



# USER GUIDE – UEFA TICKET PORTAL

WE CARE ABOUT FOOTBALL

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# How to log in to the ticketing portal

- 1 Log in to the Ticketing Portal with your email address and password (received previously by email)
- 2 If you do not know your password click on '**CREATE PASSWORD**' and automatic email will be sent to you with a new password

Welcome to the UEFA Ticketing Portal

[USER MANUAL](#)

If you have an account and password you can proceed by logging in below.  
If you forgot your password or you never received it please click the feature "Create Password".

[Login](#) [Create Password](#)

Email address  
tomas.bettoni@uefa.ch

Password  
●●●●●●●●

Stay signed in

If you do not have a password yet:

[1 LOG IN](#) [2 CREATE PASSWORD](#)

[Have you forgotten your password?](#)

# How to submit a ticket request?

3a If a ticket request has already been created for you, after receiving an email to submit it, click on **'Open details'** in the ticketing portal

3b If no request has been created yet, click on **"Request"** and continue with the step 5

**My homepage**

Dear Mr. Bettoni,  
Welcome to the ticketing portal. Here you will find your orders and ticket history.  
Please use the menu on the right to navigate through the portal.

Listed here below you will find the ticket orders that require an action from you. Please check the different ticket orders and either submit the orders that are still pending or pay for your confirmed orders.

**Actions needed from you (3)**

Request ID	Actions needed from you
1318180	● Payment Needed <a href="#">Open details</a>
1318233	● Ticket Request - please submit <b>3a</b> <a href="#">Open details</a>
1318235	● Ticket Request - please submit <a href="#">Open details</a>

**Your last order**

Request

Request ID	1318235
Status	Request to submit - please action
Last update	Thursday, 16 November 2017 - 11:34
Amount	450.00 EUR
Action needed	● Ticket Request - please submit

[SEE DETAILS](#)


**My account**

Pending actions

TICKETS  
Request History

ACCOUNT SETTINGS  
My Profile  
Change your Password  
My Addresses

USER MANUAL  
LOG OUT

 **UEFA Champions League Final 2018**

Saturday, 26 May 2018 21:45  
NSC Olimpiyskiy, Kyiv

**3b** [REQUEST](#)

**My account**

Pending actions

TICKETS  
Request History

ACCOUNT SETTINGS  
My Profile  
Change your Password  
My Addresses

REQUEST TICKETS

USER MANUAL  
LOG OUT

# How to submit a ticket request?

4 Click on 'Edit and submit request' to continue

## Summary

Request ID: 1318233  
Status: Request to submit - please action  
Created: Thursday, 16 November 2017 - 10:05  
Total amount (Including VAT): 450.00 EUR

**4** [EDIT AND SUBMIT REQUEST](#)  
[DELETE REQUEST](#)

## Request Overview

UEFA CHAMPIONS LEAGUE FINAL 2018  
● Ticket Request - please submit

**Final** Sat 26 May - 21:45 Kyiv

1 ticket Category 1 (1 x Purchase)

Purchase	450.00 EUR
<b>Sub-total</b>	<b>450.00 EUR</b>
<b>Total (Including VAT)</b>	<b>450.00 EUR</b>

## Ticket Request History

My account

Pending actions

TICKETS  
Request History

ACCOUNT SETTINGS  
My Profile  
Change your Password  
My Addresses

USER MANUAL

LOG OUT

# How to submit a ticket request?

- 5 Modify the quantities of tickets you would like to request
- 6 Click on **'UPDATE REQUEST'**
- 7 Click on **'CONTINUE'**

The screenshot displays the 'Request Tickets' page for a UEFA Champions League Final match. The main table lists ticket categories with their respective tariffs, suggested quantities, and adjustable request quantities. A blue circle with the number '5' highlights the quantity input field for 'Category 1'. A 'Request summary' overlay is shown in the foreground, featuring a 'CONTINUE' button with a blue circle and the number '7'. The background interface includes a navigation sidebar with options like 'My account', 'Pending actions', 'TICKETS', 'ACCOUNT SETTINGS', 'USER MANUAL', and 'LOG OUT'. A blue circle with the number '6' highlights the 'UPDATE REQUEST' button in the bottom right corner of the overlay.

