Your Guide to Mobile Ticketing
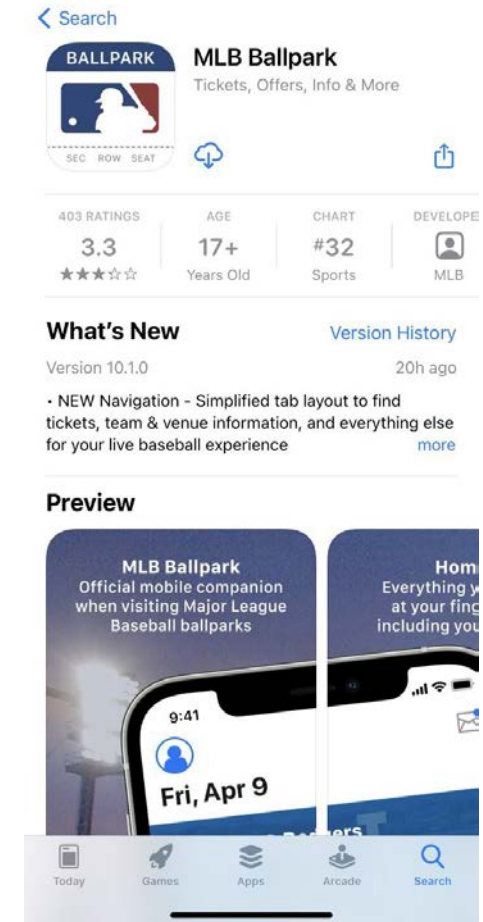
Your App for Mobile Ticketing

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 purchased tickets from royals.com, this would be the same email.

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. To begin, tap "Get Started."

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Creating a New Account

Fill in the requested information and create a password for you account. The password needs 8-15 characters, one uppercase, one lowercase, and one number. No special characters allowed.

You can also opt-in to receive promotional emails from the MLB and its partners. Once you finish, tap "Sign Up."

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Create an MLB account to access your digital tickets.

Email Address
kcroyalsfan2022@gmail.com

Password

First Name
Royals

Last Name
Fan

Birthdate
03/01/1969

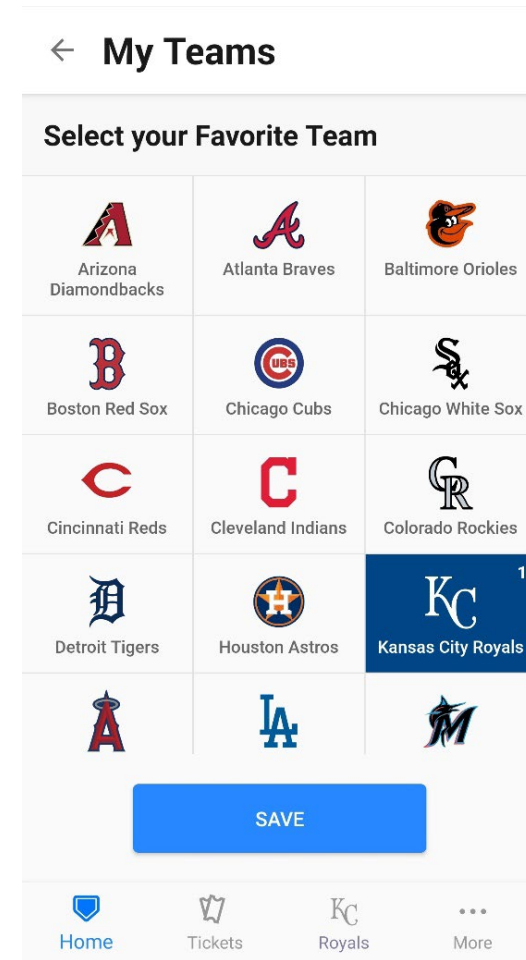I would like to receive newsletters and promotions from MLB.com and it's partners.

Sign Up

By creating an account, you agree to MLB's Terms of Use and Privacy Policy.

Creating a New Account

On the next screen, you will be prompted to pick your favorite team. Tap the KC logo.
Then tap "Save."

