

A wide-angle photograph of the interior of a grand, ornate theater. The seating is arranged in a semi-circle, with multiple tiers of red upholstered seats. The walls are decorated with intricate architectural details, including arched alcoves and classical columns. The ceiling is high and features elaborate moldings and lighting fixtures. The overall atmosphere is one of elegance and historical grandeur.

Transferring Tickets In Your MY SHEA'S Account On Your Mobile (iOS)



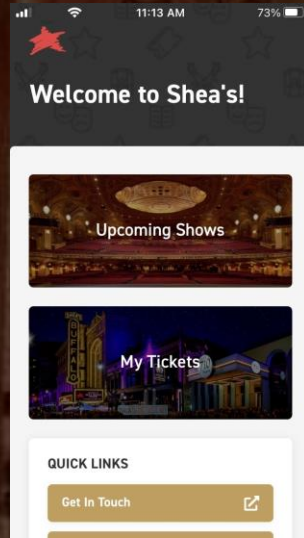
Please Note:

Ticket transfers are intended to be a one-way, one-time occurrence – you are gifting your current ownership of your tickets to an upcoming event at a Shea's Performing Arts Center theater to another account holder for their personal use. When in doubt, **contact the Shea's Box Office** and arrange to have the ticket transferred on your behalf to avoid any issues that may occur.

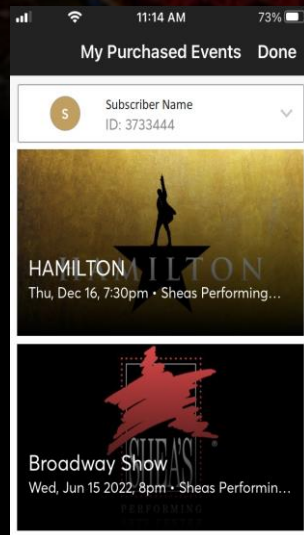
Once a ticket has been transferred and accepted by the new ticket recipient, the ticket *cannot* be returned to the previous owner unless the new ticket owner chooses to transfer it back. It is now the property of the recipient.

For any questions regarding ticket transfer, please **contact the Shea's Box Office** for assistance.

