when you approach the entry gate.

You can swipe your screen or tap 'Next Ticket' to scan barcodes on any additional tickets you may have.

**WE HIGHLY RECOMMEND SAVING TICKETS TO YOUR APPLE OR GOOGLE WALLET FOR QUICK RETRIEVAL ON GAME DAY.**



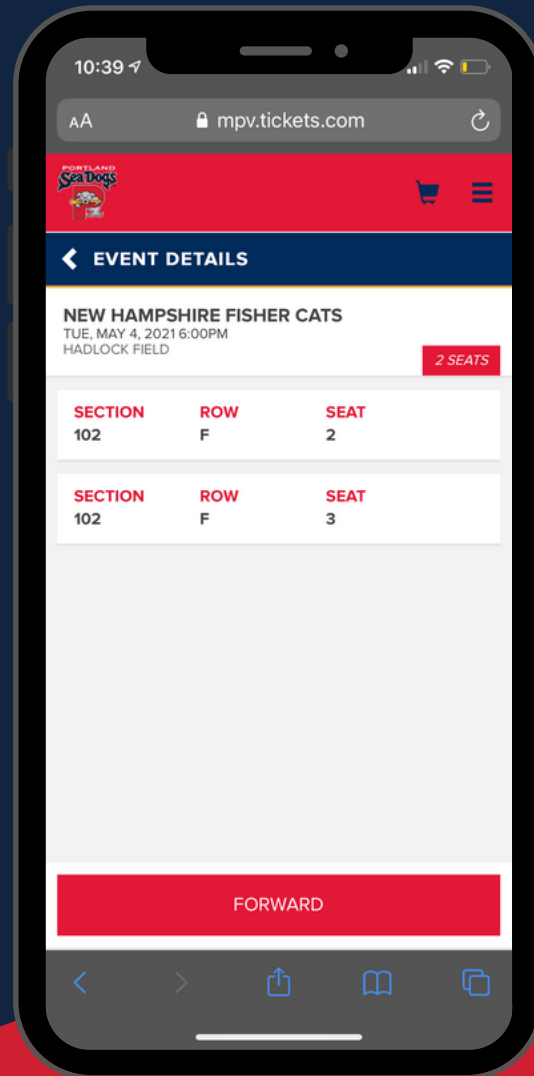
# FORWARDING YOUR TICKETS



## STEP 1

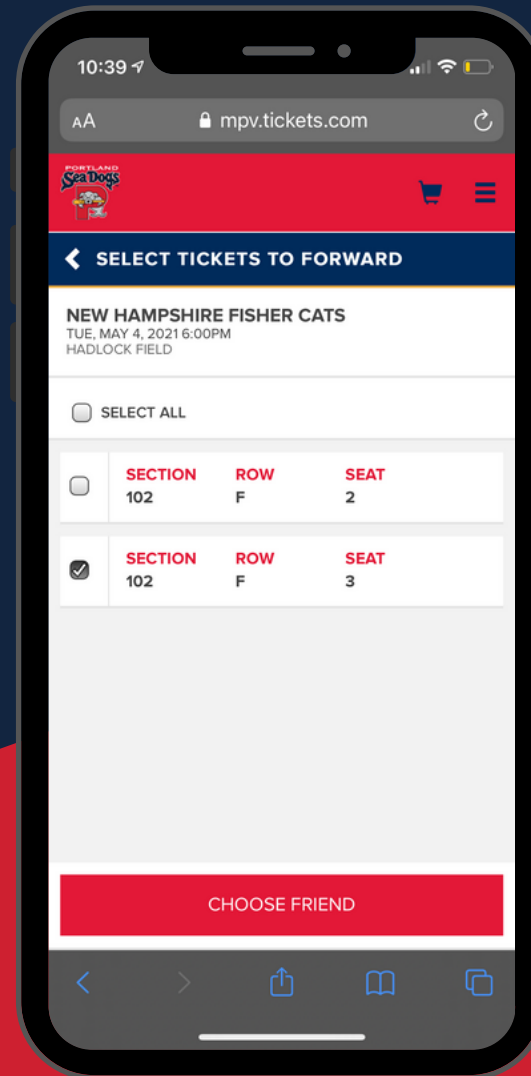
Once logged in to your account, tap 'View Tickets' to view tickets for your next game, or 'View All Ticket Inventory' to view future dates.

Find and select the date of the game for which you want to forward tickets.



