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Texas Rangers Account vs. MLB.com Account

**Texas Rangers Account:**
- When purchasing tickets with the Rangers, you receive a Texas Rangers Account Number. The account number is associated with your personal information on file with the Rangers, including: Name, Email Address, Physical Address, Phone Number, etc.
- Obtain the account number the following ways:
  - Online Buyers – refer to the confirmation email you received from the Texas Rangers. Your account number is listed near the top
  - Phone Buyers – refer to the confirmation email you received from the Texas Rangers. Your account number is listed near the top
  - Individuals who purchased at the Ballpark – you may call the Texas Rangers directly to obtain your account number
  - Individuals who accept a ticket forward via the MLB.com Ballpark app – refer to the confirmation email you received from the Texas Rangers.
- Default password provided by Texas Rangers
- You must have this account number and password in order to link an existing MLB.com account to your Texas Rangers Account number

**MLB.com Account:**
- Used to login into My Rangers Tickets. You may already have an account if you purchased MLB.TV.
- Must have an MLB.com login to purchase tickets through Rangers or other MLB affiliated sites
  - If you have an existing MLB.com account, make sure you use this when purchasing tickets online
  - If you do not have an existing MLB.com account, you are prompted to create one near the end of the online purchase flow
- You can link your MLB.com Login to your Texas Rangers Account number through My Rangers Tickets
- Used to log into the **MLB.com Ballpark** app for digital ticketing
- When resetting password, email will be sent to the address on file with MLB.com, if different from Rangers account email
MLB.COM LOG IN

To access the enhanced features and functionality of your My Rangers Tickets account, begin by logging into your My Rangers Tickets Account using the MLB.com account information associated with your ticket account. New purchasers should also log into My Rangers Tickets using their MLB.com account information. If your login fails, you need to link your accounts. See the account linking section for detailed instructions.

MLB.com Log In General Information

- Must have an MLB.com login to purchase tickets through Rangers or other MLB affiliated sites
- Needed for buyers using the MLB.com Ballpark Application on their smart phone
- Used to Log into your My Rangers Ticket Account

Obtaining an MLB.com account

- If you have purchased tickets through texasrangers.com, or other MLB affiliated websites, you are prompted to create an MLB.com account during an online purchase
- If you DO NOT have an MLB.com account but have purchased tickets with the Rangers, you can create one by doing one of the following options:
  
  o Option 1 – Created through your My Rangers Ticket Account
    - Visit www.texasrangers.com/mytickets
    - Log In using your Texas Rangers Account number and password
    - Choose the “My Account” option in the top right corner of your screen
    - Select the “Link MLB Accounts” tab
    - Then click “Create New MLB.com Account” and follow the prompts
  
  o Option 2 – Created through the texasrangers.com website
    - Visit www.texasrangers.com
Click on the icon of a person in the top right corner, which will take you to the MLB.com login screen (see screenshot below)

Fill out the form under the “Register” prompt
After you create an account, you can link your Rangers Ticket Account number to this address through My Rangers Tickets

Finding an existing MLB.com account

- If you have previously logged into My Rangers Tickets using your Rangers account number and password, you can find your MLB.com account information by following these steps:
  - Visit www.texasrangers.com/mytickets
  - Log In using your Texas Rangers Account number and password

  - Choose the “My Account” option in the top right corner of your screen
  - Select the “Link MLB Accounts” tab

  - You will then see your MLB.com email listed in the red bar

MLB: Name@.com

- If you think you may have registered an address but are unsure, you can find out by doing the following:
  - Visit www.texasrangers.com
  - Click on the icon of a person in the top right corner, which will take you to the MLB.com login screen (see screenshot below)

  - Fill out the form under the “Register” prompt
  - If you have already registered this address you will see the below prompt.
MLB.COM LOGIN – Password Reset

- **[www.texasrangers.com](http://www.texasrangers.com)**
- Click on the icon of a person in the top right corner, which will take you to the MLB.com login screen (see screenshot below)
- Click “Forgot Password?” and follow the prompts
- When resetting password, an email will be sent to the address on file with MLB.com, if different from Rangers account email

