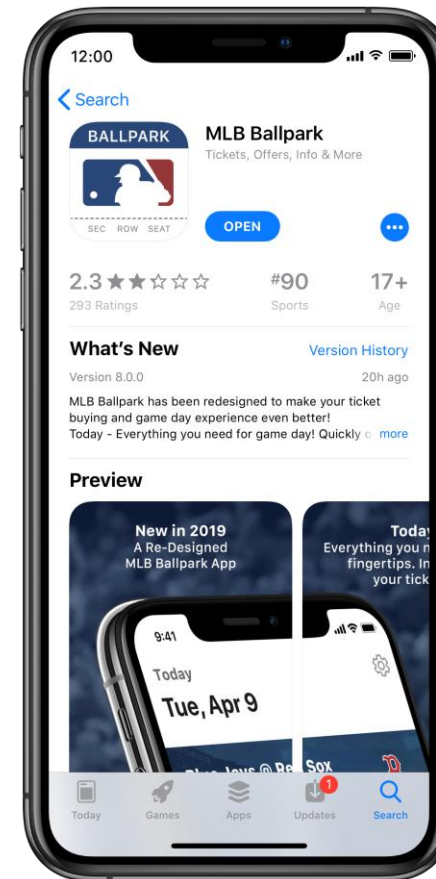




Your Guide to Mobile Ticketing

Your App for Mobile Ticketing

The free MLB Ballpark app is your secure and convenient way to instantly access Royals tickets at Kauffman Stadium via your mobile device. Download MLB's official app for mobile ticketing to your mobile device today via the App Store or Google Play.



Visit Royals.com/ballparkapp for our frequently asked questions.

Login with your MLB.com Account

When you first download the app, log in with your MLB.com account. If you can't remember your password, you can have a new one emailed to you directly from the app. If you don't have an MLB.com account, you can easily create one in the app.



Home for buying and managing your MLB Tickets



See exclusive content from your favorite team



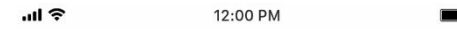
Create your own MLB history by checking in and adding photos



Access maps, directories and concession menus

Get Started

[Have an account? Log In](#)



Sign Up

Create an MLB.com account to link your team tickets and receive your exclusive MLB content.

First Name Last Name

Email

Password

I would like to receive newsletters and promotions from MLB.com and its partners.

Sign Up

[Have an account? Log In](#)

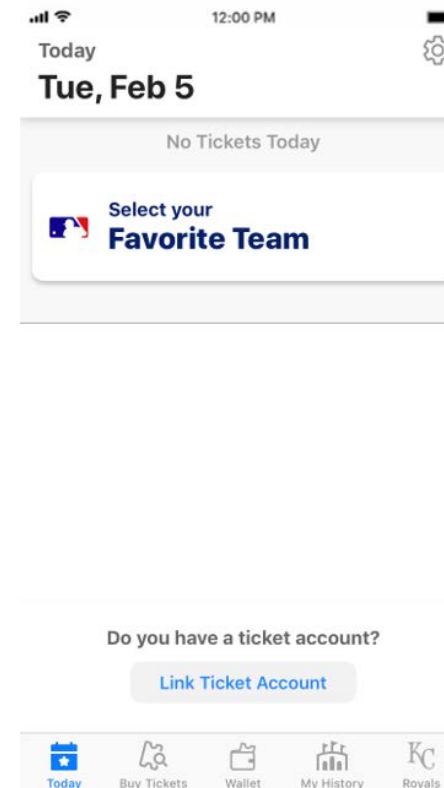
By signing up, you agree to MLB.com's [Terms of Service](#) and [Privacy Policy](#)

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Select the Kansas City Royals as your Team

After signing in, tap “select your Favorite Team”. Then tap the edit button at the top right and select the Kansas City Royals as your team to get started. From here, you can access Kauffman Stadium-specific app features.



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How to Use the “Wallet” Tab

The “Wallet” tab located at the bottom of the page, will hold any ticket(s) associated with your linked ticket account(s).

