



# 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 '**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".

1 Email address  
your.email@uefa.ch

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

**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
4135463	<span>●</span> Ticket Request - please submit <b>3a</b> <a href="#">Open details</a>

**Your last order**

**Request**

Request ID	4135463
Status	Request to submit - please action
Last update	Tuesday, 27 July 2021 - 13:55
Amount	£ 40.00
Action needed	<span>●</span> Ticket Request - please submit
Expiration date	Friday, 6 August 2021

[SEE DETAILS](#)

**+ 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

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

UEFA Women's EURO 2022  
From Wednesday, 6 July 2022 to Sunday, 31 July 2022

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

- My account
- Home page
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  - Request History
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  - My Profile
  - Change your Password
  - My Addresses
- USER GUIDE
  - TICKETING T&CS
  - Log out



# How to submit a ticket request?

4 Click on 'Edit and submit request' to continue

### Summary



**Request**

Request ID	4135463	<b>4</b> <a href="#">EDIT AND SUBMIT REQUEST</a>
Status	Request to submit - please action	<a href="#">DELETE REQUEST</a>
Created	Tuesday, 27 July 2021 - 13:55	
Total amount (Including VAT)	£ 40.00	

### Request Overview

1

UEFA WOMEN'S EURO 2022 ● Ticket Request - please submit

1	Wed 6 Jul - 20:00 (local time)	Old Trafford, Trafford	England 	vs	 Group A
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1 ticket Category 1 (1 x Full price)

Full price	£ 40.00
Sub-total	£ 40.00
<b>Total (Including VAT)</b>	<b>£ 40.00</b>

### My account

- Home page
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  - 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'**
- \* Category 1 with Hospitality Complimentary:  
The category 1 ticket is free of charge. The Hospitality access is charged full price.

Request summary

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UEFA Women's EURO 2022

1 ticket for one match [EDIT YOUR REQUEST](#)

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

My account

Home page

TICKETS  
Request History

ACCOUNT SETTINGS  
My Profile  
Change your details  
My Address

USER GUIDE

TICKETING TIPS

Log out

## UEFA Women's EURO 2022

### Request Tickets

Venue: Any venue Team: Any team Options:  Open all matches

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1 Wed 6 Jul - 20:00 (local time) Old Trafford, Trafford England vs Austria 1 [CLOSE](#)

Ticket Category	Tariff	Quantity	Ticket Unit Price	Sub-total
Category 1 with Hospitality <a href="#">i</a>	Full price	<input type="text" value="0"/>	€ 240.00	€ 0.00
Category 1 with Hospitality <a href="#">*</a>	Complimentary	<input type="text" value="0"/>	€ 200.00	€ 0.00
Category 1	Full price	<a href="#">5</a> <input type="text" value="1"/>	€ 40.00	€ 40.00
Category 1	Complimentary	<input type="text" value="0"/>	€ 0.00	€ 0.00
				Sub-total = € 40.00

[APPLY TO ALL MATCHES](#)

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2 CANCEL Thu 7 Jul - 20:00 St Mary's Stadium, Norway vs Northern Ireland 1 ticket [6 ADD TO REQUEST](#)

# How to submit a ticket request?

- 8 Select a delivery method
- 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 Mobile Phone	Free
<input type="radio"/> Print@home	Free

Delivery to Mobile Phone

Print@home

Tickets will be distributed closer to the match day

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

### 13 Request submitted

Your request has been successfully registered under the request number 4135463.

**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 44500903

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

UEFA WOMEN'S EURO 2022

1 Wed 6 Jul - 20:00 (local time) Old Trafford, Trafford England + vs Group A

1 ticket Category 1 (1 x Full price)

Full price	£ 40.00
Sub-total	£ 40.00
Request amount (including VAT)	£ 40.00

### 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.

I am willing to accept tickets in other categories.

### Delivery

Delivery	Delivery to Mobile Phone
Delivery costs	£ 0.00

### Total amount

Total amount £ 40.00

I have read, accepted and agree to the [UEFA Euro 2020™ Ticketing Terms and Conditions](#)  
 I have read, accepted and agree to the [UEFA Euro 2020™ Ticketing Privacy Notification](#)

# 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 the UEFA ticketing portal interface. The main content area is titled 'My homepage' and includes a welcome message for Mr. Tomas Bettoni. Below this, there is a section for 'Actions for you to perform (1)' which contains a table with one row: Request ID 4135463, Action 'Payment/Confirmation Needed', and a link '15 Open details'. Below the table is the 'Your last order' section. A 'Summary' modal is overlaid on the 'Your last order' section, showing details for Request ID 4135463, Status 'Reservation', Created 'Tuesday, 27 July 2021 - 13:55', Total amount '£ 40.00', and Other categories acceptable 'No'. The modal features two buttons: '16 PAY/CONFIRM THE RESERVATION' (green) and 'CANCEL THE RESERVATION' (red). A 'SEE DETAILS' button is also visible in the background.

