



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 MANUAL

Please login in order to buy tickets and access our services.

Email address
romina.moran@uefa.ch

Password
.....

Stay logged on

2 REQUEST NEW PASSWORD

1 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

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

The screenshot shows the user's homepage. At the top left, it says "My homepage". Below that, the user's name "Mrs. Romina Gonzalez moran" is displayed, along with a welcome message and instructions. A section titled "Actions for you to perform (1)" contains a table with one entry: Request ID 2933455, with a status "Ticket Request - please submit" and a blue button labeled "3a Open details". Below this is a section for "Your last order" and a "Request" summary table with details like Request ID, Status, Last update, Amount, Action needed, and Expiration date. A "SEE DETAILS" button is at the bottom right.

Request ID	Actions needed from you
2933455	● Ticket Request - please submit 3a Open details

Request	
Request ID	2933455
Status	Request to submit - please action
Last update	Tuesday, 21 July 2020 - 11:45
Amount	€120.00
Action needed	● Ticket Request - please submit
Expiration date	Friday, 31 July 2020

The screenshot shows the event page for the UEFA Super Cup 2020. It features a trophy image, the event name "UEFA Super Cup 2020", the date "Thursday, 24 September 2020 21:00 (local time)", and the venue "Puskás Aréna, Budapest, Budapest". A blue button labeled "3b REQUEST" is prominently displayed. A sidebar on the right contains navigation links: My account, Home page, TICKETS (Request History), ACCOUNT SETTINGS (My Profile, Change your Password, My Addresses), and USER MANUAL (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. The main content area is titled 'Summary' and contains a 'Request' section with the following details:

Request ID	2933455
Status	Request to submit - please action
Created	Tuesday, 21 July 2020 - 11:45
Total amount (including VAT)	€120.00

To the right of this information are two buttons: a blue button labeled 'EDIT AND SUBMIT REQUEST' and a red button labeled 'DELETE REQUEST'. A blue circle with the number '4' is overlaid on the top-left corner of the blue button, indicating the step to be taken.

Below the summary is a 'Request Overview' section for 'UEFA SUPER CUP 2020'. It shows a green dot indicating the request status 'Ticket Request - please submit'. The event details are 'Thu 24 Sep - 21:00 (local time)' in 'Budapest'.

The ticket details are as follows:

2 tickets Category 2 (2 x Purchase)	
Purchase	€60.00
Purchase	€60.00
Sub-total €120.00	
Total (Including VAT) €120.00	

On the right side of the page is a dark blue sidebar menu with the following items:

- My account
- Home page
- 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'**

Request summary

UEFA Super Cup 2020
2 tickets for one match

[EDIT REQUEST](#)



[CANCEL](#) **7** [CONTINUE](#)

- My account
- Home page
- TICKETS
Request History
- ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses
- USER MANUAL
- LOG OUT

Request Tickets

Thu 24 Sep - 21:00 (local time) Budapest 2 Pre-request [CLOSE](#)

Ticket Category	Tariff	Quantity suggested	Quantity	Ticket Unit Price	Sub-total
● Category 1	Purchase	-	<input type="text" value="0"/>	€120.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Category 1 with Hospitality	Purchase	-	<input type="text" value="0"/>	€120.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Cat. 1 Restricted View	Purchase	-	<input type="text" value="0"/>	€95.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Category 2	Purchase	2	<input type="text" value="2"/>	€60.00	€120.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Cat. 2 Restricted View	Purchase	-	<input type="text" value="0"/>	€50.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Category 3	Purchase	-	<input type="text" value="0"/>	€30.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Cat. 3 Restricted View	Purchase	-	<input type="text" value="0"/>	€25.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Wheelchair	Purchase	-	<input type="text" value="0"/>	€30.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00
● Easy Access	Purchase	-	<input type="text" value="0"/>	€30.00	€0.00
	Complimentary	-	<input type="text" value="0"/>	€0.00	€0.00

Sub-total = €120.00

[CANCEL MODIFICATION](#) 2 tickets **6** [UPDATE REQUEST](#)

- My account
- Home page
- TICKETS
Request History
- ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses
- USER MANUAL
- 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'**)
- 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)

This screenshot shows the 'Delivery' step of the ticket request process. The page has a progress bar at the top with three steps: 1. Delivery (active), 2. Summary, and 3. Finish. On the right, there is a 'My account' sidebar with links for Home page, TICKETS (Request History), ACCOUNT SETTINGS (My Profile, Change your Password, My Addresses), USER MANUAL, and LOG OUT. The main content area shows 'Delivery method' and 'Delivery costs' (Free). Below this, it says 'Courier' and 'Tickets will be delivered in May 2020.' A section titled 'Please select a delivery address' shows a dropdown menu with 'UEFA | Romina Gonzalez Moran - Your main address' selected. A blue circle with the number 8 is placed over the '+ Add a new address' link. At the bottom right, a blue circle with the number 9 is placed over the 'CONTINUE' button. A 'CANCEL' button is at the bottom left.

