

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

The background of the slide is a photograph of the interior of a grand theater. The seating area is filled with rows of plush red seats, arranged in a semi-circular fashion. The ceiling is highly ornate, featuring intricate gold-colored designs and patterns. The overall atmosphere is one of elegance and historical grandeur.

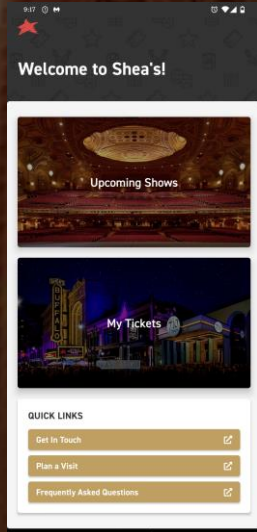
Please Note:

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.

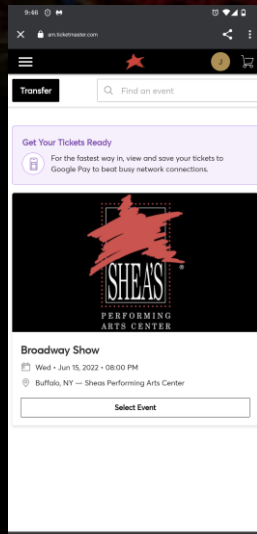
Once a ticket has been transferred and accepted by the new ticket recipient, the ticket *cannot* be returned to the previous owner unless the new ticket owner chooses to transfer it back. It is now the property of the recipient.

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.

