

HANOVER THEATRE & CONSERVATORY

The Official MyHanover Ticket Guide

2 Southbridge Street • Worcester, MA 01608 • TheHanoverTheatre.org • 877.571.7469

Worcester Center for Performing Arts is a registered not-for profit 501(c)(3) organization, which owns and operates The Hanover Theatre and Conservatory for the Performing Arts. The organization also operates the Jean McDonough Arts Center (JMAC) and provides free public programming for the Francis R. Carroll Plaza and the outdoor Bank of America Stage, located directly in front of The Hanover Theatre. All donations are tax deductible to the fullest extent allowed by law.

HANOVER THEATRE & CONSERVATORY

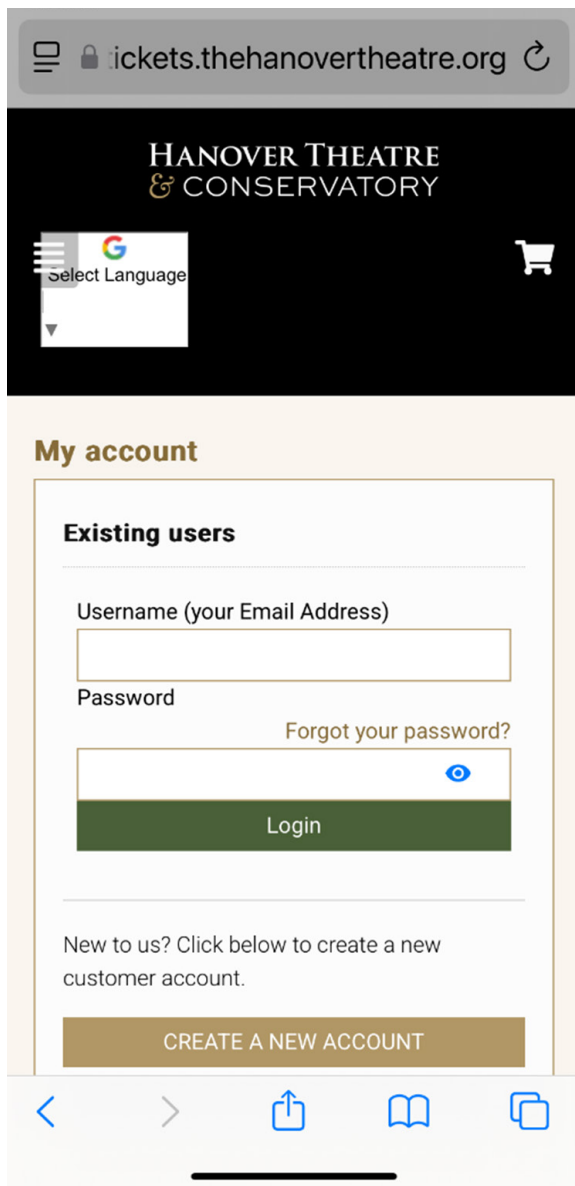
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HANOVER THEATRE & CONSERVATORY

How to Access Your MyHanover app

Step 1: Log in to your Hanover Theatre account using this link at TheHanoverTheatre.org/login or go to TheHanoverTheatre.org/login.



The screenshot shows a mobile browser interface for the website ickets.thehanovertheatre.org. The page features the Hanover Theatre & Conservatory logo at the top. Below the logo is a language selection dropdown menu and a shopping cart icon. The main content area is titled "My account" and contains a login form for existing users. The form includes fields for "Username (your Email Address)" and "Password", a "Forgot your password?" link, and a "Login" button. Below the login form, there is a section for new users with the text "New to us? Click below to create a new customer account." and a "CREATE A NEW ACCOUNT" button. The bottom of the screen shows a mobile navigation bar with icons for back, forward, share, book, and tabs.

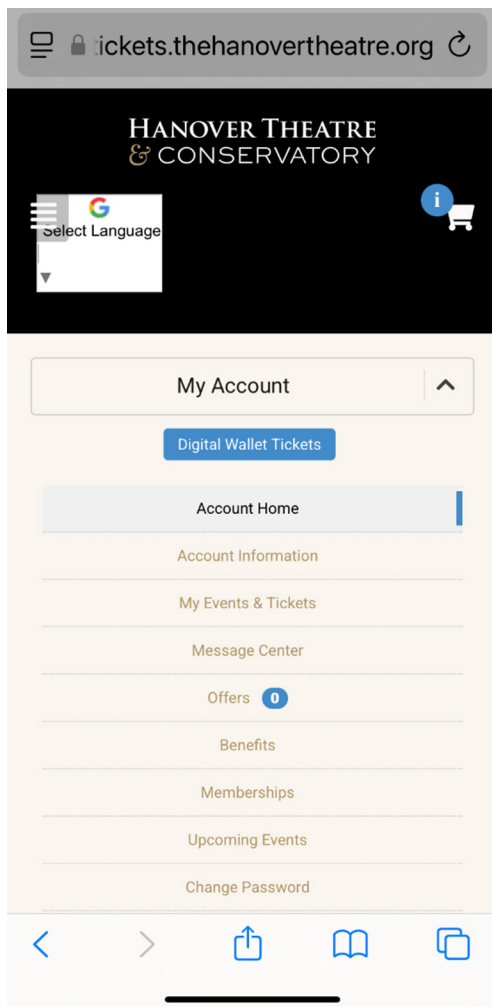
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How to Access Your MyHanover app

