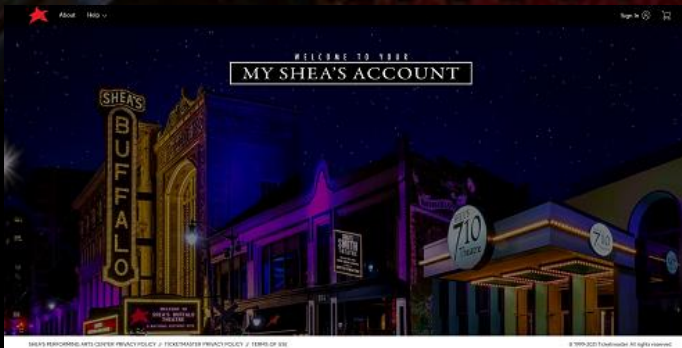
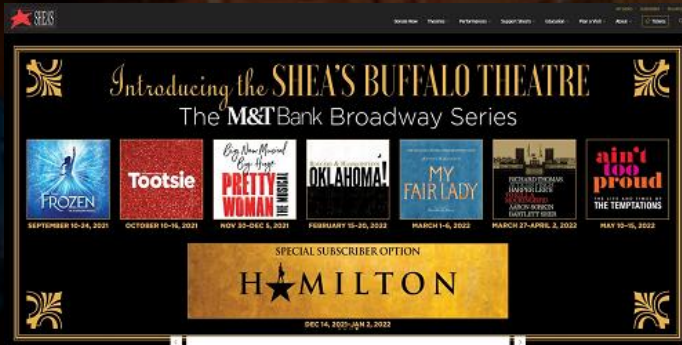


Buying Tickets Through Your MY SHEA'S Account

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 Shea's Performing Arts Center ✕
Powered by *ticketmaster*

Important Account Update

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](#)

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 [Shea's Performing Arts Center Privacy Policy](#).

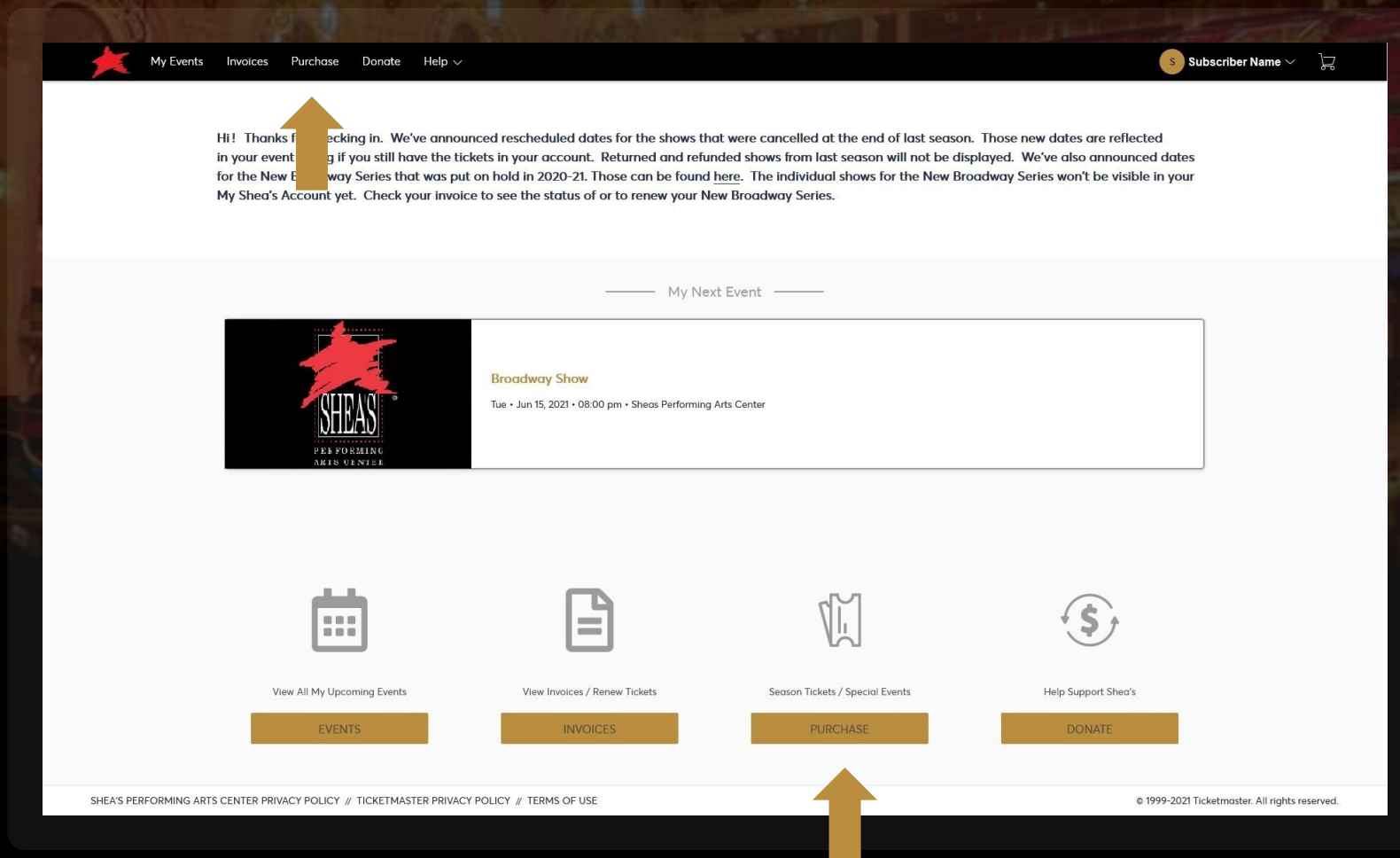
New to Ticketmaster? [Sign Up](#) [Sign In](#)

