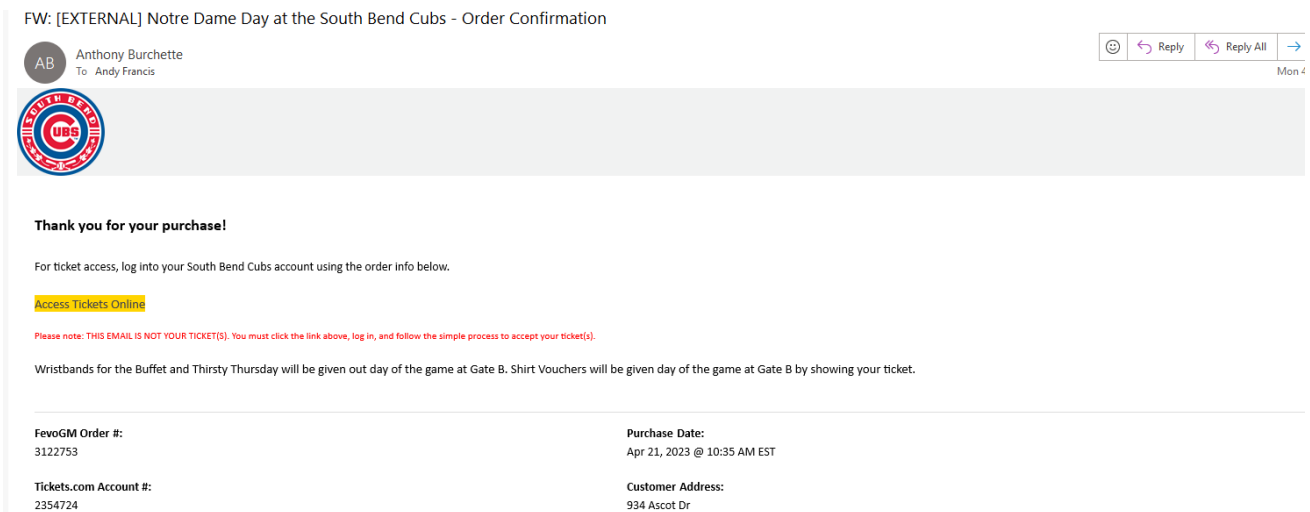
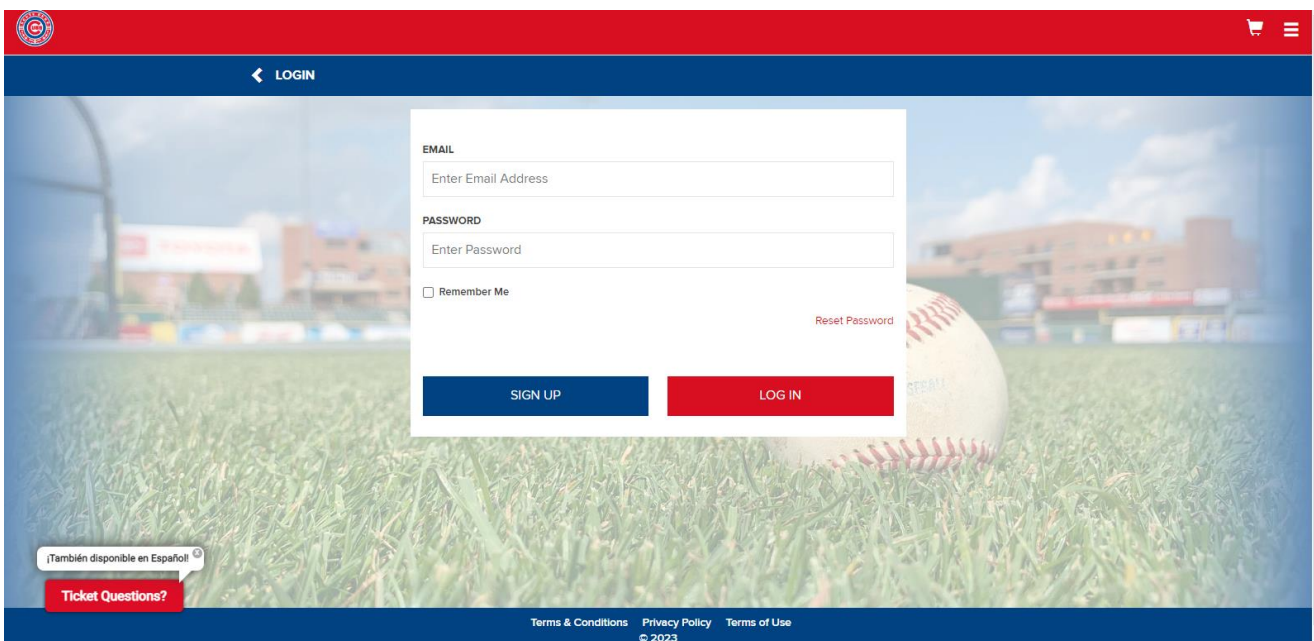