### LINKING ACCOUNTS USING YOUR MLB.COM ACCOUNT

#### LINKING YOUR TEXAS RANGERS ACCOUNT NUMBERS TO YOUR MLB.COM ACCOUNT

- Please note: at this time you can only link accounts using the desktop version of My Rangers Tickets
- If you have not linked your My Rangers Tickets account to your MLB.com account email address, you can do so by following these steps:
  - Log into My Rangers Tickets using your **MLB.com address and password**
  - Go to My Tickets > My Account > Link MLB Account
  - Choose the “My Account” option in the top right corner of your screen
  - Select the “Link MLB Accounts” tab

- If you have an existing MLB.com account that has not been linked to your Rangers Account Number:
  1. Enter your registered MLB.com email account and MLB.com password
  2. Enter a nickname for your “My Tickets” account
  3. Select the “Link MLB.com Account” button to link the two accounts

- If you need to link an additional Rangers Account to your existing MLB.com email address:
  1. Click on “Link My Tickets Accounts”
ii. Enter the Account number, password associated with the Rangers account number, and a nickname to help identify this account. Then click “Link Account”
**My Rangers Tickets**

**My Rangers Tickets – Available Features:**

- **Ticket Forwarding** - Share your tickets with friends, family, colleagues, or whomever you like with Ticket Forwarding
- **Manage Inventory** - View a list of all your tickets from one online location
- **Sell Extra Tickets on StubHub** - Post tickets for resale in a secure online environment
- **To Do List** - The "To Do" List is the communication network for season ticket holders only within your My Rangers Tickets account. Season ticket holders should review this area for updates and action items.
- **Season Ticket Renewals** – Season ticket holders can pay their invoice online and set up payment plans with Auto Pay
- **Account Update** - Use the “My Account” Tab to update your account information including password, email, phone, credit card information, email confirmation preferences, etc.

**My Rangers Tickets – Access from a Desktop Computer:**

- [www.texasrangers.com/My Tickets](http://www.texasrangers.com/My Tickets)
- Click on “Sign in to My Rangers Tickets”
- Log in information:
  - Username – MLB.com account
  - Password – MLB.com account password
- First time users will have to accept the terms of use to access My Rangers Tickets

**My Rangers Tickets – Season ticket holder Access to Your Tickets:**

- For season ticket packages purchased prior to late February/early March, tickets will be uploaded in late February/early March
- For season ticket packages and individual game tickets purchased after March, the delivery method chosen at the time of checkout will determine when you can access your tickets.
  - Will Call Delivery Method – Tickets will be uploaded to your My Rangers Tickets account after the tickets are printed at the ballpark
  - Mail Delivery Method – Tickets will be uploaded to your My Rangers Tickets account after the tickets are printed at the ballpark
  - Digital Delivery Method – Tickets will be uploaded to your My Rangers Tickets account within 24 hours of purchase

**Instructions on Using My Rangers Tickets Features on Your Desktop Computer:**

**Forwarding Tickets**

1. Login to your My Rangers Ticket Account. Select the “My Ticket Inventory” tab.
2. Find the “Ticket Action” dropdown and choose “Forward Tickets”.


3. Next, you will need to choose the specific tickets you would like to forward. Each game has an arrow that will show your specific seats for that game.
4. Click on the arrow and choose the specific seats you want to forward by checking the boxes next to those seats.
5. Once all your tickets are selected, you need to pick who you want to receive the tickets. There is a box on the right side of the screen where you can select which “Friend” to send the tickets. You have the option of choosing an existing friend, or adding a new one. Each friend has to have a first name, last name, and an email address. If the individual receiving your tickets to has an existing MLB.com account, forward your tickets to the email address associated with that account.
6. After choosing which friend will receive your tickets, click on the “Continue” button at the bottom of the page, and your tickets will be forwarded to your friend.

