Buy Tickets Through Your MY SHEA'S Account On Your Mobile (Internet Browser)



*1.* Click the **Menu** button in the upper-left corner.

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#### Choose an event/plan to purchase tickets

The available events/plans that you can purchase tickets for are listed below. If available, there may be more information on each event/plan which can be accessed by clicking the More Info option on the bottom righthand corner of each card. Additional filter options are available such as search, sort and the filters listed in the right rail.





*3.* Scroll through a list of upcoming shows available for purchase. When you find a performance date/time you would like to attend, **Select** the event to continue.



4. You will be presented with a seating map of the venue. Blue sections have seats available, while greyed-out sections have no seats available. There are filters at the top of your screen that can be adjusted to help you search for a specific number of seats or within a particular price range. *Zoom in* to view individual seats and *click to add seats to your cart*. A green checkmark will appear over seats that you have selected. To view your cart or to check out, you can click in the upper-right corner on the **Cart** icon.



5. When you are satisfied with your seat selection, click **Continue**.

If you'd like to remove a ticket from your cart, click the **Trashcan** icon instead. You will be prompted to confirm **Remove Seats From Cart** before they are released.

#### ©19:47 left Shopping \$159.00 Cart

Review the items added in your shopping cart below and proceed to checkout in order to confirm them.

BROADWAY SHOW <sup>™</sup> Tue • Dec 14, 2021 • 07:30 P Show Map	м
Dynamic 002: 1 Section ORCH3, Row S, Seat 109	
Continue Shopping	Checkou



07m 57s To Complete Purchase We will release the reserved items if not purchased within this time.

Complete the checkout steps and submit your payment

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update

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If you do not complete the check-out process before the timer runs out, the tickets will be released for sale again.

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6. To complete the check-out process, you will be asked to confirm your Account Details, select your Delivery & Shipping options (at this time, we only offer Mobile), and Payments. If you have a card on file, it will auto-populate the information.



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7. When you are ready to purchase, click **Submit Order**.





**8.** If you successfully purchased tickets, you will be able to access and manage your tickets through **My Events** via the **Menu** icon in your MY SHEA'S Account.

# HOW TO:



### Download MY SHEA'S App







### **Transfer Tickets**



## FAQ:

How else can I purchase tickets? What is the difference between a ticket transfer and an exchange? I require accessible seating. Why are some shows for sale via Ticketmaster but not MY SHEA'S? Can I exchange/refund a ticket that was purchased on Ticketmaster?

Tickets can be purchased through our website at <u>Sheas.org</u> by logging into your MY SHEA'S Account, through Ticketmaster, or in-person at the Shea's Box Office.

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.

Please **contact the Shea's Box Office** so we may assist you with your ticket purchase. We have a variety of seating options to accommodate wheelchairs, sight-impairment, ASL interpreters, and other audience services.

It usually depends on the contracts signed when a production schedules a performance at Shea's Performing Arts Center. However, tickets to all shows can always be purchased in person at the Shea's Box Office.

Unfortunately, a ticket purchased via Ticketmaster must be handled through Ticketmaster, even if it is available to view in your MY SHEA'S Account. Please <u>contact Ticketmaster</u> for assistance.