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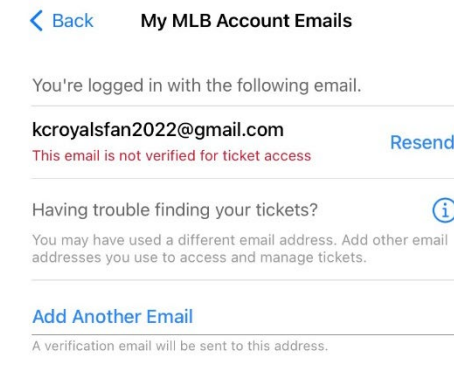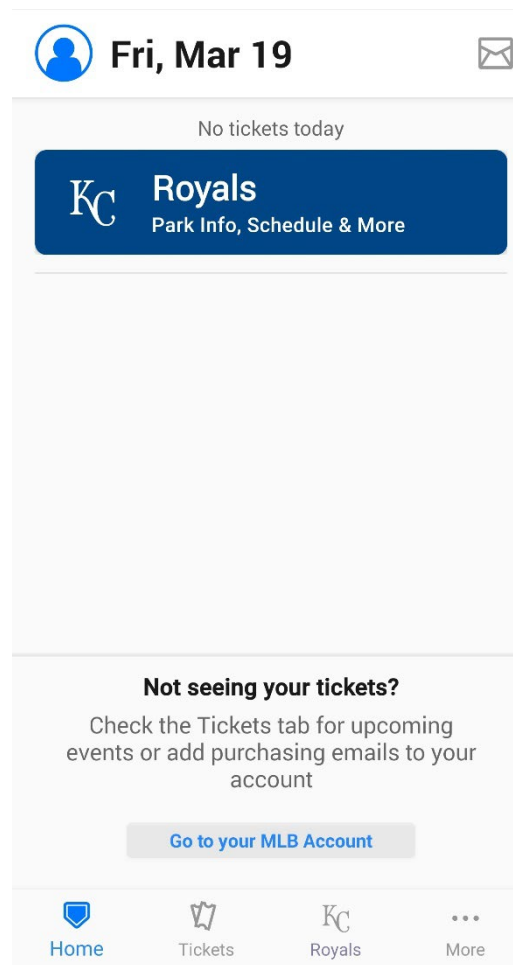
Verify Your Account

Now that you have created a MLB.com account, you will be taken to the Home tab.

Next, verify your email address within the app to allow you to see and manage your tickets. Do this by tapping the blue "Go to your MLB Account" box.

This page will display your email address with a message below prompting you to verify.

Tap "Resend" and a verification email will be delivered to your email inbox. You will also see a pop-up prompting you to check your inbox. Tap "OK" in the pop-up.
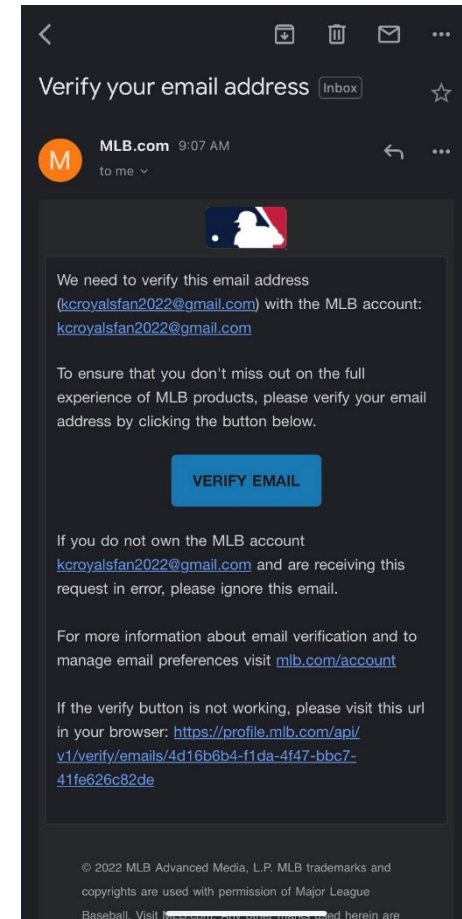
Verify Your Account

You will need to leave the app and go to your inbox to verify your account. The email will come from "MLB.com" as seen in the example here. Tap "Verify Email."

If you do not immediately see the verification email in your main inbox, check your junk/spam folder as well as your promotions folder, if you have one. You can also search for "MLB.com" in your email account, since this is where the email is coming from.

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Verify Your Account

You will be re-directed back into the account. Below your email address, a message will display confirming that your account has been verified. A blue check mark to the right will also display, again confirming that your account is verified.

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Viewing Your Ticket Barcode

Your tickets will show in the 'Tickets tab' and 'Home tab'. On the Home tab, when you have tickets that day, tap to see your tickets.