This screenshot shows the 'Request submitted' confirmation page. The progress bar at the top now has four steps: 1. Delivery, 2. Summary, 3. Payment, and 4. Finish (active). The main content area displays 'Request submitted' in a large blue font. Below it, a message states: 'Your request has been successfully registered under the request number 2933455.' A green 'Finish' status is shown with the text 'The process has now ended. You can follow your ticket request on the Request History page.' A blue circle with the number 13 is placed over the 'VIEW YOUR REQUEST' button. The 'My account' sidebar is visible on the right.

This screenshot shows the 'Request summary' page. The progress bar at the top has three steps: 1. Delivery, 2. Summary (active), and 3. Finish. The main content area is titled 'Request summary' and shows 'Request submission for order 39729423'. A message says: 'Before continuing, please check the content of your request and confirm that you have read and accepted our terms and conditions.' Below this, it lists 'UEFA SUPER CUP 2020' with a match on 'Thu 24 Sep - 21:00 (local time)' in 'Budapest'. It shows '2 tickets Category 2 (2 x Purchase)' with a 'Purchase' price of €60.00 each, totaling a 'Sub-total' of €120.00. The 'Request amount (including VAT)' is €120.00. A section titled 'Allocation in other seat categories' includes a checkbox 'I am willing to accept tickets in other categories.' A blue circle with the number 10 is placed over this checkbox. At the bottom, there is a 'Delivery' section with contact and address details, and a 'Total amount' of €120.00. A blue circle with the number 11 is placed over the 'I have read, accepted and agree to the 2020 UEFA Super Cup™ Ticketing Terms and Conditions' and 'I have read, accepted and agree to the 2020 UEFA Super Cup™ Ticketing Personal Data Privacy Policy' links. A blue circle with the number 12 is placed over the 'SUBMIT YOUR REQUEST' button. The 'My account' sidebar is on the right.

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'**

Reservation - Payment Needed

Request ID	2933455
Status	Reservation
Created	Tuesday, 21 July 2020 - 11:45
Total amount (including VAT)	€120.00
Other categories acceptable	No

16 [PAY/CONFIRM THE RESERVATION](#)

[CANCEL THE RESERVATION](#)

My homepage

Mrs. Romina Gonzalez moran
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
2933455	● Payment/Confirmation Needed 15 Open details

Your last order

Reservation - Payment Needed

Request ID	2933455
Status	Reservation
Last update	Tuesday, 21 July 2020 - 12:39
Amount	€120.00
Action needed	● Payment/Confirmation Needed
Expiration date	Friday, 31 July 2020

[SEE DETAILS](#)

+ REQUEST TICKETS

My account

Home page

TICKETS
Request History

ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses

USER MANUAL
LOG OUT

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'**

This screenshot shows the 'Delivery' step of the 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, there is a 'Delivery' section with a table showing 'Delivery method' as 'Courier' and 'Delivery costs' as 'Free'. A note states 'Tickets will be delivered in May 2020.' Below this, there is a section 'Please select a delivery address' with a dropdown menu showing 'UEFA | Romina Gonzalez Moran - Your Main address'. To the right of the dropdown is a blue circle with the number '17' and a '+ Add a new address' link. At the bottom of the address section, the address is listed: 'UEFA, Ms Romina Gonzalez Moran, Rte de Genève 46, 1260 NYON, Switzerland'. At the bottom right, there is a blue circle with the number '18' and a 'CONTINUE' button. A 'CANCEL' button is at the bottom left. On the right side of the page, there is a 'My account' sidebar with links for 'Home page', 'TICKETS', 'ACCOUNT SETTINGS', 'USER MANUAL', and 'LOG OUT'. A timer at the bottom right indicates 'You have 29 minutes remaining to complete the process.'

This screenshot shows the 'Delivery' and 'Billing' sections. The 'Delivery' section displays 'Delivery' as 'Courier', 'Delivery contact' as 'UEFA | Romina Gonzalez Moran', and 'Delivery address' as 'UEFA, Rte de Genève 46, 1260 NYON, Switzerland'. Below this, 'Delivery costs' are shown as '€0.00'. The 'Billing' section is currently empty.

This screenshot shows the 'Summary' step of the 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, there is an 'Order summary' section. It shows 'UEFA SUPER CUP 2020' for 'Thu 24 Sep - 21:00' in 'Budapest'. Below this, it shows '2 tickets Category 2 (2 x Purchase)' with a 'Purchase' amount of '€60.00' each, totaling 'Sub-total €120.00'. The 'Order amount' is '€120.00'. To the right, there is a 'My account' sidebar with links for 'Home page', 'TICKETS', 'ACCOUNT SETTINGS', 'USER MANUAL', and 'LOG OUT'. A timer at the bottom right indicates 'You have 28 minutes remaining to complete the process.'