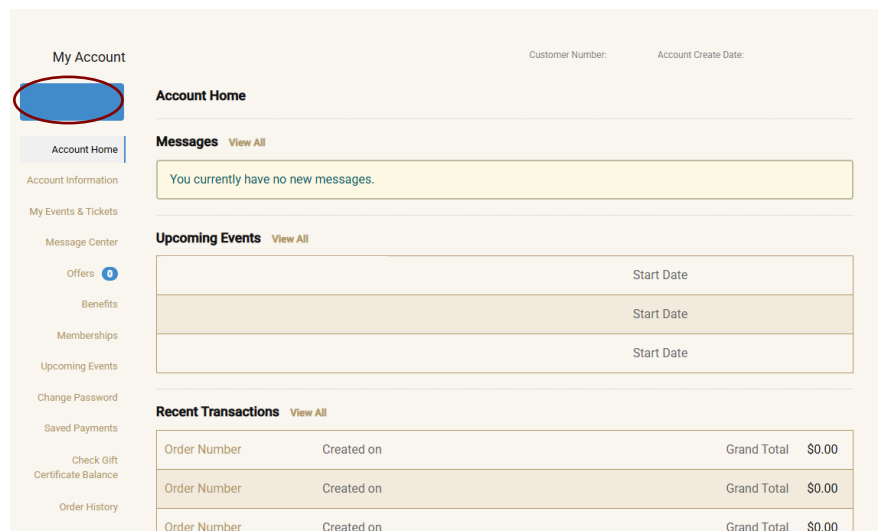
Step 2: Tap the dropdown arrow (caret) next to 'My Account'.

Step 3: Click the blue 'MyHanover Tickets' button.

Mobile View



Desktop View

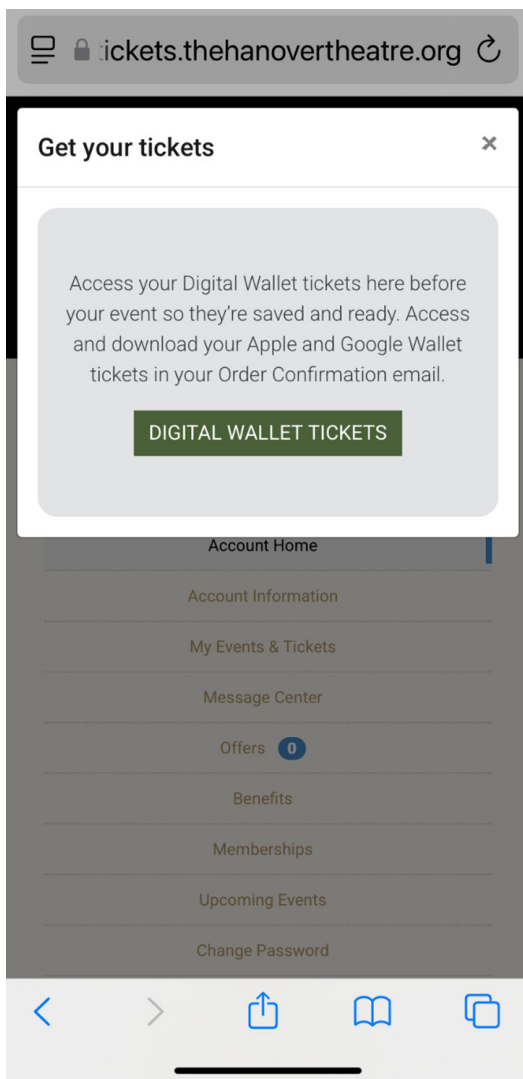


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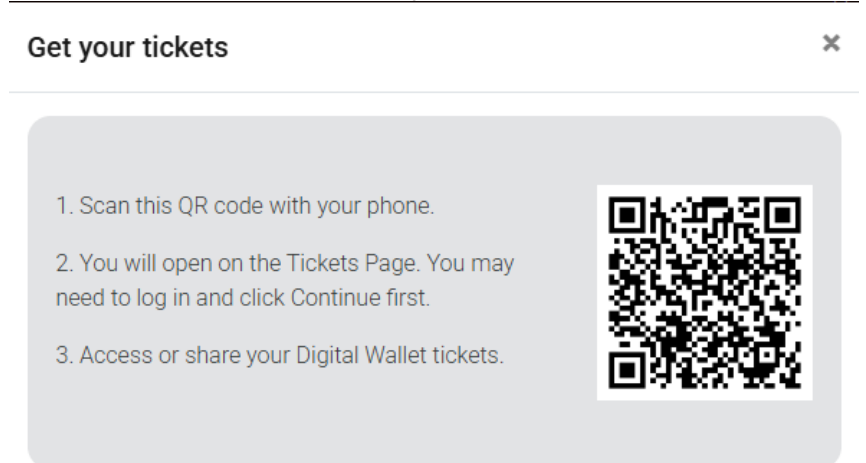
How to Access Your MyHanover app

