



The TSO Digital Wallet & My TSO App Companion Guide

The Toronto Symphony Orchestra has adopted mobile tickets as the default ticket delivery option for all concerts at Roy Thomson Hall and George Weston Recital Hall.

Manage your tickets your way with two convenient options from the Toronto Symphony Orchestra: the My TSO app and the TSO Digital Wallet. Both allow you to access your tickets, share them with friends, purchase new tickets, donate, and update your account—whenever and wherever you like.

The My TSO app offers seamless, on-the-go access to your TSO experience—all in a free, easy-to-download app. For the best experience, we recommend using the My TSO app.

The TSO Digital Wallet provides seamless access to your tickets without the need to download an app. Simply visit MyTickets.TSO.CA on your smartphone.

Please note: Only ticket orders with the “Mobile App” or “Mobile Tickets” as the delivery method may be accessed through the My TSO App or TSO Digital Wallet. To review your selected delivery method, please check your confirmation email or contact Patron Services to confirm or change it for your order.

My TSO app Features

- **Mobile Ticket Access:** Quickly access and store all your TSO concert tickets at both **Roy Thomson Hall and George Weston Recital Hall** in your Apple or Android phone's wallet for easy access.
- **Easy Ticket Purchases:** Buy tickets to upcoming performances.
- **Ticket Sharing:** Easily share tickets with your concert companions, who can then save them to their phone's mobile wallet or digital wallet for easy access.
- **Support Your TSO:** Support your orchestra's initiatives and programs with a charitable donation—no gift is too small! It's easy to give, and you may be eligible for donor benefits.
- **Account Management:** Update your account information and preferences on the go.
- **Subscriber Benefits:** Access your TSO Subscriber Recognition Card for exclusive perks.

Download the app (free for iPhone and Android)



My TSO app & Digital Wallet Companion Guide

Welcome to the My TSO & Digital Wallet guide! This document will help you maximize your mobile ticketing experience. Follow along to discover all the features and tips to enhance your connection to the music and community you love.

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Logging In, Account & Account Management

How to log in

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner.
2. Click on My Account.
3. If you have an existing TSO account, please log in with the same email and password you used to purchase tickets on TSO.CA. You must use this account to access your tickets and other features.
 - If you don't have an account, please register for one by visiting [TSO.CA/Login](https://www.tso.ca/Login).
 - If you forget your login, tap 'Forgot Login' and enter your email. You will then receive an email with instructions on how to retrieve your account information. Once you have completed this step, return to the My TSO app and log in using your email address and password.
4. The home screen should now display a welcome message with your name.
5. Ensure you are logged in every time you use the app to access your tickets and other features.

Digital wallet:

1. Visit [MyTickets.TSO.CA](https://www.tso.ca/MyTickets).
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

How do I update my account?

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner.
2. Click on "My Account" and then select "Account Info".
3. Please update your information as applicable and press "UPDATE". This will update your TSO account when you log in from other devices.

Digital wallet:

1. Click on the three vertical dots in the bottom right-hand corner.
2. From the new menu, select "My Account".
3. You will now be directed to log in to your account on [TSO.CA](https://www.tso.ca)
4. Once logged in, click on "Account Info".
5. Update your account information and then click "Save Changes".

How do I update my interests?

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner.
2. Click on “My Account” and then select “Interests”.
3. Use the toggles to indicate your email interests.

Digital wallet:

1. Click on the three vertical dots in the bottom right-hand corner.
2. From the new menu, select “My Account.”
3. You will now be directed to log in to your account on [TSO.CA](https://www.tso.ca)
4. Once logged in, click on “Email Interests”.
5. Update your interests and then click “Save Changes”.

How do I adjust my push notification settings on the My TSO app?

When you first download the My TSO, you will be prompted to opt in to receive push notifications. A push notification is a message that appears on your mobile device, similar to a text message or mobile alert. This feature is free. The TSO occasionally sends push notifications to alert you to ticket on-sales, special offers, or important information.

You may opt out of push notifications at any time by:

1. Click on the ☰ main menu in the upper left-hand corner.
2. Go to Settings, then Notifications. Swipe the slider to the left to opt out. You may be prompted to access your device's settings and turn off notifications for the My TSO app.