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

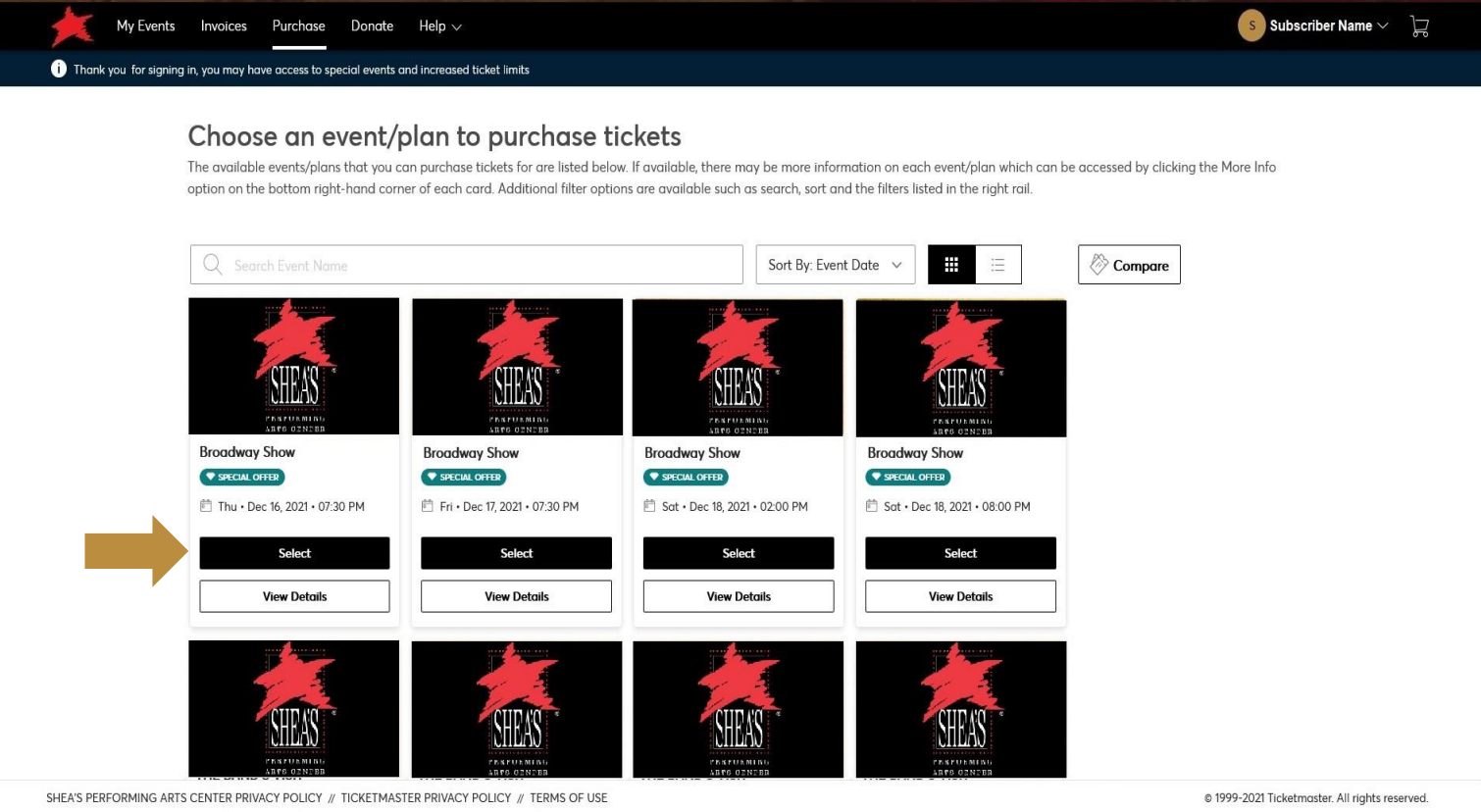
Please enter the email and password associated with your account. If you are not sure of your account log-in, please [contact the Shea's Box Office](#).

