How to Guide for Accessing Your Tickets to a South Bend Cubs Game

1. Below is an example of one of two emails you will receive. The first is an order confirmation and the second, below, is the most important one prompting you to access your ticket(s). It’s important to note this email is not your actual ticket(s) but a summary of the ticket(s). Highlighted in yellow “Access Tickets Online” is a selectable link. Selecting this link will start the process for accessing your ticket(s). Once selected we move to our next step. *(Please note the image below is not the exact email you will receive instead just a template)*

![Example Email](image1)

Thank you for your purchase!

For ticket access, log into your South Bend Cubs account using the order info below.

Access Tickets Online

Please note: This email is NOT YOUR TICKET(S). You must click the link above, log in, and follow the simple process to access your ticket(s).

Widthbands for the buffet and Thirsty Thursday will be given out day of the game at Gate B. Shirt Vouchers will be given out day of the game at Gate B by showing your ticket.

<table>
<thead>
<tr>
<th>Event Order #:</th>
<th>Parksite Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1111753</td>
<td>Apr 22, 2023 @ 10:05 AM EDT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tickets.com Account #:</th>
<th>Customer Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2334734</td>
<td>334 Assets Dr.</td>
</tr>
</tbody>
</table>

2. You will be directed to the screen below. If you have never used electronic tickets with the South Bend Cubs before, select the sign-up button. You will then be prompted to create an account. If you have an account already, enter your email and password, then select the log in button.

![Screen Shot](image2)
3. If you selected the sign-up button in step 2, you will be prompted to the screen below. You will need to fill in your first name, last name, email address (has to be the email you received the initial order confirmation from in step 1), password, password confirmation and checking the box agreeing to the terms and conditions. Please note the password criteria. Passwords should include 8 to 15 characters, one uppercase letter, one lowercase letter and one number. Your password should not include any special characters.

4. Once logged in to your account, you will be directed to your dashboard. On your dashboard, you will see ticket(s) for your upcoming game in the center of the screen under “My Next Event”. If there are multiple games on your account, you will see them listed on the right side under “My Upcoming Events”. To view your ticket(s), select “View Active Tickets”. You will then be directed to the next step. If you don’t see your tickets under “My Next Event” try refreshing the page.
5. When using a smartphone, the screen below is your digital ticket. The barcode is what the ticket scanner will need for entry. If you have multiple tickets, selecting the next ticket button will generate the next ticket with a new barcode to be scanned. If you have an iPhone, you do have the option to add your ticket(s) to your apple wallet by selecting the icon labeled “Add to Apple Wallet”. This would eliminate the need to be logged in on a web browser to access your ticket(s).

6. If you prefer to print your ticket(s) at home, on your dashboard, you will see “My Tickets”. Selecting “My Tickets” will drop a list down showing “Print Tickets”. By selecting “Print Tickets” you will be prompted to a print window. Once printed, ensure your paper copies have a barcode for the ticket scanner to scan.
For issues with any of the above please call the South Bend Cubs Box Office at 574-235-9988 and a rep can help you. Office hours are 10am est to 5pm est. Monday through Friday.