## STEP 2

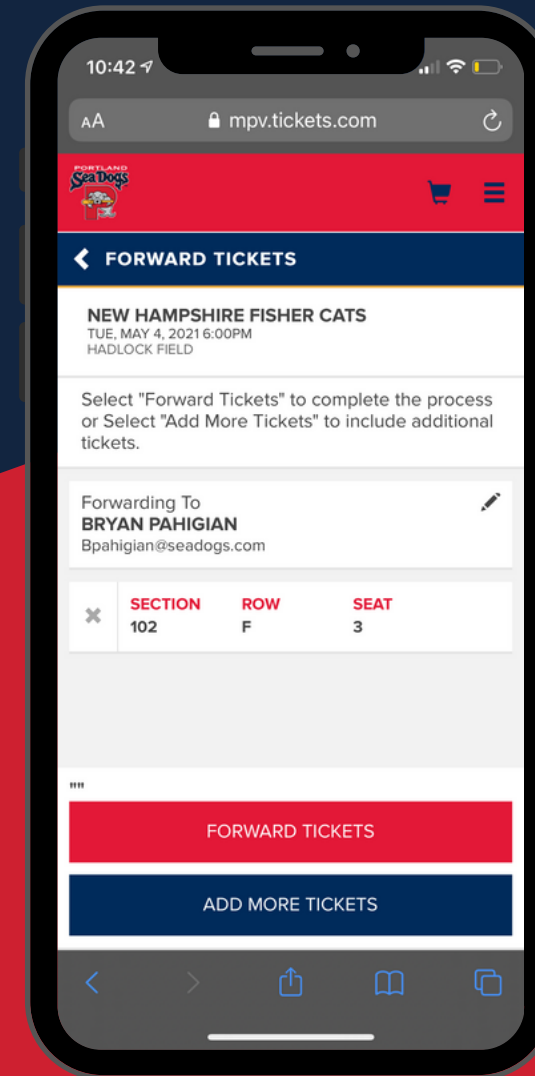
Once you have selected your desired game date a list of tickets will appear. Tap 'Forward' at the bottom of your screen.



## STEP 3

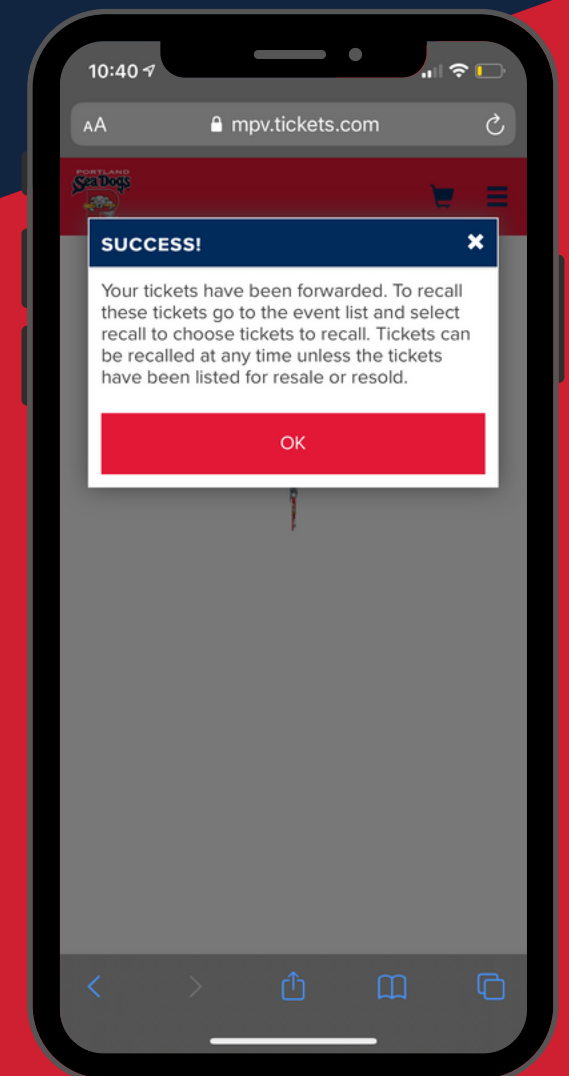
Select the tickets you would like to transfer.

Then, tap 'Choose Friend' at the bottom of your screen.



