

# Group Tickets Tool

## Step-By-Step Guide



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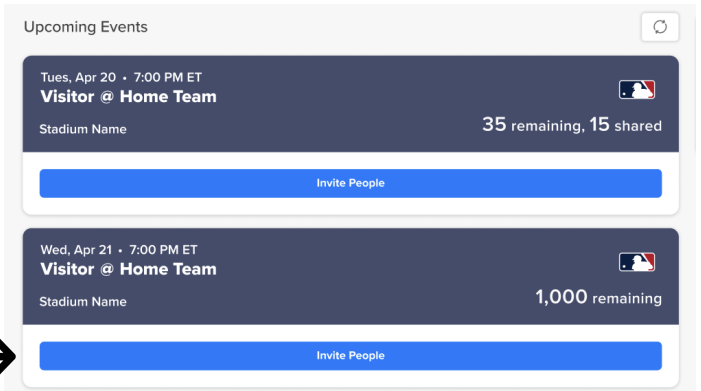
#### Step 1: Organize Your Group

To share out digital tickets as simply and efficiently as possible, you'll need to collect the following information from your group members: their name, email address, and the number of seats they desire.

You can store this information in any way you choose, including options like Google Sheets or Microsoft Excel. This will help with managing your group members information and provide an easy way to copy and paste the group member information into the tool when you're ready to share tickets.

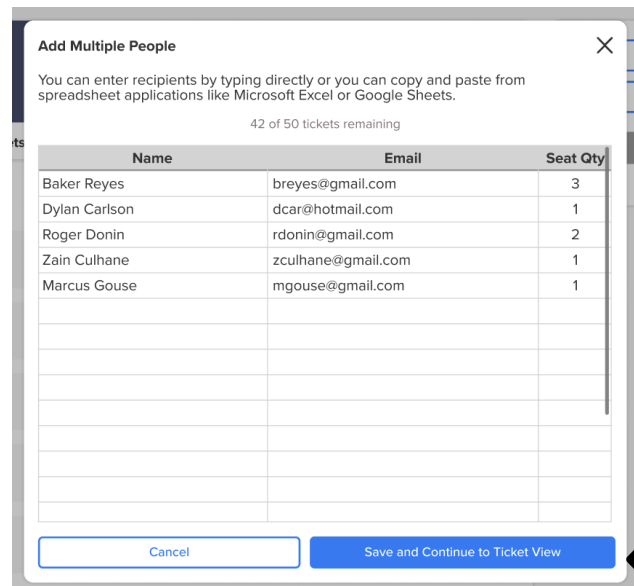
#### Step 2: Login and Select Your Event

Go to [mlb.com/group-tickets](https://mlb.com/group-tickets) and use your MLB account to log into the Group Tickets Tool. Once you've logged in, you'll see a list of events that are associated with your MLB account. Select the option to "Invite People" to your group event.



#### Step 3: Add Group Members

A modal will display where you can enter the name, email, and quantity of seats for each group member attending the game. You can also copy and paste this information if you've saved it in a spreadsheet. We will keep track of the number of tickets remaining at the top of the modal to ensure you don't add more seats than what is available in your ticket inventory. When you're ready to add the group members entered, select the button to "Save and Continue to Ticket View" and the tool will assign seats to each group member.



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### Step 4: Share Tickets

When you're ready to share tickets digitally to your group members, select the button to "Share Tickets".

The screenshot shows the 'Available Tickets' tab selected. The event details are 'Tues, Apr 20 • 7:00 PM ET' and 'Visitor @ Home Team'. The stadium name is partially visible. There are '50 remaining' tickets. The 'Available Tickets' tab is active, and the 'Shared Tickets' tab is also visible. A 'Manage List' button is present. On the right side, there are three buttons: 'Add Multiple People', 'Add Person', and 'Share Tickets'. The 'Share Tickets' button is highlighted with a blue background and a white arrow pointing to it. Below the buttons, it says 'Draft saved 2 minutes ago'.

You'll have the option to select the tickets you want to share or you can select all tickets to be shared at once. Tickets will be emailed to your group members and they will receive an email confirmation notifying them that they have received a ticket to the game.

The screenshot shows the 'Available Tickets' tab selected. The event details are 'Tues, Apr 20 • 7:00 PM ET' and 'Visitor @ Home Team'. The stadium name is partially visible. There are '50 remaining' tickets. The 'Available Tickets' tab is active, and the 'Shared Tickets' tab is also visible. A 'Manage List' button is present. Below the 'Available Tickets' tab, there is a 'Select All' option with a radio button. Below that, there is a 'Section 101 - Row A' section. Underneath, there is a 'Seat 1' option with a checked radio button. To the right of 'Seat 1', there is a card for 'Baker Reyes' with the email 'breyes@gmail.com'. On the right side, there are two buttons: 'Cancel' and 'Send Selected'. The 'Send Selected' button is highlighted with a blue background and a white arrow pointing to it. Below the buttons, it says 'Draft saved 2 minutes ago'.