Selling Tickets on StubHub (Please note that you will need a StubHub account in order to sell your tickets.)
1. Login to your My Rangers Account. Select the “My Ticket Inventory” tab.
2. Find the “Ticket Action” dropdown and choose “Sell Tickets”.
3. To select specific tickets, click on the arrow next to the game you want to sell. Then check the boxes next to the specific seats you want to sell.
4. Once you have selected all the tickets you want to sell, click on the “Continue” button at the bottom. A pop-up window will open. This window is where you need to login with your StubHub account information. From this point on StubHub will direct you on how to post and sell your tickets.
5. Please Note: If you chose the “Digital Delivery (Print@Home or Mobile Delivery)” option as your ticket delivery method, you must print your tickets or display them on your mobile device before they can be uploaded to StubHub.

Printing Tickets
1. Login to your My Rangers Account. Select the “My Ticket Inventory” tab.
2. Find the “Ticket Action” dropdown and choose “Print Tickets”.
3. Locate the game you wish to select and click the arrow. Once the individual tickets appear, check the boxes next to the seats you wish to print. After you have selected all the tickets you would like to print, click the “Continue” button at the bottom.
4. A pop-up window should appear with a PDF of the tickets. From here, you can print the tickets to your local printer.

Accepting Forwarded Tickets
1. As the recipient of forwarded tickets from another ticket holder, you will receive an email with instructions on how and where to login to the My Rangers Tickets portal.
2. There is a link in the email to access the tickets. Once you click on this link, a pop-up will appear with a login page. If the tickets were sent to your existing My Rangers Tickets account, login using that information. If the tickets were sent to an email address not currently associated with a My Rangers Tickets account, login using the Login ID and password from the email.
3. Once logged in go to the “My Ticket Inventory” tab. Locate the “Tickets Action” dropdown and select print tickets.
4. Find the game you want to print and click the arrow next to that game to display the individual tickets. Check the boxes next to the tickets you want to print and click continue at the bottom once you have selected all the ticket
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<thead>
<tr>
<th>FAQ</th>
<th>ANSWER</th>
</tr>
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<tbody>
<tr>
<td>1. Can I print tickets from my personal My Rangers Account?</td>
<td>Yes, under the “My Ticket Inventory” tab there is a dropdown called “Ticket Action” where you can choose to print your tickets at home.</td>
</tr>
<tr>
<td>2. The address, phone number, and e-mail fi elds are blank. Can I edit any contact information?</td>
<td>Unfortunately, you are unable to edit any of that information. To change it or have it entered for you, please contact Customer Service at (817)273-5137.</td>
</tr>
<tr>
<td>3. I tried logging in and it said we are unable to find a patron with that login information.</td>
<td>Make sure you are using your Texas Rangers season ticket holder account number as your login ID. If you are unsure about your password, select “Forgot Password” and enter the e-mail address you have on file with the Rangers. A temporary password will be sent to that e-mail address.</td>
</tr>
<tr>
<td>4. I logged in and it is saying there are no tickets on this account.</td>
<td>If you created your own account instead of logging in with your Texas Rangers Account number it will not display your season tickets. The only account which will display your tickets is the account number you have with the Rangers. If you are unsure of your account number please contact your Sales Representative or the Season Ticket Holder hotline at (817)273-5137.</td>
</tr>
<tr>
<td>5. Can I forward, sell or print multiple games and tickets?</td>
<td>Yes, after choosing your action via “Ticket Action” you can to forward, sell, or print as many tickets as you would like.</td>
</tr>
<tr>
<td>6. I clicked on continue at the bottom after selecting my tickets to forward, sell, or print and nothing happened.</td>
<td>Make sure your pop-ups are turned off. After clicking on continue, a pop-up will appear for the next step. After you have confirmed that pop-ups are turned off and the issue is still occurring, call customer service at (817)273-5137.</td>
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My Tickets Mobile
and the MLB.com Ballpark App

You can access your My Rangers Tickets account and perform many of the same functions on your mobile phone by downloading the MLB.com Ballpark app. You’ll need to login to the app using your MLB.com account, and click on the “My Rangers Tickets” button under the Globe Life Park section.

