Forgot Password?
Reset Your MY SHEA'S Account
On Your Mobile (Android)
1. Find MY SHEA'S App on your mobile device and tap the icon to open it.

2. Wait patiently for a moment while the app is loading...

3. Welcome to MY SHEA'S App, where our patrons can quickly and easily manage tickets, all with the click of a button!

To begin resetting the password for your MY SHEA'S Account, click on My Tickets.
4. Click the **Sign In** icon in the upper-right corner.

5. Click on **Forgot Password**.
6. 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.

7. 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.
9. 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.
10. Choose a new password to Reset Password and log into your MY SHEA’S Account!

You now will be able to access and manage your tickets all through MY SHEA’S App.
HOW TO:

- Add to Google Pay
- Buy Tickets
- See Ticket Details
- Transfer Tickets
- View Barcode
FAQ:

I want to change my email address.

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

I didn’t receive a code.

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.

The tickets aren’t in my account.

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.

It says there is no account found.

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

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