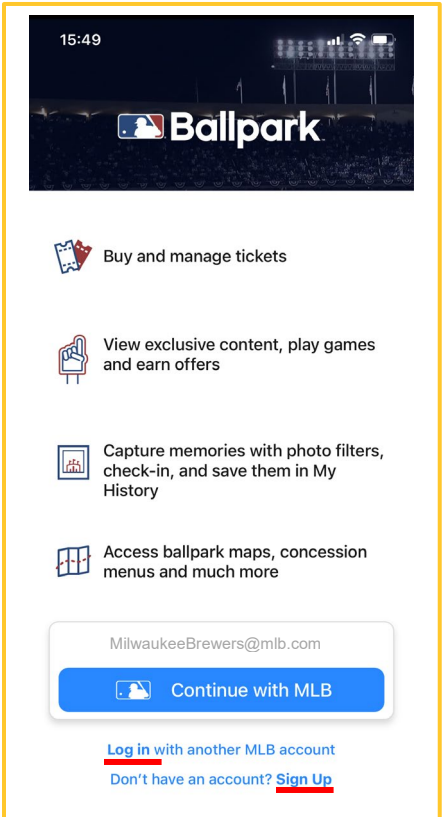




HOW TO ACCESS YOUR DIGITAL TICKETS

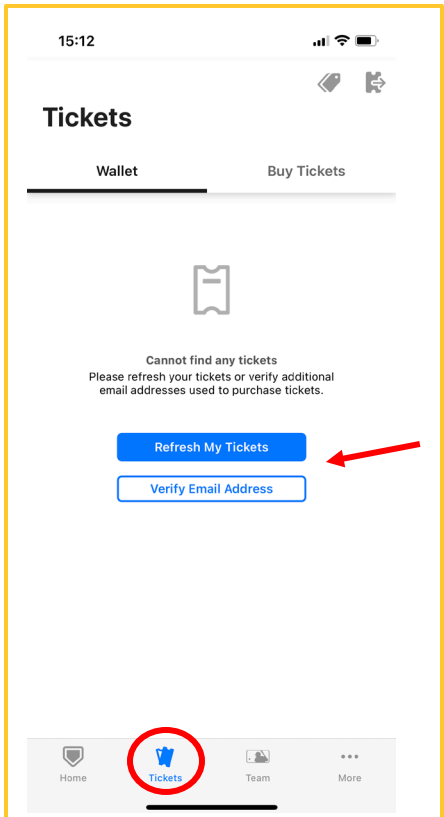
Step 1 – Log in

Using your smartphone, download the MLB Ballpark App & login using an existing MLB.com account or sign up. ****The app is the only way to access digital tickets****



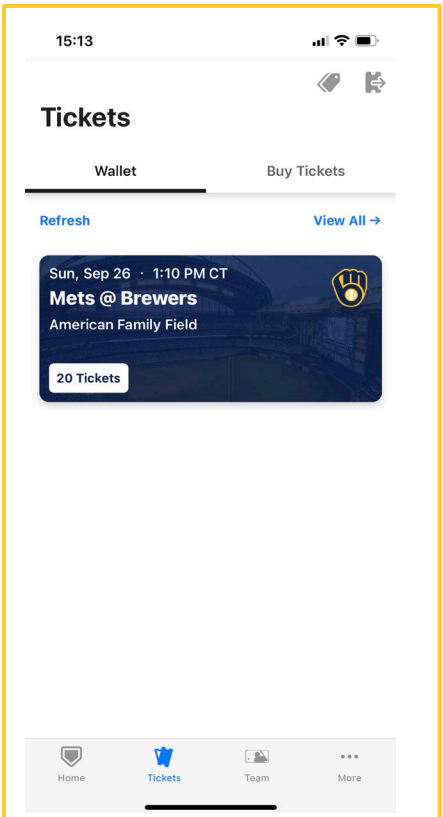
Step 2 – Verify or Refresh

First-time users must verify email address before tickets will appear. If you have already received the verification email & followed the steps you may need to refresh the tickets page.



