Forgot Password?
Reset Your MY SHEA'S Account
On Your Mobile (iOS)
1. Find the 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 to **Continue**.

5. Scroll Down...

6. 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.

8. 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**.
8A. Text

8B. Email

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 Apple Wallet

Buy Tickets

See Ticket Details

Transfer Tickets

View Barcode
FAQ:

I want to change my email address.

I didn’t receive a code.

The tickets aren’t in my account.

It says there is no account found.

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.