

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.

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Welcome to MyHanover

MyHanover is the easiest way to access and manage your tickets on your smartphone.

Once you add MyHanover to your phone, you can:

- View your tickets anytime
- Transfer tickets to friends and family
- Access your tickets even if you lose internet service at the theatre

This guide will walk you through each step.

MyHanover is not downloaded from the Apple App Store or Google Play Store. It is added to your phone directly from your Hanover Theatre account in just a few steps.

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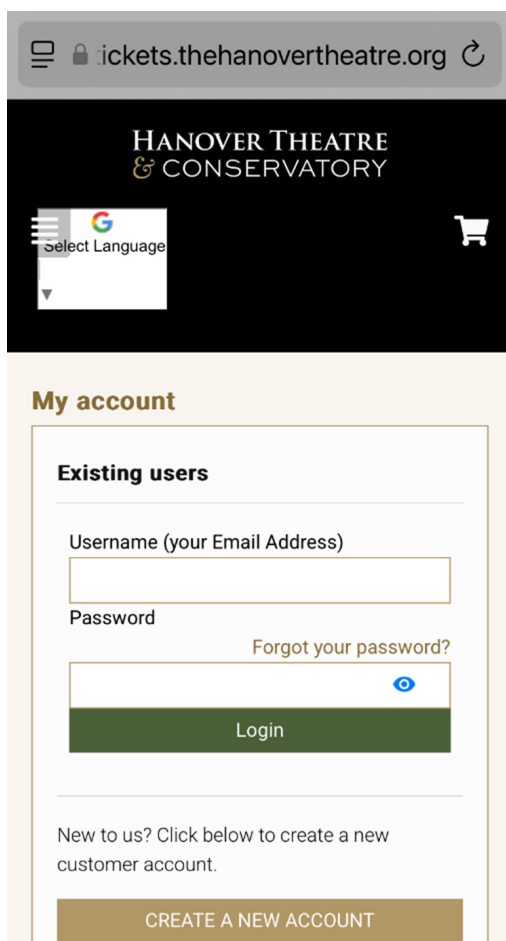
How to Add MyHanover to Your Smartphone

Step 1: Visit TheHanoverTheatre.org/login on your mobile device and sign in using the email address and password you used when purchasing your tickets. Don't remember your password? Tap on forgot password.

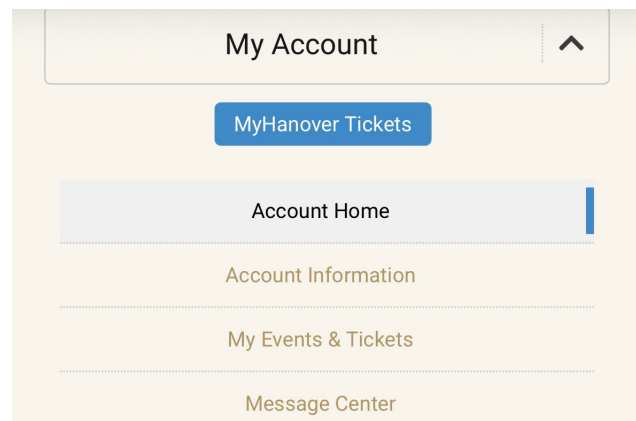
Step 2: Tap the dropdown arrow (caret) next to 'My Account'.

Step 3: Tap MyHanover Tickets.

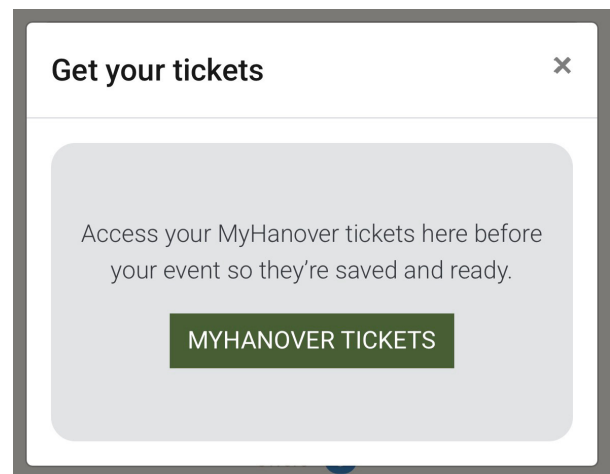
Step 4: Tap the green MyHanover Tickets button.