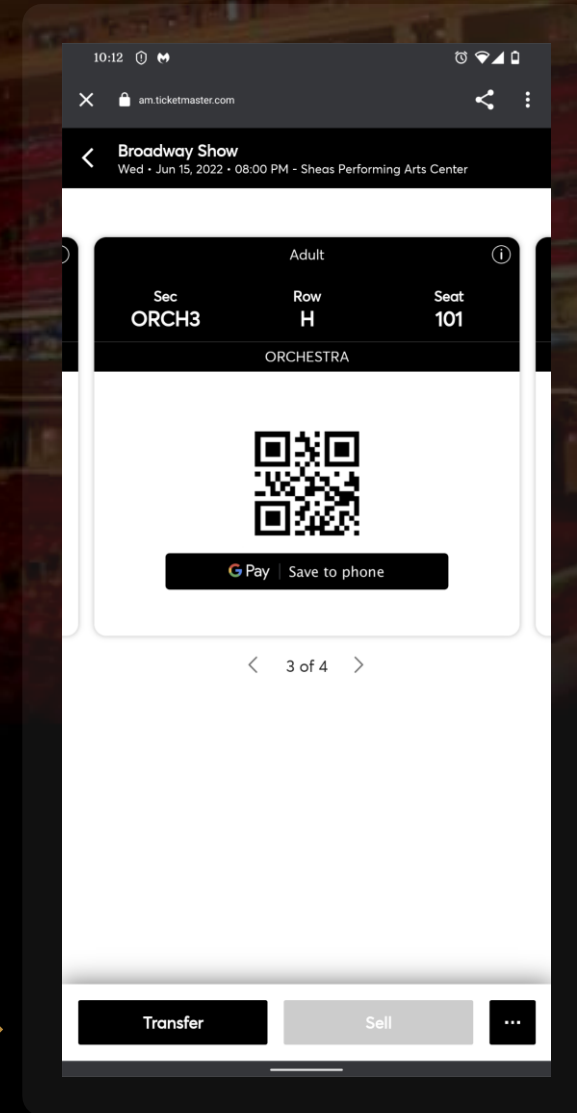


2. In your MY SHEA'S Account, select any show by clicking **Select Event**.



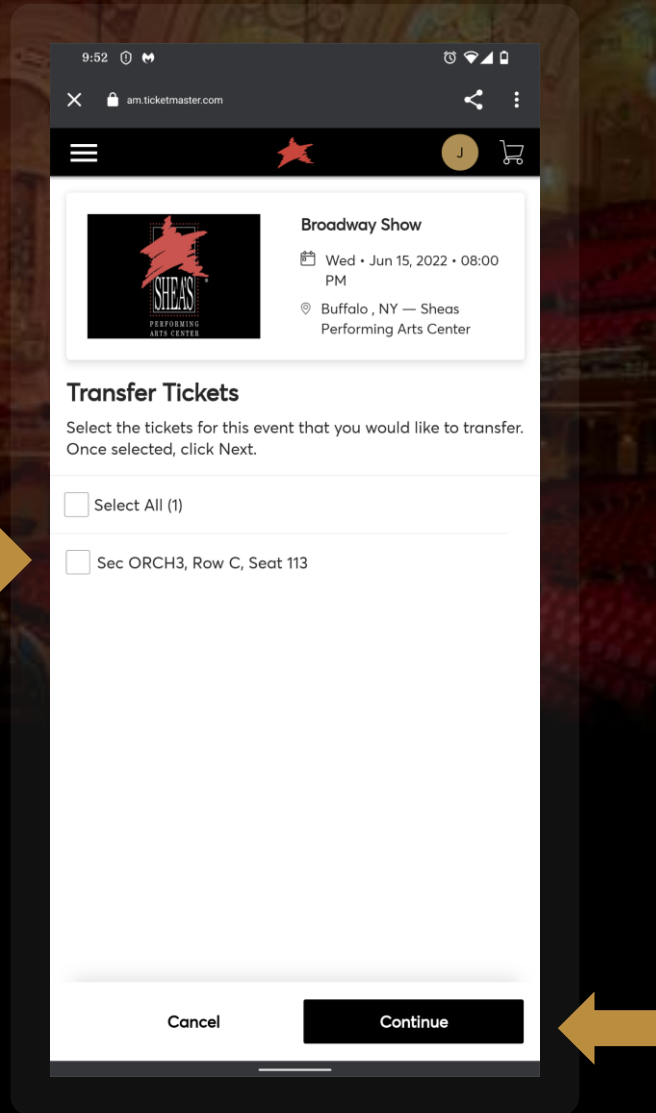
3. If you can't attend a performance, or if you'd like to give your tickets to a friend, you now can do so by transferring your tickets!

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



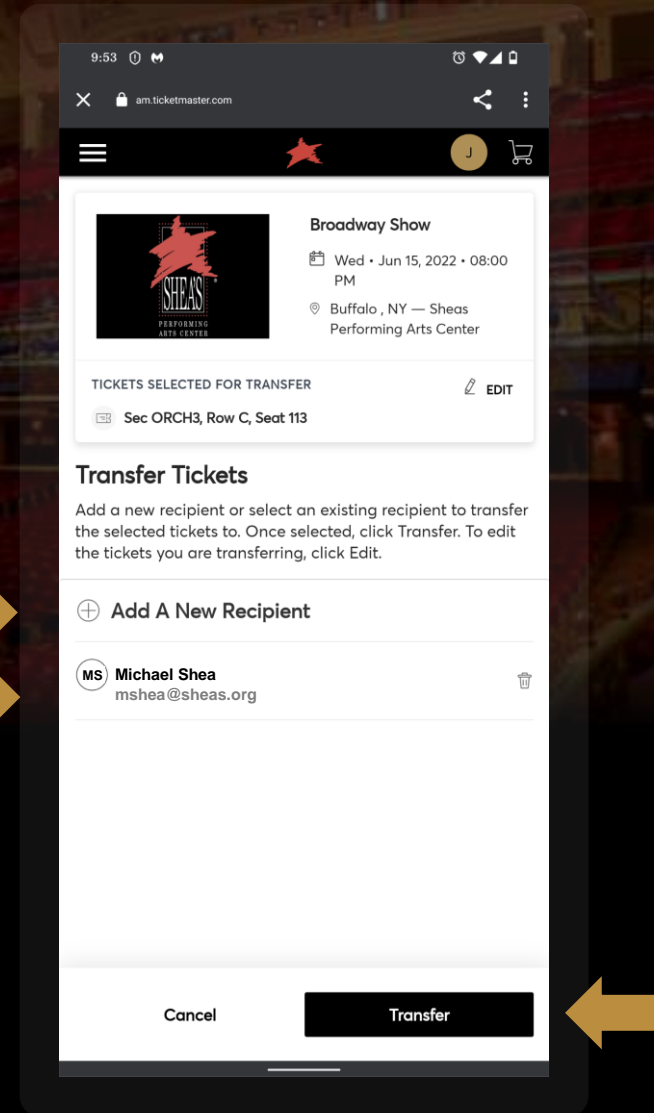
4. This screen will pop up, allowing you to **select** which tickets you would like to transfer, and then continue by tapping the **Continue** button.

