Major League Baseball
Club Credentialing System
# Revision History

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Overview
Welcome to the Club Credentialing System from Major League Baseball. This system will provide an on-line mechanism to apply for Credentials for the following events:

- Spring training daily
- regular season daily
- regular season full
- any events run by the 30 Major League Baseball clubs
- Division Series
- Jewel Events run by Major League Baseball (All Star Game, World Series, etc.)

The system will also allow you to
- maintain the information about your Affiliation
- maintain the information for the members of your affiliation
- add and remove members associated to your affiliation
- maintain the information and pictures for any member of your affiliation
- add and remove members from the role of an Affiliation Manager which will allow them to apply to submit the credential application to the events
- review the status of your credential applications
Glossary of Terms Used in this Guide

- **Event** – An occasion run by an organization that requires monitored and credentialed access to the venue.

- **Affiliation** – an affiliate or media partner applying for a credential to an event created by an Organization.

- **Affiliation Manager** – A member from an Affiliate or media partner who has the rights to:
  - Receive notifications and approval / denial letters of Events
  - To apply for credentials for members from one or many Affiliations
  - To modify information for their Affiliation
  - Add Members to their Affiliation
  - Add or remove Affiliation Managers for the Affiliation

- **Member** – a person associated to an Organization or an Affiliation.

- **Event Application** – An application submitted by an Affiliation by the Affiliation Manager requesting credentials for a given event for one or many people.
1. Getting Started

Go to https://credentials.mlb.com/Credential/login.do. (URL is case sensitive)
You may have received an e-mail with your user name. If you have logged in to the previous version of
the credentials system before, use your user name (email address) and click on the Forgot Password
link. If you didn’t have a username and do have an Affiliation ID, click the Register button and follow the
instructions in Section 1.4.

1.1 Logging In

Steps:
Once you go to https://credentials.MLB.com/Credential/login.do (URL is case sensitive)
1. You can either click on the link in the e-mail or copy it into your browser.
2. You will see a screen similar to this that will be specific to your organization.
3. Enter your name and password sent in the e-mail.
4. Click Submit.

If you did not enter the information properly, the system will produce a message asking you to try again.

Upon successful entry into the system, you will see a main page listing all of the clubs and Major League
Baseball. As seen below:
1.2 Changing your password

Overview:
You can change your password at any time after logging in.

Steps:
1. From the Main Menu, select Change Password.
2. You will be presented with the following screen.
3. Enter your New Password into the New Password field.
4. Re-enter you new password into the Confirm Password field.
5. Click Save.

Notes:
- If your password entries did not match, you will receive a message saying that your new password was not confirmed and please try again.

If your password entries do match, you will see a message that your password has been changed successfully. You will then receive an email confirming your new password.
1.3  **Forgot your Password?**

1. Click the **Forgot Password** link on the Login page.
2. You will be presented with a page asking you to enter your e-mail address

3. Enter your e-mail address and click **Reset**.
4. A new system generated password will be sent to you at the e-mail address you entered.
1.4 Register for a User Name and Password

If you have a valid Affiliate ID code from Major League Baseball, but do not have a User Name or Password to the Credentialing System,

Go to https://credentials.MLB.com/Credential/login.do (URL is case sensitive) and click on the Register button at the bottom of the Login Page.

1. This will take you to a page to enter your Affiliate ID
2. Enter your Affiliate ID and click the **Lookup** link.
3. If you entered a valid Affiliate ID, you will be asked to enter your information to register for the system. All of the fields are required.

4. When you are done, click **Submit**.
5. You will receive an e-mail to the one you entered on this screen with your user name and password.
2. Applying for Credentials to an Event

Overview:
You may receive email notifications from Clubs or from Major League Baseball alerting you that you can now apply for Credentials to an event. However, you are able to apply to any event organized by a Club or Major Baseball at any time whether you have been notified or not.

