

Ticket Sharing FAQs

Why does the person I share the ticket(s) with need their own account?

Mobile tickets are delivered through a secure website. Each user needs a login to access their tickets, including those that have been shared. Shared tickets are not valid until they are accepted.

How do I know that my guest has accepted the ticket that I shared?

Once you have shared a mobile ticket, you will see one of two statuses:

- Ticket Shared with (Pending) Your Guest's Name
 - Your friend has not accepted the tickets.
 - As the concert approaches, remind your guests to check their email or text and accept the tickets.
 - You may opt to "Share the invite again" or "Get this ticket back".
- Ticket Accepted by Your Guest's Name
 - Success! Your guest has claimed the ticket.
 - If plans have changed, you may also select "Get this ticket back".

How do I get back a ticket that I shared?

If you are the original recipient of the tickets, you can view any shared ticket in your ticket wallet and select the option to take your ticket back.

Can I share, exchange, donate, or return a mobile ticket that has been shared with me?

If you are unable to attend, we encourage you to contact the original ticket holder and inform them, and then select "Return this ticket to sender" to return the ticket to the patron who purchased the ticket.

How do I accept mobile ticket(s) that someone has shared with me?

On a mobile or smartphone (recommended):

1. Click the link in the email or text to accept the tickets.
2. You will be prompted to "Login or Register to Accept" the tickets.
3. Click "Accept Ticket".
4. To log in:
 - a. Enter your email address and password associated with your TSO Account. If you have forgotten your password, we recommend visiting [TSO.CA/Login](https://www.tso.ca/Login) to reset it and then log in.
 - b. Or click "Register for a New Account".
 - i. Enter your contact information and create a password.
 - i. Read and agree to the TSO Terms and Conditions.
5. You can then choose to "Stay Logged In" (which will keep you logged in for the next 30 days) or "Log In This Time Only".
6. Click "Accept Ticket".
7. The ticket is now in your digital wallet and can be saved to your mobile device's wallet

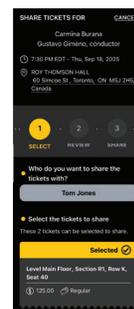
I lost the email/text for my transferred tickets. What do I do?

If you cannot locate your tickets, you may ask the sender to resend the invitation. To do so, they will need to log in and click "Share This Invite Again". If you still don't receive your tickets, ask them to send them in a different format. Tickets can be sent by email and text. If you still cannot locate your tickets and you believe you accepted them by creating an account, contact Patron Services by calling 416.598.3375, Monday to Friday, 9:30AM to 5:00PM, or visit the Box Office before the concert for assistance.

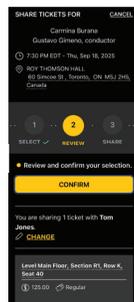
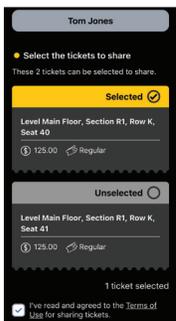
How to Share Your Mobile Tickets

We recommend sharing tickets from your smartphone rather than your computer, as this will give you access to your phone's contact list and email addresses.

1. Log in to **MyTickets.TSO.CA** and select your event.
2. Hit the "Share Tickets" icon.
3. Enter the name of the recipient and select the tickets you want to share.



4. Read and agree to the Terms of Use, hit "Next".
5. Review and confirm name and selected tickets, hit "Confirm".
6. Hit the "Share with Your Guest" icon and send the link to your recipient.



7. Share via text, email, or another app of your choosing.
8. Need to send the link again? Select "Share this invite again."
9. Once shared and accepted successfully, a shared ticket will look like this in your wallet.