If you'd like to return to the previous screen instead, hit **Cancel**.



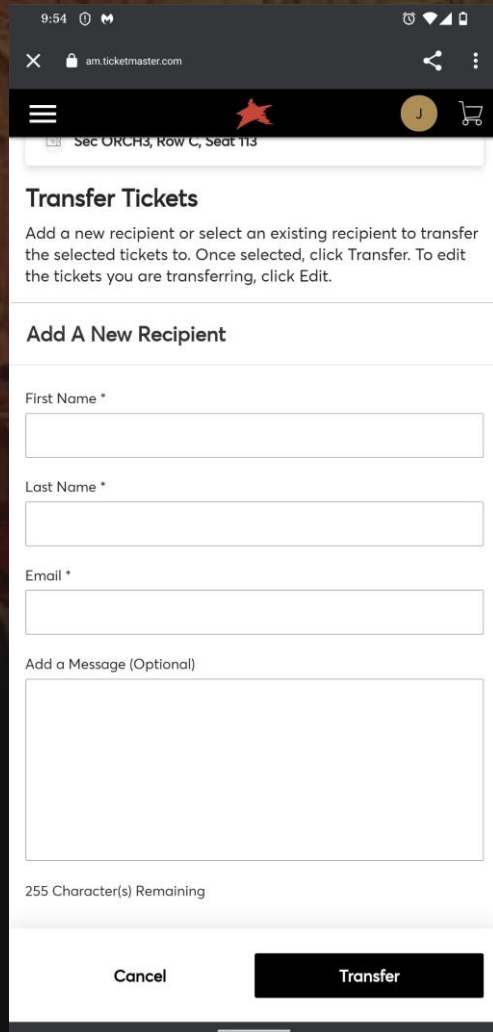
5. You can choose to either **Add A New Recipient** or choose an existing recipient who has previously been sent tickets.

Choose one option, and then click **Transfer**.



6. If you choose to Add A New Recipient, please fill out the recipient's **First Name**, **Last Name**, and **Email**.

If you selected an existing contact, this information will auto-fill.



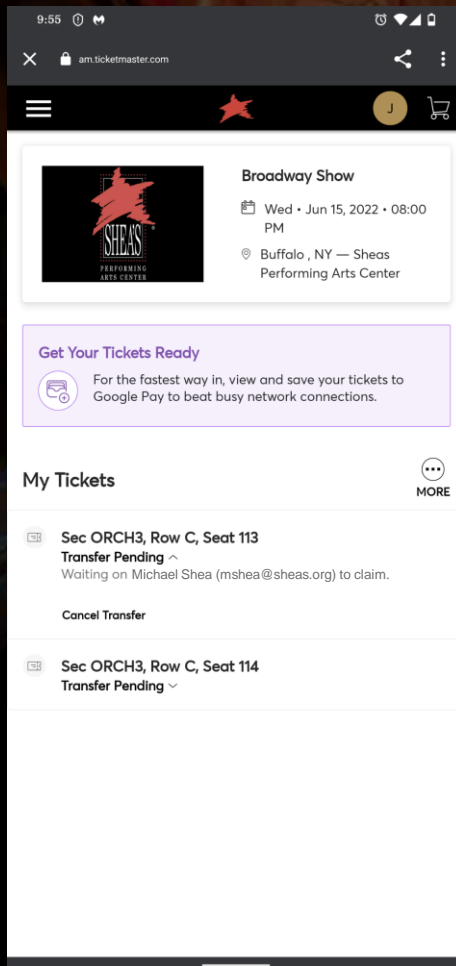
The screenshot shows the 'Transfer Tickets' interface on a mobile device. At the top, it says 'Sec ORCH3, Row C, Seat 113'. Below that is the 'Transfer Tickets' heading and a brief instruction: 'Add a new recipient or select an existing recipient to transfer the selected tickets to. Once selected, click Transfer. To edit the tickets you are transferring, click Edit.' The main section is 'Add A New Recipient', which contains three required text input fields: 'First Name *', 'Last Name *', and 'Email *'. Below these is an optional 'Add a Message (Optional)' text area. At the bottom, there is a 'Cancel' button and a 'Transfer' button. A yellow arrow points to the 'Transfer' button.