Step 4: Click the green 'MyHanover Tickets' button (you may need to log in again). *If on desktop scan QR code

Mobile View



Desktop View



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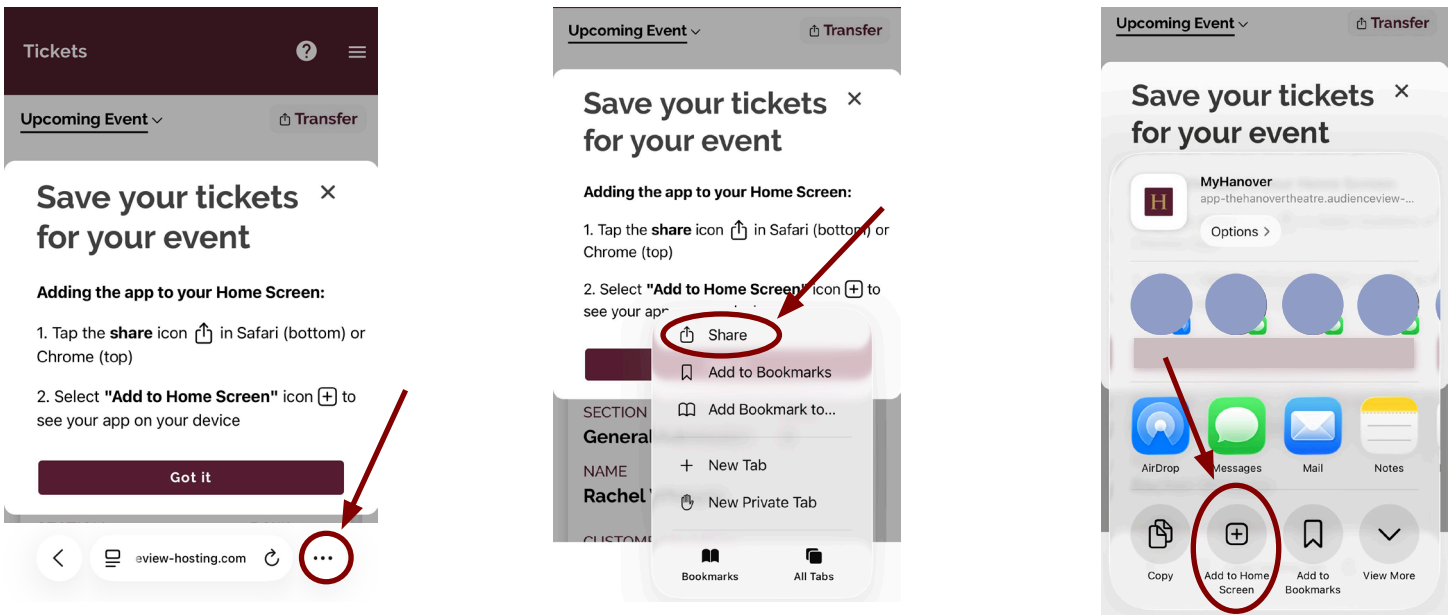
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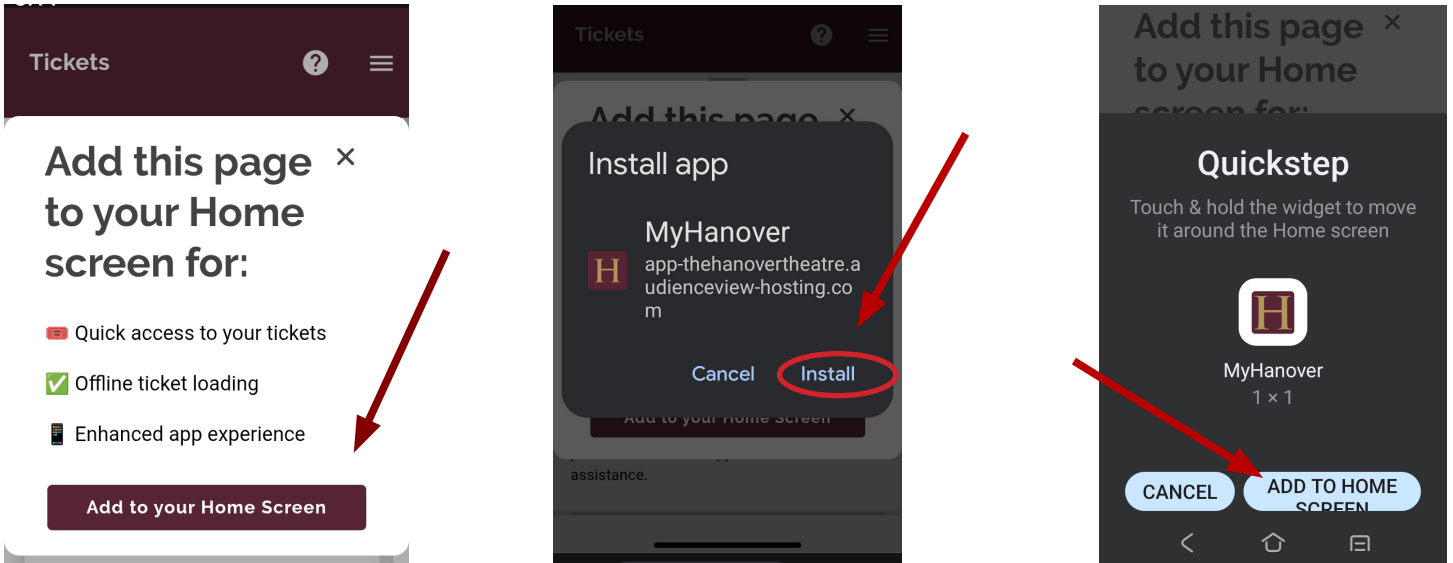
How to Access Your MyHanover app