**My Tickets Mobile allows you to:**
- View a list of games for which you have tickets
- Present the electronic ticket image displayed on your device to gain entry into Globe Life Park
- Browse ticket inventory, and forward/transfer tickets to others

**My Tickets Mobile via the Ballpark Application:**

1. Tap on the “My Rangers Account” button on the Tickets tab under “More Information”
2. Log into the “My Tickets” portal using your “MLB.com” log in information and password

1) Forwarding tickets from your mobile account
   
   a. To forward your tickets to a friend or colleague, sign in to MLB.com Ballpark app using your MLB.com account
   
   b. On the home screen, click Tickets

   c. Click “See All” to view all games with available tickets
d. Then click the event that includes the ticket you wish to forward

e. Select the tickets you want to forward then tap the arrow in the bottom left-hand corner
f. Choose the method which you wish to forward the ticket

- Forward Ticket
- Forward via Link
- Cancel

g. Type in the email address of the ticket recipient
h. Once your tickets have been forwarded successfully, you will be directed to the screen below.

2) Cancelling forwarded tickets
   a. To cancel forwarded tickets, click Tickets on the home screen
b. **Under Ticket Forwards click “Sent”**

c. **Select the ticket forward you wish to cancel**
d. Confirm your selection

e. The ticket will show up under Cancelled forwards
## Ticket Forwards

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<td>Tuesday, Jul 7 vs D-backs</td>
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<tr>
<td>SEC 301</td>
<td>ROW 23</td>
</tr>
<tr>
<td><strong>Cancelled</strong></td>
<td></td>
</tr>
<tr>
<td>Sunday, Jun 14 vs Twins</td>
<td></td>
</tr>
<tr>
<td>SEC 339</td>
<td>ROW 15</td>
</tr>
<tr>
<td>Tuesday, Jul 7 vs D-backs</td>
<td></td>
</tr>
<tr>
<td>SEC 301</td>
<td>ROW 23</td>
</tr>
<tr>
<td>Tuesday, Jul 7 vs D-backs</td>
<td></td>
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<tr>
<td>SEC 301</td>
<td>ROW 23</td>
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# My Tickets Mobile – FAQ’s