## 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.

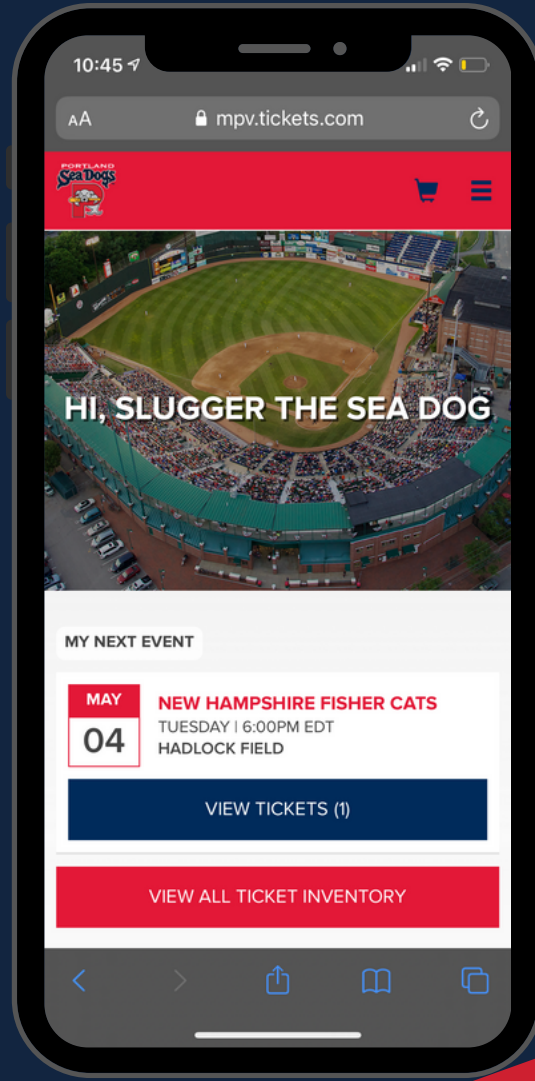


## STEP 5

Confirm you have selected the appropriate tickets and then tap 'Forward Tickets.'

The recipient will be notified via the email address used that they now have tickets in their account.

