Claim Tickets
In Your MY SHEA'S Account
On Your Desktop
There are 2 ways to receive transferred tickets:

- Claim Tickets sent via Email
- Claim Tickets sent via Text
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.
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 **Sign In** / **Sign Up** / reset a **Forgot Password**.
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**

*IB.* 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.

3B. Scroll down and Sign In to your MY SHEA’S Account. Click here for our easy guides on how to Sign In / Sign Up / reset a Forgot Password.
If the transfer was cancelled before the tickets could be accepted, the ticket link will redirect you to this notice.

4B. Once you are signed in, 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.
HOW TO:

Buy Tickets

Download MY SHEA’S App

Invoice

Transfer Tickets
FAQ:

How do I log in to accept tickets?

Can I transfer the tickets to someone?

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.

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

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

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 contact the Shea’s Box Office with any issues.