1. Select **My Tickets** to begin managing your MY SHEA'S Account.

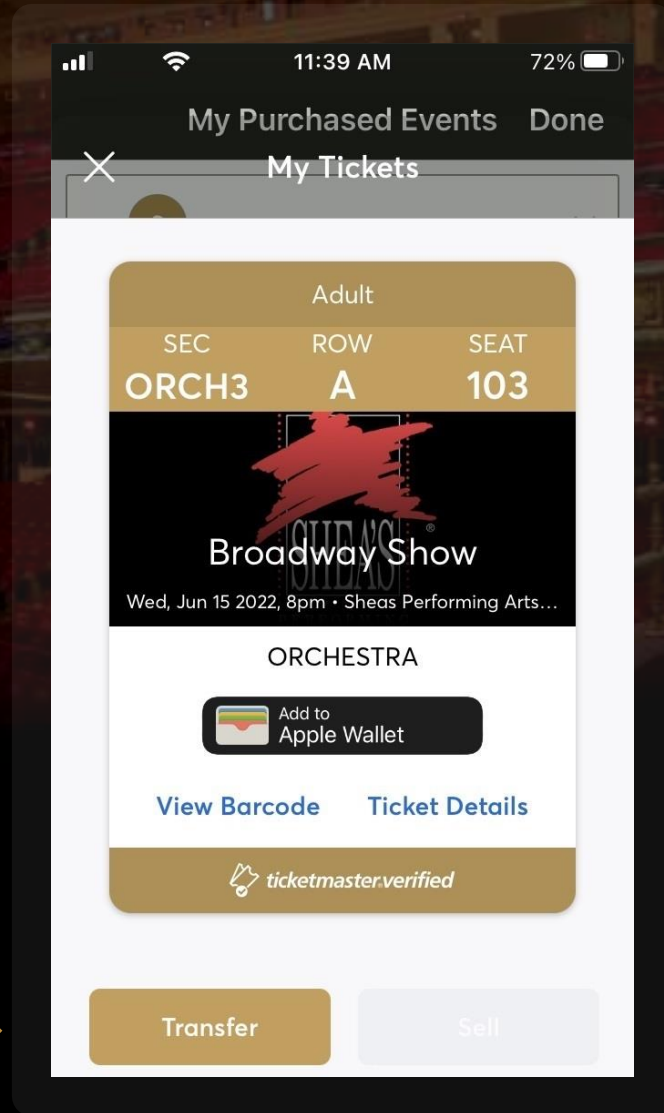


2. In your MY SHEA'S Account, you can select any show by **tapping** on it.



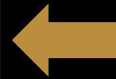
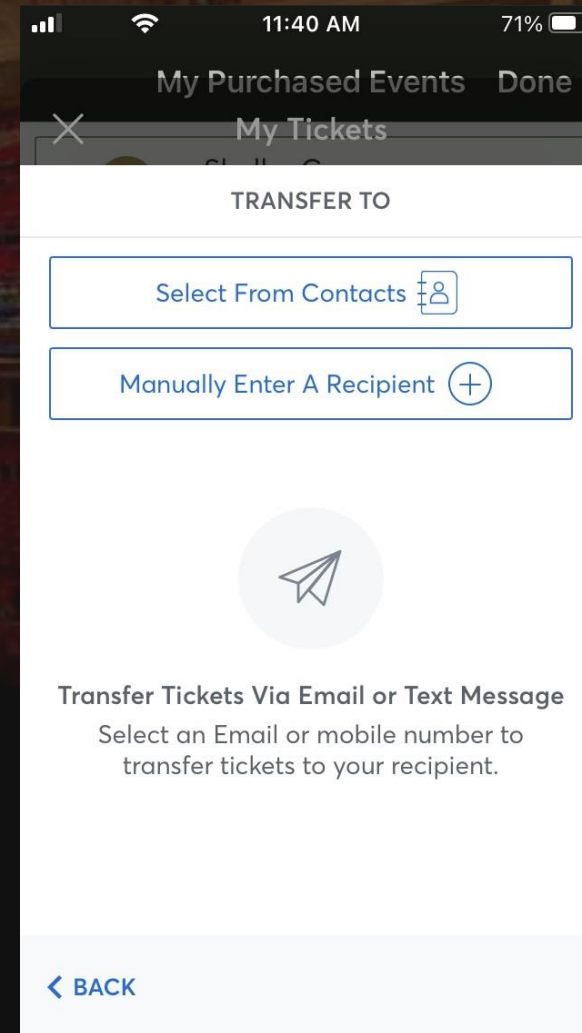
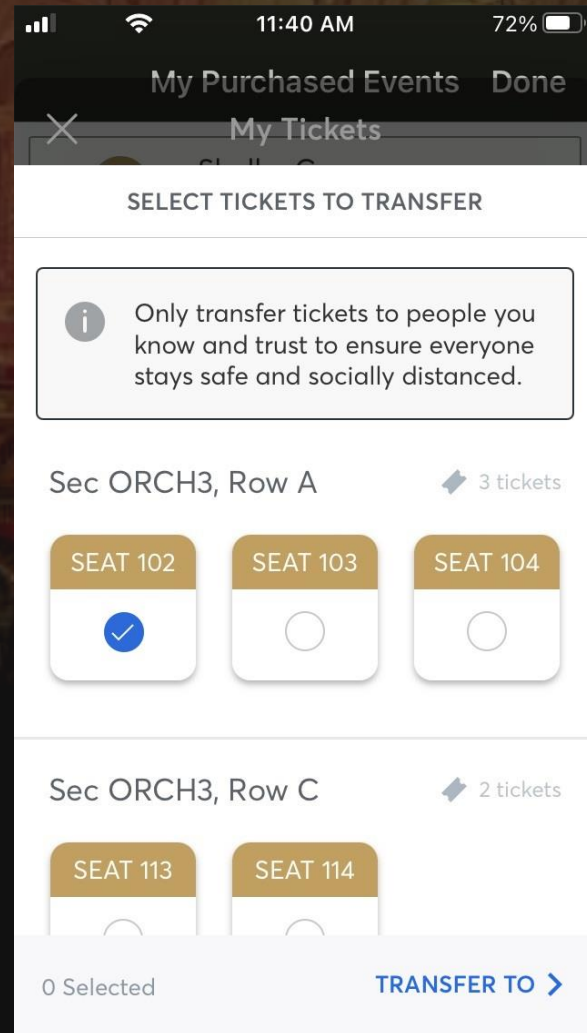
3. If you can't attend a performance, or if you'd like to give your tickets to a friend, you now can do so by transferring your tickets!