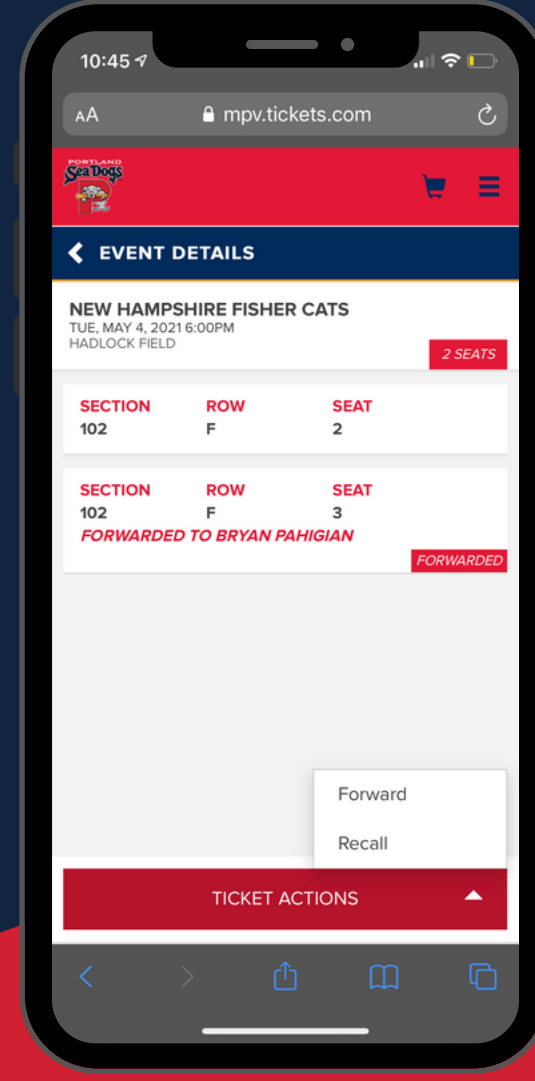
# RECALLLING YOUR TICKETS



## 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.

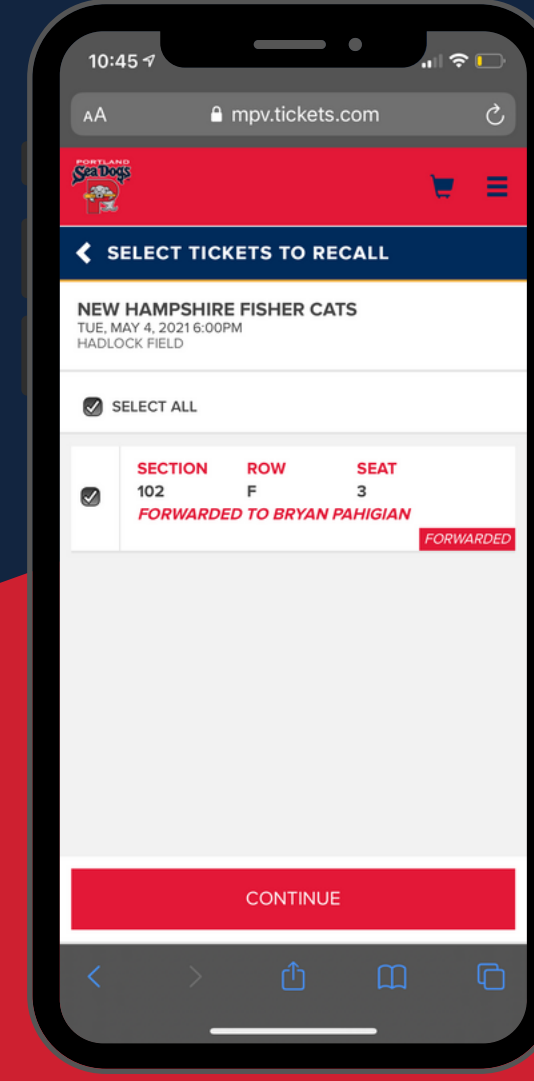
Find and select the game for which you want to recall tickets.



## STEP 2

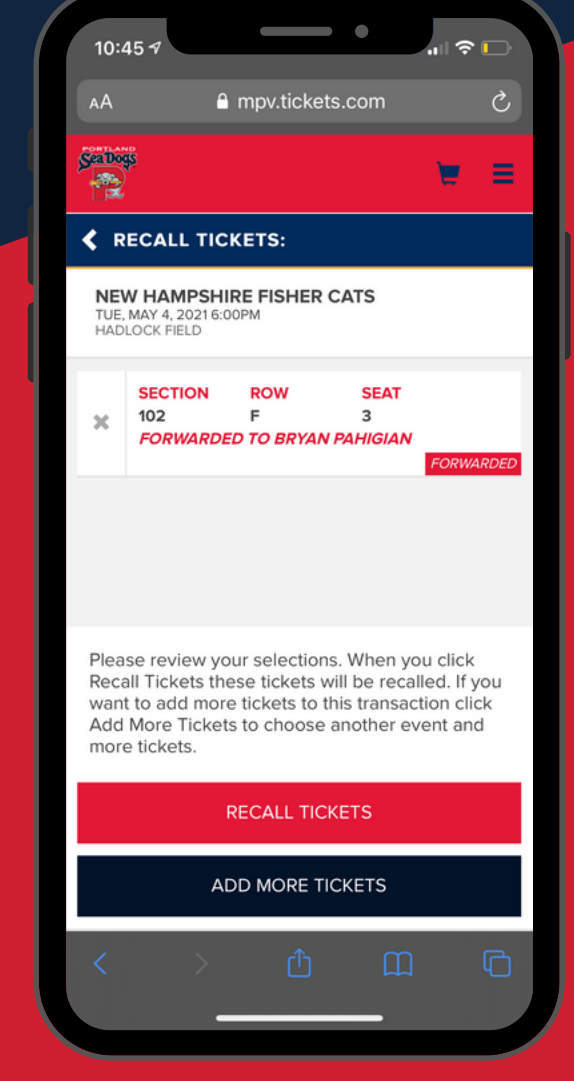
Once you have selected your desired game a list of tickets will appear. (There will be a notation under any previously forwarded ticket.)

Tap 'Ticket Actions' and then 'Recall' at the bottom of your screen.



## STEP 3

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



## STEP 4

Tap 'Recall Tickets' to complete the transaction or 'Add More Tickets' to select additional tickets to recall.

# DIGITAL TICKETING FAQs

## **WHAT ARE THE BENEFITS OF USING DIGITAL TICKETING?**

Digital ticketing provides a safe, convenient and secure way for Sea Dogs fans to use and share game tickets. It also helps prevent lost, forgotten and fraudulent tickets and provides a contactless entry solution for all fans coming through the gates at Hadlock Field.