My Tickets

Please note: Only ticket orders with the “Mobile App” or “Mobile Tickets” may be accessed in the My TSO App or TSO Digital Wallet. To update your delivery method, [please contact Patron Services for assistance.](#)

How do I access my tickets?

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner.
2. Click on “My Account” and then select “My Tickets”.
3. Click on the performance for which you wish to view your tickets.
4. Your ticket(s) will be available immediately upon purchase or exchange and can be saved to your Apple or Android phone's wallet for easy access. The barcode will appear eight hours before your concert date and time.

If you cannot see your event ticket barcode within eight hours of your performance, please contact:

Patron Services:

416.598.3375, Monday to Friday, 10:00 AM to 5:00 PM

Roy Thomson Hall Box Office:

416.593.1285, starting three hours before the concert start time for assistance.

Meridian Arts Centre Box Office (George Weston Recital Hall):

416.366.7723, starting two hours before the concert start time for assistance.

Digital wallet:

1. Visit 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”.
- 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 for which you wish to view your tickets.

Why do the QR codes appear 8 hours before the concert?

Our refreshing QR code appears eight (8) hours before concert time to deter fraudulent ticket sales.

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

No, to deter fraudulent ticket sales, the TSO uses a QR code that refreshes frequently. Printouts of mobile tickets, screenshots, or tickets without a QR code will not be accepted.

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 3 hours before the concert; the staff will be happy to assist you.

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

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner, and then on "My Account" and then "My Tickets," OR, from the main screen under "My Tickets," you can select the performance you wish to add.
2. Click Add to Apple/Google Wallet in the centre of the ticket. Your ticket(s) should now be viewable in your mobile wallet.

Digital wallet:

1. Visit 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 phone's wallet for easy access.
 6. Scroll to the bottom of the page and click "Add to Apple or Google Wallet".

How do I remove my ticket(s) from my Apple or Android phone's wallet?

When you return or exchange a ticket saved on your Apple or Android phone's wallet, it will automatically be removed. To verify that it has been removed or to remove it manually, follow the steps below.

1. Open the wallet app on your phone.
2. Locate the ticket(s) in your wallet.
3. Click the three dots in the bottom right-hand corner of the screen.
4. Click "Remove Pass".

How do I share my mobile ticket(s)?

IMPORTANT:

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.

It is important to note that shared ticket(s) will remain valid in the original purchaser's app and account even after they have been shared. You can also see who you shared the ticket(s) with, resend them, and recall them if needed.

The recipient will receive either a text or an email (based on how you have shared the ticket(s) with them). The recipient will then need to log into their TSO account or create one to accept the ticket(s). Once the recipient accepts the ticket(s), they can save them to their mobile device, access them in the digital wallet or share them as needed. The barcode will appear starting eight hours before the concert date and time.

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner, and then on "My Account" and then "My Tickets," OR, from the main screen under "My Tickets," you can select the performance you wish to share tickets for.
2. Your mobile ticket(s) should now be visible.
3. Click "Share".
4. Enter the recipient's first and last name.
5. Select the ticket(s) you wish to transfer to the recipient.
6. Review and accept the Terms and Conditions for sharing ticket(s).
7. Click "Next".
8. Review that the selected concert ticket(s) are correct, then click "Confirm".
9. Click "Share With Your Guest".
10. You will now be able to share the ticket(s) via email or text.
11. You will return to the digital wallet, then click "I'm Done".
12. You can see who you shared the ticket with, including the option to share the link with them again or recall the ticket.

Digital wallet:

1. Visit 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 share.
 6. Click “Share”.
 7. Enter the recipient's first and last name.
 8. Select the ticket(s) you wish to transfer to the recipient.
 9. Review and accept the Terms and Conditions for sharing ticket(s).
 10. Click “Next”.
 11. Review that the selected concert ticket(s) are correct, then click “Confirm”.
 12. Click “Share With Your Guest”.
 13. You will now be able to share the ticket(s) via email or text.
 14. You will return to the digital wallet, then click “I’m Done”.
 15. You can see who you shared the ticket with, including the option to share the link with them again or recall the ticket.

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 shared tickets. 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 “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.

