# Claim Tickets In Your MY SHEA'S Account On Your Desktop

### There are 2 ways to receive transferred tickets:





Claim Tickets sent via Text

#### Claim Tickets sent via Email



*1A*. If tickets are transferred to you via EMAIL, the email may look slightly different if it was sent through MY SHEA'S app or their MY SHEA'S Account. Both emails will have an **Accept Tickets** button that you need to click to claim your tickets.

Tickets must be claimed by the expiration date. If the ticket transfer is cancelled or expires, you will receive an email notification.

72	SUBSCRIBER NAME SENT YOU 1 TICKET(5). Sign in to accept and view your ticket(5).	
Sign In to Shed's Performing Arts Center Powered by <i>ticketmaster</i>	Helpful Tips on Accepting Your Lickets	REAL
(j) Important Account Update	Once you've signed in the tickets are yours. Visit My Events to view and manage them any time	- 65
You can now use the same email and password for both your Shea's Performing Arts Center ticket account and your Ticketmaster account.		
sned a Performing Arts Center ticket holder? Use your existing email to sign in and update your password if prompted. New here? Use your Ticketmaster email and password. Learn More	Save your tickets to your digital Wallet for quick and easy entry at the gate.	
Email Address		
Password		
Remember Email     Forgot Password?		
By continuing past this page, you agree to the <b>Terms of Use</b> and understand that information will be used as described in both the Ticketmaster <b>Privacy Policy</b> and <b>Shea's Performing Arts Center Privacy Policy</b> .		
Sign In		
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*2A*. You must **Sign In** to your MY SHEA'S Account to accept a ticket transfer. Click here for our easy guides on how to <u>Sign In</u> / <u>Sign Up</u> / reset a <u>Forgot Password</u>.

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Broadway Show Wed - Jun 15, 2022 + 08.00 PM	100 M	SHEAS	My Tickets	→8 Transfer Sell More	
You successfully accepted your ticket transfer			Sec ORCH3, Row A, Seat 101	>	
You Have One Important Step Left View and save your tickets before you head to the event with the	se simple steps.	ARTS CENTER	Sec ORCH3, Row A, Seot 102	>	
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If you have any questions, we're here to help. Contact Us			Sec ORCH3, Row C, Seat 113	>	
© 2021 Ticketmaster. All rights reserved Questions? Contact us by <del>email</del> or call 716-847-0	50		Sec ORCH2, Row C, Seot 114	>	

*3A*. Once you are signed in, the tickets are accepted and are now yours to use. You and the original ticket holder will both receive an email confirmation once the tickets are successfully transferred.

We hope to have you join us at Shea's Performing Arts Center to see a show soon!

#### Claim Tickets sent via Text

1B. If a friend transfers their tickets to you via TEXT, it will arrive with a link to Ticketmaster. Clicking the link will take you your mobile internet browser to log into your MY SHEA'S Account.

Tickets must be claimed before show-time or will expire. If the ticket transfer is cancelled, the link will redirect you to a cancellation notice.





*2B*. Once the welcome page loads, click the **Sign In** icon in the upper-right corner.

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Ticketmaster account. Shea's Performing Arts Center ticket holder? Use your existin email to sign in and update yo password if prompted.	r Ig bur	By continuing past this page, you agree to the <b>Terms of Use</b> and understand that information will be used as described in both the Ticketmaster <b>Privacy Policy</b> and <b>Shea's Performing Arts Center</b> <b>Privacy Policy</b> .
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*3B.* Scroll down and **Sign In** to your MY SHEA'S Account. Click here for our easy guides on how to <u>Sign In</u> / <u>Sign Up</u> / reset a <u>Forgot Password</u>.

Once you *4B*. signed in, are the tickets are accepted and are now yours to use. You and your friend will also both receive an email confirmation that the tickets were transferred to your account.



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## HOW TO:





### Download MY SHEA'S App





### FAQ:

How do I log in to accept tickets?

We have guides on how to <u>Sign In</u> to your MY SHEA'S Account, how to <u>Sign Up</u> for MY SHEA'S Account, and reset a <u>Forgot</u> <u>Password</u>. Please <u>contact the Shea's Box Office</u> with any issues.

Can I transfer the tickets to someone?

Yes - we have put together this guide with step-by-step instructions on how to **Transfer** tickets for **Desktop** / **Android** / **IOS** / **Mobile Browser**.

What if the tickets are not accepted?

Can I accept tickets through the MY SHEA'S App?

I logged into MY SHEA'S Account but don't see tickets to accept. If not accepted, the tickets will expire, and the **Accept Tickets** link will de-activate.

Not at this time – but once the tickets have been accepted, they will be accessible through your MY SHEA'S App.

Confirm the email address and/or mobile number that the tickets were transferred to. Remember, a ticket transfer can always be cancelled in the case of an error if the tickets haven't been accepted. Please <u>contact the Shea's Box Office</u> with any issues.