From within Wallet in the 'Tickets tab,' tap a game to open the ticket list, and tap an individual ticket to see the 'Scan View' you can use to enter Kauffman Stadium.
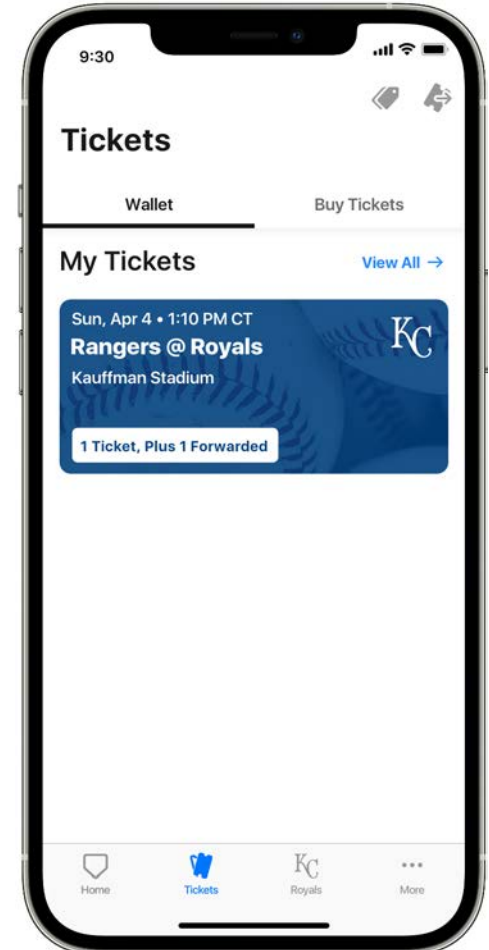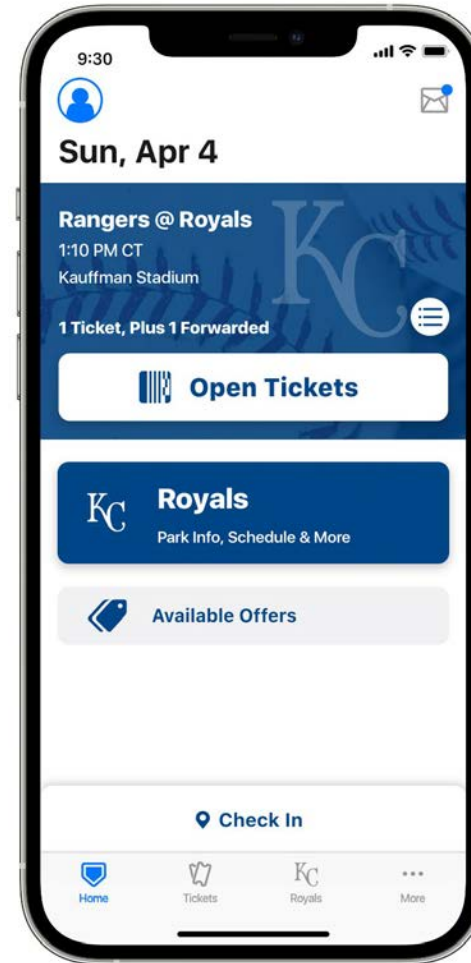
Viewing Your Ticket Barcode

This barcode will be used when you enter Kauffman Stadium for a Royals game.

We recommend you access your tickets and parking before arriving. For those with an Apple device, you can proactively add your tickets to your Apple Wallet by clicking the black box below your tickets.