# How to Guide for Accessing Your Tickets to a South Bend Cubs Game

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)*



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.



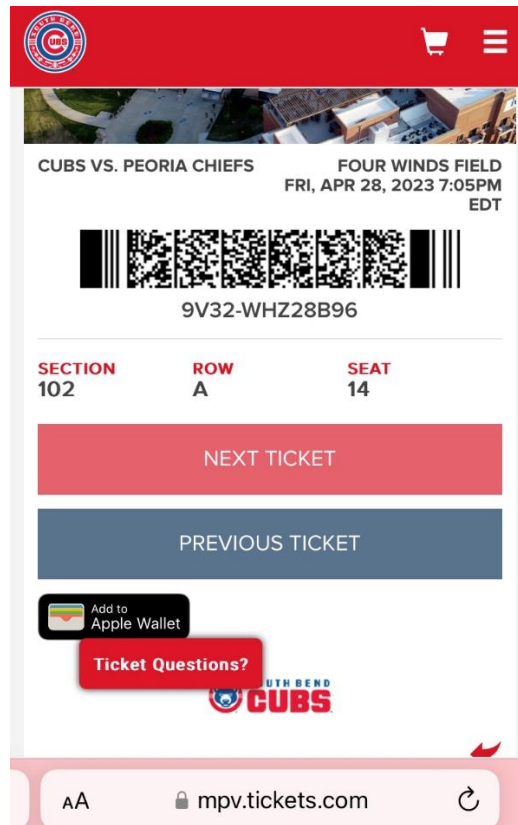
3. If you selected the sign-up button in step 2, you will be prompted to the screen below. You will need to fill in your first name, last name, email address (**has to be the email you received the initial order confirmation from in step 1**), password, password confirmation and checking the box agreeing 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.**

The screenshot shows the 'USER SIGN UP' page. At the top, there is a red header with the MLB logo on the left and a shopping cart icon on the right. Below the header is a dark blue bar with a back arrow and the text 'USER SIGN UP'. The main content area is white and contains several input fields: 'FIRST NAME' (with placeholder 'Enter First Name'), 'LAST NAME' (with placeholder 'Enter Last Name'), 'EMAIL' (with placeholder 'Enter Email Address'), 'PASSWORD' (with placeholder 'Enter Password'), and 'CONFIRM PASSWORD' (with placeholder 'Enter Confirm Password'). Below the password fields, there is a note: 'Passwords must be between 8 to 15 characters and contain at least one uppercase letter, one lowercase letter and one number. Passwords are case sensitive.' There is a checkbox for 'I agree to the Terms and Conditions' and a link for 'Already have an account?'. At the bottom, there is a red 'SIGN UP' button. On the left side, there is a red button that says 'Ticket Questions?' and a small speech bubble that says '¡También disponible en Español!'.