The screenshot shows the mobile website's login page. At the top, the URL is tickets.thehanovertheatre.org. Below the header, there's a "Select Language" dropdown and a shopping cart icon. The main section is titled "My account" and contains a login form for "Existing users". The form has fields for "Username (your Email Address)" and "Password", with a "Forgot your password?" link. A green "Login" button is at the bottom of the form. Below the login form, there's a link to "New to us? Click below to create a new customer account." and a brown "CREATE A NEW ACCOUNT" button.



The screenshot shows the "My Account" dropdown menu. The menu is titled "My Account" and has a dropdown arrow. Below the title, there's a blue "MyHanover Tickets" button. Below that, there are four menu items: "Account Home", "Account Information", "My Events & Tickets", and "Message Center".

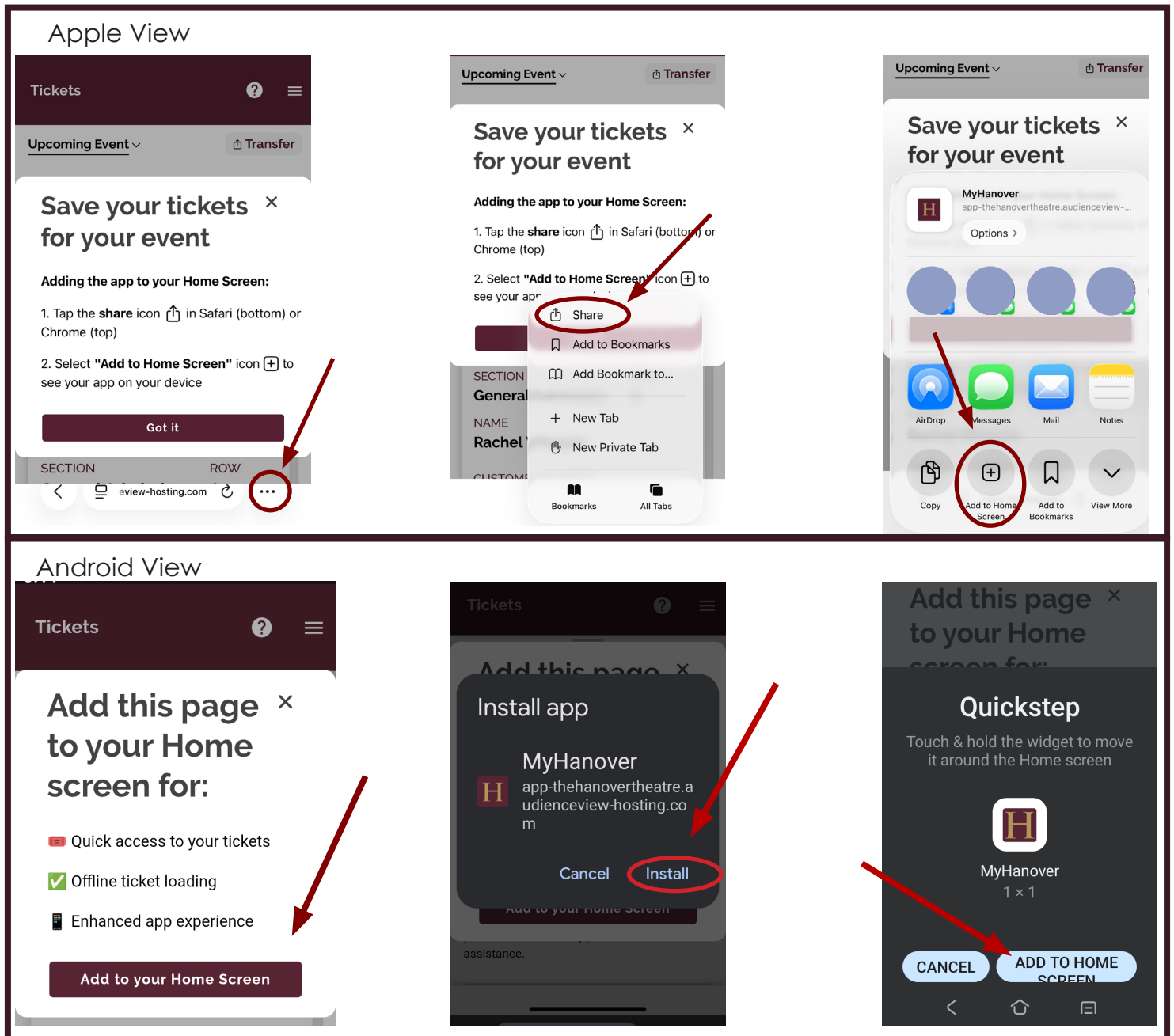


The screenshot shows a modal titled "Get your tickets". The modal has a close button (X) in the top right corner. The text inside the modal says "Access your MyHanover tickets here before your event so they're saved and ready." Below the text is a green button labeled "MYHANOVER TICKETS".

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How to Add MyHanover to Your Smartphone

Step 5: Follow the prompts to add MyHanover to your phone's Home Screen.
This only takes a few seconds and allows you to open your tickets just like an app.
*Don't see this? Tap the question mark.

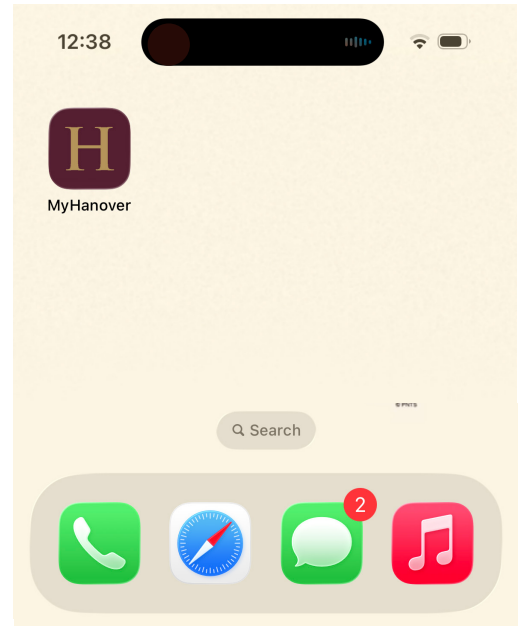
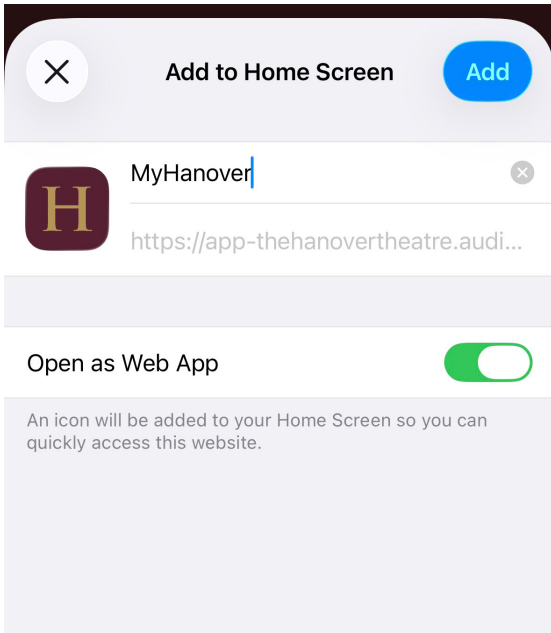


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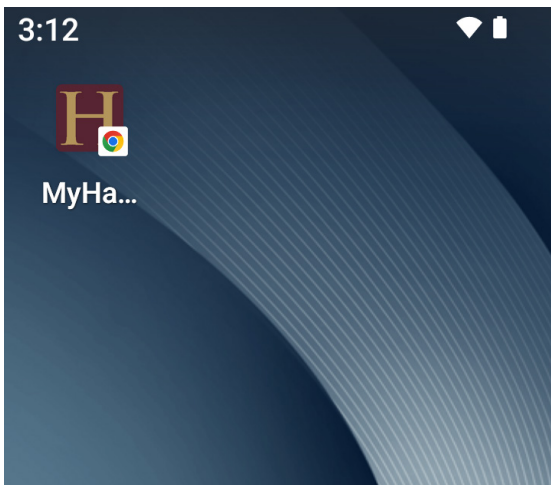
How to Add MyHanover to Your Smartphone