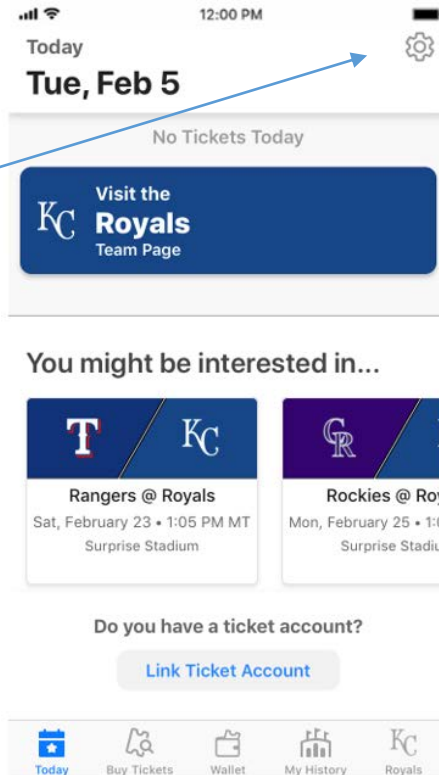
The following pages will guide you on how to view and share these tickets.



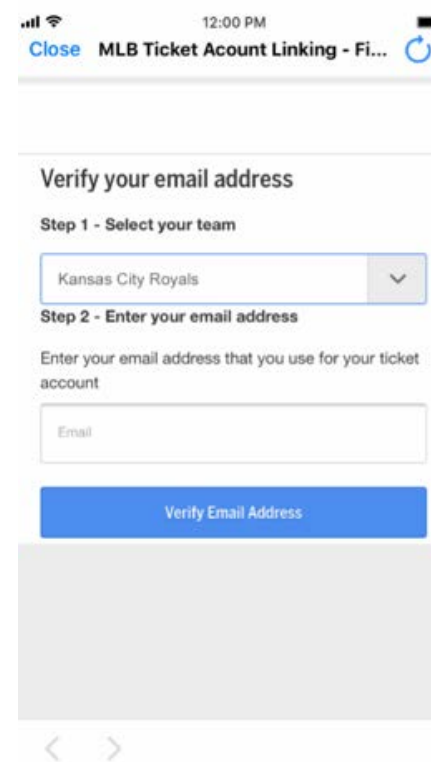
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Link your accounts

On the top right of Today Tab, tap the settings icon and then **Ticket Accounts**. Verify that your email address is displayed on the Ticket Accounts screen. If not, tap **Link Account**.



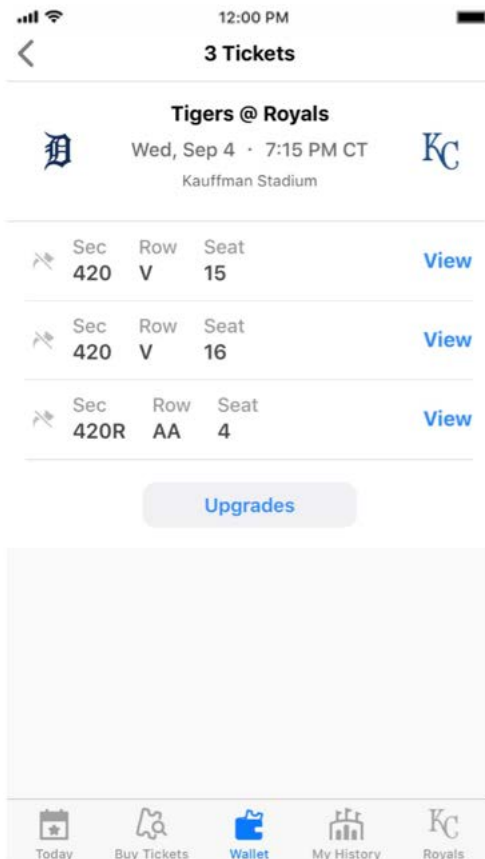
If you're attempting to link a **NEW** email, you'll receive an MLB.com email asking you to **Grant Access** to the app. Tap **Grant Access** from the email and then re-open the app and refresh the Wallet screen.



Once linked, your email address and Royals ticket account number should now appear in the Ticket Accounts screen, and your ticket inventory will appear in the Wallet menu. Keep in mind that you can link multiple ticketing accounts and email addresses to your app, so if you utilize another account for other purchases, you can add that here.