Click **Sign In** when you are ready.

4. Welcome to your MY SHEA'S Account! To begin buying tickets, click **Purchase**, located on the top and bottom of your screen.



5. Browse through a full listing for events currently available for purchase.



The screenshot displays the website's event listing page. At the top, a navigation bar includes links for 'My Events', 'Invoices', 'Purchase', 'Donate', and 'Help'. A user is logged in as 'Subscriber Name'. A message states: 'Thank you for signing in, you may have access to special events and increased ticket limits.' The main heading is 'Choose an event/plan to purchase tickets', followed by a descriptive paragraph. Below this is a search bar, a 'Sort By: Event Date' dropdown, and a 'Compare' button. The event cards are arranged in a 2x4 grid. Each card features the 'SHEA'S' logo, the title 'Broadway Show', a 'SPECIAL OFFER' tag, the date and time, and 'Select' and 'View Details' buttons. A large orange arrow points to the 'Select' button of the first event card, which is for Thursday, Dec 16, 2021, at 07:30 PM. The footer contains links to privacy policies and a copyright notice for 1999-2021 Ticketmaster.

My Events Invoices Purchase Donate Help

Subscriber Name

Thank you for signing in, you may have access to special events and increased ticket limits

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 right-hand corner of each card. Additional filter options are available such as search, sort and the filters listed in the right rail.