This screenshot shows the 'Payment' step of the checkout process. At the top, there are four tabs: '1. Delivery', '2. Summary', '3. Payment', and '4. Finish'. The 'Payment' tab is active. Below the tabs, there is a 'Payment' section with a dropdown menu showing 'Romina Gonzalez Moran - Your Main address'. To the right of the dropdown is a blue circle with the number '19' and a '+ ADD A NEW ADDRESS' link. Below this, the address is listed: 'UEFA, Ms Romina Gonzalez Moran, Rte de Genève 46, 1260 NYON, Switzerland'. Below the address, there is a blue circle with the number '20' and a 'PROCEED TO PAYMENT' button. A 'CANCEL' button is at the bottom left. The 'Payment method' section shows 'Credit Card' selected. A timer at the bottom right indicates 'You have 28 minutes remaining to complete the process.'

Note: the data entered in this comment box should only specify the elements strictly necessary for the execution of your order. In addition, we remind you that the information that you can communicate via this free entry area is subject to the applicable provisions regarding the protection of personal data, which you agree to respect. (fairful, objective, relevant, adequate and limited to what is necessary in relation to the purpose pursued, loyalty of collection and processing of data, etc.)

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. At the top, there are four tabs: '1. Delivery', '2. Summary', '3. Payment' (which is underlined), and '4. Finish'. Below the tabs, there are two pieces of information: 'Amount due' with the value '€120.00' and 'Request ID' with the value '2933455'. A light blue header section contains the text 'Credit / Debit card'. Below this, there is a section titled 'Please enter your card details' with a lock icon and the text 'This is a secure, encrypted payment.' Underneath are the logos for Mastercard and VISA. The form includes several fields: 'Card number *' with a red error message 'This field cannot be empty.' below it; 'Expiration date *' with dropdown menus for 'month' and 'year'; 'Name on the card *' with the text 'Please enter your name here' below it; and 'Security code (CVV) *' with a small circle icon below it. At the bottom left, there is a link 'X CANCEL ORDER'. At the bottom right, there is a button labeled '22' and a button labeled 'PAY NOW'.

The screenshot shows the '4. Finish' step of the four-step process. At the top, there are four tabs: '1. Delivery', '2. Summary', '3. Payment', and '4. Finish' (which is underlined). A light blue header section contains the text 'Order confirmation' and a circled number '24'. Below this, there is a message: 'Your request has been successfully registered under the request number: 2933455'. Underneath, 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.' At the bottom right, there is a blue button labeled 'VIEW YOUR ORDER'.

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 '**SEE DETAILS**'

The screenshot shows the user's homepage. At the top, it says "My homepage" and "Mrs. Romina Gonzalez moran". Below this, there is a "Your last order" section with a table of order details. A blue circle with the number 25 is overlaid on the "SEE DETAILS" button.

Order	
Request ID	2933456
Status	Confirmed
Last update	Tuesday, 21 July 2020 - 12:55
Amount	€0.00

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

The screenshot shows the "Request Overview" page. It displays the request ID (2933456), status (Confirmed), and creation date (Tuesday, 21 July 2020 - 12:55). Below this, there is a "Request Overview" section for "UEFA SUPER CUP 2020" with a match on "Thu 24 Sep - 21:00 (local time) Budapest". A table lists two complimentary tickets, each with a "SET TICKET OWNER" button. A blue circle with the number 26 is overlaid on one of these buttons.

Order	
Request ID	2933456
Status	Confirmed
Created	Tuesday, 21 July 2020 - 12:55
Total amount (including VAT)	€0.00

Request Overview	
UEFA SUPER CUP 2020	
Thu 24 Sep - 21:00 (local time) Budapest	
2 tickets Category 2 (2 x Complimentary)	
Complimentary	€0.00
Complimentary	€0.00
Sub-total	€0.00
Total (Including VAT)	€0.00

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

The screenshot shows the "SET TICKET OWNER" form. It asks the user to identify the beneficiary and provides fields for first name (Romina), last name (Gonzalez Moran), date of birth, nationality, city of birth, and passport number. A blue circle with the number 27 is overlaid on the "SAVE AND CONTINUE" button.

SET TICKET OWNER No ticket owner set

You must identify the beneficiary.
* Please enter the name of the ticket owner.
An identity check will be carried out and only tickets bearing the name of the ticket owner will be accepted.

First name *
Romina

Last name *
Gonzalez Moran

Date of birth
day month year

Nationality
Choose...

City of birth

Passport number

* mandatory fields

27 SAVE AND CONTINUE

Complimentary €0.00

SET TICKET OWNER No ticket owner set

Sub-total €0.00

Total (Including VAT) €0.00

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**

My homepage

28 + REQUEST TICKETS

My account

Home page

TICKETS
Request History

ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses

USER MANUAL
LOG OUT

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	
1433343	● Ticket Request - please submit	Open details



UEFA Super Cup 2020

Thursday, 24 September 2020 21:00 (local time)

Puskás Aréna, Budapest, Budapest

29 REQUEST

My account

Home page

TICKETS
Request History

ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses

USER MANUAL
LOG OUT

29 REQUEST



Thank you