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

Apple View



Android View



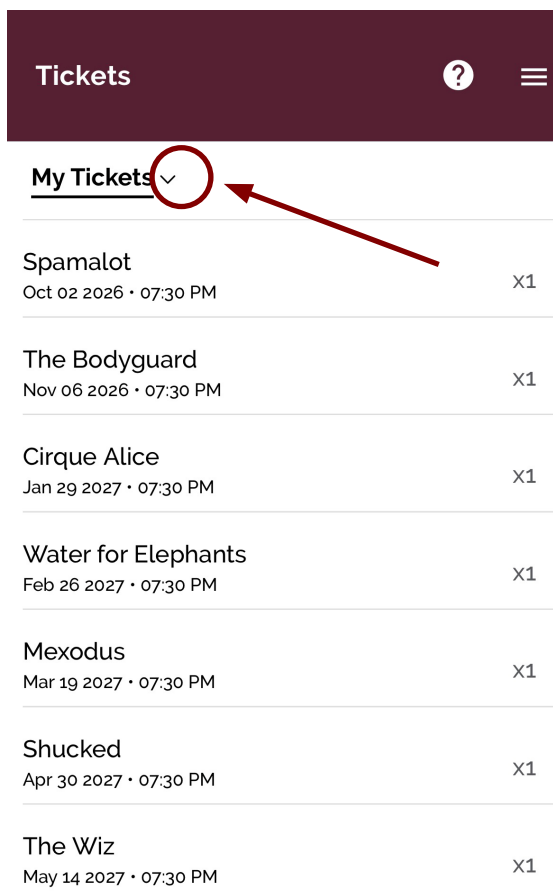
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How to View Your MyHanover Tickets

Open MyHanover from your phone's Home Screen. Your upcoming event will appear automatically. Tap the event to view your tickets. We recommend opening MyHanover at least 48 hours before your performance to make sure your tickets have loaded.

Tap on the down arrow near "My Tickets" to switch between "Upcoming Event" and "My Tickets"

*Please note: Tickets purchased through TheHanoverTheatre.org, in person at the box office, or by phone will appear in your MyHanover. **Tickets purchased through any third party will be sent to you separately.**



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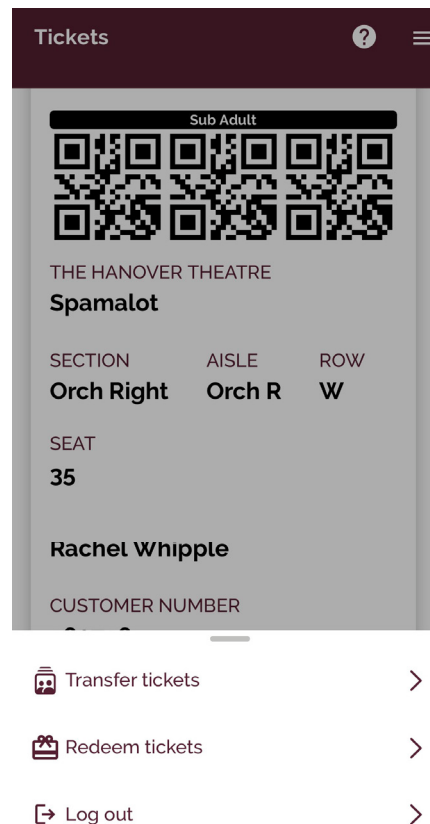
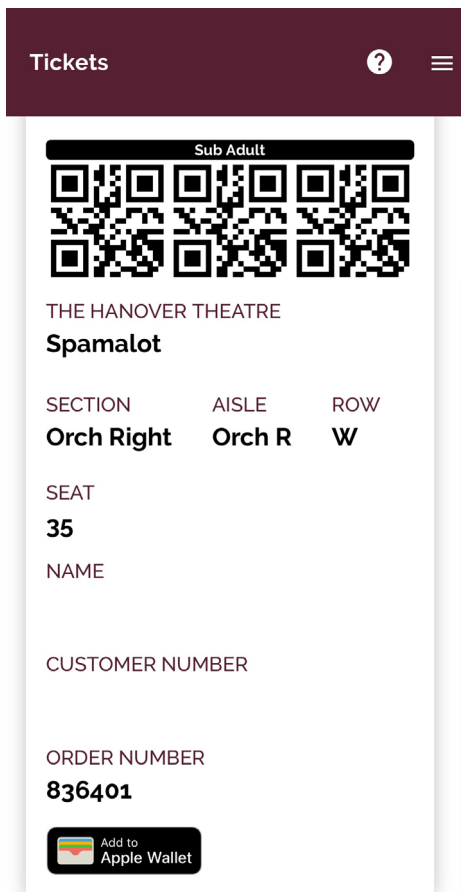
How to Transfer Your MyHanover Tickets