## **CAN I HAVE MULTIPLE TICKETS ON A SINGLE PHONE?**

Yes, you can swipe to view and scan multiple tickets on a single phone. For example, if a family of 4 individuals is walking into the game together, only one person would need to show the 4 tickets on his or her phone.

## **HOW DO I ACCESS DIGITAL TICKETS I'VE PURCHASED?**

Digital tickets can be accessed in one of two ways. After purchasing tickets, you will receive a confirmation email with a link that says, "Click here to access your tickets." Tickets can be viewed and scanned on a mobile device or printed off at home. If you are unable to locate that confirmation email, you can also access your digital tickets by logging into your My Tickets account directly.

## **WHAT DO I SHOW AT THE BALLPARK GATES FOR ENTRY?**

A QR code or barcode (depending on the type of digital ticket used) will be shown on the screen of your mobile device at the gates and scanned by an employee for entry.

## **CAN I ADD DIGITAL TICKETS TO MY APPLE OR GOOGLE WALLET?**

Yes! To save tickets to your Apple or Google Wallet, view your confirmation email on your mobile device and select either "Click here to add your tickets to Apple Wallet now" or "Click here to add your tickets to Google Wallet now." You can also add tickets to your Apple Wallet by logging into your My Tickets account directly.

## **WHAT IF I DON'T HAVE A SMART PHONE?**

You are still able to purchase, use, print and share Sea Dogs tickets without a mobile device. All necessary ticket actions can be completed by logging in to your My Tickets account on a computer.

## **WHAT IF MY PHONE BATTERY DIES BEFORE I ENTER?**

Visit the nearest Ticket Office window for assistance.



# DIGITAL TICKETING FAQs

## **WHAT IF I DON'T RECEIVE MY CONFIRMATION EMAIL?**

After tickets have been purchased it can take up to 15 minutes for your confirmation email to arrive. If it has been longer than 15 minutes, we suggest checking your 'spam/junk folder' for an email from [ordertracking@tickets.com](mailto:ordertracking@tickets.com). If you are using a Gmail account, please check the social and promotions tabs of your inbox as well. If you still cannot locate your confirmation email, please call the Ticket Office at (207) 879-9500.

## **WHAT IF I CANNOT FIND MY TICKETS I PURCHASED?**

Double check that you are logged into a My Tickets account with the same email address and name that was used to purchase the tickets. If you are still having difficulty locating tickets you believe should be appearing, call the Ticket Office at (207) 879-9500.

## **WILL THE PERSON I FORWARD A TICKET TO NEED A SEA DOGS ACCOUNT?**

Yes. If they do not already have an account associated with the email address you forwarded the ticket to, they will be prompted to create an account upon receiving the ticket.

## **WHERE CAN I SEE WHO A TICKET WAS FORWARDED TO?**

You can view the recipients of your ticket forwards by logging in to your My Tickets account, clicking on "View All Ticket Inventory," and then clicking on an event date. The name of the recipient will appear with each forwarded ticket.

## **IF I RECEIVE A FORWARDED TICKET, CAN I THEN FORWARD THAT TICKET ON TO ANOTHER PERSON?**

Yes, a ticket you receive can be forwarded to another individual. You (as the new sender) and the new recipient will both receive confirmation emails once the action is complete. There is no limit to the number of times a ticket can be forwarded.

## **WHAT IF I CANNOT FIND TICKETS THAT WERE FORWARDED TO ME?**

Double check that you are logged into a My Tickets account with the same email address the sender used to forward you the tickets. You may also have the sender recall the tickets and then re-forward them to you at your preferred email address. If you are still not able to locate tickets you believe should be appearing, call the Ticket Office at (207) 879-9500.

## **WHAT IF I ACCIDENTLY FORWARDED A TICKET TO THE WRONG EMAIL ADDRESS?**

Simply follow the instructions for recalling tickets. Once the ticket is back in your account, you can then re-forward it to the correct email address.

## **CAN I RECALL A FORWARDED TICKET AFTER IT HAS BEEN ACCEPTED AND RE-SENT TO ANOTHER PERSON?**

Yes, the original ticket owner can recall a ticket back to their account no matter how many times it has been re-forwarded as long as it has not been scanned for entry.





**Portland Sea Dogs Ticket Office**

**(207)-879-9500**



**271 Park Ave Portland, ME 04102**



**[tickets@seadogs.com](mailto:tickets@seadogs.com)**