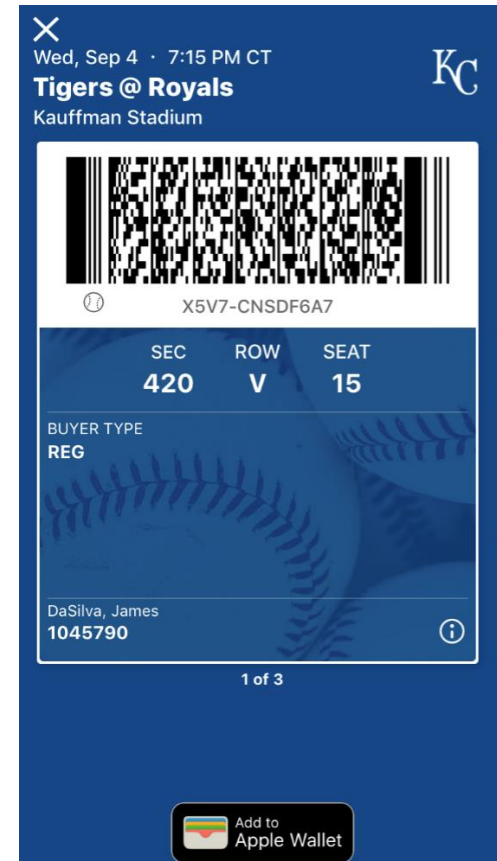
Visit [Royals.com/ballparkapp](https://royals.com/ballparkapp) for our frequently asked questions.

How to View Your Ticket Barcode



Once in the your wallet, tap an individual ticket to see its mobile barcode and that game's information. This mobile barcode will be used when you enter Kauffman Stadium for a Royals game. Gameday entry instructions will be provided on a later page.

Ticket barcodes and forwarding will not be available until late February.



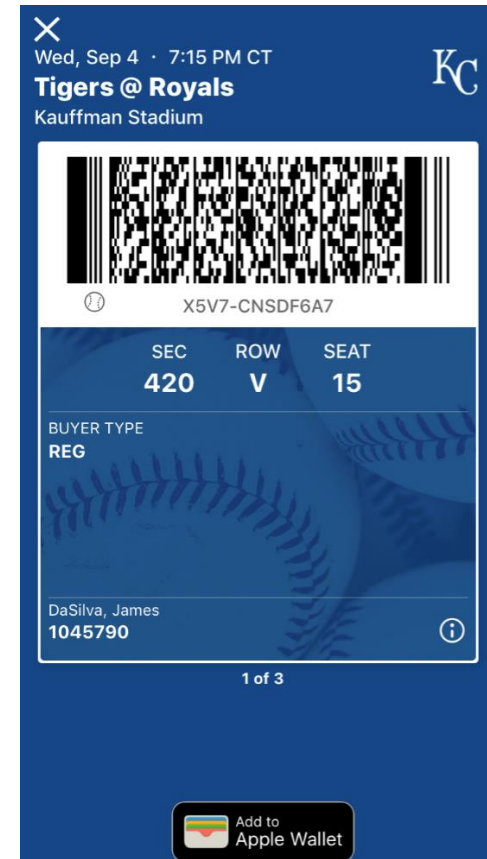
Visit Royals.com/ballparkapp for our frequently asked questions.

How to enter a Royals game at Kauffman Stadium

Ready to enter Kauffman Stadium? Simply have the MLB Ballpark app open, pull up your ticket barcode for that day's game and present it to the gate attendant to be scanned. If you're entering with a group, you have the option to scan multiple tickets on one device, or forward tickets to your group in advance to be scanned via the Ballpark app on their devices.