Step 5: Follow the on-screen prompts to save your tickets. *Don't see this? Click on the question mark.

Apple View



Android View

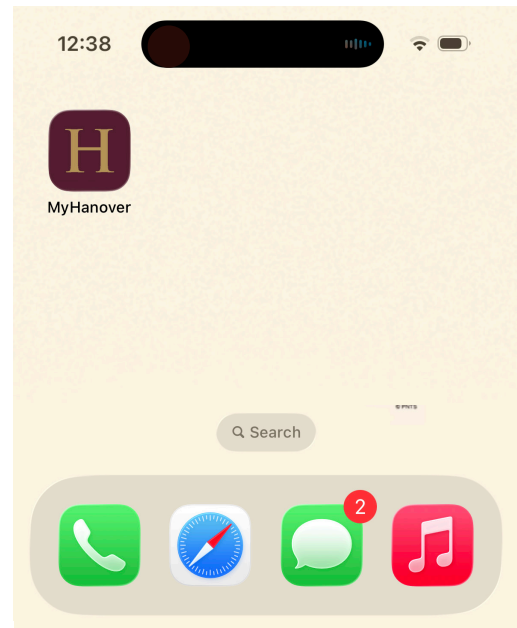
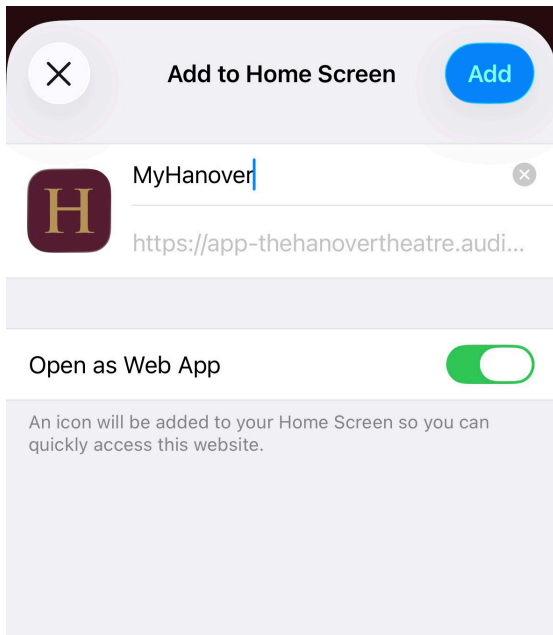


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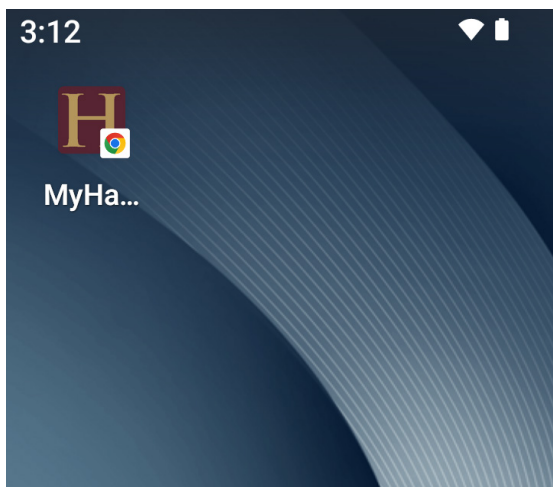
How to Access Your MyHanover app

Step 6: Click on the button 'Add' to add to your homescreen. **You're all set! Your tickets are now saved in your MyHanover app and ready to use.**