When you have selected a show, click **Transfer** to begin.

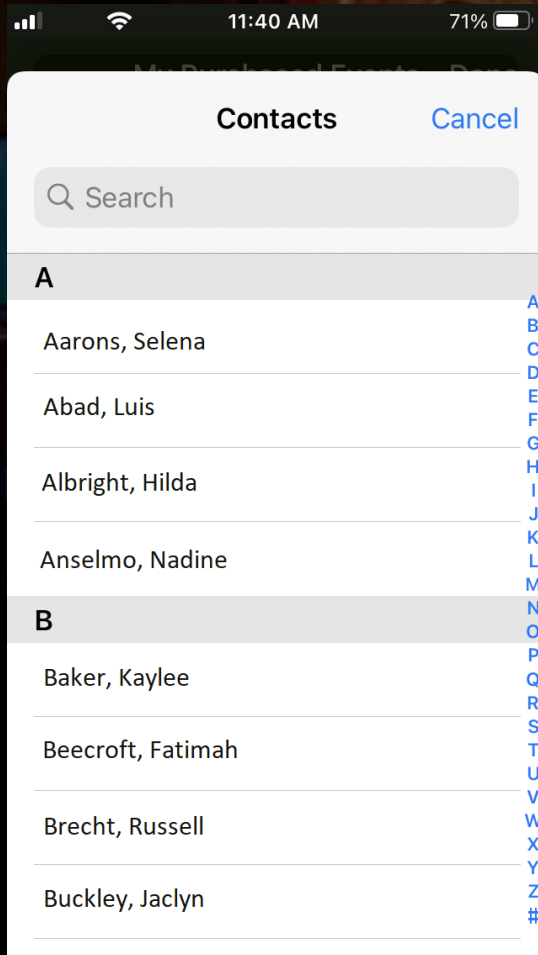


4. This screen will pop up, allowing you to **select** which tickets you would like to transfer, then continue by tapping the **Transfer To** button.

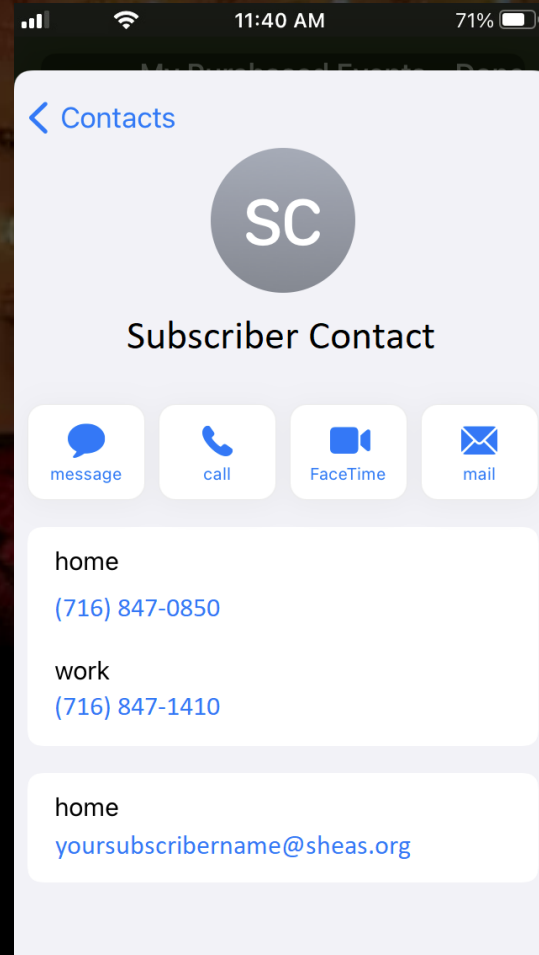
If you'd like to return to the previous screen instead, hit the **X** in the upper left-hand corner.



