Have you seen our new tickets?

We’ve made some changes, so instead of receiving one QR code for all your tickets, you’ll get individual e-tickets for each ticket that you purchase. This will make it easier for you to send your tickets to your friends, and sell any spares.

After purchasing tickets online, you will receive two emails from “Sheffield SU Events” - mail@shef.ukmsl.net. The first will contain your purchase receipt with your reference number and the second will contain your PDF e-tickets with your QR code on them.

Your old receipt:

Dear
Thank you for your purchase from Sheffield Students’ Union.
Your reference number is 30828731.

Your new receipt and e-ticket email:

Please have all e-tickets downloaded and ready on your phone when you arrive at the venue where they will then be scanned on entry. Please only print the e-tickets if necessary to help reduce paper waste. University of Sheffield students can alternatively scan their U-Card on entry if they have purchased the ticket.

ID scanning will now include UCards. Box Office staff will scan your UCard when they’re scanning your ticket, so please make sure you have it out and ready for them. All other ID will still be scanned by Security and we remind you that everyone in your party must have valid ID on them, regardless of whether they have their UCards with them.

As this is all new to us, we are expecting queue waits to be longer than normal. We thank you for your patience during this time.

Not received your tickets?

Please check your spam folder first. One of the other most common reasons why customers do not receive their ticket receipt via email is because your email address must be verified when you set up your account. Please check your old emails for a verification link from us. If you cannot find one and are still having issues finding or receiving your ticket receipt, please contact Sheffield SU Box Office on 01142228777 or via email at boxoffice@sheffield.ac.uk.

For information on how to retrieve lost tickets that you did originally receive, head over to Foundrysu.com and check out their lost ticket info at the bottom of the page.