



USER GUIDE – UEFA TICKET PORTAL

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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 '**REQUEST NEW PASSWORD**' and automatic email will be sent to you with a new password

Welcome to the UEFA Ticketing Portal

USER GUIDE

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 "Request new password".

Email address
your@email.ch

1 Password
.....

Stay logged on

2 REQUEST NEW PASSWORD

LOG IN

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

The screenshot shows the user's homepage. At the top left, it says "My homepage". Below that, the user's name "Mr. Tomas Bettoni" is displayed, along with a welcome message and instructions to use the menu on the right. A section titled "Actions for you to perform (1)" contains a table with one row: Request ID 4313804, with the action "Ticket Request - please submit". A blue circle with "3a" and the text "Open details" is overlaid on the table. On the right side, there is a vertical navigation menu with options: "+ REQUEST TICKETS", "My account", "Home page", "TICKETS Request History", "ACCOUNT SETTINGS My Profile Change your Password My Addresses", "USER GUIDE", "TICKETING T&CS", and "LOG OUT". At the bottom, there is a "Request" section with details for request ID 4313804, including status, last update, amount, action needed, and expiration date. A "SEE DETAILS" button is at the bottom right.

Request ID	Actions needed from you
4313804	● Ticket Request - please submit 3a Open details

Request

Request ID	4313804
Status	Request to submit - please action
Last update	Thursday, 2 December 2021 - 10:50
Amount	€690.00
Action needed	● Ticket Request - please submit
Expiration date	Sunday, 12 December 2021

[SEE DETAILS](#)

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

The screenshot shows the event page for the UEFA Champions League Final 2022. It features the trophy icon, the event name "UEFA Champions League Final 2022", the date and time "Saturday, 28 May 2022 22:00 (local time)", and the venue "Gazprom Arena, St-Petersburg". A blue circle with "3b" and a blue button labeled "REQUEST" are overlaid on the page. On the right side, there is a vertical navigation menu with options: "My account", "Home page", "TICKETS Request History", "ACCOUNT SETTINGS My Profile Change your Password My Addresses", "USER GUIDE", "TICKETING T&CS", and "LOG OUT".

How to submit a ticket request?

4 Click on '**Edit and submit request**' to continue

The screenshot shows a user interface for managing a ticket request. At the top left, a blue circle with the number '4' highlights the 'EDIT AND SUBMIT REQUEST' button. The page is divided into several sections:

- Summary:** A light blue header section.
- Request:** A table with the following details:

Request ID	4313804
Status	Request to submit - please action
Created	Thursday, 2 December 2021 - 10:50
Total amount (Including VAT)	€690.00
- Request Overview:** A section with a tab labeled '1' showing event details:
 - UEFA CHAMPIONS LEAGUE FINAL 2022
 - Sat 29 May - 22:00 (local time) Istanbul
 - Final
 - Sat 28 May - 22:00 (local time) St-Petersburg
- Purchase Summary:**

1 ticket Category 1 (1 x Purchase)	
Purchase	€690.00
Sub-total	€690.00
Total (Including VAT)	€690.00

On the right side, there is a dark blue navigation menu with the following items:

- My account
- Home page
- TICKETS
 - Request History
- ACCOUNT SETTINGS
 - My Profile
 - Change your Password
 - My Addresses
- USER GUIDE
- TICKETING T&CS
- 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'**

Request Tickets

Final Sat 28 May - 22:00 (local time) St-Petersburg 1 Pre-request CLOSE

Ticket Category	Tariff	Quantity suggested	Quantity	Ticket Unit Price	Sub-total
● Category 1	Purchase	1	<input type="text" value="1"/>	€690.00	€690.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Category 1 with Hospitality	Purchase	-	<input type="text" value="0"/>	€690.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
			<input type="text" value="0"/>	€490.00	€0.00
					Sub-total = €690.00

1 ticket 6 UPDATE REQUEST


My account

- Home page
- TICKETS
Request History
- ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses
- USER GUIDE
- TICKETING T&CS
- LOG OUT

Request summary

UEFA Champions League Final 2022

1 ticket for one match EDIT YOUR REQUEST



CANCEL 7 CONTINUE

My account

- Home page
- TICKETS
Request History
- ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses
- USER GUIDE
- TICKETING T&CS
- LOG OUT

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**' if courier is an option)
- 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)

1. Delivery 2. Summary 3. Finish

Delivery

Delivery method	Delivery costs
<input checked="" type="radio"/> Delivery to Smartphone App	Free

Tickets will be distributed closer to match day

1. Delivery 2. Summary 3. Payment 4. Finish

13 Request submitted

Your request has been successfully registered under the request number 4313804.