Apple View



Android View

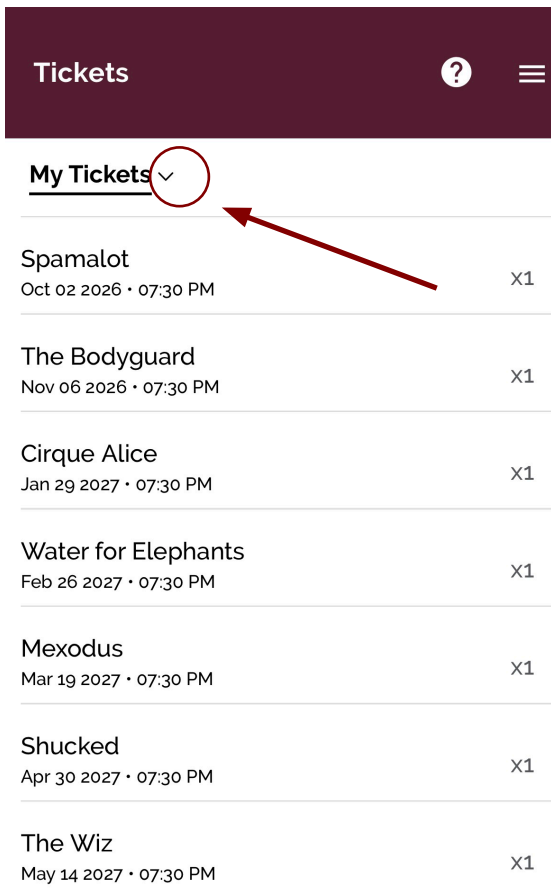


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How to Access Your MyHanover Tickets

Step 1: When you open up the MyHanover app your upcoming event tickets will show up. Tap the dropdown arrow (caret) to toggle between My Tickets and Upcoming Event. We recommend you access your tickets in your MyHanover at least 48 hours before the show to make sure your tickets are loaded in your MyHanover app.

*Please note: Tickets purchased through TheHanoverTheatre.org or in person at the box office, or by phone will show up in your MyHanover app. **Tickets purchased through any third party will not show up in your MyHanover app.**



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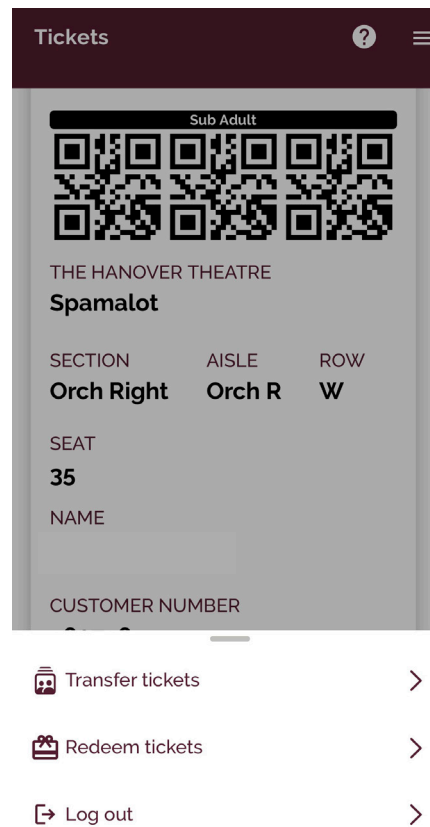
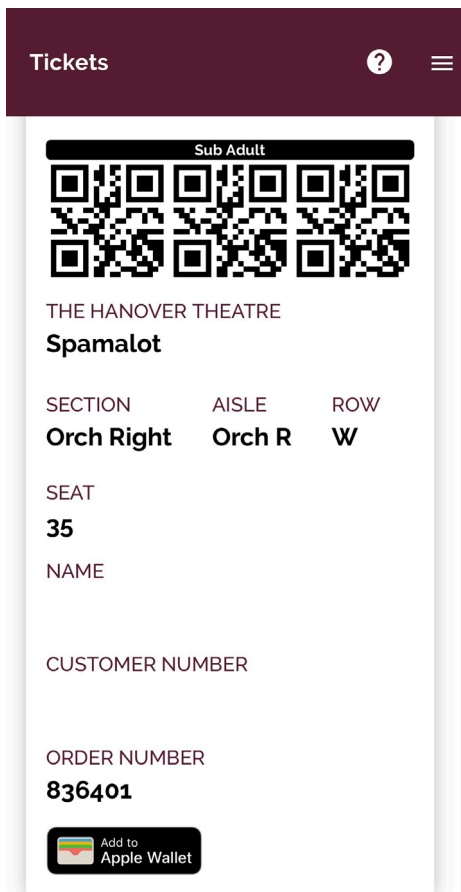
How to Transfer Your myHanover Tickets

Transferring tickets is an easy way to send tickets to friends and family. You can transfer some or all of your tickets from your MyHanover app to others securely, allowing everyone to enter the event with their own ticket.

