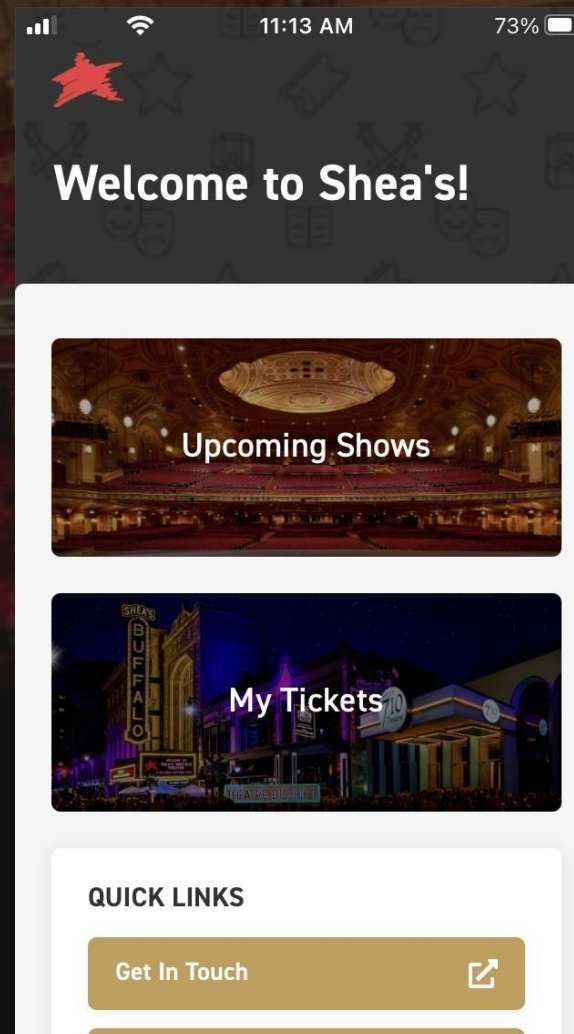


**Forgot Password?**  
**Reset Your MY SHEA'S Account**  
**On Your Mobile (iOS)**

1. Find the MY SHEA'S App on your mobile device and **tap** the icon to open it.



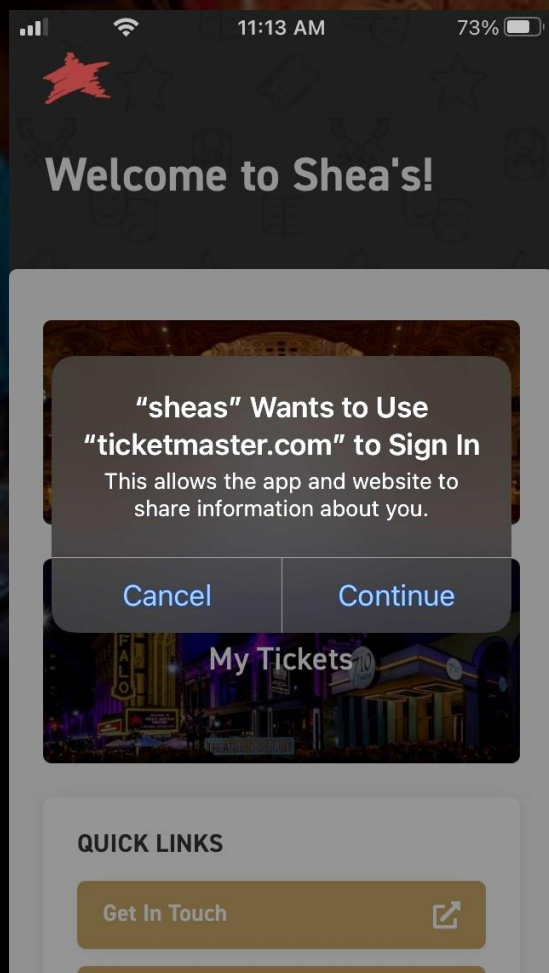
2. Wait patiently for a moment while the app is loading...