Forwarding Tickets
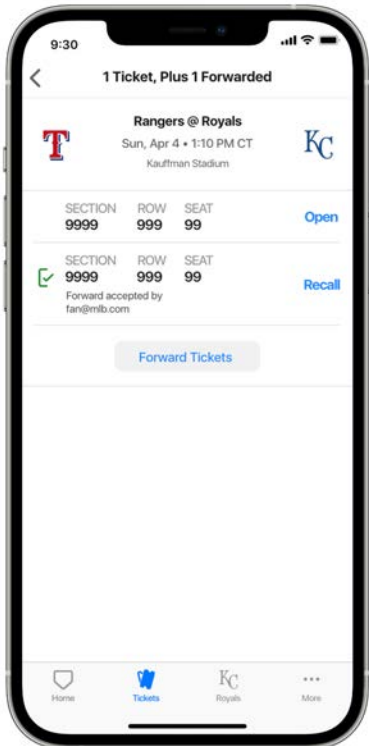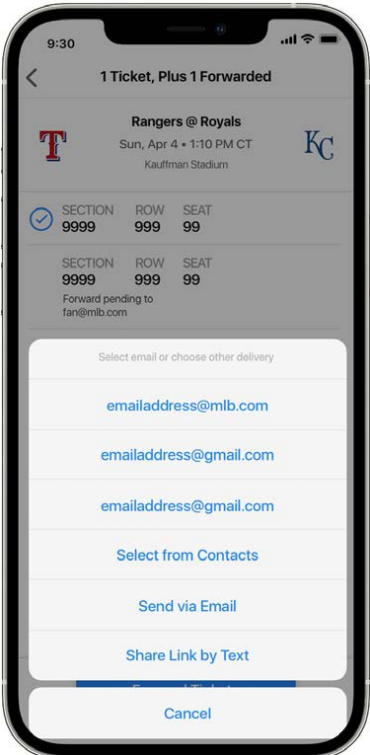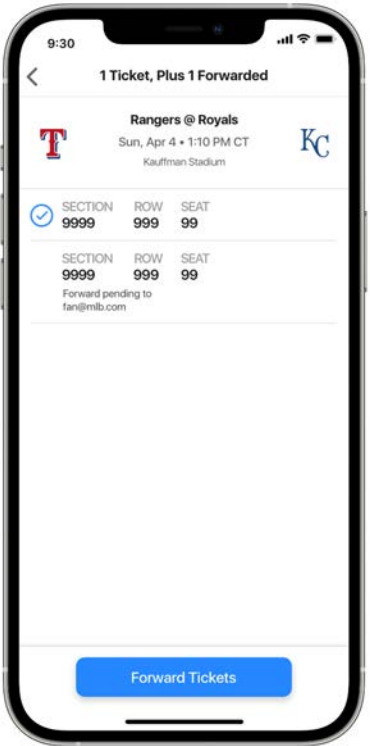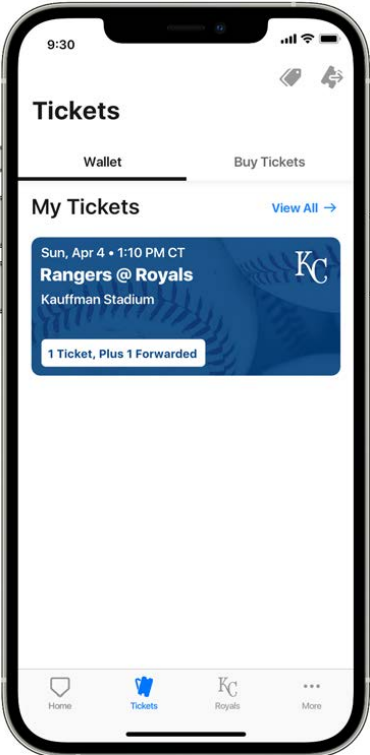
Meeting friends or family at the K? Easily forward them a ticket using the MLB Ballpark app. Simply open the Wallet within the Tickets tab, select the desired game, and forward directly to your recipient via email or text message. Your friend will receive a notification that you've sent them mobile tickets and how to download the MLB Ballpark app to retrieve them.
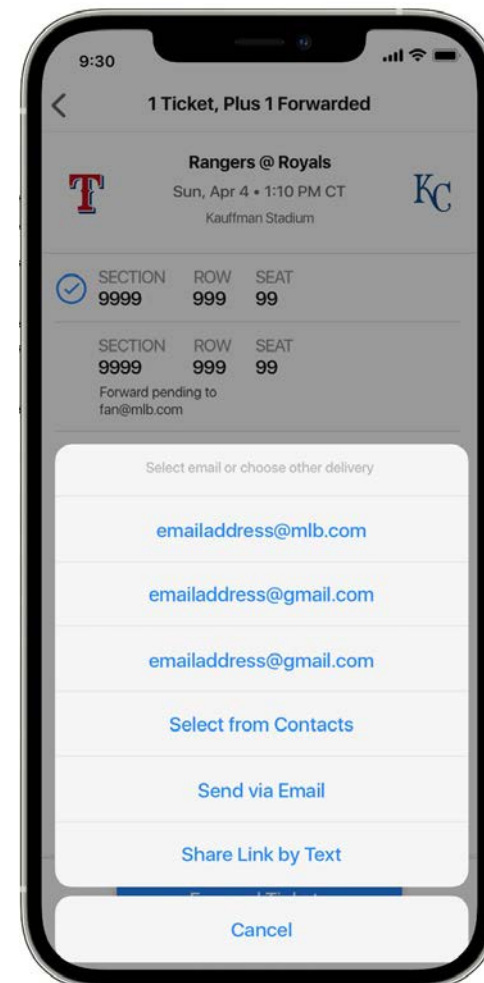
How to Forward Tickets

Via Text Link:

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

Fans without an iOS or Android device can accept tickets through their internet browser on a mobile device. If the recipient of your forwarded ticket is unable to download to the Ballpark app after accepting your offer, he or she should contact the Ticket Office for assistance.