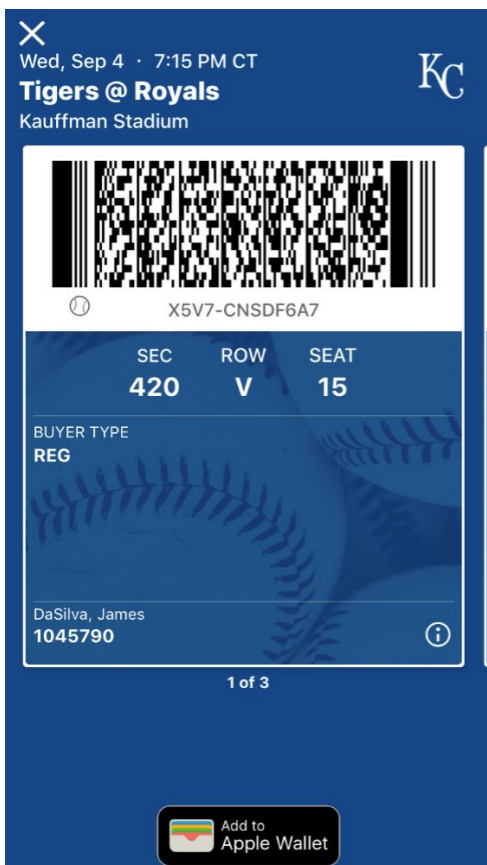
Having issues scanning in? Be sure to adjust your screen's brightness and watch out for glares from lights or the sun, both of which may prevent your mobile ticket from scanning properly.

Making your way to your seats at Kauffman Stadium? Simply show your usher your mobile ticket on the Ballpark app to be directed to your seat.



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How to Add to Apple Wallet



If you would like to add your ticket to Apple Wallet, tap for the Add to Apple Wallet button on the bottom of your ticket in the scan view.

The Wallet ticket will appear and you must hit the Add button on the upper right of the screen to confirm



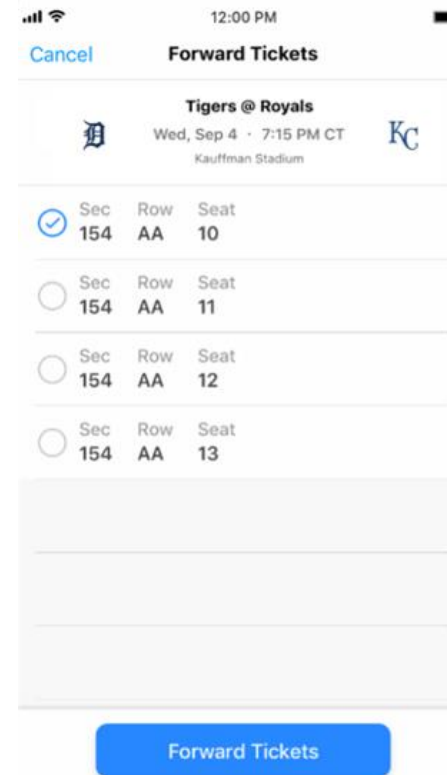
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How to Forward Tickets

Meeting family or friends at Kauffman Stadium? You can easily forward tickets to them via the MLB Ballpark app by tapping the "Forward" button and selecting the radio icon next to the ticket(s) you want to forward.

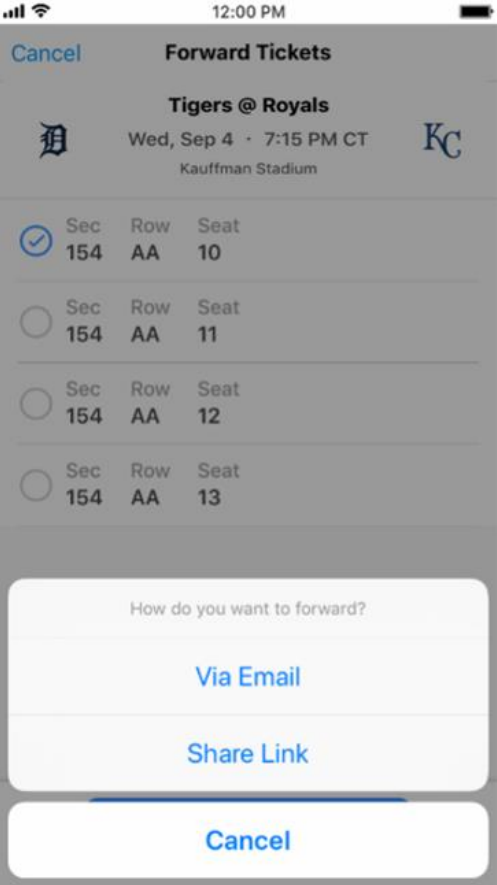
Mobile tickets can be forwarded via email or a text link. When you forward a ticket, it will still appear on your list of tickets in the Ballpark app, but it will not feature a mobile barcode. Mobile tickets without barcodes cannot be used for entry into Kauffman Stadium.

