

Suite Online Ticket Management

Tickets and Parking Passes can be managed online with the instructions below. You can transfer an individual ticket or parking pass via email or print yourself.

To get started, log into My Sharks Account : sjsharks.com/mysharksaccount

With complimentary Ticket Transferring you can now send your tickets and parking pass to virtually anyone without the hassle and delay of regular mail. Here's how it works:

TICKET/PARKING PASS FORWARDING

- Log on to sjsharks.com/mysharksaccount
- Log in to "My Sharks Account" using your ID and password
- Click the "Manage My Tickets" Quick Link.
- Go to the month of the game you would like to forward using the drop down arrow next to the month. Click on the game or parking event.
- Click the drop down menu titled "select an action" and select "Transfer tickets to a friend."
- Select the seats you wish to forward and click "done."
- Follow the above steps for any additional tickets and/or games you wish to transfer to the same recipient.
- Click "continue" at the top right of the page, next to "total tickets selected" in the orange box.
- Verify the correct seats and dates are selected, then click "continue to transfer"
- Click "Enter a New Contact," enter the recipient's delivery information, click "add," then select their name. Or, if your guest is already in your address book, select their name.
- If you wish to receive a notification if your guest does not claim their tickets, select a time from the drop-down menu under "Email Reminder."
- Under "Item Price" indicate whether or not you would like the ticket price displayed on the ticket and select "Next Step."
- Verify the information is correct and select the box next to "I agree to terms of use." Click "Complete Transfer" to complete your transaction.
- Print the "transfer summary" page for your records. A copy will also be sent to your e-mail address.
- After you click "Complete Transfer" your guest will receive an email notification with instructions on printing the tickets.
Once your guest accepts the tickets, they will need to create an account on "My Sharks Account" or log in with an existing account to print the tickets.
- If your guest declines the tickets, you will be notified via email that the tickets were not accepted and you may resend the tickets to another guest.
- As the sender, you will be able to track the status of the offered tickets. If the tickets have not been printed by the guest, you have the ability to cancel the offered tickets and resend to another guest. To do so, select the game from the "manage my tickets" page, click "pending actions," and click "cancel offer."
- If the guest does not receive the original offer, the sender can cancel the offer at any time and resend the tickets.

TICKET/PARKING PASS PRINTING

- Log on to sjsharks.com/mysharksaccount
- Log in to "My Sharks Account" using your ID and password
- Click the "Manage My Tickets" Quick Link
- Go to the month of the game you would like to forward using the drop down arrow next to the month. Click on the game or parking event.
- Click "continue" at the top right of the page, next to "total tickets selected" in the orange box.
- Select the seats you wish to print and click "done."
- Click "continue" at the top right of the page, next to "total tickets selected"
- Verify the correct seats and dates are selected, then click "continue to print"
- Verify the information is correct and select the box next to "I agree to terms of use." Click "submit."
- A pop up window with the options to open or save will open. Select the option you prefer.