

# Accessing Your Ticket FAQs

We recommend accessing your tickets from your smartphone rather than your computer, as this will allow you to save them to your phone's mobile wallet.

## **Will all of my ticket(s) be available in the app or Digital Wallet?**

As of the 2025/26 season, if you have selected "Mobile App" as your delivery method, your tickets will be available in the My TSO app and Digital Wallet for TSO concerts at Roy Thomson Hall and George Weston Recital Hall. To update your delivery method, please contact Patron Services by calling 416.598.3375, Monday to Friday, 9:30AM to 5:00PM.

## **How do I add my mobile tickets to my phone or mobile device's wallet?**

### **Apple devices:**

1. Visit [MyTickets.TSO.CA](https://MyTickets.TSO.CA).
2. Enter your email address and click "Next".
3. Enter your password.
  - If you have forgotten your password, click "Reset Your Password" and follow the instructions.

Or

- Click "Request An Access Code via Email".
  - Check your email for the access code.
  - Enter the 6-digit access code to log in.
4. Click "Next".
  5. Click on the performance you wish to save to your mobile wallet.
  6. Scroll to the bottom of the page and click "Add to Apple Wallet\*". If you have multiple tickets, you will have to add each one to your wallet.

### **\*Android Devices:**

Saving tickets directly to an Android Wallet isn't available yet, but is expected by the end of 2025. In the meantime, you can add a shortcut to your Digital Wallet on your home screen by:

- Logging in to your TSO Digital Wallet at [MyTickets.TSO.CA](https://MyTickets.TSO.CA).
- Tapping the menu (...) icon at the top right of the screen.
- Scroll down and select "Add to Home Screen".
- Selecting "Install".
- Confirming and tapping "Add to Home screen".
- Touch the Digital Wallet icon to log in and access your tickets.

## **Once I access my mobile tickets, can I print them?**

No, to deter fraudulent ticket sales, the TSO uses a refreshing QR code which frequently changes. Printouts of digital tickets, screenshots, or tickets without a QR code will not be accepted.

## **Why are QR codes only available starting 3 hours before the concert?**

Our refreshing QR code appears three (3) hours before concert time to deter fraudulent ticket sales.

## **What if I forget my phone at home, or my battery dies, and I can't access my tickets?**

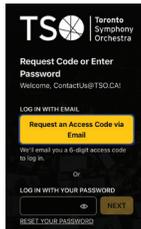
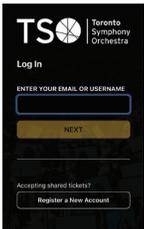
We are here for you. Please visit the box office with your photo ID starting 2 hours before the concert; the staff will be happy to assist you.

# How to Access Your Mobile Tickets

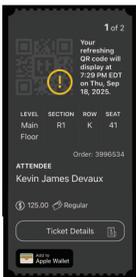
1. Open your phone's camera and scan this QR code.  
A link should appear. Tap it to continue.



2. Enter your email address, then enter your password or request an access code, and follow the instructions.



3. Once you select your concert, the ticket will look like this:



4. The QR code will become visible three hours before your performance. It will look like this:



5. Present your ticket to be scanned by an usher.