Search Event Name Sort By: Event Date Compare

Broadway Show
SPECIAL OFFER
Thu • Dec 16, 2021 • 07:30 PM
Select View Details

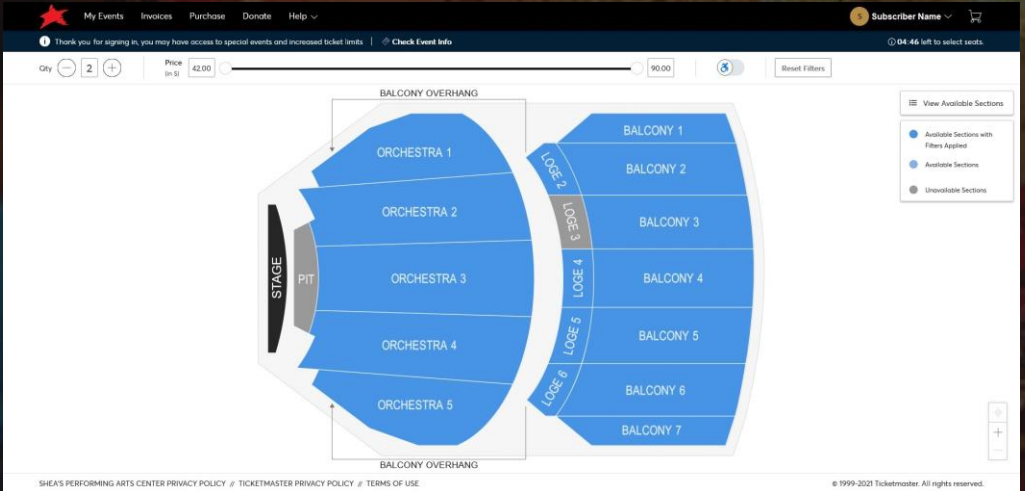
Broadway Show
SPECIAL OFFER
Fri • Dec 17, 2021 • 07:30 PM
Select View Details

Broadway Show
SPECIAL OFFER
Sat • Dec 18, 2021 • 02:00 PM
Select View Details

Broadway Show
SPECIAL OFFER
Sat • Dec 18, 2021 • 08:00 PM
Select View Details

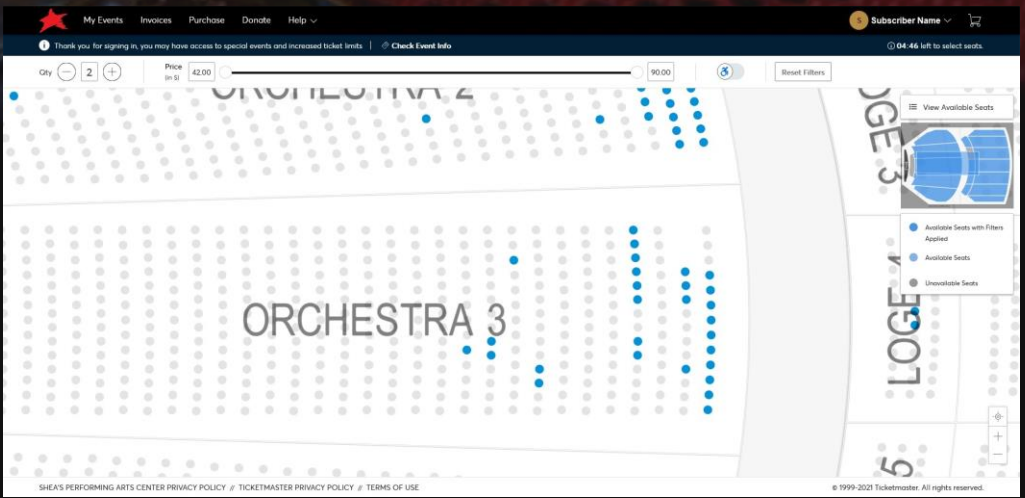
SHEA'S PERFORMING ARTS CENTER PRIVACY POLICY // TICKETMASTER PRIVACY POLICY // TERMS OF USE © 1999-2021 Ticketmaster. All rights reserved.

When you decide on an event, click **Select** to continue.



6. 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.

7. 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.

Cart

1 Event

BROADWAY SHOW

Thu • Dec 16, 2021 • 07:30 PM

Dynamic 001: 1

Section ORCH3, Row M, Seat 104


\$159.00

Total Amount

\$159.00

Continue

Starting Over!

