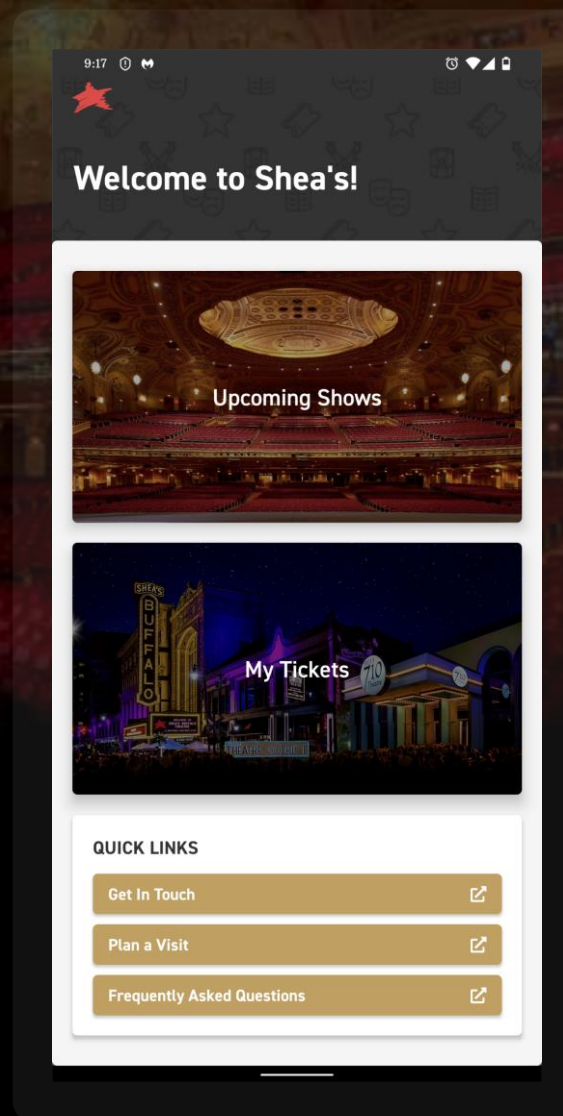


Forgot Password?
Reset Your MY SHEA'S Account
On Your Mobile (Android)

1. Find 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**.





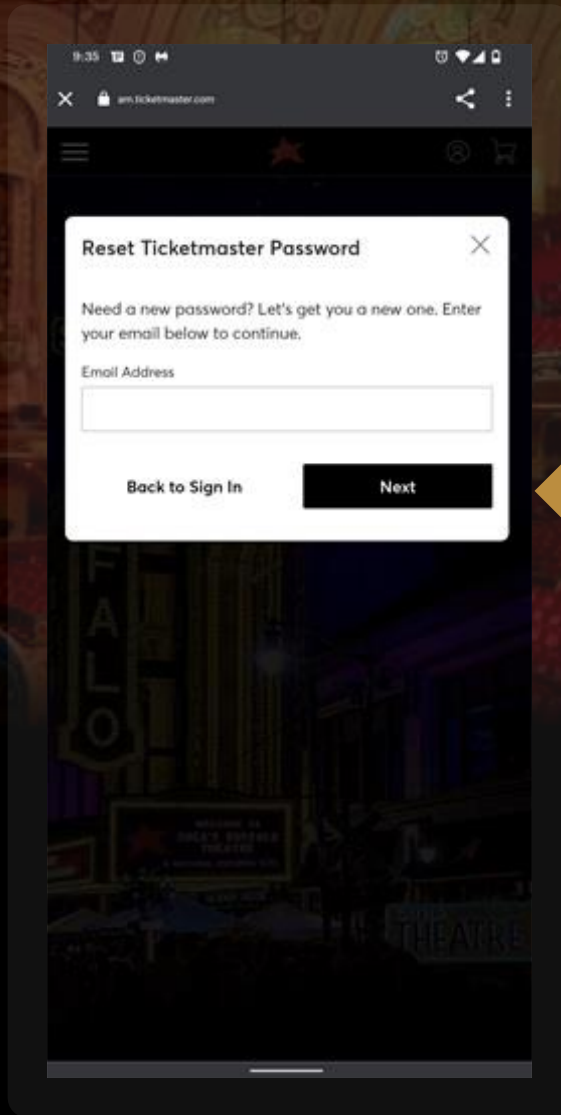
4. Click the **Sign In** icon in the upper-right corner.

A screenshot of a mobile app interface for Ticketmaster. The top navigation bar is dark with a red star icon and a person icon. Below the navigation bar, the main content area features a white box with the text "Sign In to Shea's Performing Arts Center" and "Powered by ticketmaster". Below this, there is a section titled "Important Account Update" with a blue information icon. The update text states: "You can now use the same email and password for both your Shea's Performing Arts Center ticket account and your Ticketmaster account. Shea'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". Below the update section, there are input fields for "Email Address" and "Password" with a "SHOW" button. There is a checkbox for "Remember Email" and a link for "Forgot Password?". At the bottom, there is a "Sign In" button and a link for "New to Ticketmaster? Sign Up". A yellow arrow points to the "Forgot Password?" link.