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 logging in.
 - b. Or click “Register for a New Account”.
 - i. Enter your contact information and create a password.
 - ii. 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 Apple or Android phone's wallet for easy access.

I lost the email/text for my transferred tickets. What should 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 don't receive them, ask them to send them in a different format. Tickets can be sent by email and text. If you still cannot locate them and you believe you accepted them by creating an account, contact [Patron Services](#) or visit the Box Office before the concert for assistance.

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

Only the original ticket holder may make any changes to the ticket. However, 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 original patron.

Adding the Digital Wallet Icon to your smartphone's Home Screen

For quick access, we recommend saving the Digital Wallet to your smartphone's home screen:

Apple:

- Log in to your TSO Digital Wallet at [MyTickets.TSO.CA](https://www.tso.ca/MyTickets)
- Tap your browser's share icon.
- This is usually a square icon with an arrow extending up
 - Chrome: Upper right corner of your browser
 - Safari: bottom center of your screen
- Scroll down and select “Add to Home Screen.”
- Tap “Add” in the upper right corner

- Tap the venue icon to log in and access your tickets

Android:

- Log in to your TSO Digital Wallet at MyTickets.TSO.CA
- Tap the menu (...) icon at the top right of the screen
- Scroll down and select “Add to Home Screen.”
- Select “Install”
- Confirm and tap “Add to Home screen.”
- Touch the venue icon to log in and access your tickets

Subscriber Recognition Card

Please note: The Subscriber Recognition Card is available in the My TSO App and Digital Wallet (located at the bottom), or you may pick up a physical card from the Patron Services Desk at your next TSO concert.

How do I access the exclusive discounts and offers available to 2025/26 subscribers at local restaurants and attractions?

1. Click on the ☰ main menu in the upper left-hand corner.
2. Click on “Subscriber Benefits” and then click the link.
3. You may also visit TSO.CA/Perks.

How do I access my digital 2025/26 Subscriber Recognition Card in the app?

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner, and then on “My Account” and then “My Tickets,” OR, from the main screen under “My Tickets,” you can locate the “25/26 Subscriber Card”.

Digital wallet:

1. Visit 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. Scroll through the performances and search for “25/26 Subscriber Card”.

Purchasing Ticket(s)

How do I buy ticket(s)?

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner.
2. Click on “Concerts & Events”.
3. If you have a promo code, enter it first.
4. Scroll and select the concert, then follow the process to purchase your ticket(s).
5. Your purchased ticket(s) will be visible under “My Account,” then “My Tickets,” and can be saved to your Apple or Android phone's wallet for easy access.
6. The barcode will appear eight hours before your concert date and time.

Digital Wallet:

1. Visit MyTickets.TSO.CA.
2. Enter your email address and click “Next”.
3. Enter your password.
 - a. If you have forgotten your password, click “Reset Your Password” and follow the instructions.

Or

- b. Click “Request An Access Code via Email”.
 - c. Check your email for the access code.
 - d. Enter the 6-digit access code to log in.
4. Click “Next”.
 5. Click on the three vertical dots in the bottom right-hand corner.
 6. Click “Concerts & Tickets”.
 7. You will then be directed to TSO.CA to complete the ticket purchase by following the prompts.

Exchanging or Donating My Ticket(s) - Visit TSO.CA/Exchanges for more information.

To exchange or donate your tickets, you have the following options:

- **Contact Patron Services:**
 - By calling 416.598.3375, Monday through Friday, 10:00 AM to 5:00 PM.
- **Online:**
 - [Log in to your TSO Account](#)
 - You will be presented with the My Upcoming Events page.
 - Next to the concert you wish to return, click “Exchange/Donate Request.”
 - To exchange:
 - Select the radio button beside “Exchange My Ticket(s).”
 - In the text field, enter the new performance title, date, and time you wish to attend, and confirm if you have an accessible seating request.
 - Click Submit
 - Your exchange request will be processed within 48 business hours*

- To donate your tickets for a charitable tax receipt:
 - Select the radio button beside “Donate My Ticket(s).”
 - Click Submit
 - Within one week of your request, you will receive an email with a charitable tax receipt for the full value of your tickets.
- **On the evening or weekend of your concert:**
 - Please contact the applicable box office for assistance:
 - Roy Thomson Hall: 416.593.1285
 - George Weston Recital Hall (Meridian Arts Centre): 416.366.7723

Making a Donation

Thank you for your interest in supporting the TSO! Following your donation, you will receive an immediate confirmation email regarding your gift to the Toronto Symphony Orchestra. Your tax receipt will be sent by email within two weeks.