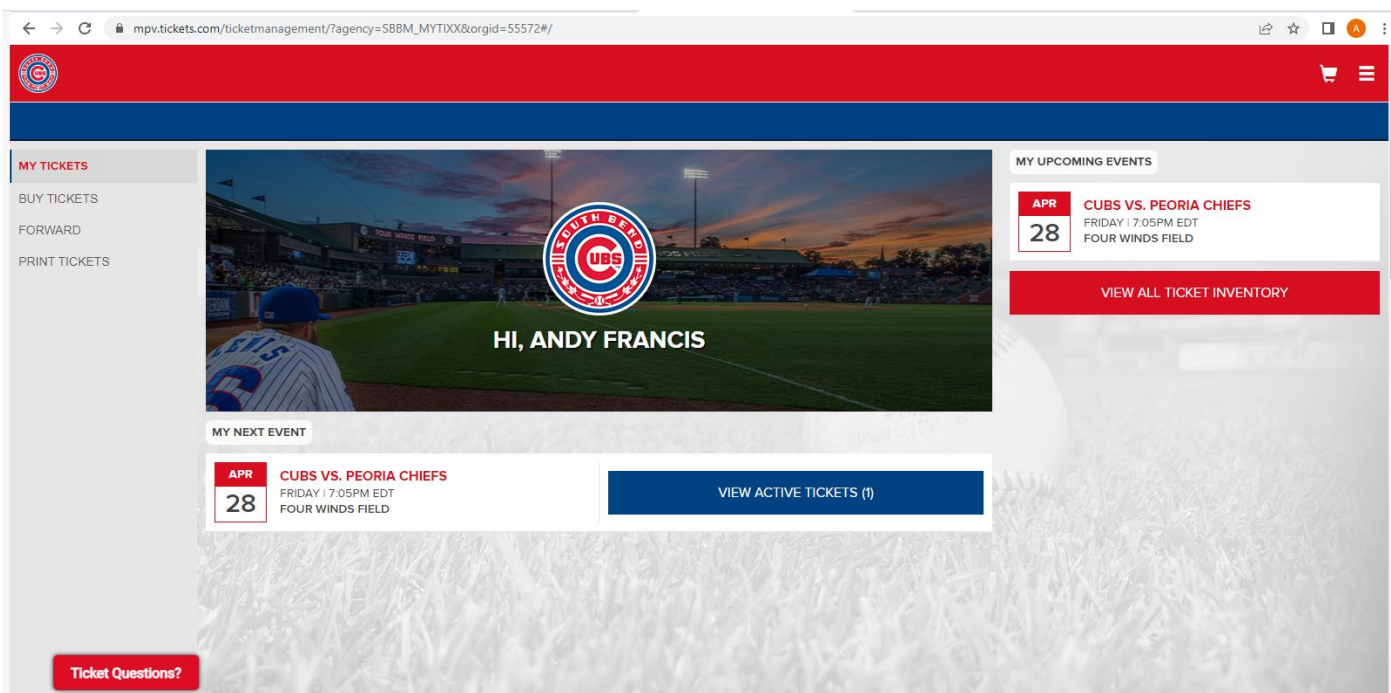
4. Once logged in to your account, you will be directed to your dashboard. On your dashboard, you will see ticket(s) for your upcoming game in the center of the screen under "My Next Event". If there are multiple games on your account, you will see them listed on the right side under "My Upcoming Events". 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.**

The screenshot shows the MLB website dashboard. At the top, there is a red header with the MLB logo on the left and a shopping cart icon on the right. Below the header is a dark blue bar. The main content area is white and features a large banner for 'HI, ANDY FRANCIS' with a background image of a baseball field and the MLB logo. Below the banner, there is a section for 'MY NEXT EVENT' which displays 'APR 28 CUBS VS. PEORIA CHIEFS' and 'FRIDAY | 7:05PM EDT FOUR WINDS FIELD'. A blue button labeled 'VIEW ACTIVE TICKETS (1)' is positioned to the right of this event information. To the right of the main content area, there is a section for 'MY UPCOMING EVENTS' which also displays 'APR 28 CUBS VS. PEORIA CHIEFS' and 'FRIDAY | 7:05PM EDT FOUR WINDS FIELD'. A red button labeled 'VIEW ALL TICKET INVENTORY' is positioned below this event information. On the left side, there is a sidebar with a red button that says 'Ticket Questions?' and a list of links: 'MY TICKETS', 'BUY TICKETS', 'FORWARD', and 'PRINT TICKETS'.

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.