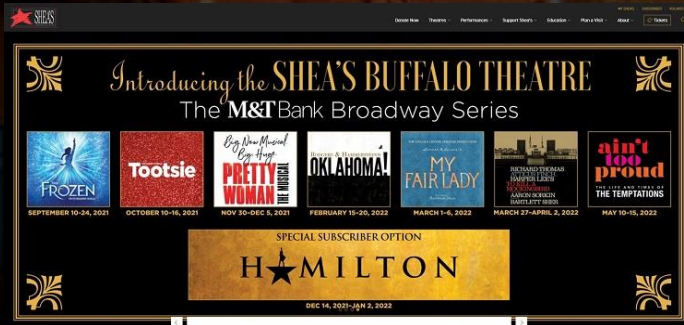


Forgot Password?
Reset Your MY SHEA'S Account
On Your Desktop Computer

1. Go to our website at [Sheas.org](https://sheas.org) and click on **MY SHEA'S** in the upper-right corner.



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

Sign In to Sheas's Performing Arts Center

Powered by *ticketmaster*

Important Account Update

You can now use the same email and password for both your Sheas's Performing Arts Center ticket account and your Ticketmaster account.

Sheas's 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](#)

Email Address

Password

[SHOW](#)

☐ Remember Email

[Forgot Password?](#)

By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in both the [Ticketmaster Privacy Policy](#) and [Sheas's Performing Arts Center Privacy Policy](#).

New to Ticketmaster? [Sign Up](#)

[Sign In](#)

3. This is the Sign In screen that will pop up when you go to log into your **MY SHEA'S Account**.

To begin resetting your account, click **Forgot Password**.



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

4. 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.

Reset Ticketmaster Password



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

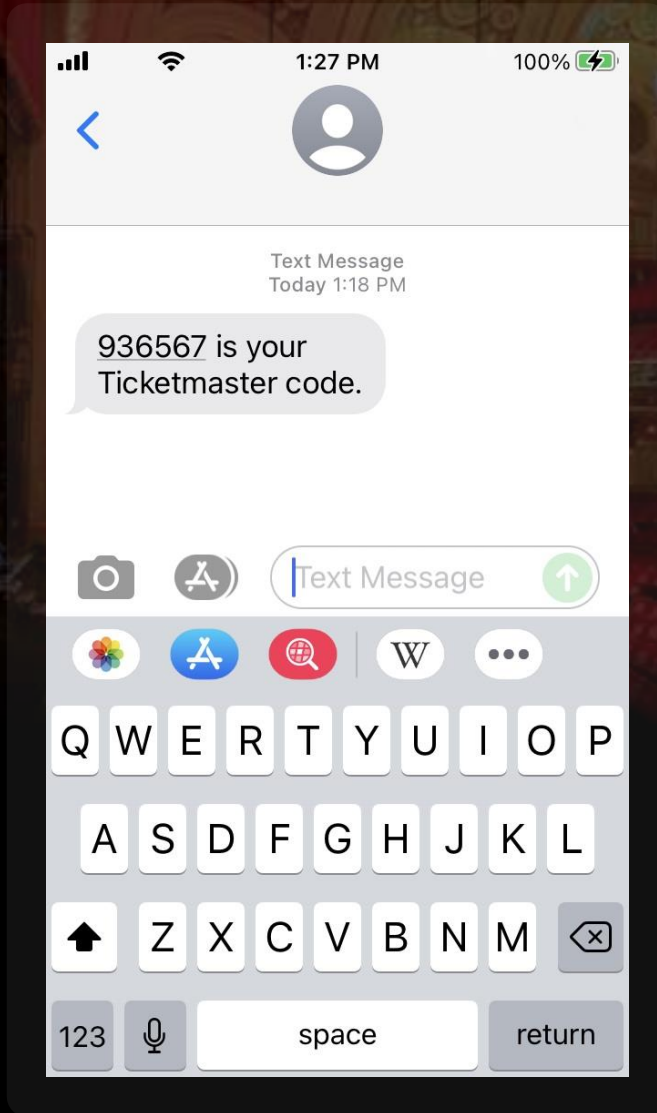
☐ Send a code to my phone number on file
Standard data and messaging rates may apply.

