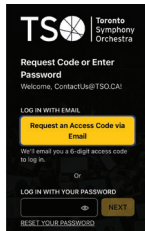
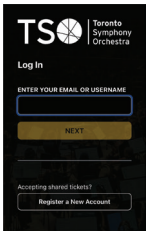


How to Access Your Mobile Tickets

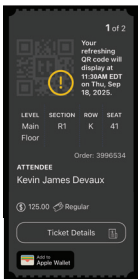
1. Open your phone's camera and scan this QR code or visit **MyTickets.TSO.CA**. A link should appear. Tap it to continue.



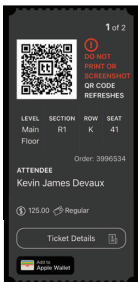
2. Enter your email address, then enter your password or request an access code, and follow the instructions.



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



4. The QR code will become visible eight (8) hours before your performance. It will look like this:



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

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 TSO Digital Wallet or My TSO app?

If you have selected "Mobile App" or "Mobile Tickets" as your delivery method, your tickets will be available in the TSO Digital Wallet (MyTickets.TSO.CA) and My TSO app 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, 10:00AM to 5:00PM.

How do I add my mobile tickets to my mobile device's 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 mobile wallet.
 6. Scroll to the bottom of the page and click "Add
 7. to Apple/Google Wallet". Follow the steps to adding the ticket to your mobile device's wallet.

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 8 hours before the concert?

Our refreshing QR code appears eight (8) 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.