Step 1: From the MyHanover app, tap the three vertical lines in the top right corner.

Step 2: Click on Transfer tickets.

*Tip: If you are coming in a large group, transferring your tickets in advance makes the entry process quicker and easier.



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How to Transfer Your MyHanover Tickets

Step 3: Select the tickets you would like to transfer, click on next, and confirm the ticket you are transferring. *Once the ticket is transferred, you can no longer use the ticket in your account.

Transfer tickets ?

Cancel **Event selected** **Next**

<input checked="" type="radio"/>	Spamalot Oct 02 2026 • 07:30 PM	1 tickets
<input type="radio"/>	The Bodyguard Nov 06 2026 • 07:30 PM	1 tickets
<input type="radio"/>	Cirque Alice Jan 29 2027 • 07:30 PM	1 tickets
<input type="radio"/>	Water for Elephants Feb 26 2027 • 07:30 PM	1 tickets
<input type="radio"/>	Mexodus Mar 19 2027 • 07:30 PM	1 tickets
<input type="radio"/>	Shucked Apr 30 2027 • 07:30 PM	1 tickets
<input type="radio"/>	The Wiz May 14 2027 • 07:30 PM	1 tickets

Transfer tickets ?

Cancel **1 ticket selected** **Next**

Spamalot
October 02 2026 - 07:30 PM

Select all

Seat 35 Row W Sec Orch Right

Confirmation ×

Check your transfer before proceeding:

Transferring **1 ticket(s)** for **Spamalot** on **October 02 2026**, at **07:30 PM** to a single recipient

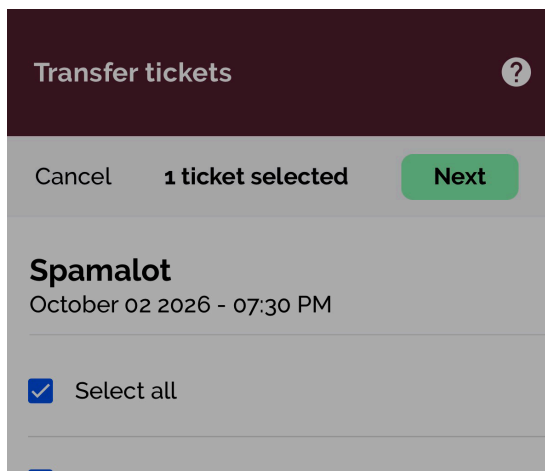
Continue

Back

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How to Transfer Your MyHanover Tickets

Step 4: Click the green button that says share code. You can either text or email the code to share.



Share Code

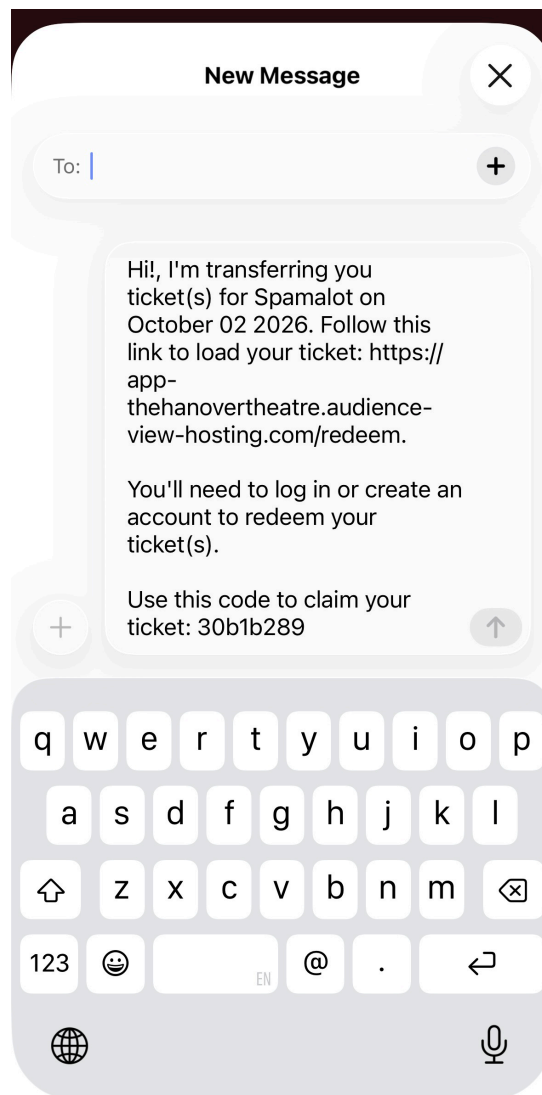
Code for **1 ticket(s)** for **Spamalot** on
October 02 2026, at 07:30 PM

30b1b289

Recipients will need to log into or create a
MyHanover account to redeem their
tickets