 If you want to edit these seats, click **Select New Seats** to return to the map. Otherwise, click **Return to Cart**

[Select New Seats](#)

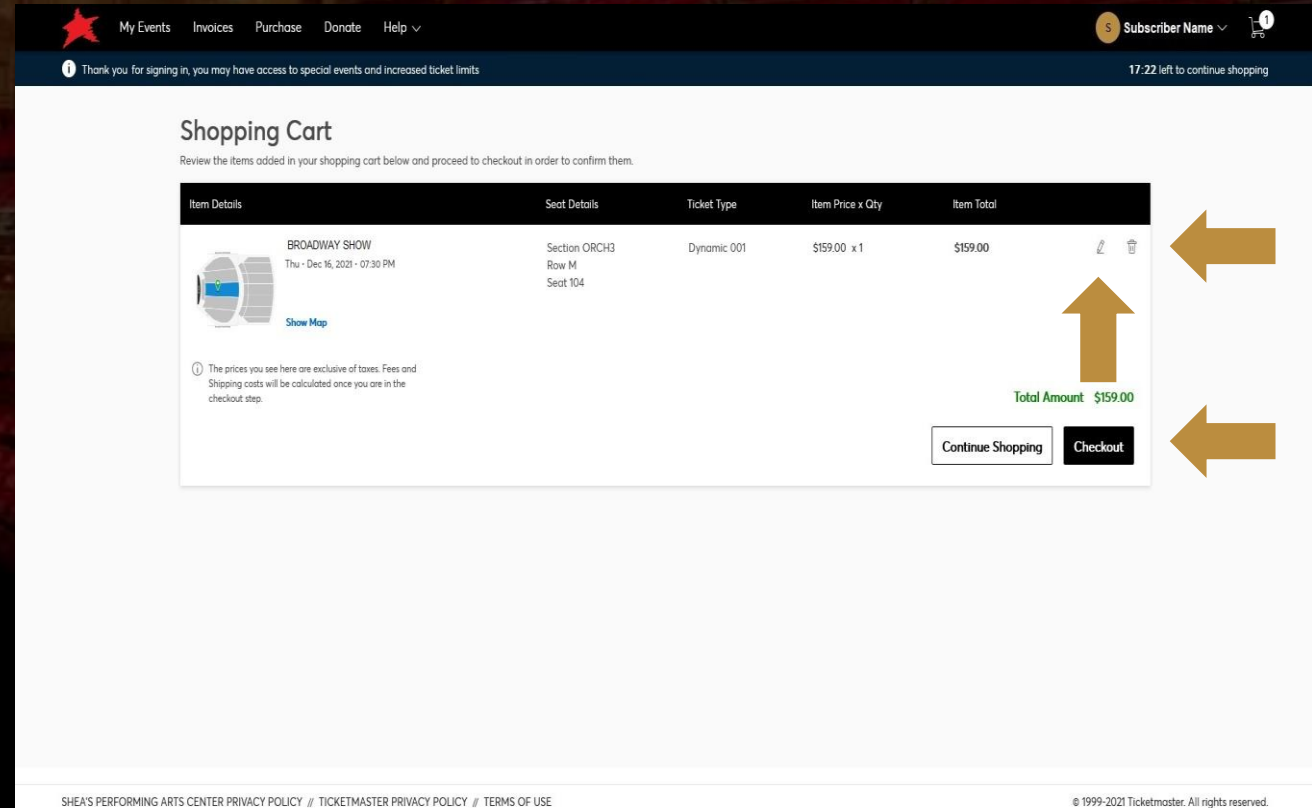
[Return to Cart](#)

Delete Seats

Are you sure you want to delete the selected seats for BROADWAY SHOW?

[Return to Cart](#)

[Delete Seats](#)



My Events Invoices Purchase Donate Help




Subscriber Name

Thank you for signing in, you may have access to special events and increased ticket limits

17:22 left to continue shopping

Shopping Cart

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

Item Details	Seat Details	Ticket Type	Item Price x Qty	Item Total	
 BROADWAY SHOW Thu - Dec 16, 2021 - 07:30 PM Show Map	Section ORCH3 Row M Seat 104	Dynamic 001	\$159.00 x 1	\$159.00	 

The prices you see here are exclusive of taxes. Fees and Shipping costs will be calculated once you are in the checkout step.