7. Once you select **Transfer**, you'll be brought to this screen confirming the transfer has been started.

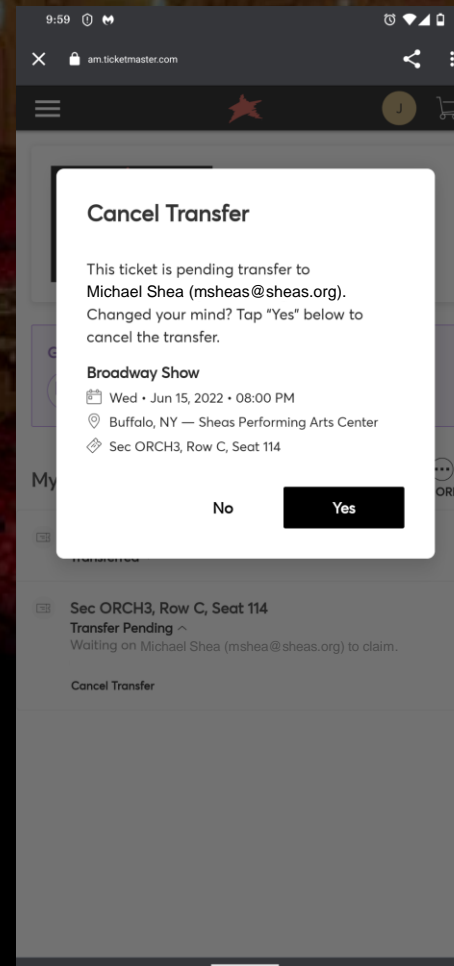
The recipient will receive an email with further instructions, and you will be notified once they have accepted the tickets.



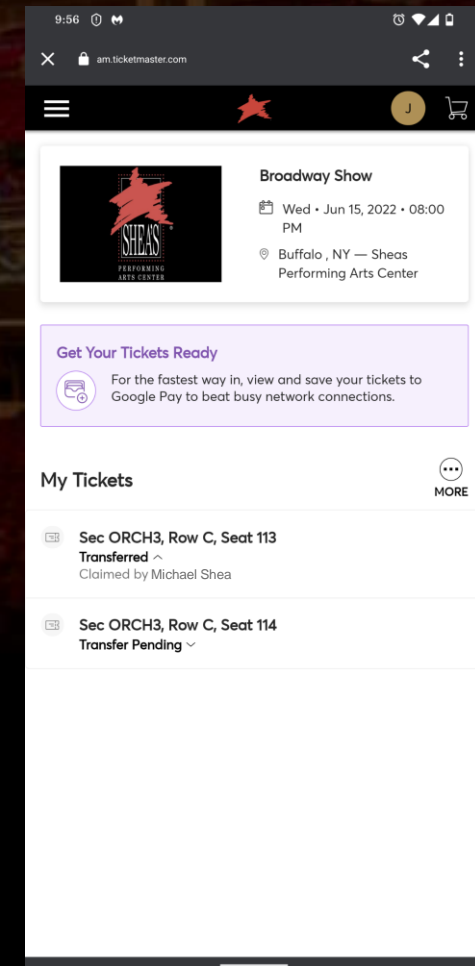
The screenshot shows the 'You're All Set!' confirmation screen. It states 'You have transferred your tickets successfully!' and provides 'Expiration Info: Michael Shea has until Wed • Jun 15, 2022 • 08:00 PM to accept the transfer.' Below this is a note: 'We'll let you know when Michael accepts the tickets. If anything changes, though, you can easily cancel the transfer as long as the recipient hasn't accepted them yet.' There is a 'Go back to My Events' button. The bottom section features the 'SHEA'S PERFORMING ARTS CENTER' logo, the event title 'Broadway Show', the date and time 'Wed • Jun 15, 2022 • 08:00 PM', and the location 'Buffalo, NY — Sheas Performing Arts Center'. Under the heading 'TRANSFERRED TICKETS', it shows 'Sec ORCH3, Row C, Seat 113' and 'Transferred: Jun 15, 2022 to mshea@sheas.org'.