5. Click on **Forgot Password.**

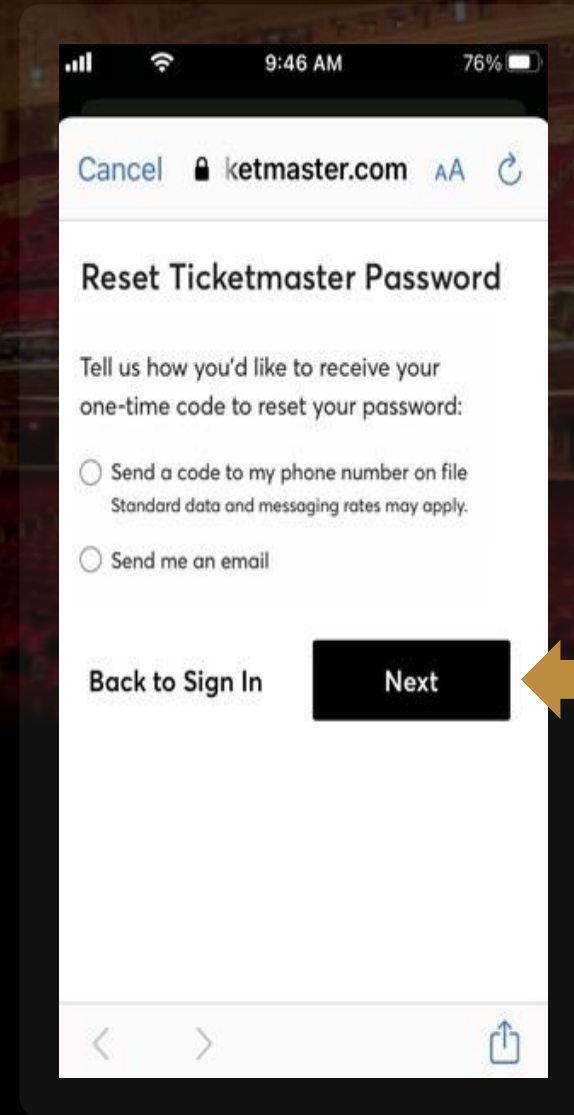
6. Enter your email address and click **Next**. The system will search for your MY SHEA'S Account information.

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.

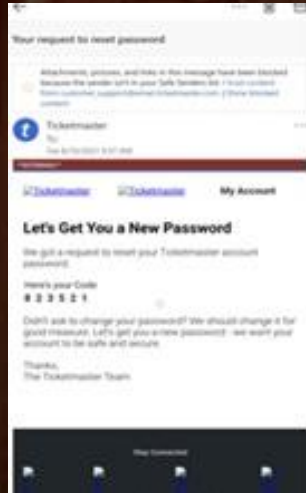


7. For your security, Ticketmaster will send you a one-time code to verify your account.

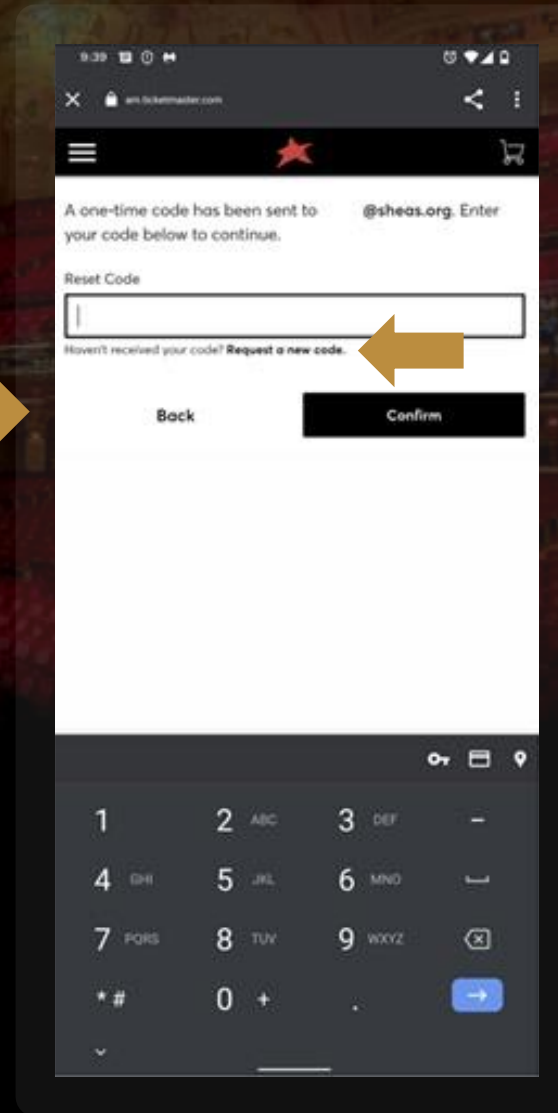
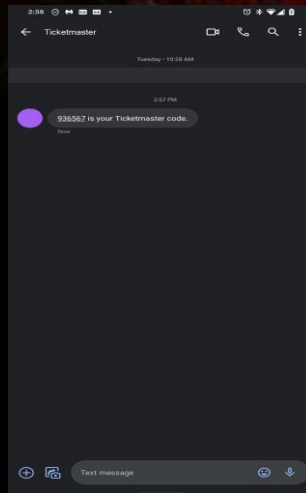
If there is a mobile number associated with your account, you may choose to either receive an email or a text. Select an option, and then click **Next**.