Total Amount \$159.00

[Continue Shopping](#) [Checkout](#)

SHEA'S PERFORMING ARTS CENTER PRIVACY POLICY // TICKETMASTER PRIVACY POLICY // TERMS OF USE

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8. This is your shopping cart where you are given a final option to review your selected seats, *edit* your order, or *delete* the tickets from your cart before **Checkout**.

07m 31s

To Complete Purchase

We will release the reserved items if
not purchased within this time.

Cart Timer Has Expired

You have exceeded the time limit and the items in your cart have been released. Click
Start Over to begin the process again

[Start Over](#)

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

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 based on the options you select under each step. Once you complete each step, click "Submit".

1 Account Details

Please enter your primary address to add to your profile:

Address *

Address 2

City * State *

Buffalo New York

Postal Code * Country *

United States

Continue

2 Delivery & Shipping

Cart Items (1)

BROOKHARTY SHOW
Section ORCH4, Row M, Seat 104
\$159.00

Total Value \$159.00

Order Summary

Ticket Subtotal \$159.00
Additional Service Charges \$8.00
Total Amount Due: \$167.00

07m 51s To Complete Purchase

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 based on the options you select under each step. Once you complete each step, click "Submit".

2 Delivery & Shipping

Select Delivery Method

Select Delivery Method

Mobile (Free)

Continue

3 Payments

Cart Items (1)

BROOKHARTY SHOW
Section ORCH4, Row M, Seat 104
\$159.00

Total Value \$159.00

Order Summary

Ticket Subtotal \$159.00
Additional Service Charges \$8.00
Total Amount Due: \$167.00

07m 31s To Complete Purchase

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 based on the options you select under each step. Once you complete each step, click "Submit".

3 Payments

Payment Option

Play In Full

Payment Method

0000 0000 0000 0000 Exp 12/22

CVV *

Amount *

\$ 0.00

☐ Split this payment

☐ I accept the Terms and Conditions

Submit Order

Cart Items (1)

BROOKHARTY SHOW
Section ORCH4, Row M, Seat 104
\$159.00

Total Value \$159.00

Order Summary

Ticket Subtotal \$159.00
Delivery \$0.00
Additional Service Charges \$8.00
Total Amount Due: \$167.00
Payment Due Today: \$167.00

06m 47s To Complete Purchase

9. To complete the check-out process, you will be asked to confirm your account details, select your delivery and shipping options (at this time, we only offer Mobile), and payment. If you have a card on file, it will auto-populate the information.

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

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

The screenshot shows the MY SHEA'S Account dashboard. At the top is a navigation bar with a red star icon, links for 'My Events', 'Invoices', 'Purchase', 'Donate', and 'Help', a subscriber name, and a shopping cart icon. A message box with a large upward-pointing arrow contains text about rescheduled dates. Below this is a 'My Next Event' section featuring a 'Broadway Show' on June 15, 2021. At the bottom, four icons (calendar, document, tickets, and a dollar sign with a circular arrow) are positioned above buttons labeled 'EVENTS', 'INVOICES', 'PURCHASE', and 'DONATE'. A second large upward-pointing arrow is placed below the 'EVENTS' button. The footer includes privacy policies and copyright information.

My Events Invoices Purchase Donate Help

Subscriber Name

Hi! 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 • Sheas Performing Arts Center

View All My Upcoming Events
EVENTS

View Invoices / Renew Tickets
INVOICES

Season Tickets / Special Events
PURCHASE

Help Support Shea's
DONATE

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HOW TO:



Claim Tickets



Download MY SHEA'S App



Exchange Tickets



Invoice



Transfer Tickets

FAQ:

① How else can I purchase tickets?

Tickets can be purchased through our website at [Sheas.org](https://sheas.org) by logging into your MY SHEA'S Account, through Ticketmaster, or in-person at the Shea's Box Office.

② What is the difference between a ticket transfer and an exchange?

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.

③ I require accessible seating.

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.

④ Why are some shows for sale via Ticketmaster but not MY SHEA'S?

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.

⑤ Can I exchange/refund a ticket that was purchased on Ticketmaster?

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 [contact Ticketmaster](#) for assistance.