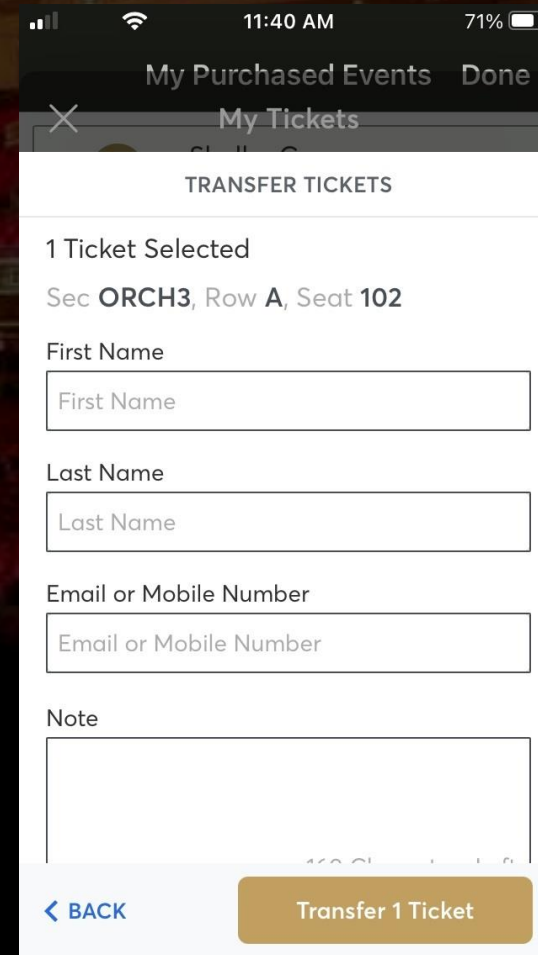
5. Choose whether you'd like to **Select From Contacts** or **Manually Enter a Recipient** to continue.



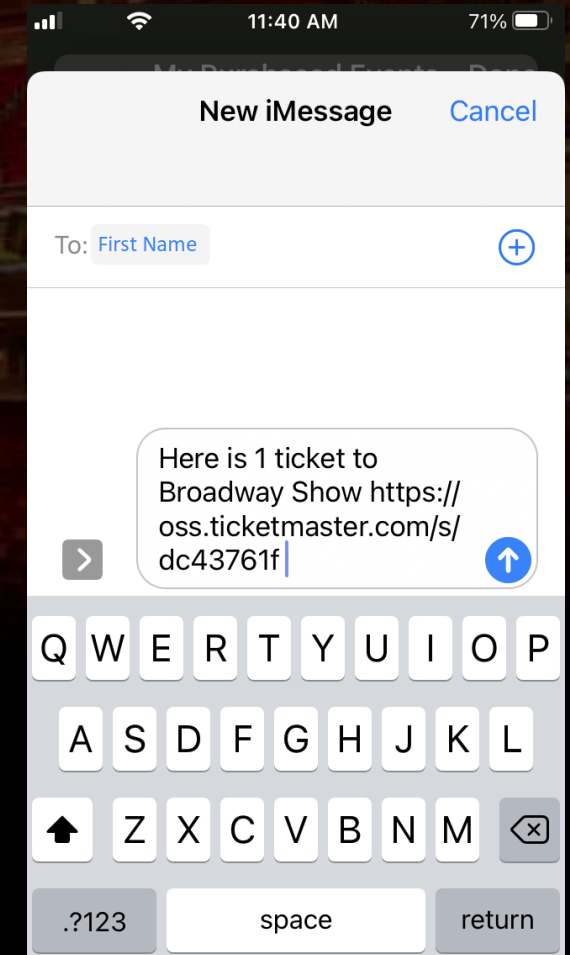
6A. If you would like to Select From Contacts, search and **tap** a name.



