



All FAQs regarding New York Mets specific Digital Ticketing are listed at <https://www.mlb.com/mets/tickets/mobile>

Alternatively, the page can be reached by visiting [mets.com](https://www.mlb.com/mets/tickets/mobile)>Tickets>Digital Ticketing

Videos and more in-depth instructions on how to use the MLB Ballpark app can be found at [mets.com/ballparkapp](https://www.mlb.com/mets/tickets/mobile)

ACCESSING NEW YORK METS TICKETS

1. DOWNLOAD THE MLB BALLPARK APP

- iPhones - Visit the App store and search for "MLB Ballpark app"
- Android - Visit Google Play and search for "MLB Ballpark app"

2. CREATE AN MLB LOGIN

- Must use the same email used to purchase New York Mets Tickets

3. SELECT METS AS THE FAVORITE TEAM

- Follow prompts displayed on the screen

4. VERIFY YOUR METS/MLB.COM EMAIL ADDRESS

- Tap on "Home"
- Tap on "My MLB Account Emails"
- If email is verified a blue check will appear
- If email is not verified tap "send" or "resend" verification email
- Check your email inbox for email to verify your email address
- Tap "Verify Email"

5. VIEW TICKETS

- Go back into MLB Ballpark app
- Tap the "Tickets" tab and refresh the screen by swiping down on the phone
- After refreshing, the purchased tickets will appear

FORWARDING TICKETS

While ticket barcodes will not display until 24 hours prior to game time, tickets are still actionable without having to print first. Tickets may also be recalled prior to being scanned.

1. GO INTO MLB BALLPARK APP

2. CLICK THE TICKETS TAB

- Under "My Tickets", tickets should be visible for the specified game day(s)

3. SELECT THE DESIRED GAME TO BE FORWARDED

4. TAP THE "FORWARD TICKETS" ICON AND SELECT THE SEAT(S) TO BE FORWARDED.

TAP the blue "Forward Tickets" at the bottom of the screen to complete the forward

5. ENTER RECIPIENT INFORMATION

- Tickets may be forwarded by entering an email address, sending a link via text message or selecting a contact from your phone's address book
- Recipient must also have MLB Ballpark app and MLB login and have to click "Accept" from the email

RECALLING TICKETS

Tickets tab > Select desired game > Click "Recall or Cancel" next to the ticket(s) you would like to recall

ENTERING CITI FIELD

MLB Ballpark app must be used for entry into Citi Field for any New York Mets games. PDF tickets are no longer accepted.

Open MLB Ballpark app > click the Tickets tab > tap the individual tickets displaying barcodes > swipe to scan multiple tickets