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<th>FAQ</th>
<th>ANSWER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How do I gain access to the game tickets using MyTickets Mobile?</td>
<td>Once you have selected the tickets for the game, present the display to the ticket taker at the gate to gain access to the event. A paper ticket (seat locator slip) may be printed and presented to you as you enter the stadium. Each ticket holder must retain their own paper ticket throughout the game.</td>
</tr>
<tr>
<td>2. What if no tickets are displayed in the Ticket List?</td>
<td>Make sure that you have logged in with the correct MyTickets or MLB.com account. If you are logged into the correct account and tickets are not displayed, tickets may no longer be active. Please go to the First Base box office for assistance.</td>
</tr>
<tr>
<td>3. What if I can’t load MyTickets Mobile on the Ballpark application?</td>
<td>Please go to the First Base box office for assistance.</td>
</tr>
<tr>
<td>4. What if the barcode on my device can’t be scanned?</td>
<td>MyTickets Mobile will automatically increase the brightness on iOS phones; for Android phones, set your brightness level to a high setting to improve scanning. The barcode that is displayed within MyTickets Mobile is accompanied by a number. If there are difficulties reading the barcode, the ticket taker can manually enter the barcode number into the scanning device to validate your ticket.</td>
</tr>
<tr>
<td>5. If I have more than one ticket for the game, do I have to present all tickets at the same time?</td>
<td>All active and unrestricted tickets associated with your MyTickets account will be displayed and available to present to be scanned for entry. If tickets were not previously printed, then all patrons should enter at the same time using the tickets displayed via MyTickets Mobile. If tickets were previously printed, then patrons may enter separately with the previously printed tickets provided they are not scanned for entry.</td>
</tr>
<tr>
<td>6. What if I lose connectivity after I’ve retrieved my tickets?</td>
<td>The data associated with MyTickets Mobile will be saved to a storage area on your phone, provided your phone supports this feature and it is not disabled. If you have previously retrieved details for tickets to a game and those tickets are still valid, then they can be re-displayed out of this storage without re-establishing a connection. Since connectivity may not be available at the ballpark, we encourage patrons to download their tickets before heading to the game.</td>
</tr>
<tr>
<td>7. If I select tickets using MyTickets Mobile can I still have them printed at a will call window?</td>
<td>Patrons should present the tickets displayed on their device to be scanned for entry at the gate. If patrons are unable to access these tickets, then they should go to a first base box office window for assistance.</td>
</tr>
<tr>
<td>8. Can I login with my MyTickets account and password or with my MLB.com account and password?</td>
<td>To login to MyTickets Mobile from within the Ballpark app, users may login with their MyTickets account and password, which may be different from their MLB.com account and password. Users may login with their MLB.com credentials if their MLB.com login is linked to their MyTickets account.</td>
</tr>
<tr>
<td>FAQ</td>
<td>ANSWER</td>
</tr>
<tr>
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</tr>
<tr>
<td>9. How do I link my MLB.com account and MyTickets accounts?</td>
<td>Log in to the My Tickets desktop site with your current My Tickets account number and password. After logging in, select the My Account tab and select the Link MLB Account tab.</td>
</tr>
<tr>
<td>10. What if I don’t have a MyTickets account?</td>
<td>If you have an MLB.com account but do not have a My Tickets account, go the full My Tickets site and select Create a New Account. If you do not have an MLB.com account, you will be able to create one after you log in to MyTickets.</td>
</tr>
<tr>
<td>11. What if I forgot my MLB.com password?</td>
<td>A customer can request a new MLB.com account password from the Ballpark application “Settings &gt; MLB.com Account” section by tapping on “Forgot password.”</td>
</tr>
<tr>
<td>12. What if I have more than one MyTickets account?</td>
<td>Some patrons will have more than one MyTickets account. When logging into MyTickets using the MyTickets account name and password, the login will be to a specific MyTickets account. When logging in using MLB.com credentials, it is possible that a patron may have more than one linked MyTickets account. When this occurs, the patron must select the target account to complete the login.</td>
</tr>
<tr>
<td>13. Which events and tickets will be displayed?</td>
<td>The Event List will display current and future events with active tickets. Tickets that have been Returned, Released, Exchanged, Resold, Forwarded, or Donated are not considered active and will not be displayed. If your active tickets are not displayed, or your barcode does not appear in the Ticket View, then please go to the box office for resolution.</td>
</tr>
<tr>
<td>14. Will tickets be displayed if they have an active market offer?</td>
<td>A ticket that has an active market offer (pending forward, pending resale, pending donation) that has not been completed is an active ticket and shall be included in MyTickets Mobile. If the market offer results in a resale, forward or donation the ticket shall no longer be considered active.</td>
</tr>
<tr>
<td>15. What Methods of Delivery work with MyTickets Mobile?</td>
<td>Any method of delivery can work with MyTickets Mobile. If your active tickets are not displayed, or the barcode does not appear in the Ticket View, then please go to the First Base box office for resolution.</td>
</tr>
<tr>
<td>16. Do tickets need to already be printed to view them in MyTickets Mobile?</td>
<td>No. If tickets were already printed, then MyTickets Mobile will display the existing barcode. If tickets have not already been printed, then MyTickets Mobile will generate a barcode when the tickets are retrieved.</td>
</tr>
<tr>
<td>17. When I retrieve a ticket using MyTickets Mobile will it invalidate existing tickets that were previously printed?</td>
<td>No. If tickets were already printed, then MyTickets Mobile will display the existing barcode.</td>
</tr>
</tbody>
</table>
Digital Ticketing in the MLB.com Ballpark App

Account Linking

Do I need an MLB.com account?

Yes. When you download the Ballpark app, you will need to create or log in with an MLB.com account. An MLB.com account is free and easy to create directly from the Ballpark app or any texasangers.com webpage from the top navigation bar.

Is my MLB.com account the same as my ticket account?