Finish
The process has now ended. You can follow your ticket request on the Request History page.

1. Delivery 2. Summary 3. Finish

Request summary

Request submission for order 44814597

Before continuing, please check the content of your request and confirm that you have read and accepted our terms and conditions.

UEFA CHAMPIONS LEAGUE FINAL 2022

Final Set 28 May - 22:00 (local time) St-Petersburg

1 ticket Category 1 (1 x Purchase)

Purchase	€690.00
Sub-total	€690.00
Request amount (including VAT)	€690.00

Allocation in other seat categories

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.

10 I am willing to accept tickets in other categories.

Delivery

Delivery	Delivery to Smartphone App
Delivery contact	Tomastest2 Bettonitest2 romina.moran@uefa.ch, +41 123456789
Delivery costs	€0.00

Total amount

11 **Total amount €690.00** I confirm I have read, accepted and agree to the [Terms and Conditions](#) and [Refund Policy](#). For information about how UEFA uses your personal data, please see our [Privacy Notification](#).

12

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**'

My homepage

Mr. Tomas 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 for you to perform (1)

Request ID	Actions needed from you	
4313804	● Payment/Confirmation Needed	15 Open details

Your last order

Summary

Reservation - Payment Needed

Request ID	4313804	16
Status	Reservation	PAY/CONFIRM THE RESERVATION
Created	Thursday, 2 December 2021 - 10:50	CANCEL THE RESERVATION
Total amount (Including VAT)	€690.00	
Other categories acceptable	No	

[SEE DETAILS](#)

How to pay for a ticket reservation?

17 Check delivery method and delivery address (new address can be added if needed by clicking on **'Add a new address'** if courier is an option)

18 Click on **'CONTINUE'**

19 Check billing contact to be shown in the invoice (new billing contact can be added if needed by clicking on **'Add a new address'**)

20 Choose a payment method

21 Confirm that you have read and agree to the Terms and Conditions and Click on **'FINALISE YOUR ORDER'**

The screenshot shows the 'Delivery' step of a checkout process. At the top, there are four tabs: '1. Delivery', '2. Summary', '3. Payment', and '4. Finish'. The 'Delivery' tab is active. Below the tabs, the word 'Delivery' is displayed in a large font. Underneath, there are two columns: 'Delivery method' and 'Delivery costs'. The 'Delivery method' section shows a radio button selected for 'Delivery to Smartphone App'. Below this, it says 'Tickets will be distributed closer to match day'. The 'Delivery costs' section shows 'Free'. At the bottom left, there is a 'CANCEL' button with a close icon. At the bottom right, there is a blue 'CONTINUE' button. A red circle with the number '17' is placed over the 'Delivery to Smartphone App' radio button, and a red circle with the number '18' is placed over the 'CONTINUE' button.