### Step 5: View Shared Tickets

After sharing tickets, select the "Shared Tickets" tab to see a list of tickets shared to group members and the status of each ticket. This view helps to see which tickets may still be pending to a group member and which have been accepted by the group member.

*Note: see definitions below for what each status means.*

The screenshot shows the 'Shared Tickets' tab selected. The event details are 'Tues, Apr 20 • 7:00 PM ET' and 'Visitor @ Home Team'. The stadium name is partially visible. There are '44 remaining, 6 shared' tickets. The 'Available Tickets' tab is active, and the 'Shared Tickets' tab is also visible. A 'Manage List' button is present. On the right side, there are three buttons: 'Add Multiple People', 'Add Person', and 'Share Tickets'. The 'Share Tickets' button is highlighted with a blue background and a white arrow pointing to it. Below the buttons, it says 'Draft saved 2 minutes ago'.



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#### Edit or Remove a Group Member

Need to edit or remove a group member? No problem! Select the pencil icon next to the group member's name to bring up a modal to either edit the group member's information or remove them from the group.

If you change the number of seats the group member is requesting, the tool will re-assign tickets to your group to ensure the group member can have all tickets seated together.

#### Cancel a Shared Ticket

Want to cancel sending a ticket to a group member? If the group member is in the Pending status section, you can cancel sending the ticket to that group member by selecting the "Cancel" button next to their name. This will return the ticket(s) to your available ticket inventory and you can either re-share the ticket to the previous group member or a new group member by adding the group member's information. This process will actively remove the ticket from the original group member's account.

#### Recall a Shared Ticket

Want to recall a ticket from a group member who has already accepted their ticket? If the group member is in the Accepted status section, you can pull that ticket back from that group member by selecting the "Recall" button next to their name. This will return the ticket to your available ticket inventory and you can either re-share the ticket to the previous group member or a new group member by adding the group member's information. This process will actively remove the ticket from the original group member's account.

#### Assign a Seat to a Group Member

Need to assign a specific seat to a group member? No problem! Select the plus sign icon next to the seat you want to assign to bring up a modal to add the group member's information. You can only assign one seat at a time, but can assign more than one seat to a group member.



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### Frequently Asked Questions (FAQs)

***How do I access the Group Tickets Tool?***

Visit [group-tickets.mlb.com](https://group-tickets.mlb.com) and log in using your MLB account email address used to purchase the tickets.

***What if I do not have an MLB account?***

Visit [group-tickets.mlb.com](https://group-tickets.mlb.com) and click on the link to “Sign Up” for an MLB account. Follow the registration process and be sure to verify your email address in your email account before accessing the Group Tickets Tool.

***Why verify my email?***

MLB allows access and management of tickets purchased or received through any email address once you have confirmed ownership of the email account.

***What if I do not see my game event displayed?***

Select the refresh icon in the Upcoming Events section to refresh your ticket inventory. If you still do not see your game event, reach out to your Club Group Sales Representative for assistance.

***What if I change my ticket inventory to add more tickets or return tickets?***

You can also select the refresh icon in the Upcoming Events section to refresh your ticket inventory if the number of remaining tickets displayed does not match your new total count.

***Can I add group members individually in the tool?***

Yes! After selecting an event, you will be prompted to add multiple people to your event. You have the option to cancel or close the modal to reach the Available Tickets page. On this page you can select the option to “Add Person” and enter each group member individually, or select the plus sign icon next to an unassigned seat to assign a specific seat to a group member.

***What should I do if a ticket displays as “Cannot be Shared”?***

Contact your club group sales representative for assistance.

***What does an Error status mean?***

On the Shared Tickets tab, a ticket under the “Errors” section means that an error occurred when attempting to forward the ticket. You can select the “View” button to see the reason why the ticket has an error and how to troubleshoot the error. One example may be that the email address provided is not a valid email.

***What does a Pending status mean?***



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On the Shared Tickets tab, a ticket under the “Pending” section can mean two things: either the ticket is still in the process of sending to the intended group member, or the group member does not have an MLB account. If a group member does not have an MLB account, they will need to follow the instructions provided in the ticket forward email confirmation to set up their account and accept the ticket.

### ***What does an Accepted status mean?***

On the Shared Tickets tab, a ticket under the “Accepted” section means the ticket was successfully shared and automatically accepted by the group member!

### ***What if a group member can no longer attend a game?***

On the Shared Tickets tab, find the group member who can no longer attend and select the “Recall” button next to their name. The tool will confirm you want to recall the ticket, and then it will pull the ticket back from that group member and put it back in your inventory. The ticket will now be displayed on the Available Tickets tab where you will have the option to share the ticket again.

### ***What if someone needs a paper ticket because they don’t have access to a smartphone?***

Group members who require a paper ticket can visit the Box Office at the ballpark on the day of the game to get a ticket printed for entry.

### ***How does a group member access their digital ticket?***

They can log in on the MLB Ballpark app using the same email address you used to share the ticket(s), and they will be all set! They may need to create an MLB account first if they have not used the Ballpark app before.