No, but you can link them by following the instructions below. Once your accounts are linked, you can use the different features and functionalities of either MLB.com Ballpark or My Rangers Tickets to manage your tickets.

How do I locate my ticket account?

Log in to your My Rangers ticket account via www.texasrangers.com/MyTickets with the email address associated with your ticket account. If you are having trouble locating or accessing your ticket account, please contact us at 972-RANGERS.

Why do I need to link my account?

Your Ballpark app is associated with your MLB.com account. Linking your MLB.com account and your My Rangers ticket account will allow the Ballpark app to find your tickets. The app will then link your My Rangers ticket account to an MLB.com account and the Ballpark app.

How do I link my account?

Tap the "Link Account" button, and then enter the email address tied to your My Rangers ticket account. We will send an email to verify you own that email address. Click on the link sent to your email address then your My Rangers ticket account will be linked to your MLB.com account.

What if I don’t receive the confirmation email or My Rangers Account is not found?

Make sure you entered your email address correctly and that it is the address associated with your My Rangers ticket account. If you still do not receive your notification or your account is not located, please contact us at 972-RANGERS.

How do I link multiple accounts?

You can link another ticket account (e.g., for another MLB team) to the same MLB.com account by following the same process.

How do I unlink an account?

You can unlink any individual ticketing account from your MLB.com account by navigating to the "Account Management" section in the Settings of the Ballpark app.

What if the email address associated with my ticketing account is different from the email address associated with my MLB.com account?
You can link any email address tied to your My Rangers ticket account with your MLB.com account as long as you can receive emails at that address. If you cannot receive email at the address associated with your My Rangers ticket account, contact us as TicketForwarding@texasrangers.com or 972-RANGERS.

I just linked my MLB.com and Rangers ticket accounts. Why aren't my tickets showing up?

First, tap refresh from the Ticket Dashboard to see updated ticket inventory.

Then make sure you have linked the ticket account which holds the tickets you expect to see and are looking in the home team's team view.

You may also be able to find your tickets by navigating to Mobile Account Manager via the "Manage Tickets" link in the Ticket Dashboard.

Please review the Ticket Dashboard FAQs below for additional information about locating tickets (including which tickets might not appear within the app).

If you are still having trouble finding tickets that you think should be accessible within your Ballpark app, contact us at 972-RANGERS.

Ticket Dashboard

What is the Ticket Dashboard?

The Ticket Dashboard lets you quickly access and manage your Rangers digital tickets in the Ballpark app. To locate the Ticket Dashboard, go to the Rangers section of the Ballpark app and look for the "Tickets" tab, next to the "Ballpark" tab.

Can I see all my tickets for all teams in Ticket Dashboard, or just one team at a time?

You can see your tickets from one home team at a time. If you want to change your view to see tickets for a different home team, select "Teams" in the top left of your screen.

Where can I see more event details about the game?

In the "Ballpark" tab, you can find detailed information about that day's event.

How can I upgrade my tickets?

You can upgrade your tickets by tapping the "Upgrade" button.

What will happen to my tickets if I sell them on StubHub?

Tickets sold on StubHub via Account Manager will disappear from the Ticket Dashboard.

Can I sell my tickets via within Ballpark app?
No. You cannot currently re-sell tickets from the Ballpark app.

How is this different from accessing your My Rangers account on your phone to manage tickets?

The Ballpark app has many similar features compared to Mobile My Rangers Account Manager, but in the convenience of an iOS or Android mobile application. Additional features like forwarding tickets directly to recipients from your device’s Address Book make the app simple to use.

Some teams may still make Mobile Account Manager available from the app. Ticket forward invitations will not appear in the Ballpark app until they are accepted by the recipient.

What if I cannot find any tickets?

To refresh ticket inventory, tap the "refresh" button in the Ticket Dashboard. Then make sure that you have linked the correct ticketing account associated with the tickets you are expecting to see (see the Account Linking FAQs above for instructions on linking your accounts). Also check that you are looking for tickets in the correct home team’s view of the app. Please note that only My Rangers Account regular season tickets will appear in MLB.com Ballpark. Typically, this means that only Rangers season holder accounts/season tickets will appear here. If you are having difficulty locating digital tickets that you believe should be appearing in your Ticket Dashboard, contact us at 972-RANGERS.