 **Share code**

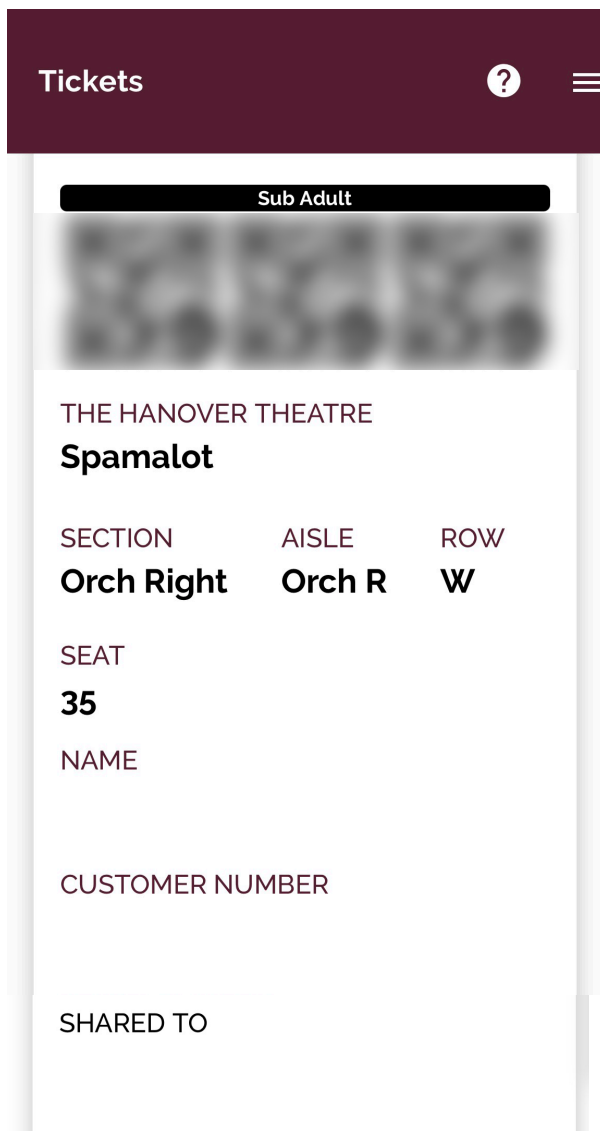
Back



HANOVER THEATRE & CONSERVATORY

How to Transfer Your MyHanover Tickets

*This is what your ticket looks like once it is transferred.



HANOVER THEATRE & CONSERVATORY

How to Redeem Your MyHanover Tickets

Redeeming tickets is an easy way to accept tickets from friends and family that they have transferred to you. You can redeem tickets through a text or email. Once you redeem one or multiple tickets, the tickets will be saved and loaded onto your MyHanover app.

Step 1: Click on the link you received in text or email.

Step 2: Enter your ticket code and click on the green button Redeem Ticket(s). Then you are all set. *You may have to refresh your screen for the ticket to populate in your MyHanover app.

Hi!, I'm transferring you ticket(s) for Spamalot on October 04 2026. Follow this link to load your ticket: <https://app-thehanovertheatre.audience-view-hosting.com/redeem>.

You'll need to log in or create an account to redeem your ticket(s).

Use this code to claim your ticket: 263d8f3e

Read 5:13 PM



Enter your ticket code

Redeem Ticket(s)

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Frequently Asked Questions

Why is The Hanover Theatre using Digital Tickets?

A digital ticket is a convenient and flexible way to receive and manage tickets. It's our effort to make your experience the very best. Digital ticketing provides:

- Quick, easy, contactless entry to the venue using your mobile phone
- The ability to manage, view, and transfer tickets at any time
- Sustainability by reducing paper waste
- Reduced risk of lost, stolen, counterfeit or forgotten tickets

What is delayed delivery?

When you buy a ticket, your email confirmation will state that your ticket is set to delayed delivery. This means your ticket will be sent to you on a future date before your show. You will be able to access your ticket at least 48 hours in advance before your show.

Can I have multiple tickets in the MyHanover app?

Yes. If you purchase multiple tickets to a show they will all show up in your MyHanover app. We recommend transferring tickets at least 48 hours before the show to are planning on arriving at different times.

Can I use a screenshot of my ticket?

No. Your digital ticket has a live QR code. Each ticket is given a unique QR code tied to a single purchase to reduce ticket fraud and ensure an easier ticket scanning process. If you would like to share tickets with people in your party, you can transfer tickets within your myHanover app.

When should I access my tickets?

We recommend accessing your tickets in your MyHanover app at least 48 hours before the show to avoid issues with connectivity when trying to enter and find your seat. We will send you an email before your show as a helpful reminder.

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Frequently Asked Questions

What if I lose connection or cannot connect to my account before my show?

Once the tickets have been added to your account, your MyHanover app allows you to access them regardless of internet connectivity. To ensure seamless entry, we highly recommend viewing your tickets in your myHanover app 48 hours before your performance to make sure they are all there before arriving at the theatre.

What if I do not have a smartphone?