2.1 Event Credential Application

Steps:
1. Go to https://credentials.MLB.com/Credential/login.do and log in using the directions in Section 1.1
2. Upon logging in to the system, you will be presented with a listing of all 30 Clubs and Major League Baseball.

If you are applying to an event for one of the clubs, click on the club name.

NOTE: You only need to select Major League Baseball when you are applying to a Special or Jewel Event (All Star Game, World Series)
3. When you select the team you wish to apply to, the logo on the top of the screen will change to that club and you will see some special menu options specific to that Club. You will also be presented with the Event Application page as seen below.

4. You can then select the Event for the Club to which you want to apply form the Event drop down box.

5. If the event is a Daily event (Spring Training or Regular Season), you will then be presented with an Event Date drop down box.
6. Once you have selected an event date, the box of Available members of your organization will fill into the left hand box.
2.1.1 Viewing & Modifying Member Information

If you would like to review or modify any information for a Member of your Affiliation, you can double click on their name in either the Available or the Selected Members box and the system will take you to the Member information page. You can then modify any of their information including their photo and then return to this page. You can see further instructions in the Member Management section (Section 4.0) of this guide.

2.1.2 Adding Credential Applicants

**Steps:**

1. Select one or multiple Member [Ctrl] + [Click] or the [Shift] + [Click] methods to select more than one member at a time.
2. Click the Add button to move them over to the Selected Box.
3. If you need to add a new member who is not currently saved in the system, click the Add New Member button at the bottom of the page. This will take you to the Add New member page (See Section 4.1 for directions)
4. Click Save to accept your selection
5. Click Cancel to revert back to what was previously saved for the application.
6. Click Submit to submit and lock the Application for approval

2.1.3 Removing Credential Applicants

Steps:
1. Select one or multiple Members in the Selected Members box. You can use the [Ctrl] + [Click] or the [Shift] + [Click] methods to select more than one member at a time.
2. Click the Remove button to move them over to the Available Box.
3. Click Save to accept your selection.
4. Click Cancel to revert back to what was previously saved for the application.
5. Click Submit to submit and lock the Application for approval

2.1.4 Ranking Credential Applicants

Steps:
1. Select a Selected Member in the Right hand box.
2. Click the Up or Down arrow depending on which way you wish to move them in the list box.
3. Click Save to just save the Application
4. Click Cancel to revert back to what was previously saved for the application.
5. Click Submit to submit and lock the Application for approval

2.1.5 Saving vs. Submitting a Credential Application

- You can save an Application and it will still allow you to edit the application.
- When you submit an Application it is locked and can no longer be edited by you. The Club Administrator would then have to unlock it for you to edit the application.
- Only after an Application is submitted can it be approved by someone at the Club.
- For a Daily event, you can save the individual game applications. When you submit the Application, it will submit and lock all of the games that were saved within that application.
- When you submit any application you will receive the following message reminding you that by submitting the application, it will become locked and if it is a daily event, you are submitting for all the saved games within that event.

Note: Once you click Submit, your application is locked and you will no longer be able to modify the Application. You will need to contact the Club if you wish to modify the Application.
3. Affiliation Management

Overview:
The System provides you with the ability to modify, review event application history, member information, and select Members to be your Affiliation Manager for your Affiliation.

3.1 Affiliation Information Modification

Overview:
You can review and modify any of the information for your Affiliation. You can do this for your; Mailing information, Teams Covered, add and remove Members and Affiliation Managers. You can also apply to Events from this page.

Steps:
1. From anywhere in the system, click the Affiliation Management menu option from the main menu, the system will bring up the Affiliation information screen filled in with the information for your Affiliation.

Note: If you manage more than 1 Affiliation, the Affiliation box will be a drop down and allow you to select the Affiliation information you wish to review.

1. You can now modify any of the information on the page and click Save
2. Click **Cancel** to revert back to what was previously saved.
### 3.2 Manage Affiliation Teams Covered

**Overview:**
You can modify the Teams Covered for your Affiliation

**Steps:**
1. From the Affiliation Management page, click the **Select Teams Covered** button. The system will take you to the Teams Covered Management page as seen below.

