



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 '**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	
1318220	Payment Needed	Open details
1318229	Ticket Request - please submit	3a Open details
1318214	Payment due in 27 days	Open details

Upcoming

Your last order

Order

Request ID	1349851
Status	Confirmed
Last update	Thursday, 25 October 2018 - 18:00
Amount	0.00 EUR

SEE DETAILS

My account

Pending actions

TICKETS
Request History

ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses

LOG OUT

User Manual
User Guide on the Ticket Request Process (PDF file)

UEFA Europa League Final 2019
Wednesday, 29 May 2019 23:00 (local time)
Baku Olympic Stadium, Baku

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

Request ID	1352678
Status	Request to submit - please action
Created	Monday, 7 January 2019 - 14:31
Total amount (Including VAT)	140.00 EUR

4

[EDIT AND SUBMIT REQUEST](#)

[DELETE REQUEST](#)

Request Overview

UEFA EUROPA LEAGUE FINAL 2019

Ticket Request - please submit

Final Wed 29 May - 23:00 (local time) Baku

1 ticket Category 1 (1 x Purchase)

Purchase	140.00 EUR
Sub-total	140.00 EUR
Total (Including VAT)	140.00 EUR

Ticket Request History

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 Wed 29 May - 23:00 (local time) Baku 1 Pre-request CLOSE

Ticket Category	Tariff	Quantity suggested	Quantity	Unit Price	Sub-total
Category 1	Purchase	1	<input type="text" value="1"/>	140.00 EUR	140.00 EUR
	Complimentary	-	<input type="text" value="0"/>	0.00 EUR	0.00 EUR

Sub-total = 140.00 EUR


1 ticket 6 UPDATE REQUEST

Request summary

UEFA Europa League Final 2019

1 ticket for one match

EDIT REQUEST



CANCEL 7 CONTINUE

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 main heading is 'Delivery'. Below it, there is a table with two columns: 'Delivery method' and 'Delivery costs'. The 'Courier' method is selected, and the cost is 'Free'. Below the table, there is a section for selecting a delivery address. A dropdown menu shows 'UEFA | Tomas Bettoni - Your Main address'. To the right of the dropdown is a button with a plus sign and the text '+ Add a new address'. Below the dropdown, the address details are listed: 'UEFA, Mr Tomas Bettoni, Rte de Genève 46, 1260 NYON, Switzerland'. At the bottom left is a 'CANCEL' button, and at the bottom right is a '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 main heading is 'Request submitted'. Below it, there is a message: 'Your request has been successfully registered under the request number 1349864.' Below the message, there is a green 'Finish' heading and a sub-message: 'The process has now ended. You can follow your ticket request on the Request History page.' At the bottom right is a 'VIEW YOUR REQUEST' button.

The screenshot shows the 'Request summary' and 'Delivery' steps of the process. At the top, there are three tabs: '1. Delivery', '2. Summary', and '3. Finish'. The main heading is 'Request summary'. Below it, there is a message: 'Before continuing, please check the content of your request and confirm that you have read and accepted our terms and conditions.' Below the message, there is a section for the event: 'UEFA EUROPA LEAGUE FINAL 2019'. Below that, there is a section for the ticket category: '1 Ticket Category 1 (1 x Purchase)'. Below that, there is a table with two columns: 'Purchase' and '140.00 EUR'. Below the table, there is a 'Sub-total 140.00 EUR' and a 'Request amount (Including VAT) 140.00 EUR'. Below that, there is a section for 'Allocation in other seat categories'. There is a checkbox labeled 'I am willing to accept tickets in other categories.' Below the checkbox, there is a 'Delivery' section. Below that, there is a table with two columns: 'Delivery' and '0.00 EUR'. Below the table, there is a 'Total amount' section. Below that, there is a 'Total amount 140.00 EUR'. Below the total amount, there is a checkbox labeled 'I have read, accepted and agree to the 2019 UEFA Europa League™ Final Ticketing Terms and Conditions. I have read, accepted and agree to the 2019 UEFA Europa League™ Final Ticketing Personal Data Privacy Policy. I have read and understood the Privacy Notification.' At the bottom right is a 'SUBMIT YOUR REQUEST' button.

How to pay for a ticket reservation?

- 14a 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)
- 14b To add your VAT registration number in the invoice, please follow the steps of the [slide 13](#)
- 15 Click on '**Open details**' to open your ticket request details
- 16 Click on '**PAY THE RESERVATION**'

The screenshot displays the 'My homepage' of the ticketing portal. It includes a navigation menu on the right with options like 'My account', 'Pending actions', 'TICKETS', 'ACCOUNT SETTINGS', and 'LOG OUT'. The main content area shows a greeting to Mr. Bettoni and a list of 'Actions needed from you (3)'. A table lists three requests with their IDs and statuses: 1318220 (Payment Needed), 1318236 (Payment Needed), and 1318214 (Payment due in 27 days). Each row has an 'Open details' link. A blue circle with the number '15' highlights the 'Open details' link for request 1318236. Below the table is a 'Your last order' section. A 'Summary' modal is overlaid on the bottom left, showing details for reservation 1349864, including its status, creation date, and total amount. A blue circle with the number '16' highlights the 'PAY/CONFIRM THE RESERVATION' button in the modal. Other buttons like 'CANCEL THE RESERVATION' and 'SEE DETAILS' are also visible.