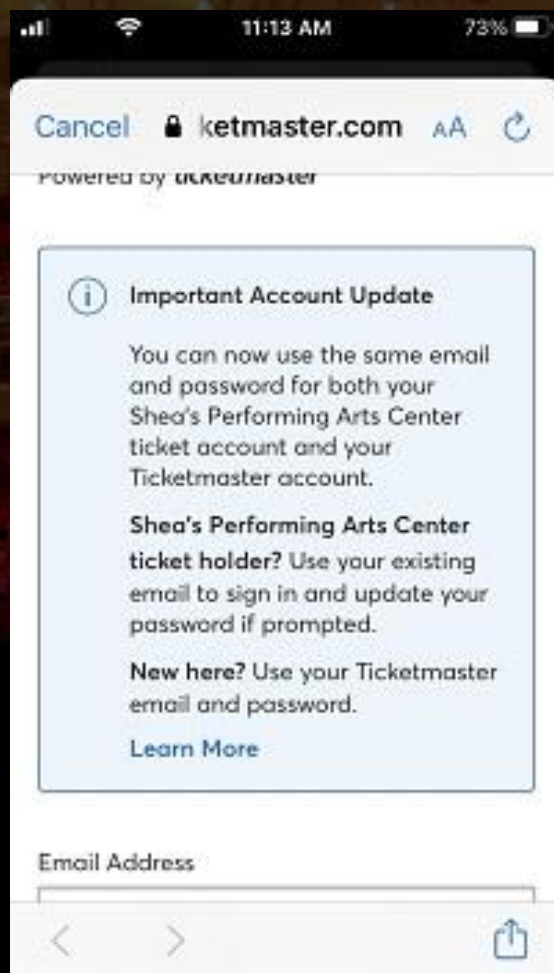
3. Welcome to MY SHEA'S App, where our patrons can quickly and easily manage tickets, all with the click of a button!

To begin resetting the password for your MY SHEA'S Account, click on **My Tickets**.