If members of your group are arriving separately, you can securely send each person their own ticket. Once a ticket has been transferred, it is removed from your account and can no longer be used by you.

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

Step 2: Tap 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, Tap 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

☒

Spamalot
Oct 02 2026 • 07:30 PM

1
tickets

☐

The Bodyguard
Nov 06 2026 • 07:30 PM

1
tickets

☐

Cirque Alice
Jan 29 2027 • 07:30 PM

1
tickets

☐

Water for Elephants
Feb 26 2027 • 07:30 PM

1
tickets

☐

Mexodus
Mar 19 2027 • 07:30 PM

1
tickets

☐

Shucked
Apr 30 2027 • 07:30 PM

1
tickets

☐

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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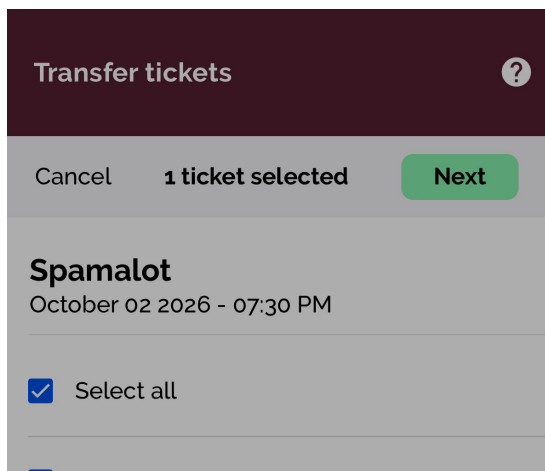
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How to Transfer Your MyHanover Tickets

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



Share Code

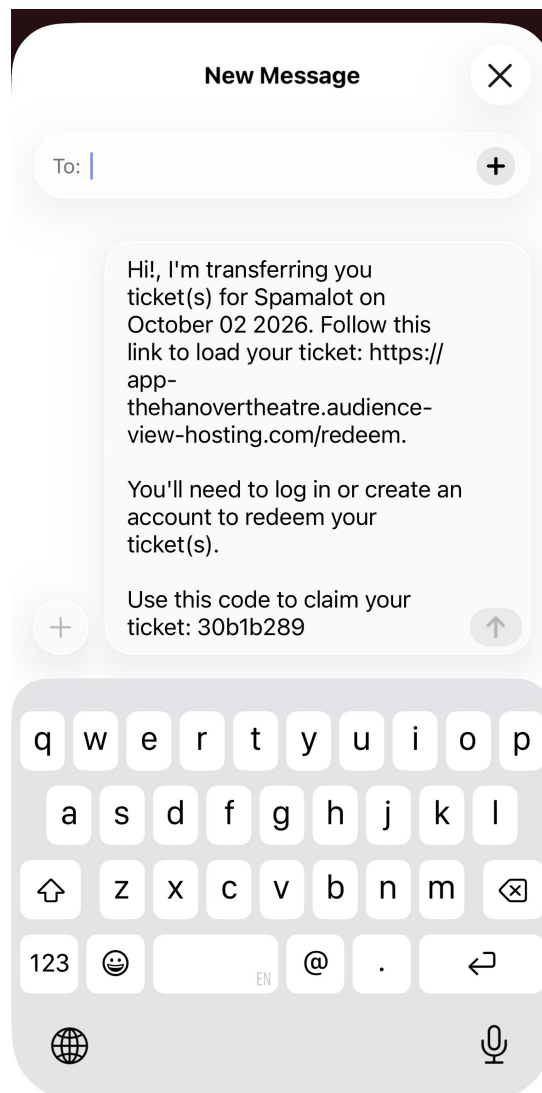
Code for **1 ticket(s)** for **Spamalot** on
October 02 2026, at **07:30 PM**