Can I donate to the TSO using the My TSO app?

My TSO app:

1. Click on the ☰ main menu in the upper left-hand corner.
2. Click on “Donate”.
3. Select the type of donation you would like to make and enter the amount you wish to donate.
4. Confirm the name that will be displayed in TSO publications, or if you wish to donate anonymously, and let us know what led you to donate.
5. Click “Donate Now”.
6. Review your shopping cart, click “Checkout”, then review and agree to the Terms and Conditions, and click “Complete Order”.
7. Enter your payment information and click “Submit”.

Digital Wallet:

1. Visit MyTickets.TSO.CA.
2. Enter your email address and click “Next”.
3. Enter your password.
 - i. If you have forgotten your password, click “Reset Your Password” and follow the instructions.

Or

- ii. Click “Request An Access Code via Email”.
- iii. Check your email for the access code.
- iv. Enter the 6-digit access code to log in.
4. Click “Next”.
5. Click on the three vertical dots in the bottom right-hand corner.
6. Click “Donate”.
7. You will now be taken to TSO.CA to complete the donation by following the prompts.

Frequently Asked Questions

Can I still receive physical ticket(s) or choose an alternative ticket delivery method?

Yes. When you purchase individual ticket(s) or a subscription online, over the phone, or in person, the default ticket delivery method is “Mobile Tickets”. However, you can select an alternative delivery method, such as mail or Box Office Pick-up. If you wish to change your ticket delivery method after making a purchase, please contact [Patron Services](#), and we will be happy to update it for you.

Can I have both physical tickets and mobile tickets for the same order?

No. Physical tickets are only available through mail delivery, and mobile tickets are delivered through the My TSO app or Digital Wallet. To access tickets on your mobile device, the order must be set to mobile delivery. If you initially selected mail and later want to use mobile tickets, please contact Patron Services to update your delivery method.

I purchased multiple tickets. Can I share with a friend or family member?

Yes, you may easily share tickets with a friend or family member via the My TSO app or Digital Wallet from your smartphone. For more information, see [How do I share my mobile tickets?](#)

TSOUNDCHECK members, please contact [Patron Services](#) for assistance.

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 Tickets” or “Mobile App” as your delivery method, all your tickets will be available in the TSO App and Digital Wallet for TSO concerts at Roy Thomson Hall and George Weston Recital Hall.

I am a TSO subscriber. How will I access my coat check vouchers?

The barcode on your ticket will provide entry for your TSO concert, and the same barcode may also be scanned at coat check to receive your complimentary coat check. This applies to physical (paper) and mobile tickets.

I am a TSO subscriber. How will I access my subscriber discount card?

Good news! Your Subscriber Recognition Card is now available digitally through the My TSO app and Digital Wallet. If you choose to receive your tickets by mail, you'll still receive one physical Subscriber Recognition Card along with your subscription tickets. Additional physical subscriber recognition cards can be picked up at the Patron Services Desk during your first 2025/26 concert.

For more information, see [How do I access my digital 2025/26 Subscriber Recognition Card in the app?](#)

What if I forget my phone at home, or my battery dies, and I can't access my ticket(s)?

We are here for you! Please visit the Box Office with your photo ID; we will be happy to assist you. The Box Office is open 3 hours before the concert starts.

If I exchange the ticket(s) I've saved to my Apple or Android phone's wallet, will they automatically update?

When you exchange or return ticket(s) saved in your Apple or Android phone's wallet, the ticket(s) will not be updated; however, they will be automatically removed, allowing you to save the new concert ticket(s) to your mobile wallet.

I am not very tech-savvy and could use your help.

While we're not tech experts, our friendly Patron Services Representatives are happy to guide you to the best of their ability or direct you to other resources for further assistance. Please call us at 416.598.3375, visit our Patron Services Centre on the 5th floor of 145 Wellington St W, or see us in person at your next TSO concert.