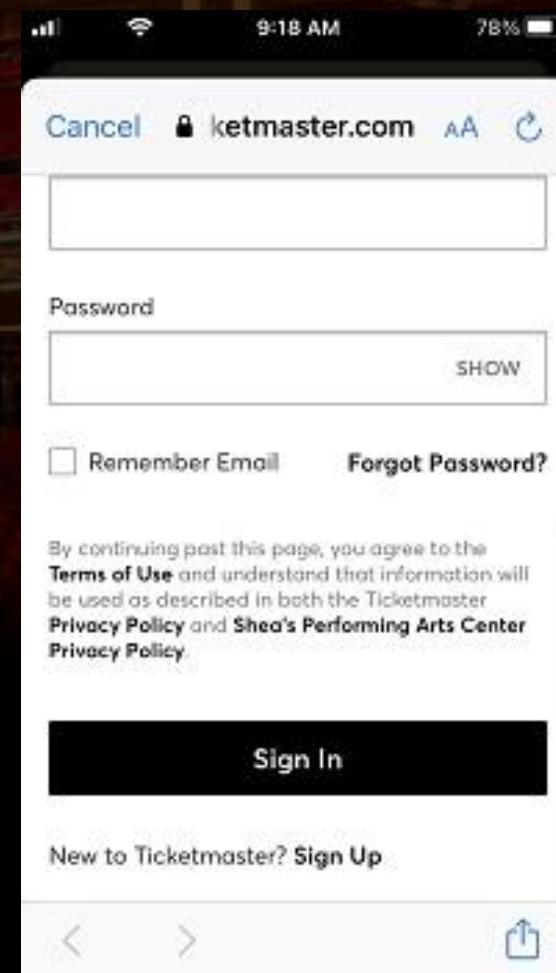




4. Click to **Continue**.



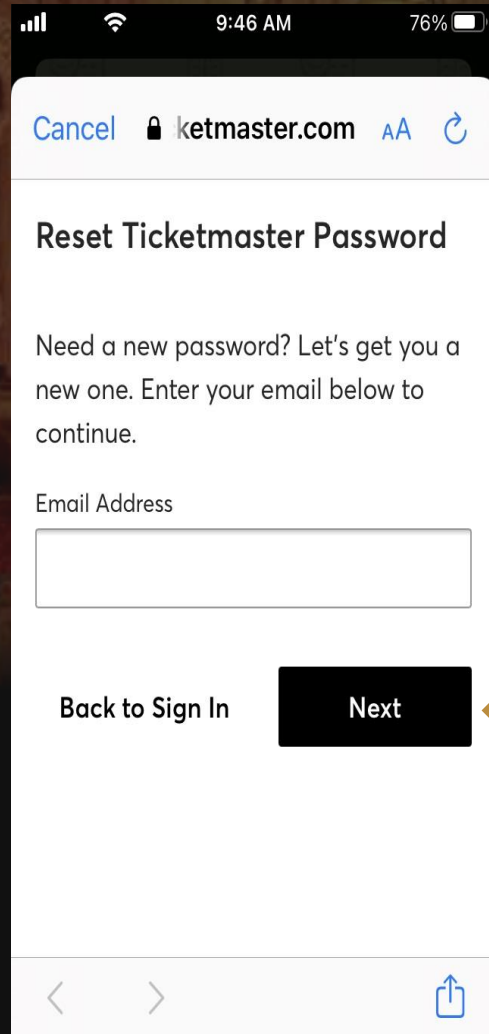
5. Scroll Down...



6. Click on **Forgot Password?**

6. Enter your email address and click **Next**. The system will search for your MY SHEA'S Account information.

**Contact the Shea's Box Office** if you don't know what email is associated with your account, or if you would like to change the email address for your account.



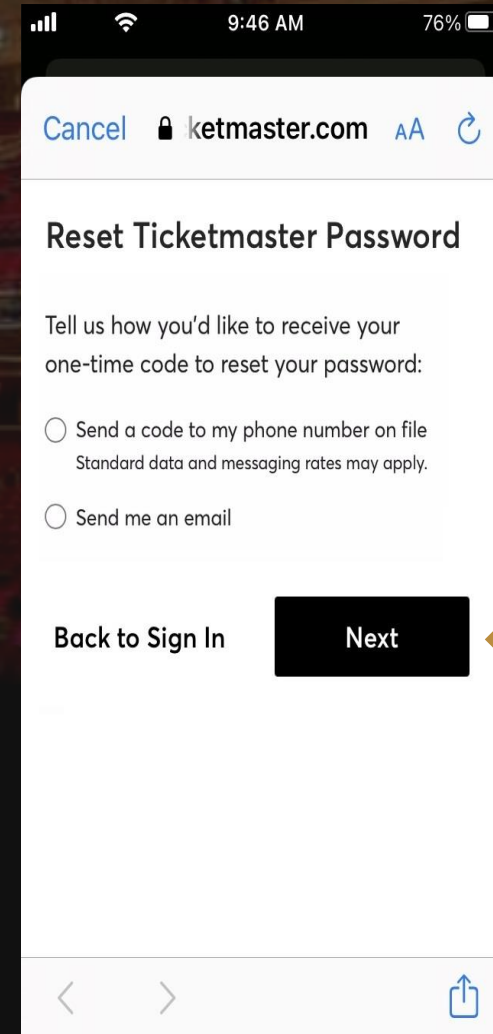
Cancel ketmaster.com AA ↺

### Reset Ticketmaster Password

Need a new password? Let's get you a new one. Enter your email below to continue.

Email Address

Back to Sign In Next



Cancel ketmaster.com AA ↺

### Reset Ticketmaster Password

Tell us how you'd like to receive your one-time code to reset your password:

☐ Send a code to my phone number on file  
Standard data and messaging rates may apply.