Which events and tickets will be displayed?

The Ballpark app displays supported Rangers MLB regular season and Postseason tickets within the team view. Exhibition, Spring Training, Fan Fests, concerts and other events will not be displayed.

Tickets that have been donated, forwarded, exchanged, resold via StubHub within your My Rangers Account Manager (see question above) will not be displayed.

What delivery methods work with Ballpark app (ex. Print at Home, Mail or Will Call)?

No specific delivery method is required to use digital tickets in the Ballpark app.

All eligible tickets will appear in the app. To use your tickets within the app, simply present your mobile device with your ticket open Scan View in the Ballpark app (you can also still print tickets at home from My Rangers Account if you prefer). Digital tickets must be presented within MLB.com Ballpark or Mobile Account Manager at the stadium.

Fans may be asked to "refresh" their ticket in order to prove that it is from the app. **Copies of barcodes presented through third-party applications, screenshots or print outs will not be accepted at the ballpark.**

Do Print at Home tickets need to be printed to view them in the Ballpark app?

No. If tickets were already printed, then the Ballpark app will display the existing barcode. If tickets have not been printed the Ballpark app will generate a barcode when the tickets are retrieved.
When I retrieve a ticket using the app, will it invalidate existing tickets that were previously printed?

No. If tickets were already printed, then the app will display the existing barcode and either the printed copy or the barcode in the app can be used as a ticket.

What if I do not see recent tickets that were added to my account after I logged into My Rangers Account?

To refresh ticket inventory, tap the "refresh" button in the Ticket Dashboard.

Not all ticket account types are currently supported for Rangers digital tickets.

If you have additional questions, please contact us at 972-RANGERS.

Scan View

What is Scan View?

Scan View is the screen where you can see your ticket and barcode, event information and other details. Present your mobile device set to Scan View of the applicable ticket for entrance at the stadium.

How do I access the ticket to scan for entry?

Tap on an individual ticket from the Ticket Dashboard which will present the Scan View. The Section/Row/Seat will be displayed along with access to the terms and conditions governing your ticket.

I just forwarded a Rangers ticket using MLB.com Ballpark. Why do I still see it?

Your Rangers ticket, without the barcode, will remain in your Ticket Dashboard until your forward is accepted by the recipient. If you wish to cancel the forward, you can do that directly from the ticket.

Can I use a screenshot of my ticket?

No, screenshots of tickets will not be accepted. Digital tickets must be presented within MLB.com Ballpark or Mobile Account Manager at the stadium. Fans may be asked to "refresh" their ticket in order to prove that it is from the app.

Copies of barcodes presented through third-party applications, screenshots or print outs will not be accepted at the stadium.

Is Apple Passbook supported in the Ballpark app?

No, the Ballpark app does not currently support Apple Passbook.

What if I cannot see my tickets?

If you have your correct ticket account linked and you are in the correct home team's view on the Ticket Dashboard and are still not able to see your tickets, please contact us at 972-RANGERS.

Not all ticket account types are currently supported for Rangers digital tickets.
Why won't my ticket barcode scan?
If your screen brightness is too low, the barcode may have difficulty being scanned. The Ballpark app will automatically attempt to increase the brightness of your display or you can do so manually by following the instructions for your device. The barcode that is displayed is accompanied by a number. If there are difficulties reading a valid barcode on a digital ticket displayed within the Ballpark app or My Tickets, the ticket taker can manually enter the barcode number into the scanning device to validate your ticket. Only digital tickets generated from the Ballpark app and My Tickets Mobile will accepted. Copies of barcodes presented through third-party applications, screenshots or print outs will not be accepted at the stadium.

What if I lose connectivity after I've retrieved my tickets?
Connectivity may be intermittent at the ballpark; we encourage you to view your tickets on your supported device before heading to the game.