6B. Pick either a **mobile number** or an **email** to transfer the tickets to.



6C. The data will auto-populate from contacts, so all you need to do is click **Transfer (#) Ticket**.



6D. If you selected a mobile number, you text the link to the recipient. If you selected an email address, the tickets will automatically be sent.

7. If you choose to Manually Enter A Recipient, please fill out the recipient's *First Name*, *Last Name*, and *Email or Mobile Number* here.

When you are ready, click **Transfer (#) Ticket**.

My Purchased Events Done

My Tickets

TRANSFER TICKETS

1 Ticket Selected

Sec ORCH3, Row A, Seat 102

First Name

First Name

Last Name

Last Name

Email or Mobile Number

Email or Mobile Number

Note

BACK Transfer 1 Ticket



New iMessage Cancel

To: First Name

Here is 1 ticket to Broadway Show <https://oss.ticketmaster.com/s/dc43761f>

Q W E R T Y U I O P

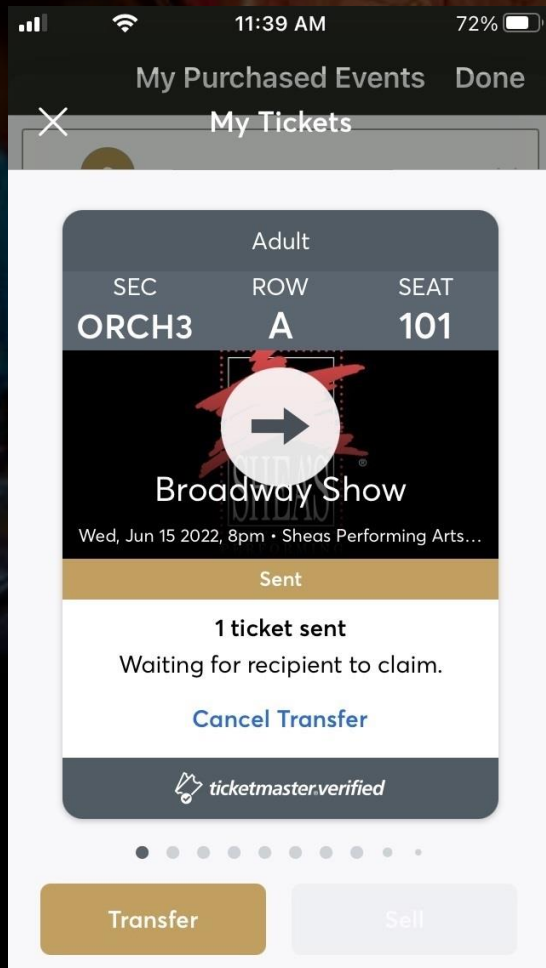
A S D F G H J K L

↑ Z X C V B N M

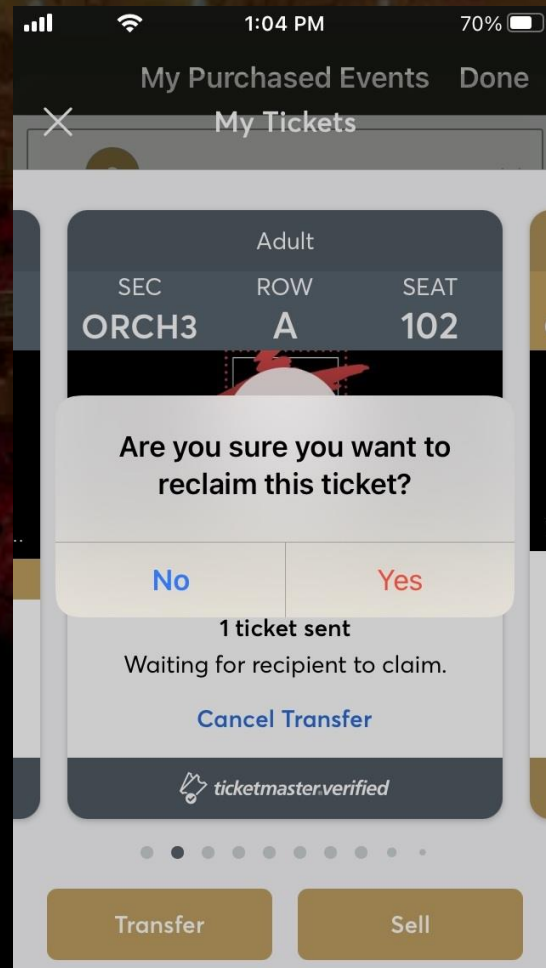
.?123 space return

7A. If you selected a mobile number, you would now text the link to the recipient.

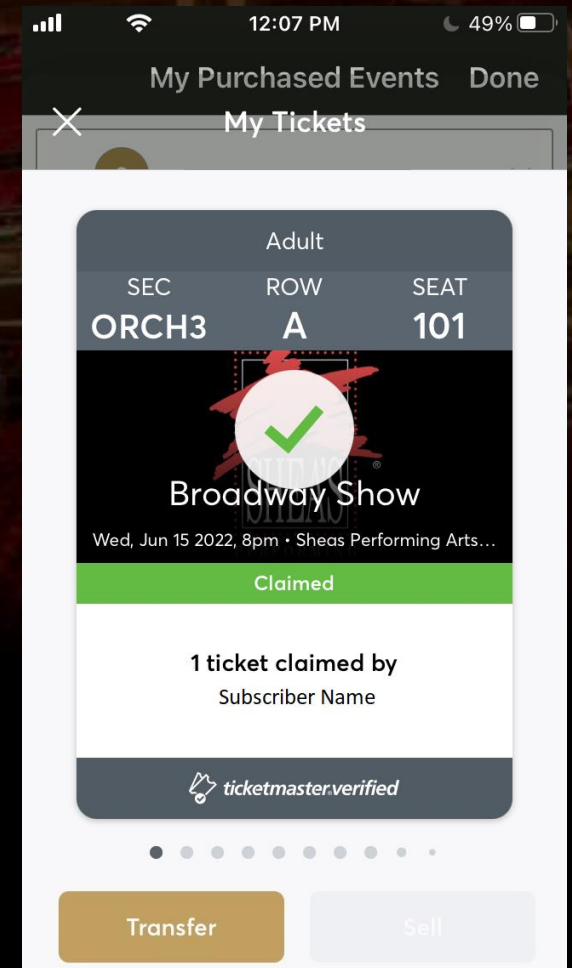
If you selected an email address, the tickets instead will automatically be sent.



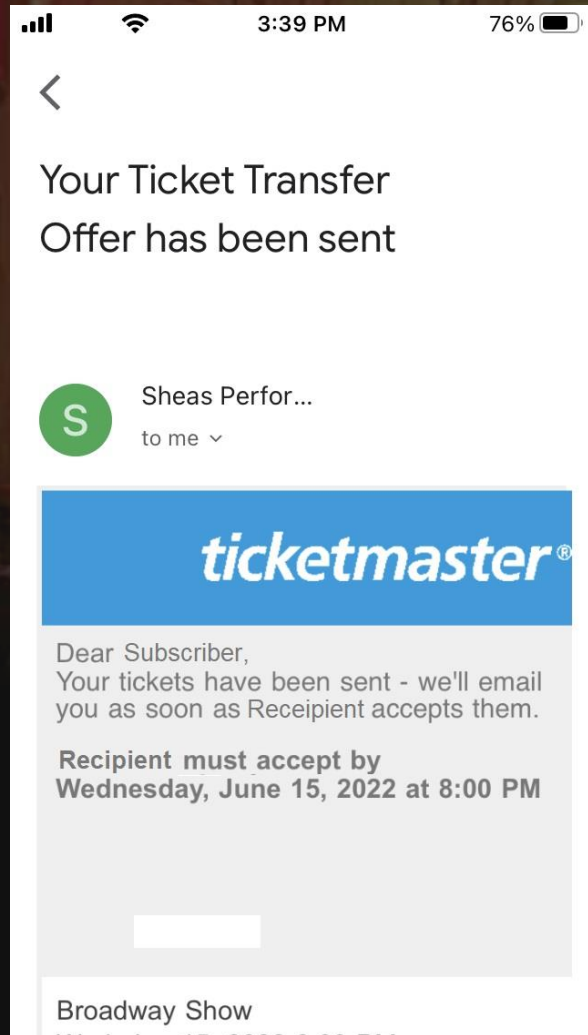
8. You can view the current status of your ticket transfer at any time by checking MY SHEA'S App.