You may choose to cancel a forwarded ticket and have it reinstated as a live mobile ticket in your Ballpark app. Instructions on how to cancel a forwarded ticket are provided on a later page.



Visit Royals.com/ballparkapp for our frequently asked questions.

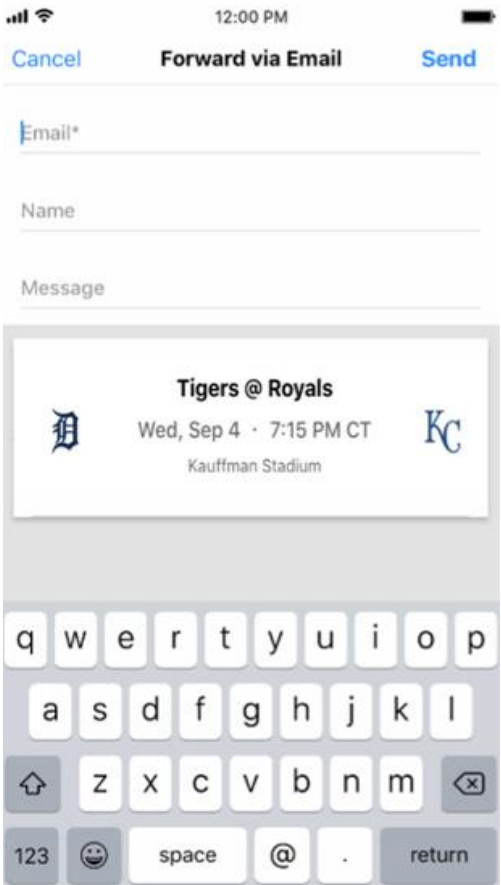
How to Forward Tickets



Via Email

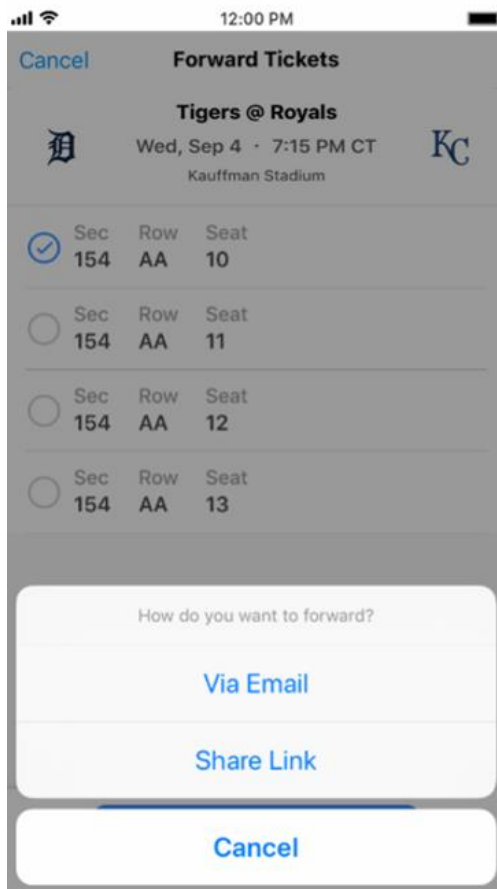
To forward a single ticket via email, select that recipient's name from your device's address book or enter his or her email address directly.

The recipient will be sent an email notifying him or her that you have sent mobile ticket(s). The recipient must click "Access Tickets" in that email in order to receive the ticket(s).



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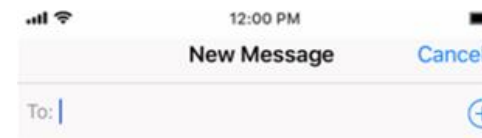
How to Forward Tickets



Via Link:

If you do not know a recipient's email address, you can share a ticket via text message by selecting the "Forward via Link" option.