30b1b289

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

 **Share code**

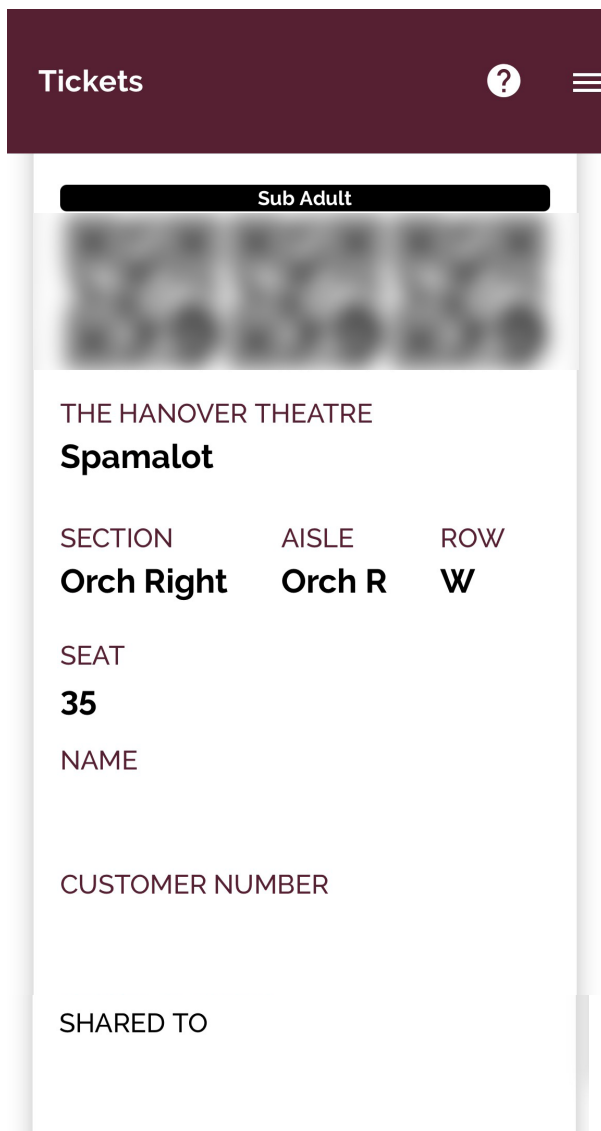
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How to Transfer Your MyHanover Tickets

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



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How to Accept Transferred Tickets to Your MyHanover

If someone sends you tickets, follow these steps to add them to your MyHanover account. Once you add one or multiple tickets, the tickets will be saved and loaded onto your MyHanover.

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

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

Hi!, I'm transferring you ticket(s) for Spamalat 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

Why can't I see my tickets right away?

Some events use delayed ticket delivery. Your tickets will automatically appear in MyHanover at least 48 hours before your performance.

Can I have multiple tickets in MyHanover?

Yes. If you purchase multiple tickets to a show they will all appear 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. Screenshots will not scan because every ticket uses a secure, live QR code that changes to prevent fraud.

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

Will my tickets work if I don't have internet at the theatre?

Yes. Once you've added MyHanover to your phone and your tickets have loaded, they'll still be available even if you lose internet or cell service.

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?