The screenshot shows the 'Summary' step of a checkout process. At the top, there are four tabs: '1. Delivery', '2. Summary', '3. Payment', and '4. Finish'. The 'Summary' tab is active. Below the tabs, the word 'Order summary' is displayed in a large font. Underneath, there is a section for 'UEFA CHAMPIONS LEAGUE FINAL 2022' with a 'Final' badge, the date 'Sat 28 May - 22:00 (local time)', and the location 'St-Petersburg'. Below this, it says '1 ticket Category 1 (1 x Purchase)'. There is a table with two columns: 'Purchase' and 'Price'. The 'Purchase' row shows '- Seat will be assigned later' and '€990.00'. The 'Sub-total' is '€690.00'. The 'Order amount' is '€690.00'. Below this, there is a section for 'Delivery' with a table showing 'Delivery to Smartphone App' and 'Delivery costs' of '€0.00'. At the bottom, there is a section for 'Billing' with a dropdown menu showing 'Thomas Battoni - Your main address' and an 'EDIT THIS ADDRESS' link. Below the dropdown, there is an address: 'UEFA, Mr Thomas Battoni, Rue de Genève 46, 1260 Nyon, Italy, Tax code: VAT number'. There is an 'ADD A NEW ADDRESS' link. Below the billing section, there is a section for 'Payment' with a checkbox for 'I confirm I have read, accepted and agree to the Terms and Conditions and Refund Policy. For information about how UEFA uses your personal data, please see our Privacy Notification.' The 'Amount due' is '€690.00'. At the bottom right, there is a 'PROCEED TO PAYMENT' button and a 'CANCEL' button. Red circles with numbers '19', '20', and '21' are placed over the 'EDIT THIS ADDRESS' link, the 'I confirm' checkbox, and the 'PROCEED TO PAYMENT' button respectively.

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). The 'Amount due' is €690.00 and the 'Request ID' is 4313804. Below this, there is a section for 'Credit / Debit card' with a lock icon and the text 'Please enter your card details' and 'This is a secure, encrypted payment.' The card type is 'Visa'. The form includes fields for 'Card number *', 'Expiration date *' (with month and year dropdowns), 'Name on the card *', and 'Security code (CVV) *'. At the bottom, there is an 'Information' section with a note '* Mandatory fields' and two buttons: 'CANCEL ORDER' and 'PAY NOW'.

22

24 **Order confirmation**

The screenshot shows the '4. Finish' step of the process. It displays the message: 'Your request has been successfully registered under the request number 1318233.' Below this, the word 'Finish' is written in green, followed by the text: 'The process has now ended. You can follow your ticket request on the Request History page.' A blue button labeled 'VIEW YOUR REQUEST' is located at the bottom right.

How to submit an Autonomous request? (If applicable)

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

26 Click on 'Request' to visualise the options available

27 Modify the quantities of tickets you would like to request as from [step 5](#)

My homepage

Mr. Tomas Bettoni
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Actions for you to perform (1)

Request ID	Actions needed from you	
4313804	● Ticket Request - please submit	Open details

Your last order

Request

Request ID	4313804
Status	Request to submit - please action
Last update	Thursday, 2 December 2021 - 10:50
Amount	€690.00
Action needed	● Ticket Request - please submit
Expiration date	Sunday, 12 December 2021

 **UEFA Champions League Final 2022**
Saturday, 28 May 2022 22:00 (local time)
Gazprom Arena, St-Petersburg

How to register my VAT code for ticket invoices

- 1 Log in to the Ticketing Portal and click on **"My Profile"**
- 2 Insert your VAT Code
- 3 Click on **"SAVE"**. Now, your VAT code will be registered and shown in next invoices.

My homepage

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Actions for you to perform (1)

Request ID	Actions needed from you
4313804	● Ticket Request - please submit Open details

Navigation Menu:

- + REQUEST TICKETS
- My account
- Home page
- TICKETS
 - Request History
- ACCOUNT SETTINGS
 - My Profile**
 - Change your Password
 - My Addresses
- USER GUIDE
- TICKETING T&CS
- LOG OUT

Edit your personal details

Customer contact number: 247209
Account created on: 24.02.2015

Personal details

Title *
 Ms Mr

First name *
Tomas

Last name *
Bettoni

Date of birth
2 May 1941

Preferred language
English

Your main address

Company name (max 38 char.)
UEFA

Address (max 32 char.) (max 35 char.) *
Rte de Genève 40

Zip Code *
1280

City *
Nyon

Country / Region *
Italy

Phone number (e.g. 227071234, without leading zeros)
+41 123456789

Your specific information

VAT Registration number (for invoicing purpose)
VAT number

Information
* Mandatory fields

[← CANCEL](#) [SAVE](#)



Thank you