☐ Send me an email

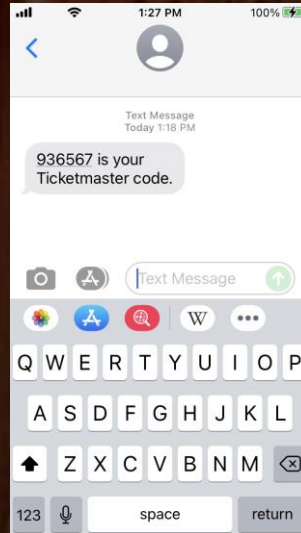
Back to Sign In Next

8. For your security, Ticketmaster will send you a one-time code to verify your account.

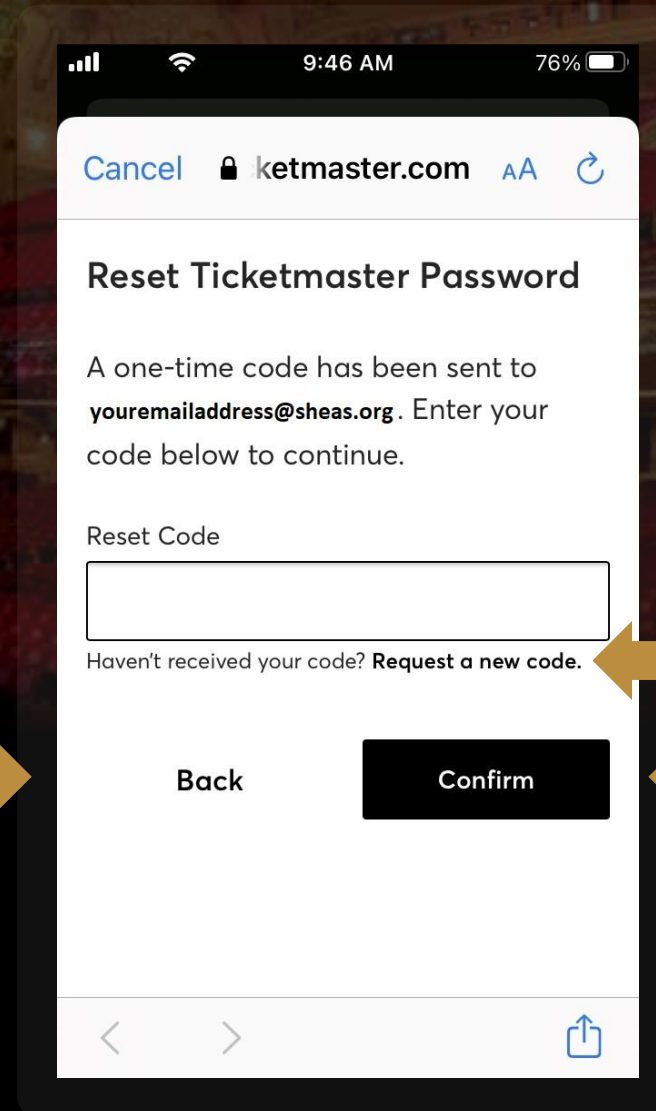
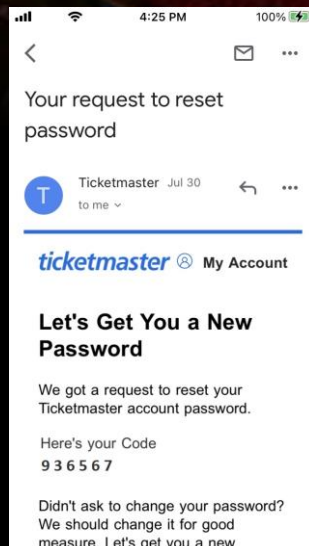
If there is a mobile number associated with your account, you may choose to either receive an email or a text. Select an option, and then click **Next**.