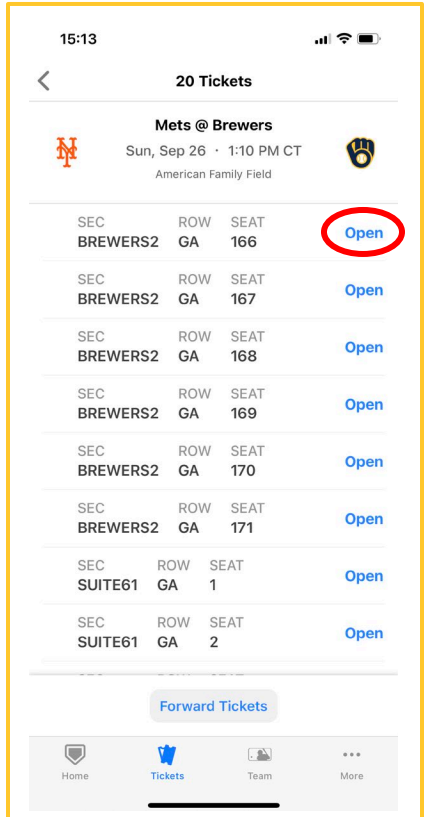
Step 3 – Access Tickets

Once verified/refreshed, all games associated with the email address on the account will appear (as seen below).



Step 4 – View Tickets

Click the game date to see each individual ticket or parking. Click "Open" to access the live ticket & barcode needed to scan into American Family Field.



TIP #1 - I don't see my tickets.

- Refresh the tickets page by clicking the "Refresh My Tickets" button (Step 2) or swiping down on the screen. If still not showing up quit the app and relaunch, this can help reset your tickets. *Please Note: Tickets can take up to 30 minutes to arrive in your app.*

TIP #2 - Is every guest required to carry their own ticket?

- If a group is entering together the tickets can all be on one device. However, certain areas of the ballpark require a ticket to access (Club Level, Field Infield). If during the game this group separates it may cause issues when trying to reenter your ticketed area.

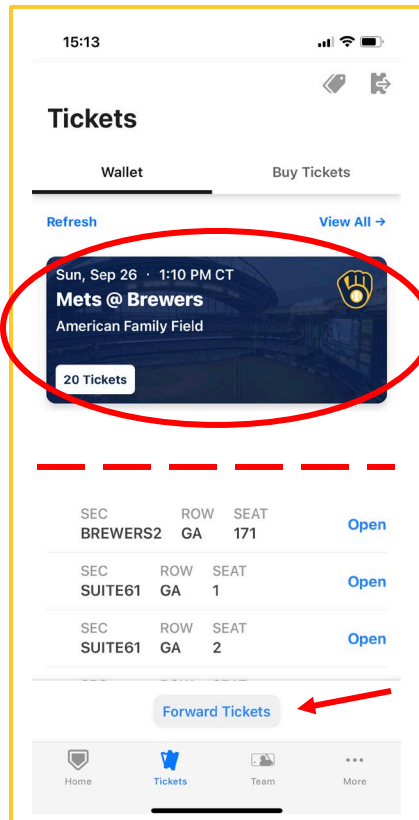
TICKET FORWARD & RECALL INFORMATION ON NEXT PAGE. PLEASE REVIEW IF NEEDING ASSISTANCE.



HOW TO FORWARD & RECALL TICKETS

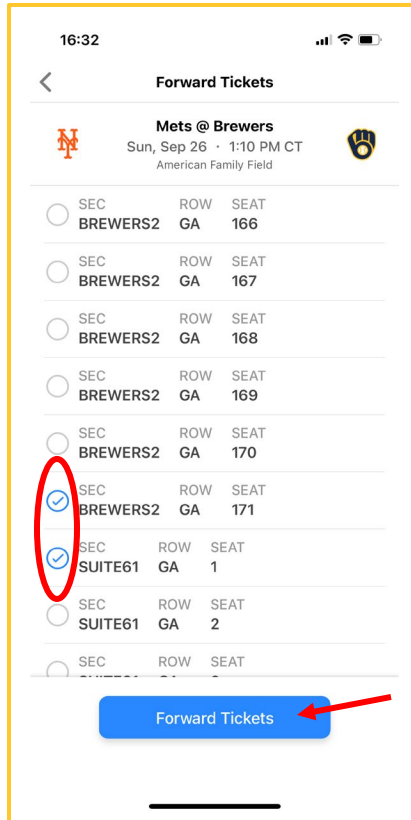
Step 5 – Open the Game

From the tickets page, select a game date to forward tickets from. Once open click the gray “Forward Tickets” at bottom of page.