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How to Cancel a Forwarded Ticket

Once you've forwarded a ticket, you'll see the forwarded icon in the ticket list. You can cancel the ticket forward from this screen if you change your mind by tapping the 'Recall' button.

If you cancel a ticket forward, the recipient will receive an email notification, and the ticket will automatically disappear from their 'Wallet.' Ticket forwards can be canceled up until the ticket is scanned for entry.
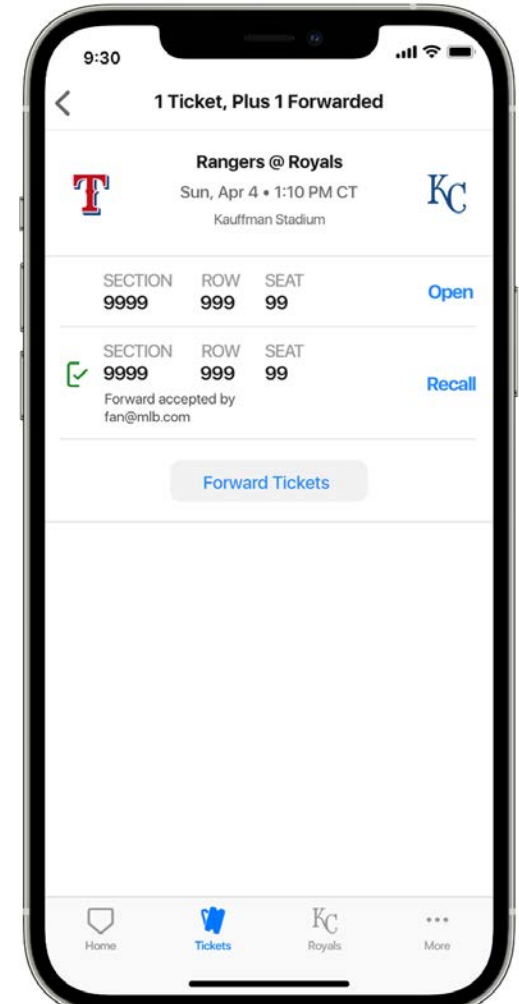
Accepting a Forwarded Ticket

- **When you are forwarded a ticket, you will receive an email notification.**

- **In the email, tap 'Access Tickets' and you will be brought directly to the Ballpark app.**

- **If you do not have the MLB Ballpark app, after tapping 'Access Tickets', you will be brought to the App Store or Google Play to download the app.**

- **Make sure you are signed in the Ballpark app with the email in which you received the forward email.**
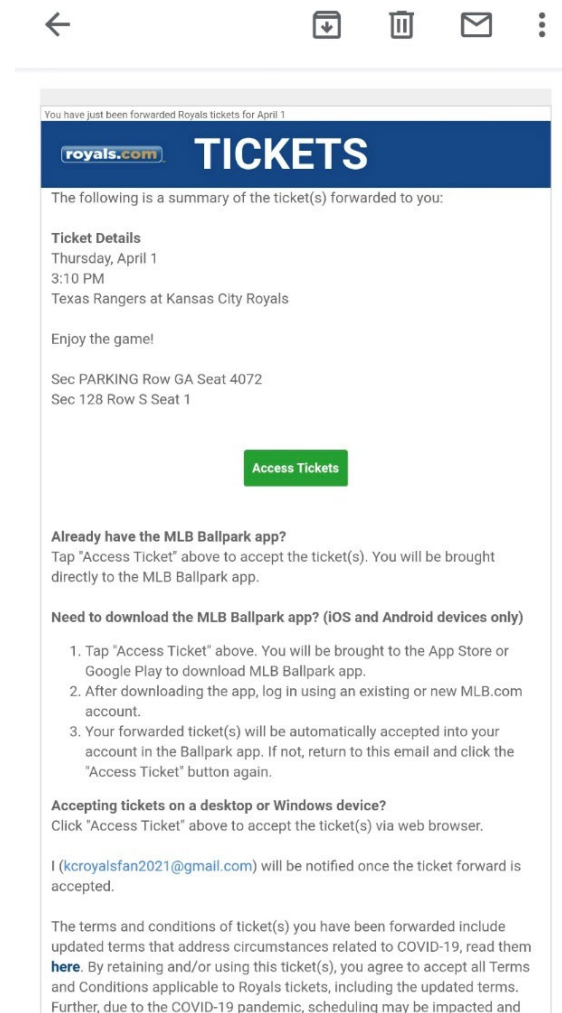
Accepting a Forwarded Ticket