Ticket Category	Tariff	Quantity suggested	Quantity	Unit Price	Sub-total
● Category 1	Purchase	1	<input type="text" value="1"/>	450.00 EUR	450.00 EUR
	Complimentary	-	<input type="text" value="0"/>	0.00 EUR	0.00 EUR
● Category 2	Purchase	-	<input type="text" value="0"/>	320.00 EUR	0.00 EUR
● Cat. 2 Restricted View	Complimentary	-	<input type="text" value="0"/>	0.00 EUR	0.00 EUR
	Purchase	-	<input type="text" value="0"/>	70.00 EUR	0.00 EUR
	Complimentary	-	<input type="text" value="0"/>	0.00 EUR	0.00 EUR
	Purchase	-	<input type="text" value="0"/>	70.00 EUR	0.00 EUR
	Complimentary	-	<input type="text" value="0"/>	0.00 EUR	0.00 EUR

Sub-total = 450.00 EUR

1 ticket

**6** UPDATE REQUEST

The 'Request summary' overlay shows the details of the ticket request: 'UEFA Champions League Final 2018' with '1 ticket for one match'. It includes an 'EDIT REQUEST' link and a 'CONTINUE' button with a blue circle and the number '7'. A 'CANCEL' option is also visible. The background shows the same navigation sidebar as the main interface.

Request summary

UEFA Champions League Final 2018

1 ticket for one match

[EDIT REQUEST](#)

**7** CONTINUE

X CANCEL

# How to submit a ticket request?

- 8 Check delivery method and delivery address (new address can be added if needed by clicking on '**Add a new address**')
- 9 Click on '**CONTINUE**'
- 10 If you want to accept tickets in different categories (in case of no availability in the one you are about to request), tick the checkbox '**I am willing to accept tickets in other categories**'
- 11 Read and accept the Terms and Conditions and the Data Privacy Policy.
- 12 Finish the process by clicking '**SUBMIT YOUR REQUEST**'
- 13 The system will register your ticket request and confirm the submission (automatic email will be sent to you to inform you that your ticket request was submitted and is awaiting confirmation from UEFA)

The screenshot shows the 'Delivery' step of the process. At the top, there are three tabs: '1. Delivery', '2. Summary', and '3. Finish'. The 'Delivery' tab is active. Below the tabs, there is a 'Delivery' section with a table for 'Delivery method' and 'Delivery costs'. The 'Courier' method is selected, and the cost is 'Free'. Below the table, there is a section for 'Please select a delivery address' with contact information for UEFA | Tomas Bettoni. A dropdown menu shows 'Your Main address' and a '+ Add a new address' button. At the bottom, there are 'CANCEL' and 'CONTINUE' buttons. A blue circle with the number '8' is overlaid on the dropdown menu, and a blue circle with the number '9' is overlaid on the 'CONTINUE' button.

The screenshot shows the 'Request submitted' confirmation screen. At the top, there are three tabs: '1. Delivery', '2. Summary', and '3. Finish'. The '3. Finish' tab is active. Below the tabs, there is a 'Request submitted' section with a message: 'Your request has been successfully registered under the request number 1318233.' Below the message, there is a 'Finish' section with a green checkmark and the text: 'The process has now ended. You can follow your ticket request on the Request History page.' At the bottom, there is a 'VIEW YOUR REQUEST' button. A blue circle with the number '13' is overlaid on the button.

The screenshot shows the 'Request summary' and 'Delivery' sections. At the top, there are three tabs: '1. Delivery', '2. Summary', and '3. Finish'. The '2. Summary' tab is active. Below the tabs, there is a 'Request summary' section with the text: 'Before continuing, please check the content of your request and confirm that you have read and accept our terms and conditions.' Below the text, there is a table for 'UEFA CHAMPIONS LEAGUE FINAL 2018' with columns for 'Final', 'Sat 26 May - 21:45', and 'Kjkr'. Below the table, there is a section for '1 ticket Category 1 (1 x Purchase)' with a 'Purchase' of 450.00 EUR. Below the purchase, there is a 'Sub-total' of 450.00 EUR. Below the sub-total, there is a 'Request amount (Including VAT)' of 450.00 EUR. Below the request amount, there is a section for 'Allocation in other seat categories' with the text: 'To increase the flexibility in satisfying your request, you can confirm that you are willing to accept tickets in other categories, by ticking the relevant box.' Below the text, there is a checkbox for 'I am willing to accept tickets in other categories.' Below the checkbox, there is a 'Delivery' section with a table for 'Delivery' and 'Delivery costs'. The 'Courier' method is selected, and the cost is 0.00 EUR. Below the table, there is a 'Total amount' section with a 'Total amount' of 450.00 EUR. Below the total amount, there is a section for 'Terms and Conditions' with two checkboxes: 'I have read, accepted and agree to the 2018 UEFA Champions League™ Final Ticketing Terms and Conditions.' and 'I have read, accepted and agree to the 2018 UEFA Champions League™ Final - Ticketing Personal Data Privacy Policy.' Below the checkboxes, there is a 'SUBMIT YOUR REQUEST' button and a 'CANCEL' button. A blue circle with the number '10' is overlaid on the checkbox, a blue circle with the number '11' is overlaid on the 'SUBMIT YOUR REQUEST' button, and a blue circle with the number '12' is overlaid on the 'SUBMIT YOUR REQUEST' button.

