Forgot Password?
Reset 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 go to log into your MY SHEA’S Account. To begin resetting your account, click Forgot Password.
4. 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.

5. 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.
6A. Text

Text Message
Today 1:15 PM

936567 is your Ticketmaster code.

6B. Email

Let's Get You a New Password

We got a request to reset your Ticketmaster account password.

Here's your Code: 936567

Didn't ask to change your password? We should change it for good measure. Let's get you a new password - we want your account to be safe and secure.

Thanks,
The Ticketmaster Team
7. 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.
Reset Ticketmaster Password

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

New Password

Password must include:
- Contain at least 8 characters
- Include a letter
- Include a number

[Reset Password]

8. Choose a new password and log into your MY SHEA’S Account. Here, you can manage all your tickets!
HOW TO:

Buy Tickets

Claim Tickets

Download MY SHEA’S App

Invoice

Transfer Tickets
FAQ:

1. **I want to change my email address.**

2. **I didn’t receive a code.**

3. **The tickets aren’t in my account.**

4. **It says there is no account found.**

5. **Why does it say Ticketmaster? Should I log in with a Ticketmaster account?**

Please contact the Shea’s Box Office so that they may assist you in updating your MY SHEA’S Account.

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.

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.

If there is no MY SHEA’S Account with your email, then you may need to Sign Up to create a new 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.