☐ Send me an email

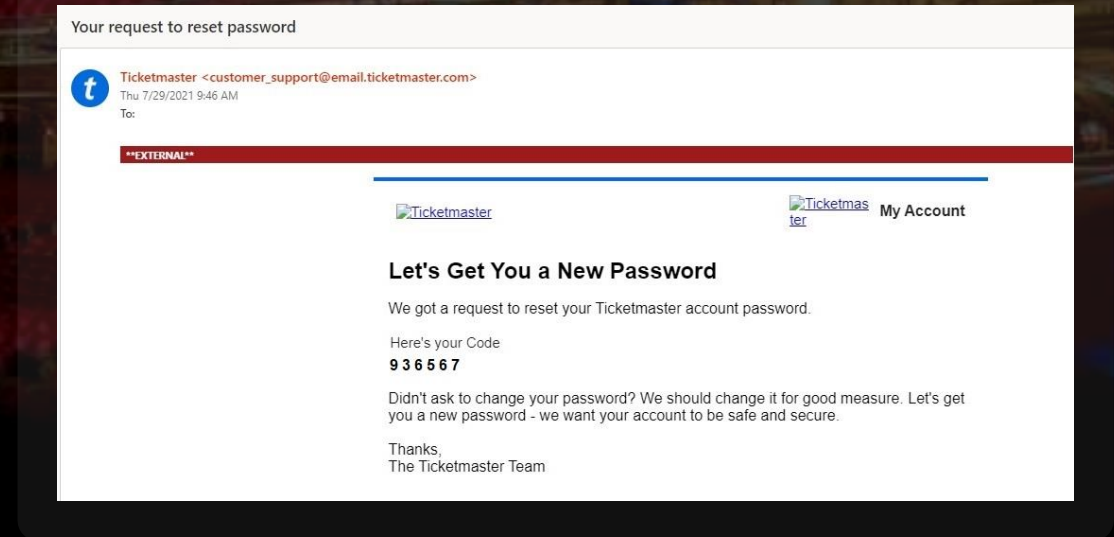
[Back](#)

Next

5. 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**.

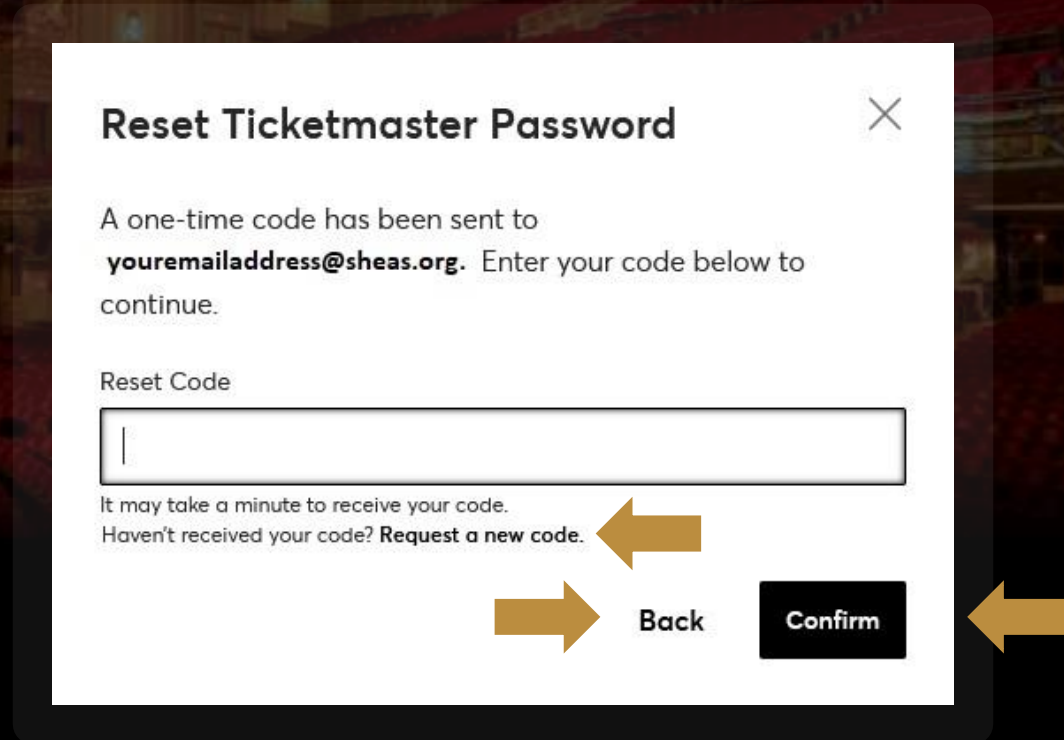


6A. Text



6B. Email

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



Reset Ticketmaster Password ✕

A one-time code has been sent to **youremailaddress@sheas.org**. Enter your code below to continue.

Reset Code

It may take a minute to receive your code.
Haven't received your code? [Request a new code.](#)

[Back](#) **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.**

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 Events](#) [Invoices](#) [Purchase](#) [Donate](#) [Help](#) ▾



Subscriber Name ▾

Hi Patron! Thanks for checking in. We've announced rescheduled dates for the shows that were cancelled at the end of last season. Those new dates are reflected in your event listing if you still have the tickets in your account. Returned and refunded shows from last season will not be displayed. We've also announced dates for the New Broadway Series that was put on hold in 2020-21. Those can be found [here](#). The individual shows for the New Broadway Series won't be visible in your My Shea's Account yet. Check your invoice to see the status of or to renew your New Broadway Series.

My Next Event



Broadway Show

Tue • Jun 15, 2021 • 08:00 pm • Shea's Performing Arts Center



[View All My Upcoming Events](#)

EVENTS



[View Invoices / Renew Tickets](#)

INVOICES



[Season Tickets / Special Events](#)

PURCHASE



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8. Choose a new password and log into your MY SHEA'S Account. Here, you can manage all your tickets!

HOW TO:



Buy Tickets



Claim Tickets



Download MY SHEA'S App



Invoice



Transfer Tickets

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.