Transferring Tickets
In Your MY SHEA'S Account
On Your Desktop Computer
Please Note:

Ticket transfers are intended to be a one-way, one-time occurrence – you are gifting your current ownership of your tickets to an upcoming event at a Shea’s Performing Arts Center theater to another account holder for their personal use. When in doubt, contact the Shea’s Box Office and arrange to have the ticket transferred on your behalf to avoid any issues that may occur.

Once a ticket has been transferred and accepted by the new ticket recipient, the ticket *cannot* be returned to the previous owner unless the new ticket owner chooses to transfer it back. It is now the property of the recipient.

For any questions regarding ticket transfers, please contact the Shea’s Box Office for assistance.
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 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!

To begin the ticket transfer process, click My Events or Events.
5. To transfer tickets to multiple events, click the **Transfer** button in the upper left-hand corner.

If you are looking to transfer tickets to a **single** event, click **Select Event**.
6. When viewing your tickets for an event, you have the option here to Transfer your tickets.
7. You need to choose what tickets you’d like to send – select each individual seat, and then click to Continue.
To transfer a ticket, you need to know the recipient's **First Name, Last Name, and their Email**. If this is a new ticket recipient, you will need to fill out their information before you can **Transfer** a ticket to them.

Your MY SHEA'S Account will keep their contact information on file, so once you have added a new recipient, you don't have to fill it out again, but you can simply select their name and click **Transfer**.
9. Once you have transferred a ticket, you will receive 3 confirmations: you will be redirected a confirmation screen; the tickets in your MY SHEA'S Account will have a *Transfer Pending* status; and you will receive an email confirmation for your records.
10. When the tickets have been claimed by the recipient, you will see an updated ticket status in your MY SHEA'S Account, and you will receive a final email notification that the tickets have been accepted.
6B. If you would like to transfer tickets to multiple events, you can transfer them altogether via the Transfer button available on the My Events page. It will assume you want to transfer the same tickets for all shows selected – if you have different seats, it will ask you to choose tickets to transfer.
11. Should you decide to **Cancel Transfer**, it should be done as soon as possible.

Once the tickets have been accepted, the transfer cannot be cancelled.
If the transfer is still pending, you may choose to cancel it. Click **Yes** to confirm the cancellation – both you and the recipient will receive an email confirmation that the transfer has been cancelled / the tickets may no longer be claimed.
Once a ticket transfer has been cancelled, it will return to your account.
FAQ:

How does a recipient accept tickets?

I made a mistake with my transfer.

What if the tickets are not accepted?

What is the difference between a ticket transfer and an exchange?

What if the recipient doesn’t have an email / smartphone?

We have put together this guide with step-by-step instructions that you can share with the recipient on how to claim their new tickets.

Remember, you can always cancel a transfer up until the tickets have been claimed by the recipient. For further issues, please contact the Shea’s Box Office so that we may better assist you.

You will receive an email once the transfer has expired to let you know that they have not been claimed. You may also choose to cancel the transfer and keep the tickets instead.

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.

In this scenario, please contact the Shea’s Box Office for assistance – we can arrange to have the tickets manually transferred to a new account holder.