**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
4135463	● Payment/Confirmation Needed <a href="#">15 Open details</a>

**Your last order**

**Summary**

Reservation - Payment Needed

Request ID	4135463
Status	Reservation
Created	Tuesday, 27 July 2021 - 13:55
Total amount (including VAT)	£ 40.00
Other categories acceptable	No

[16 PAY/CONFIRM THE RESERVATION](#)

[CANCEL THE RESERVATION](#)

[SEE DETAILS](#)

**RIGHT SIDEBAR:**

- + 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



# How to pay for a ticket reservation?

- 17 Select a delivery method and click on '**CONTINUE**'
- 18 Insert your Purchase Order reference (optional)
- 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 (if multiple options are available)
- 21 Confirm that you have read and agree to the Terms and Conditions and Click on '**FINALISE YOUR ORDER**'

The screenshot shows the '1. Delivery' step of the checkout process. At the top, there are four tabs: '1. Delivery', '2. Summary', '3. Payment', and '4. Finish'. The '1. Delivery' tab is active. Below the tabs, the heading 'Delivery' is followed by a table with two columns: 'Delivery method' and 'Delivery costs'. There are two rows: the first row is 'Delivery to Mobile Phone' with a radio button selected and a cost of 'Free'; the second row is 'Delivery to Mobile Phone' with a radio button unselected and a cost of 'Free'. Below the table, there is a note: 'Tickets will be distributed closer to the match day'. At the bottom left is a 'CANCEL' button with a close icon, and at the bottom right is a 'CONTINUE' button with a blue circle containing the number '17'.

The screenshot shows the '2. Summary' step of the checkout process. At the top, there are four tabs: '1. Delivery', '2. Summary', '3. Payment', and '4. Finish'. The '2. Summary' tab is active. Below the tabs, the heading 'Order summary' is followed by a table with two columns: 'Item' and 'Price'. There is one row: '1 Ticket Category 1 (1 x Full price)' with a price of '£ 40.00'. Below the table, there is a 'Sub-total' of '£ 40.00' and an 'Order amount' of '£ 40.00'. Below the order summary, there is a section for 'Your purchase reference' with a text input field and a note: 'Please enter your purchase reference (such as Purchase Order) to be printed on the invoice, if necessary.' Below the input field, there is a note: '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 (lawful, objective, relevant, adequate and limited to what is necessary in relation to the purpose pursued, loyalty of collection and processing of data, etc.)'. Below the note, there is a 'Delivery' section with a table with two columns: 'Delivery' and 'Delivery costs'. There is one row: 'Delivery to Mobile Phone' with a cost of '£ 0.00'. Below the delivery section, there is a 'Billing' section with a dropdown menu showing 'Thomas Belloni - Main address' and two buttons: 'EDIT THIS ADDRESS' and 'ADD A NEW ADDRESS'. Below the billing section, there is a 'Payment' section with two radio buttons: 'Credit Card' (selected) and 'Bank transfer (within 30 days)'. Below the payment section, there is an 'Amount due' of '£ 40.00' and two checkboxes: 'I have read, accepted and agree to the UEFA Euro 2020™ Ticketing Terms and Conditions' and 'I have read, accepted and agree to the UEFA Euro 2020™ Ticketing Privacy Notification'. At the bottom right, there is a 'PROCEED TO PAYMENT' button and a 'CANCEL' button. A blue circle containing the number '21' is overlaid on the bottom left of the screenshot.

# 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, a progress bar indicates the current step. Below it, a table displays 'Amount due' as '€ 40.00' and 'Request ID' as '4135463'. The main section is titled 'Credit / Debit card' and contains a security warning: 'Please enter your card details. This is a secure, encrypted payment.' Below this, there are radio buttons for 'Mastercard' and 'Visa'. A form field for 'Card number \*' is followed by 'Please enter your card number here'. The 'Expiration date \*' field has dropdown menus for 'month' and 'year'. The 'Name on the card \*' field is followed by 'Please enter your name here'. The 'Security code (CVV) \*' field has a small circle icon. At the bottom left, there is an 'Information' section with a note '\* Mandatory fields'. At the bottom right, there is a 'PAY NOW' button. At the bottom left, there is a 'CANCEL ORDER' button.

22

The screenshot shows the '4. Finish' step of a four-step process. At the top, a progress bar indicates the current step. Below it, the text reads 'Your request has been successfully registered under the request number 4135463.' A green box with the word 'Finish' in bold and the text 'The process has now ended. You can follow your ticket request on the Request History page.' is displayed. At the bottom right, there is a 'VIEW YOUR ORDER' button.

24 Order confirmation

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

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

2 Click on 'Request' to visualise the options available

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

**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
4135463	● Payment due in 30 days <a href="#">Open details</a>

**Your last order**

Order	
Request ID	4135463
Status	Sold, not settled
Last update	Wednesday, 28 July 2021 - 09:29
Amount	£ 40.00

**Other products**

UEFA Women's EURO 2022  
From Wednesday, 6 July 2022 to Sunday, 31 July 2022

[REQUEST](#)

**1 + REQUEST TICKETS**

- My account
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Change your Password  
My Addresses
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- Log out

**2 REQUEST**

- My account
- Home page
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Request History
- ACCOUNT SETTINGS  
My Profile  
Change your Password  
My Addresses
- USER GUIDE
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- Log out

# 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

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
4135463	<span>●</span> Payment due in 30 days <a href="#">Open details</a>

Your last order

Order	
Request ID	4135463
Status	Sold, not settled
Last update	Wednesday, 28 July 2021 - 09:29
Amount	£ 40.00

[SEE DETAILS](#)

[+ REQUEST TICKETS](#)

- My account
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- 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: 24.02.2016

Personal details

Title \*  
 Mr  Ms

First name \*  
Tomas

Last name \*  
Bettoni

Date of birth  
2 May 1941

Preferred language  
English

Your main address

Company name (max. 30 char)  
UEFA

Address (max. 32 char) (max. 35 char) \*  
Rte de Genève 46

Zip Code \* City \*  
1260 Nyon

Country / Region \*  
Switzerland

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

Your specific information

For businesses only: Are you eligible for the VAT reverse charge mechanism? (Please note that VAT can only be reverse charged if a valid WAT number is provided.)  
 Yes  No

WAT Registration number (for invoicing purpose)  
WAT number

Information  
\* Mandatory fields

< CANCEL [SAVE](#)



Thank you