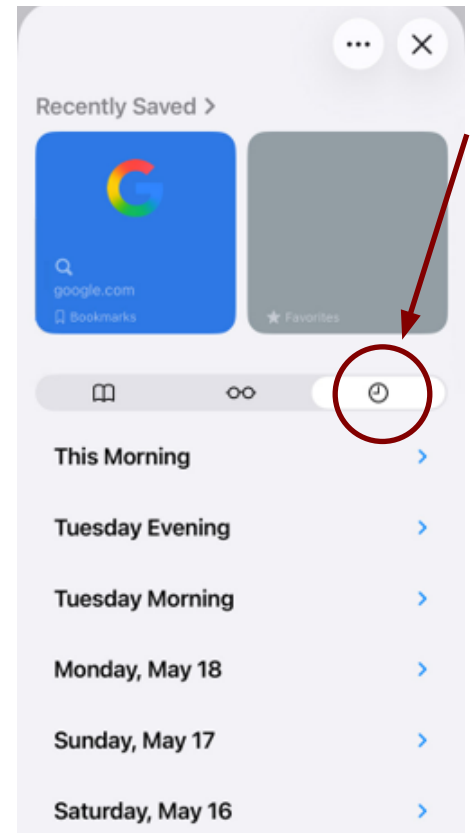
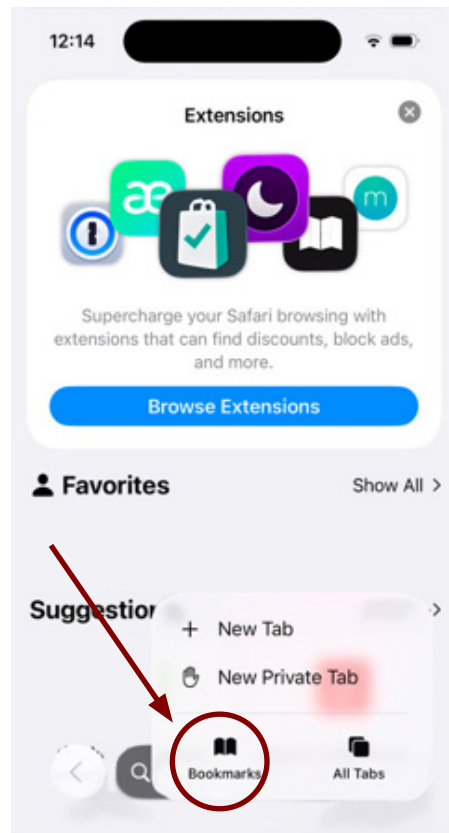
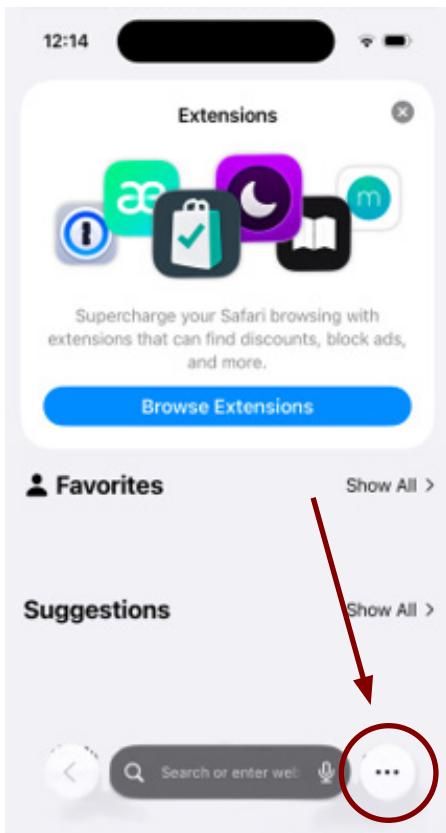
If you are receiving a message that says "Online sales cannot proceed with transactions at this time" you may have to close the tab or clear your recent browsing history. To clear your recent browsing history, follow the steps on page 16.

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Having Trouble Logging In?

If you receive the message: "Online sales cannot proceed with transactions at this time."
Clearing your recent browsing history usually fixes the issue.

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



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Having Trouble Logging In?

Step 4: Tap the three dots in the top right corner.

Step 5: Tap 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.