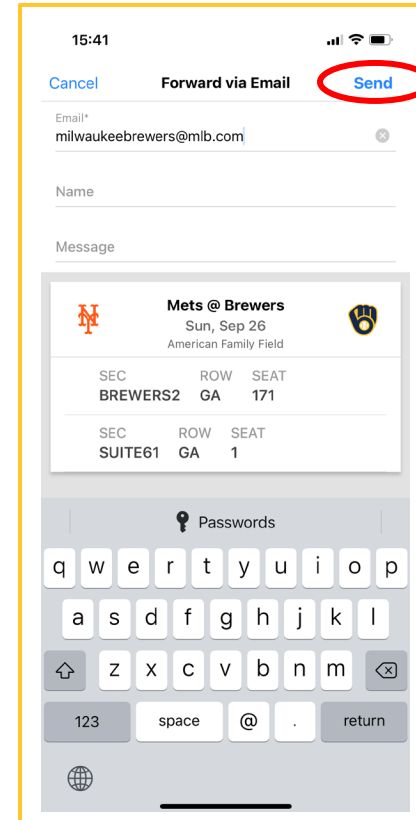
Step 6 – Select Tickets

Once “Forward Tickets” is clicked you can select the individual items you would like to forward. Once selected, click the blue button.



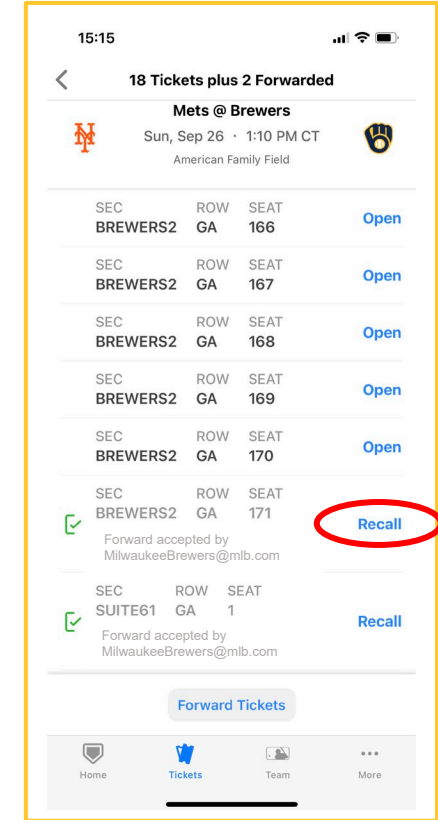
Step 7 – Finalize Forward

Send tickets via email, input the required fields then hit “Send”



Step 8 – Recall

Send it to the wrong email or guest can no longer attend? You can recall the ticket by opening the game and selecting “Recall” where necessary.



TIP #3 – Check your tickets!

- Please open your ticket(s) (Step 4) and check for a barcode before your game date! If you or a guest, does not see a barcode or has a message to visit the Box Office, **please recall the ticket(s) and reforward**. This will typically resolve the issue. *If guests wait to access tickets until the last minute & have issues, we may not be able to properly assist.*

TIP #4 – My inventory is empty

- Guests receiving a ticket forward will always receive an email informing them of the details (*i.e. Game date, seat location*). 1. Make sure they've received that email. If not, 2. Review the email address you forwarded the ticket to by checking the history in the Ballpark App (*Step 4*). 3. Have them refresh the tickets page (*Tip #1*) or try logging out & logging back in.

TIP #5 – I get an error when forwarding.

- If you've followed the above steps and are receiving an error when trying to send, you can also go to www.brewers.com/mytickets to forward and recall tickets. Login using the same info from Step 1.