# How to pay for a ticket reservation?

- 14 Once UEFA confirms your ticket request, you will receive an email with request to login to the ticketing portal to pay for your tickets (in case you have complimentary tickets only, you will receive final confirmation of your order at this point)
- 15 Click on **'Open details'** to open your ticket request details
- 16 Click on **'PAY THE RESERVATION'**

The screenshot displays a user's homepage in a ticketing portal. The main content area is titled "My homepage" and includes a welcome message to Mr. Bettoni. Below the message, there is a section for "Actions needed from you (3)" which lists three requests with their IDs and required actions. A blue circle with the number 15 highlights the "Open details" link for request ID 1318233. To the right, a sidebar menu contains options like "My account", "Pending actions", "TICKETS", "ACCOUNT SETTINGS", "USER MANUAL", and "LOG OUT".

Dear Mr. Bettoni,  
Welcome to the ticketing portal. Here you will find your orders and ticket history. Please use the menu on the right to navigate through the portal.

Listed here below you will find the ticket orders that require an action from you. Please check the different ticket orders and either submit the orders that are still pending or pay for your confirmed orders.

**Actions needed from you (3)**

Request ID	Actions needed from you	
1318180	● Payment Needed	<a href="#">Open details</a>
1318233	● Payment Needed	<b>15</b> <a href="#">Open details</a>
1318235	● Ticket Request - please submit	<a href="#">Open details</a>

**Summary**

Reservation - Payment Needed

Request ID	1318233
Status	Reservation
Created	Thursday, 16 November 2017 - 10:05
Total amount (Including VAT)	450.00 EUR
Other categories acceptable	No

**16** [PAY/CONFIRM THE RESERVATION](#)  
[CANCEL THE RESERVATION](#)

[SEE DETAILS](#)



# How to pay for a ticket reservation?

- 17 Check if your delivery address is correct, if needed change it by clicking on **'Add a new address'** and select it as your delivery address
- 18 Click on **'CONTINUE'**
- 19 Choose a payment method
- 20 Confirm that you have read and agree to the Terms and Conditions
- 21 Click on **'FINALISE YOUR ORDER'**

The screenshot shows the 'Delivery' step of a four-step process (1. Delivery, 2. Summary, 3. Payment, 4. Finish). The 'Delivery method' is 'Courier' with a cost of 'Free'. Below this, there is a section titled 'Please select a delivery address' with contact information for UEFA | Tomas Bettoni. A dropdown menu shows 'Your Main address' selected, with a '+ Add a new address' link. A 'CONTINUE' button is visible at the bottom right, and a 'CANCEL' button is at the bottom left.

The screenshot shows the 'Summary' step of the four-step process. It displays an 'Order summary' for a UEFA Champions League Final ticket. The ticket is for '1 ticket Category 1 (1 x Purchase)' at a price of 450.00 EUR. The 'Order amount' is 450.00 EUR. Below this, the 'Delivery' details are shown, including the courier service and the delivery address. The 'Delivery costs' are 0.00 EUR. The 'Payment' section shows 'Credit Card' as the selected method. At the bottom, there are checkboxes for accepting the terms and conditions, and a 'FINALISE YOUR ORDER' button.

# How to pay for a ticket reservation?

22 If you chose payment by credit card, you will be asked to fill in your credit card details, afterwards click on '**PAY NOW**'

23 If you chose payment by bank transfer, you will receive an email with the invoice with payment instructions

24 After UEFA received payment for your ticket order, you will receive an email with the payment confirmation, which is also a final confirmation for your tickets

The screenshot shows the '3. Payment' step of a four-step process (1. Delivery, 2. Summary, 3. Payment, 4. Finish). At the top, it displays 'Due amount: 450.00 EUR' and 'Request ID: 1318233'. Below this is a section titled 'Credit / Debit card' with the instruction 'Enter your card details' and a lock icon indicating a secure payment. A '22' callout points to the 'VISA' and 'MasterCard' logos. The form includes fields for 'Card number \*', 'Expiration date \*' (with month and year dropdowns), 'Name on the card \*' (with the prompt 'Please enter your name here'), and 'Security code (CVV) \*'. At the bottom, there is an 'Information' section with a note '\* Mandatory fields' and a 'CANCEL ORDER' link. A 'PAY NOW' button is located at the bottom right of the form.

