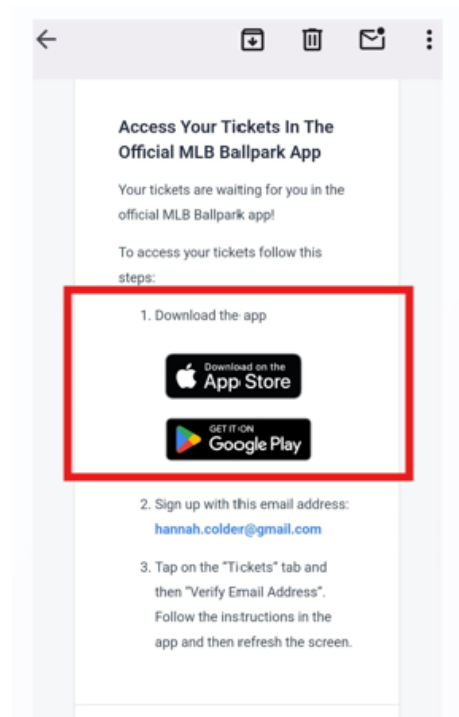
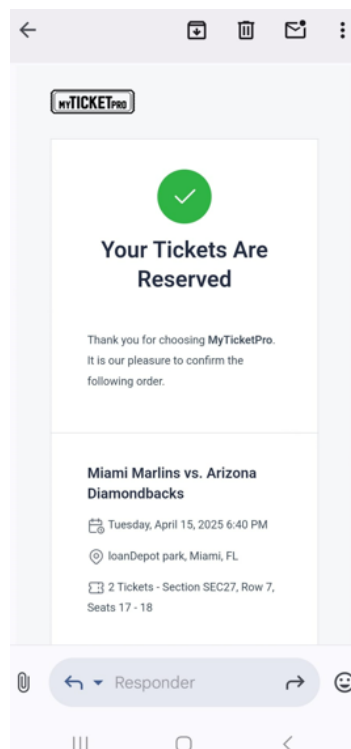


1. **Your confirmation voucher is NOT your ticket.** Your tickets and instructions on how to accept and access your tickets will be sent directly to the email address you provided during the booking process.
2. Once you've bought your tickets at Civitatis.com, you'll receive an **email from MyTicketPro** (confirmation@myticketpro.app). Your seats will be assigned to you as soon as you book. You'll receive an email confirmation within 24 hours. To access your tickets for this event, you'll need to **download the MLB Ballpark app on your phone**, available on the App Store or Google Play Store.



3. When you download the MLB app, you'll have to create an account **using the same email address that you used to complete the purchase at Civitatis.com**:

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Crear una Cuenta

Crea una cuenta MLB para comprar y acceder a tus entradas digitales para todos los estadios de MLB.

Dirección de Correo Electrónico

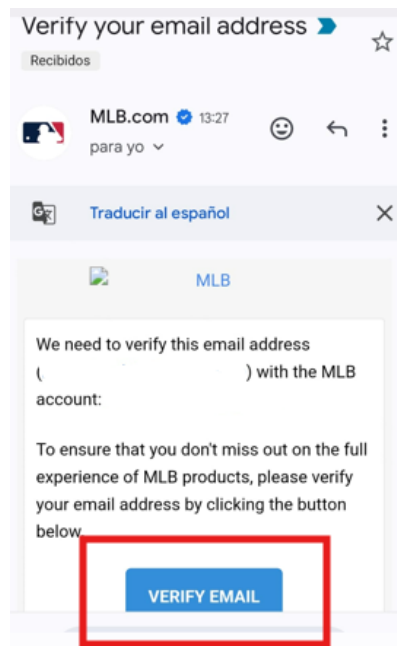
Contraseña

Nombre

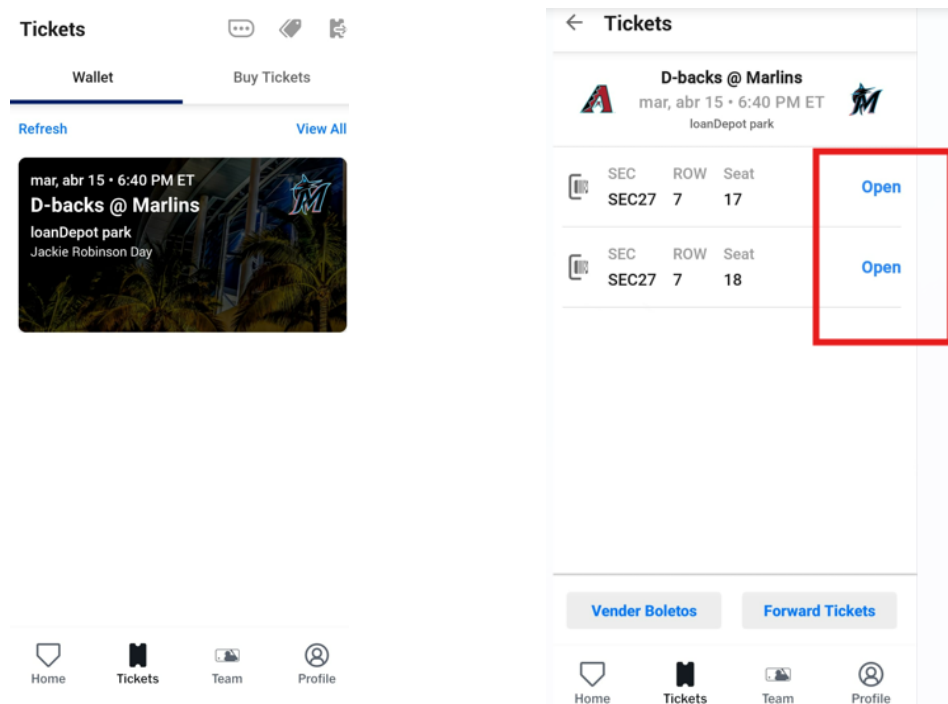
Apellido

Fecha de Nacimiento MM/DD/AAAA

From the app, you'll be sent an **email to confirm your email address**:



Once you have verified your email address, you'll be able to see your tickets in the app:



4. You'll have to **open the tickets and show them on the day of the game** to enter.
You can't take screenshots of the tickets.

We recommend opening the tickets before the day of the game and adding them to your Apple Wallet or Google Wallet to be able to use them without internet connection.

If you have issues accessing the tickets on the day of the game, you can go to the ticket office at the stadium.