Simply select that recipient from your address book or enter their mobile phone number. They will receive a text with a link to accept that mobile ticket.



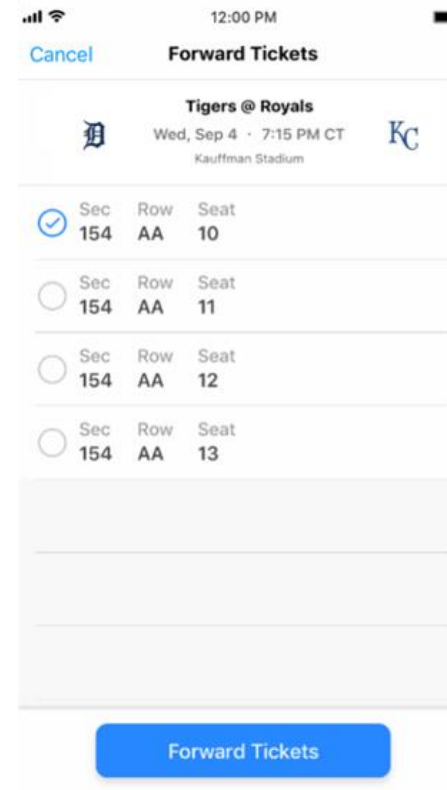
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How to Forward Tickets

Multi-Ticket Forwarding

You can also send multiple tickets to the same game to one recipient. Go to that game's screen and tap "Forward." From there you can select which tickets to forward.

The individual receiving the forwarded ticket will receive an email with a link to accept the ticket. Once he or she accepts your offer, their ticket will be available to use or share in the Ballpark app on their device.



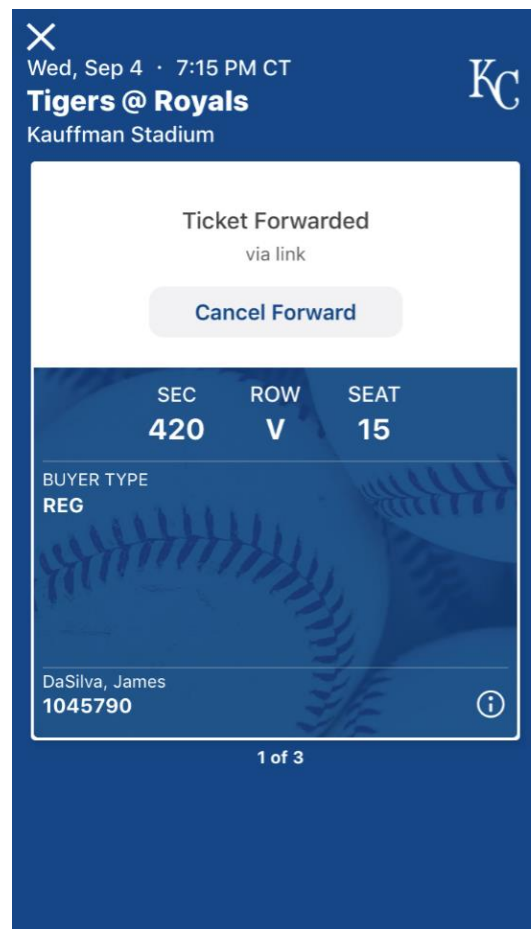
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How to Cancel a Forwarded Ticket

If the recipient cannot attend the game, you can cancel that forward and have that ticket reinstated as a live mobile ticket in your MLB Ballpark app.

To cancel your previous forward, go to the "Forwards" section and tap the ticket you wish to recall. Simply tap the "Cancel Forward" button. The recipient will receive a notification that you have recalled the ticket. The ticket will automatically disappear from their "Tickets" tab.

Forwarded tickets can be canceled up until the moment that ticket is scanned for entry at Kauffman Stadium.



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Visit Royals.com/ballparkapp for FAQs, video tutorials, and more.

Having issues?

Contact us at ticketservices@royals.com or 816-504-4040, option 3.