Buying Tickets
Through Your MY SHEA'S Account
On Your Desktop Computer
1. Go to our website at 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.

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.

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

- Claim Tickets
- Download MY SHEA’S App
- Exchange Tickets
- Invoice
- 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 Sheas.org 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 contact Ticketmaster for assistance.