9. Click **Cancel Transfer** to return the tickets, but only before the tickets are claimed by the recipient.

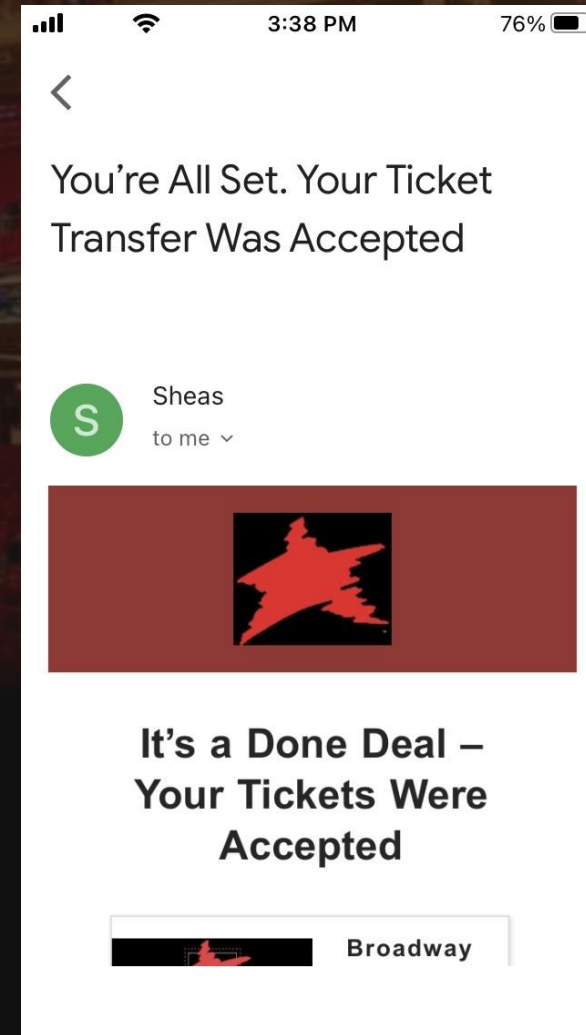


10. Once the tickets have been claimed, you will see an updated ticket status when viewing your tickets.



You will receive two email confirmations: the first will be to let you know that the tickets have been offered to the ticket recipient.

The second email will be sent once the ticket recipient has accepted the tickets.



HOW TO:



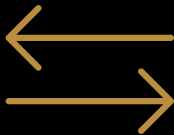
Add to Apple Wallet



Buy Tickets



Claim Tickets



Exchange Tickets



See Ticket Details



View Barcode

FAQ:

❓ How does a recipient accept tickets?

We have put together this guide with step-by-step instructions that you can share with the recipient on [how to claim their new tickets](#).

❓ I made a mistake with my transfer.

Remember, you can always [cancel a transfer](#) up until the tickets have been claimed by the recipient. For further issues, please [contact the Shea's Box Office](#) so that we may better assist you.

❓ What if the tickets are not accepted?

You will receive an email once the transfer has expired to let you know that they have not been claimed. You may also choose to cancel the transfer and keep the tickets instead.

❓ What is the difference between a ticket transfer and an exchange?

A ticket transfer is to move the ticket from one account to another – you are transferring your ticket ownership to a friend. An exchange is trading your seat location / show-date / show-time for another performance of the same show.

❓ What if the recipient doesn't have an email / smartphone?

In this scenario, please [contact the Shea's Box Office](#) for assistance – we can arrange to have the tickets manually transferred to a new account holder.