![Teams Covered Management Page]

### 3.2.1 Adding Teams Covered

**Steps:**
1. Select one or multiple Teams in the Available Teams box. You can use the **[Ctrl] + [Click]** or the **[Shift] + [Click]** methods to select more than one Team at a time.
2. Click the **Add** button to move them over to the Selected Box.
3. Click **Save** to accept your selection.
4. Click **Cancel** to revert back to what was previously saved for the Affiliate.

### 3.2.2 Removing Teams Covered

**Steps:**
1. Select one or multiple Teams in the Selected Teams box. You can use the **[Ctrl] + [Click]** or the **[Shift] + [Click]** methods to select more than one Teams at a time.
2. Click the **Remove** button to move them over to the Available Box.
3. Click **Save** to accept your selection.
4. Click **Cancel** to revert back to what was previously saved for the Affiliate.
3.3  Manage Affiliation Members

Overview:
You can modify the Members associated to an Affiliation. This will allow you to add and remove Members saved in the system associated with your Affiliation.

Steps:
1. From the Affiliation Management page, click the Add/Remove Members button. The system will take you to the Affiliation Member Management page as seen below.

3.3.1 Adding Affiliation Members

Steps:
1. Click on the Add New Member button.
2. The system will take you to the New Member page. Refer to Section 4.1 on instructions for completing this page.
3. When you return to the page, the new members will appear in the Selected Members box on the right.

3.3.2 Removing Affiliation Members

Steps:
1. Select one or multiple Members in the Selected Members box. You can use the [Ctrl] + [Click] or the [Shift] + [Click] methods to select more than one Member at a time.
2. Click the Remove button to move them over to the Removed Members Box.
3. Click Save to accept your selection.
4. Click Cancel to revert back to what was previously saved for the Affiliation.
3.4  Manage Affiliation Managers

Overview:
You can assign members of the Affiliation to be one of the Affiliation Managers. The Affiliation Managers have the right to:

- Receive notifications and approval / denial letters of Events
- To apply for credentials for members from your Affiliations
- To modify information for your Affiliation
- Add Members to your Affiliation
- Add or remove Affiliation Managers for the Affiliation

Steps:
1. From the Affiliation Management page, click the **Add Affiliate Manager** button. The system will take you to the Affiliation Manager Management page as seen below.

![Affiliation Manager Management Page](image)

3.4.1 Adding Affiliate Managers

Steps:
1. Select one or multiple Members in the Available Members box. You can use the [Ctrl] + [Click] or the [Shift] + [Click] methods to select more than one member at a time.
2. Click the **Add** button to move them over to the Selected Box.
3. If you need to add a new member who is not currently saved in the system, click the **Add New Member** button at the bottom of the page. This will take you to the Add New member page (See Section 4.1 for directions)
4. Click **Save** to accept your selection
5. Click **Cancel** to revert back to what was previously saved for your Affiliate.

NOTE: They will receive an e-mail providing them with the link to the system and a user name and password.
3.4.2 Removing Affiliate Managers

Steps:
1. Select one or multiple Members in the Selected Members box. You can use the [Ctrl] + [Click] or the [Shift] + [Click] methods to select more than one member at a time.
2. Click the Remove button to move them over to the Available Box.
3. Click Save to accept your selection.
4. Click Cancel to revert back to what was previously saved for your Affiliate.
3.5  Review & Modification of an Event Application

Overview:
You can review and modify an event application for your Affiliation.

Steps:
1. From the Affiliation Management page, you will see a listing of Event Applications that your Affiliation has saved or submitted.
2. Click on one of the Events.
3. If the event is a single day event, the information will fill into the fields to the right of the list box. If the event is a Daily event, the Event Date drop down will become active and you can then select the date that you would like to view the application.

