Exchange Tickets
On 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 button 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! Click My Events or Events to get started.
5. From your upcoming shows, click **Select Event** to begin the ticket exchange process.
6. You will see your tickets here. Click **Exchange** and choose which tickets you would like to exchange (Select All / select individual seats), and then **Continue**.
7. Here, you will see all shows available for this production that you can exchange your current tickets into. Choose a performance date/time and click Select Event.
8. 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.
9. When you are satisfied with your seat selection, click **Continue**.
10. Review your exchange before continuing – if you would like to select different seats, click the **Edit** button to release your current selection and return to the map. Or, if you are satisfied with your new seats, click **Submit** to check out.
11. Select Delivery Method (at this time, we only offer Mobile), and Continue.
12. If the value of your current tickets and new tickets are equal, then there is no payment required to complete the process – accept the Terms and Conditions and Submit Order to exchange tickets.

If the value of your new tickets is greater than your current tickets, you will be asked to Add Payment Method at this time before you can finish the ticket exchange. Otherwise, you can go ahead and Submit Order.
13. You will reach this confirmation screen once the exchange is complete! If you return to **My Events**, you will see your new seat/date/time listed in place of your original tickets.
HOW TO:

- Buy Tickets
- Claim Tickets
- Download MY SHEA’S App
- Invoice
- Transfer Tickets
FAQ:

Can I exchange for another show?
All ticket exchanges must be for another performance time/date and/or seats of the same production.

Why can’t I exchange tickets for...
Not all shows are available to exchange or are only available for a limited time – this is a privilege granted by the individual production companies regarding their shows. Please contact the Shea’s Box Office for assistance.

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.

Can I exchange a ticket that was purchased on Ticketmaster?
A ticket purchased via Ticketmaster must be handled through Ticketmaster, even if it available to view in your MY SHEA’S Account. Please contact Ticketmaster for assistance.

Can I exchange a ticket that was transferred to me?
Please contact the Shea’s Box Office so that they may assist you in this ticket exchange.