8A. Email



8B. Text

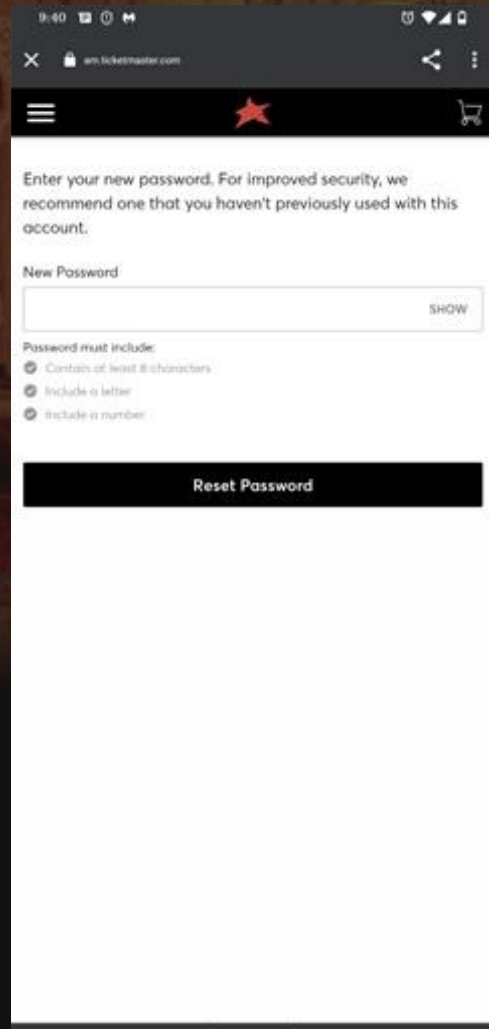


9. Type the code in and click **Confirm**.

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.



9:40 am.ticketmaster.com

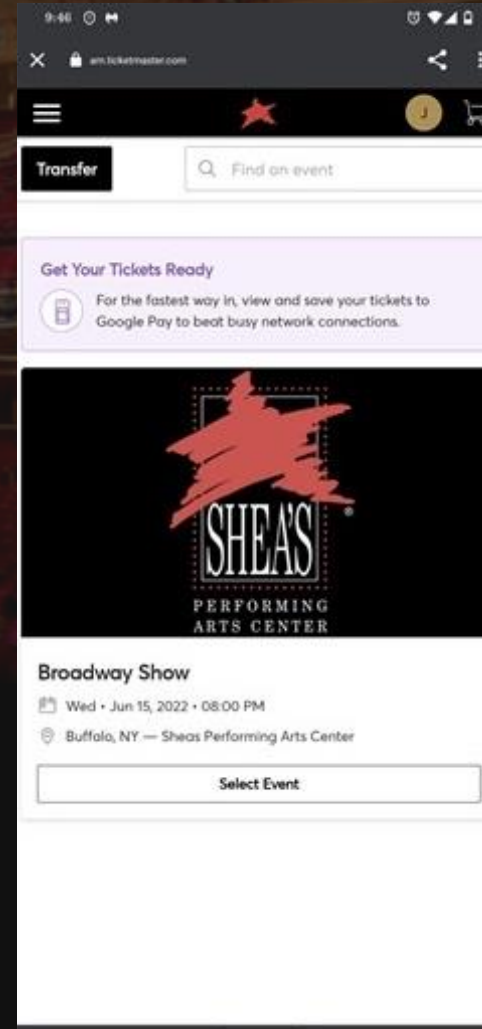
Enter your new password. For improved security, we recommend one that you haven't previously used with this account.

New Password SHOW

Password must include:

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

Reset Password



9:46 am.ticketmaster.com

Transfer Find on event

Get Your Tickets Ready

For the fastest way in, view and save your tickets to Google Pay to beat busy network connections.

SHEA'S
PERFORMING
ARTS CENTER

Broadway Show

Wed • Jun 15, 2022 • 08:00 PM

Buffalo, NY — Sheas Performing Arts Center

Select Event

HOW TO:



Add to Google Pay



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.