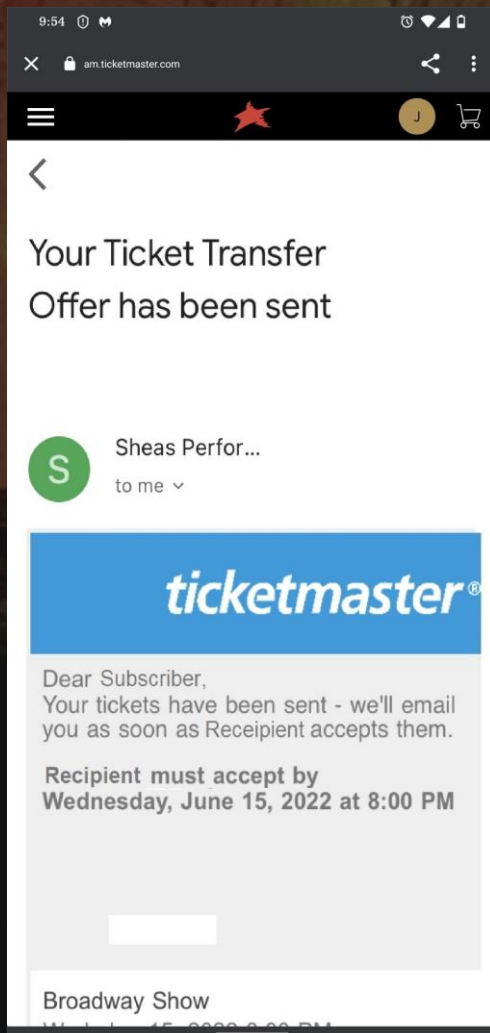
8. You can view the status of your ticket transfer at any time by checking your MY SHEA'S Account.



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

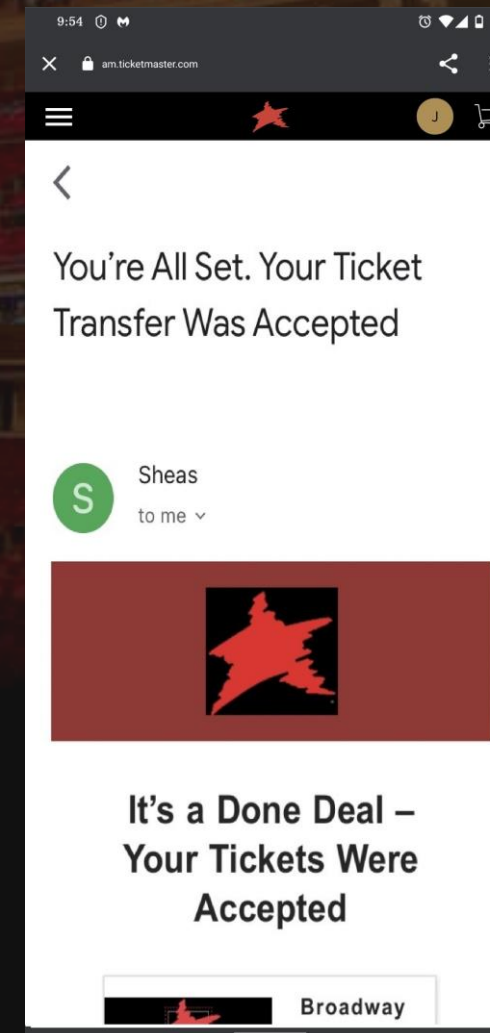


10. Once the tickets are claimed, you will see an updated ticket status when viewing your tickets.



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:



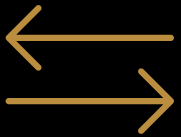
Add to Google Pay



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.