## 8A. Text



## 8B. Email

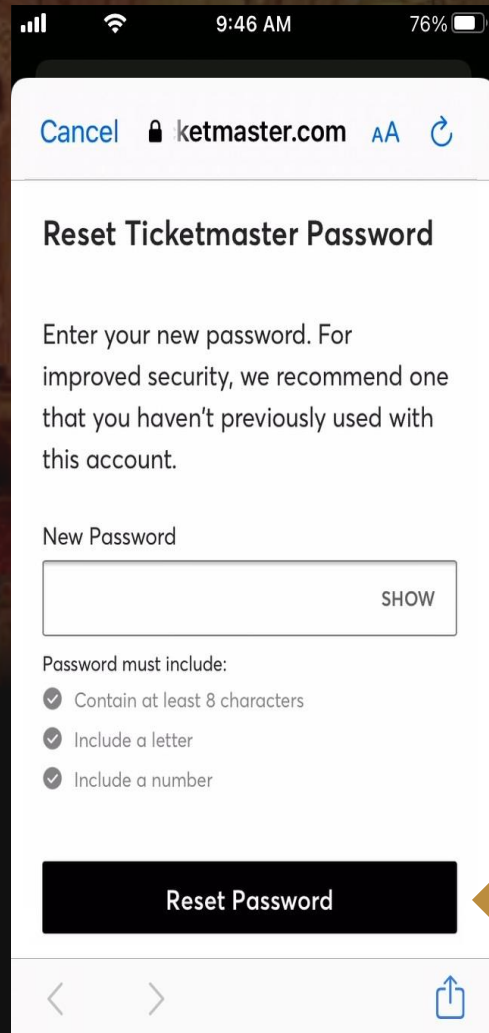


9. Type the code in and click **Confirm**.

If you haven't received an email/text, you can request a new code by clicking the **Back** button or **Request a new code**. This will deactivate the previous code sent to you, even if it arrives later. If you still don't receive a code, please contact the Shea's Box Office.

10. Choose a new password to **Reset Password** and log into your MY SHEA'S Account!

You now will be able to access and manage your tickets all through MY SHEA'S App.



Cancel ketmaster.com AA

### Reset Ticketmaster Password

Enter your new password. For improved security, we recommend one that you haven't previously used with this account.

New Password

SHOW

Password must include:

- ✓ Contain at least 8 characters
- ✓ Include a letter
- ✓ Include a number

Reset Password



My Purchased Events Done

S Subscriber Name  
ID: 3733444

HAMILTON  
Thu, Dec 16, 7:30pm • Sheas Performing...

Broadway Show  
Wed, Jun 15 2022, 8pm • Sheas Performin...



# HOW TO:



Add to Apple Wallet



Buy Tickets



See Ticket Details



Transfer Tickets



View Barcode

# FAQ:

❓ I want to change my email address.

Please [contact the Shea's Box Office](#) so that they may assist you in updating your MY SHEA'S Account.

❓ I didn't receive a code.

You can [request a new code](#). If you still do not receive it, please [contact the Shea's Box Office](#) – they will be able to assist you.

❓ The tickets aren't in my account.

You may have logged in using an email not associated with your tickets, or that the tickets have not yet been made available in your MY SHEA'S Account. Please [contact the Shea's Box Office](#) to confirm your email address and your tickets.

❓ It says there is no account found.

If there is no MY SHEA'S Account with your email, then you may need to [Sign Up](#) to create a new account.

❓ Why does it say Ticketmaster? Should I log in with a Ticketmaster account?

The MY SHEA'S Account is hosted through Ticketmaster but is managed by Shea's Performing Arts Center to offer our patrons a better ticketing experience. Your MY SHEA'S Account is separate from your Ticketmaster account. However, if you use the same email address for both, you may see any Ticketmaster-purchased tickets for upcoming events at Shea's, even if you can't manage them through MY SHEA'S Account.