The screenshot shows the '4. Finish' step of the four-step process. A '24 Order confirmation' callout is present. The main text states: 'Your request has been successfully registered under the request number 1318233.' Below this, the word 'Finish' is displayed in green, followed by the message: 'The process has now ended. You can follow your ticket request on the Request History page.' A blue button labeled 'VIEW YOUR ORDER' is positioned at the bottom right.

# How to set a ticket holder?

25 You are asked to fill in the ticket holder details on the portal 10 days before the match at the latest, click on **'VIEW TICKETS'**

26 Click on **'SET TICKET HOLDER'** to fill in ticket holder details

27 Click on **'SAVE AND CONTINUE'** once you filled in all fields

**My homepage**

Dear Mr. Bettoni,  
Welcome to the ticketing portal. Here you will find your orders and ticket history. Please use the menu on the right to navigate through the portal.

Listed here below you will find the ticket orders that require an action from you. Please check the different ticket orders and either submit the orders that are still pending or pay for your confirmed orders.

**Actions needed from you (2)**

Request ID	Actions needed from you	
1318233	● Payment due in 22 days	<a href="#">Open details</a>
1318217	● Payment due in 22 days	<a href="#">Open details</a>

**Upcoming**      **Your last order**

MAY 26 SAT UEFA Champions League Final 2018

**25** x3 [VIEW TICKETS](#)

**Order**

Request ID	1318217
Status	Invoiced, not paid
Last update	Thursday, 16 November 2017 - 16:56
Amount	900.00 EUR

[SEE DETAILS](#)

**My account**

- Pending actions
- TICKETS Request History
- ACCOUNT SETTINGS My Profile Change your Password My Addresses
- USER MANUAL LOG OUT

**Your tickets**

Hide old tickets

**Information**  
Please find below the list of all your tickets. For more information, please check your order history.

UEFA Champions League Final 2018 - Final - Team A vs Team B  
UEFA 2018  
Saturday, 26 May 2018 - 21:45  
[ADD TO CALENDAR](#)

3 tickets - Category 1

Purchase Ticket 13010000101 Order 1318233

**26** [MODIFY TICKET HOLDER](#) [Ticket holder: Tomas Bettoni](#)

**Mandatory beneficiary**  
\* You are requested to enter the name of the ticket holder of the ticket. An identity control will be performed and only tickets named after their holders will be valid.

First name \*  
Tomas

Last name \*  
Bettoni

Birth date \*  
day month year

Nationality \*  
Choose...

City of birth

Passport number

\* mandatory fields

**27** [SAVE AND CONTINUE](#)

Purchase Ticket 13010000102 Order 1318217

[SET TICKET HOLDER](#) No ticket holder set

Purchase Ticket 13010000103 Order 1318217

[SET TICKET HOLDER](#) No ticket holder set

**My account**

- Pending actions
- TICKETS Request History
- ACCOUNT SETTINGS My Profile Change your Password My Addresses
- USER MANUAL LOG OUT

# How to submit an Autonomous request? (If applicable)

28 In "My homepage" click on '+Request Tickets'

29 Click on 'Request' to visualise the options available

30 Modify the quantities of tickets you would like to request as from **step 5**

The image shows two screenshots of a ticketing portal. The top screenshot is the 'My homepage' with a navigation menu on the right. The bottom screenshot is a detailed view of a ticket request for the UEFA Champions League Final 2018.

**My homepage**

28 + REQUEST TICKETS

My account

Pending actions

TICKETS  
Request History

ACCOUNT SETTINGS  
My Profile  
Change your Password  
My Addresses

Dear Mr. Bettoni,  
Welcome to the ticketing portal. Here you will find your orders and ticket history.  
Please use the menu on the right to navigate through the portal.

Listed here below you will find the ticket orders that require an action from you. Please check the different ticket orders and either submit the orders that are still pending or pay for your confirmed orders.

**Actions needed from you (3)**

Request ID	Actions needed from you
1319088	● Payment Needed
1318233	● Payment overdue for 30 days
1318217	● Payment overdue for 30 days

29 REQUEST

My account

Pending actions


TICKETS  
Request History

ACCOUNT SETTINGS  
My Profile  
Change your Password  
My Addresses

REQUEST TICKETS

USER MANUAL

LOG OUT

 **UEFA Champions League Final 2018**  
Saturday, 26 May 2018 21:45  
NSC Olimpiyskiy, Kyiv



Thank you