The data associated with your tickets will be saved to a storage area on your phone. If you have previously retrieved details for tickets to a game and those tickets are still valid, then they can be re-displayed out of this storage without re-establishing a connection.

If I access my tickets from the Ballpark app, can I still have them printed at a kiosk or will call window?
No, tickets retrieved within the Ballpark app will now be considered printed. The tickets will not be available for pickup at a kiosk or will call. You should present the ticket displayed in the Ballpark app on your device to be scanned for entry at the gate. If you are unable to access your tickets prior to arriving on game day, use My Rangers Account to print paper tickets ahead of time.

What do I do if my mobile device's battery dies?
You can go to a box office window for assistance.

Ticket Forwarding

What is Ticket Forwarding?
The Ballpark app provides an easy way to send tickets to friends, colleagues and account partners using the Forward option.

How do I forward a ticket?
Select the ticket you wish to forward. You can then choose to "Forward Ticket" or "Forward Ticket via Link". Selecting "Forward Ticket" allows you to enter an email address or choose from your Address Book by tapping the plus button. You can then add the recipient's name (optional) and a message (optional) before tapping "Send" to complete the forward.
If you wish to send your ticket using another method (for example via text), you can tap "Forward Ticket via Link" and share the unique link provided.

**How does "Forward Ticket via Link" work?**

A unique link, which holds the key to your ticket, will be generated and you can distribute it as you like. **Please treat this link as a ticket!** Please share this link with only one person to whom you are forwarding your ticket. If you share the link with multiple recipients, whoever clicks that link and accepts first will get that ticket.

**How will my recipient know I forwarded tickets?**

If you selected "Forward Ticket" both you (as the sender) and the Recipient will receive a confirmation email. The recipient will have a unique link in the email to accept the ticket. If you selected "Forward Ticket via Link," then the recipient will receive a link via the method of delivery you selected.

**How do I accept a ticket forward?**

You must click "Accept" from the email invitation you received. If you do not already have the Ballpark app on your iOS or Android device, you will be prompted to download it.

**I do not have an iOS or Android device. Can I still accept a ticket forward?**

Yes, you can accept and receive tickets in a standard web browser.

An Account Manager account will be created on your behalf and you will receive your login information by email so you can access your ticket(s). You can then manage and access your tickets via the team's Account Manager Web portal.

**What if the email address tickets where I received the ticket forward is not the same as the email address associated with my MLB.com account?**

The email address at which you received your tickets does not need to match the email address associated with your MLB.com account. You can load accepted tickets into any account by logging into the Ballpark app with your desired MLB.com account.

**Can I reject a ticket forward?**

Yes, just click, "I do not want to accept this ticket" from Ticket Accept webpage. This webpage is accessible only from the ticket forward email sent to the recipient.

**Can I re-send a Rangers ticket forward after accepting it?**

Yes, a Rangers ticket can be forwarded again from the Ballpark app after it has been accepted by the original recipient.

**Can I cancel a Rangers ticket forward?**

Yes, the sender can cancel a Rangers ticket forward. This can be accomplished from the Ticket Dashboard by selecting an individual ticket and tapping "Cancel" or by navigating to the Ticket Forward section of the Ticket Dashboard. Select the specific Forward then tap "Cancel". The ticket will then disappear from the recipient's Ticket Dashboard.

**Can I cancel a Rangers ticket forward after it has been accepted and re-sent?**
No. Once a Rangers ticket has been re-forwarded, the original sender cannot cancel that forward.

*Can I transfer multiple Rangers tickets to a single account?*

Yes. Tickets will need to be forwarded at a time.

*Where can I find the status of all Rangers Ticket Forwards?*

You can navigate to the Ticket Forward section of the Ticket Dashboard. There you will find all received and sent ticket forwards for that home team.

*What if I never received the Ticket Forward email?*

If you are expecting to receive a ticket forward but were never notified by email, contact the sender. The sender can cancel the current Ticket Forward then re-send to you by email or share the ticket via Link. If you or the sender continue to experience difficulties, contact us at 972-RANGERS.