Note: If the Status is Saved, you can still edit the Application. If it is listed as Submitted, the Application is locked and you must contact the Club to have it unlocked.
4. Once the information is filled into the fields, you can double click on the Event name in the list box and the system will bring you to the Event Application page.
5. If the Application is only saved, you can follow the steps in Section 2.1 to apply for the Event.
6. If the Application is submitted, you will see a message at the top of the page (as seen below), that the Application has been locked and you must contact the Club to unlock it so you can modify it.
4. Member Management

Overview:
The system allows you to add and modify Members in your Affiliation.

4.1 Member Creation

Steps:
You can add Members to your Affiliation in several places in the system.
1. Event Application Page (Section 2.1)
2. Affiliation Member Selection (Section 3.3)
3. Affiliation Manager Selection (Section 3.4)
4. Event Application Review (Section 3.5)

Enter all of the appropriate information. The fields are described below.

If the Member’s address is not the same as the Club’s or Affiliation’s and you would like to change it, just unselect the check box on the line that says Address is the same as the Club’s and enter the appropriate information.
Definition of fields above:

- **First Name** – This is the first name of the Member as it will appear on their credential.
- **Last Name** – This is the last name of the Member as it will appear on their credential.
- **Email** – Primary e-mail for the Member. If they become a user of the system, this will be their user name.
- **Telephone** – Primary phone number for the Member.
- **Date of Birth** – Member’s birth date.
- **Job Description** – Best description of the Members role in the Affiliate.
- **Address 1** – The first line of your mailing address.
- **Address 2** – The second line of your mailing address.
- **City** – The city of your mailing address.
- **State** – The state for your mailing address.
- **Zip / Postal Code** – The zip code of your mailing address.
- **Country** – The country for your mailing address.

Click the **Save and Go Back** button and you will be returned to the page you came from.
Click the **Save and Add Another** button if you wish to add more Members at this time. The screen will clear and will allow you to add as many Members as you would like at this time.

**Notes:**

- E-mail, birth date, and job description are now required elements for every Member in the system. This is important information and will be used when the system performs duplicate member checks when new members are added to the system. See Section 4.3 below.
- If you leave out any required fields, you will be presented with a message asking you to complete those fields and try again to save the information.
4.2 *Loading Member Photo*

1. If you wish to upload a photo, click the *Browse* button.
2. This will present you with a Windows Explorer window that will allow you to search for the photo file on your computer or network.
3. Once you find the file select it and click the *Open* button on the window. The path to the file will now appear in the Photo field.

**Notes about Photos:** Photo must be 1" x 1" hi-resolution photo in jpeg format. Images must resemble a passport photo, should be no lower than 150 dpi (dots per inch) and must be named using the first initial and last name of the individual in the photo (ex. MJones.jpg). Photos must be less than 1MB in size.
4.3 Duplicate Member Checking

Overview:
Upon clicking Save, the system will check to see if the Member you entered is already saved in the system.

If you have entered the information for an individual who might already be saved in the system with a similar first name and the same last name and birth date and e-mail address, you will be presented with a list at the bottom of the screen with Members who have been saved with the same last name and Birth date.

You can either still add your newly entered Member by clicking the Save and Go Back or you can accept the already existing member by clicking on the Add Existing link next to the name of the saved Member.
4.4 Member Management

Overview:
You are able to modify the information for any saved Member of your Affiliation. You can also view their application history for events.

Steps:
You can modify Members information from any place where there is an Available or Selected Member box or a listing of Members, you can double click on the Member name and the system will take you to the Member information page filled in with the saved data for that Member.

Notes:
- You can change any of the information.
- You can view the photo by clicking on the View Photo Link
- See Section 4.2 below about uploading a new photo for the Member.
- The bottom of the page will provide you with the Member’s credential history from all Clubs and Events.
- Click Save and the system will return you to the page you came from.
• Click **Cancel** and the changes you put it will not be saved and you will be returned to the page you came from.