- **If your MLB.com account is different than the email in which you received the ticket forward, you can add the email to your existing account.**

- **On the Home tab, tap the profile icon in the top left, and select 'My MLB Account Emails'. Tap 'Add Another Email' to add the new email and follow to prompts to verify.**

- **On gameday, your 'Home' screen will display your game tickets, giving you easy access to view and scan for entry.**
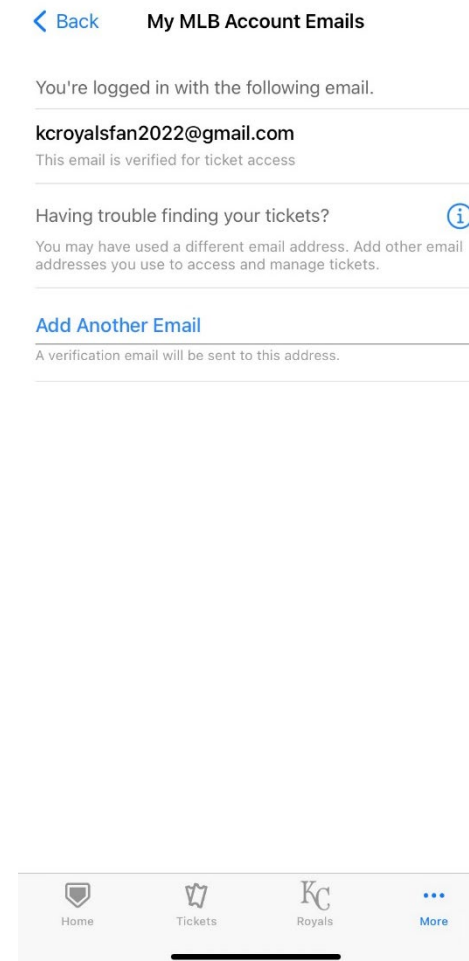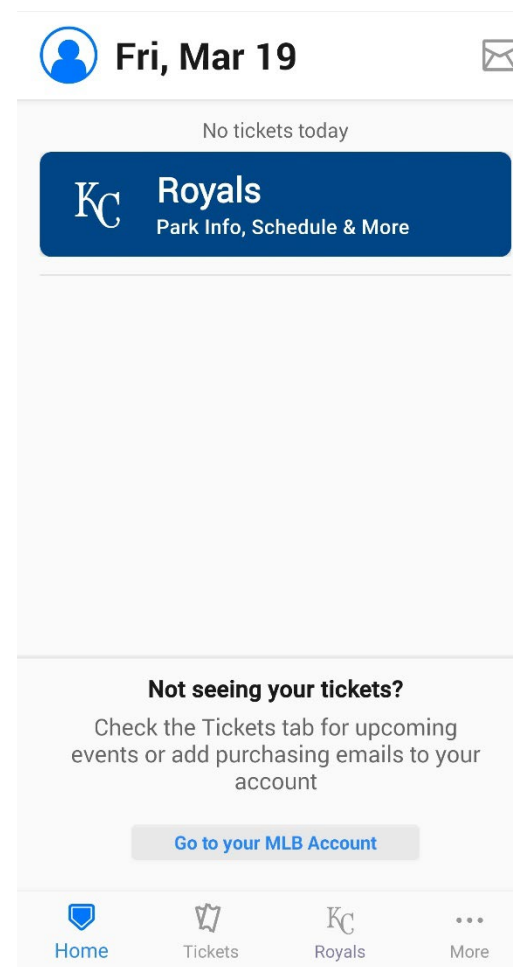
Visit royals.com/ballparkapp for more information.

Having issues?
Contact us at ticketservices@royals.com or 816-504-4040, option 1.