If you do not have access to a smartphone, please contact the box office at 877.571.7469.

What if I forget, lose, or break my smartphone before my show?

When you arrive at the theatre simply go to the box office, present your ID, and they will assist you.

What if I am running into an “Online sales cannot proceed” error and cannot log into my account to access myHanover app?

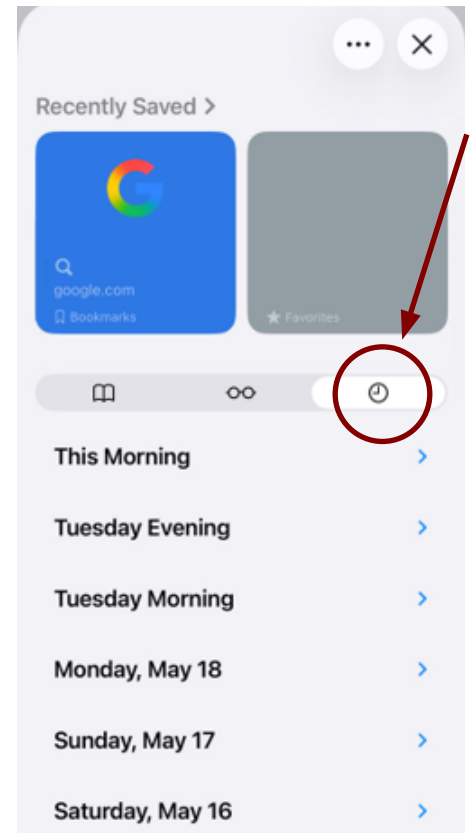
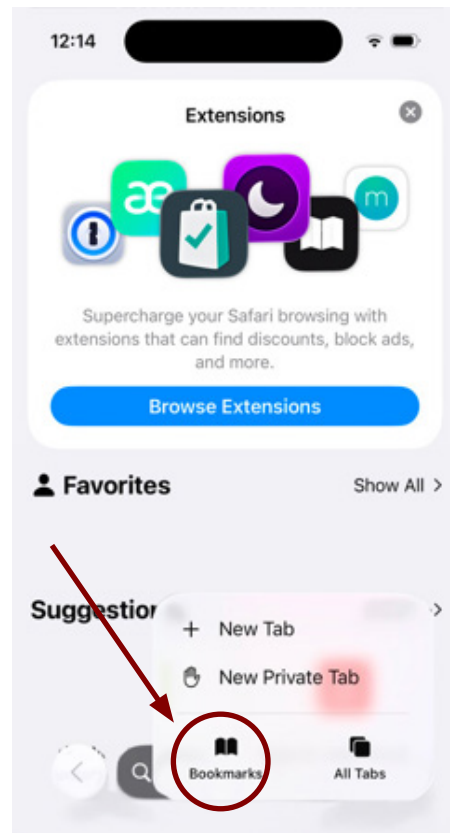
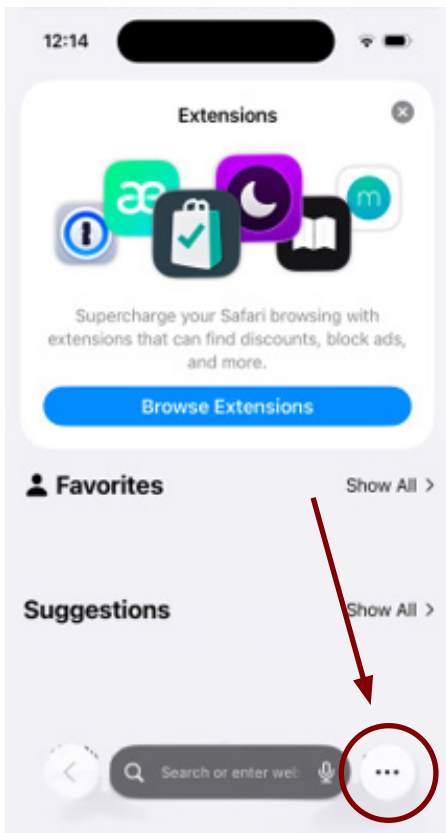
If you are receiving a message that says “Online sales cannot proceed with transactions at this time” you may have to close the tab or clear your recent browsing history. To clear your recent browsing history, follow the steps on page 16.

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Did you receive an “Online sales cannot proceed” error and cannot log in to your account to access the myHanover app?

Here’s how to clear your recent browsing history so you can log in to your account.

- Step 1: Click on the three dots or the overlapping squares on the bottom right-hand corner.
- Step 2: Click on Bookmarks.
- Step 3: Click on the clock.



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How to clear your recent browsing history.

Step 4: Click on the three dots in the top right corner.

Step 5: Click on Clear and clear your last hour of browse history.

Step 6: Exit out of TheHanoverTheatre.org tab.

Step 7: Open a new tab, and log in again at TheHanoverTheatre.org/login. You will now be able to login to load your myHanover app and tickets.