Request ID	Actions needed from you	
1318220	● Payment Needed	Open details
1318236	● Payment Needed	15 Open details
1318214	● Payment due in 27 days	Open details

Request ID	Reservation
1349864	Reservation
Status	Reservation
Created	Monday, 29 October 2018 - 10:41
Total amount (Including VAT)	140.00 EUR
Other categories acceptable	Yes

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 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 table with two columns: 'Delivery method' and 'Delivery costs'. The 'Delivery method' is 'Courier' (selected with a radio button) and the 'Delivery costs' are 'Free'. Below the table, there is a section titled 'Please select a delivery address' with a dropdown menu showing 'UEFA | Tomas Bettoni - Your Main address'. Below the dropdown, the address details are listed: 'UEFA', 'Mr Tomas Bettoni', 'Rte de Genève 46', '1260 NYON', 'Switzerland'. At the bottom right, there is an orange 'CONTINUE' button. A blue circle with the number '17' is placed over the 'Delivery costs' column, and another blue circle with the number '18' is placed over the 'Add a new address' link.

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, there is a section titled 'Order summary' with a sub-header 'Before proceeding to payment, please check the content of your order as well as the delivery information and confirm that you have read and accepted our terms and conditions.' Below this, there is a table with two columns: 'Purchase' and 'Sub-total'. The 'Purchase' is '140.00 EUR' and the 'Sub-total' is '140.00 EUR'. Below the table, there is a section titled 'Order amount' with a value of '140.00 EUR'. Below this, there is a section titled 'Delivery' with a sub-header 'Please select a delivery address'. Below the sub-header, there is a dropdown menu showing 'UEFA | Tomas Bettoni - Your Main address'. Below the dropdown, the address details are listed: 'UEFA', 'Mr Tomas Bettoni', 'Rte de Genève 46', '1260 NYON', 'Switzerland'. At the bottom right, there are two links: 'EDIT THIS ADDRESS' and 'ADD A NEW ADDRESS'. Below this, there is a section titled 'Billing' with a sub-header 'Please select a billing contact and address'. Below the sub-header, there is a dropdown menu showing 'Tomas Bettoni - Your Main address'. Below the dropdown, the address details are listed: 'UEFA', 'Mr Tomas Bettoni', 'Rte de Genève 46', '1260 NYON', 'Switzerland'. Below this, there is a section titled 'Payment' with a sub-header 'Payment method'. Below the sub-header, there are two radio buttons: 'Credit Card' (selected) and 'Bank transfer (within 30 days)'. Below the radio buttons, there is a section titled 'Amount due' with a value of '140.00 EUR'. At the bottom right, there is an orange 'PROCEED TO PAYMENT' button. A blue circle with the number '19' is placed over the 'Payment method' section, and another blue circle with the number '20' is placed over the checkbox for terms and conditions. A blue circle with the number '21' is placed over the 'PROCEED TO PAYMENT' 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: 140.00 EUR' and 'Request ID: 1318236'. Below this is a green header for 'Credit / Debit card'. A lock icon and text state 'Enter your card details' and 'This is a secure encrypted payment.' A '22' callout points to the 'VISA' logo and the 'Card number *' field. Below are fields for 'Expiration date *' (with month and year dropdowns), 'Name on the card *' (with a text input), and 'Security code (CVV) *' (with a masked input). An 'Information' section notes '* Mandatory fields'. At the bottom, there are 'X CANCEL ORDER' and 'PAY NOW' buttons.

The screenshot shows the '4. Finish' step of the four-step process. It features a green header for 'Order confirmation'. Below, a message states 'Your request has been successfully registered under the request number 1318236.' A '24 Finish' callout is present, 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 an orange 'VIEW YOUR ORDER' button.

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 (3)

Request ID	Actions needed from you	
1318214	Payment due in 19 days	Open details
1318236	Payment due in 22 days	Open details
1318220	Payment due in 22 days	Open details

Upcoming **Your last order**

Upcoming: MAY 29 WED 2019 UEFA Europa League Final 2019 from Wednesday, 29 May 2019 to Wednesday, 29 May 2019. **25** **VIEW TICKETS**

Your last order: Reservation - Payment Needed. Request ID: 1349864. Status: Reservation. Last update: Monday, 29 October 2018 - 10:51. Amount: 140.00 EUR. Action needed: Payment/Confirmation Needed. **SEE DETAILS**

My account menu: My account, Pending actions, TICKETS (Request History), ACCOUNT SETTINGS (My Profile, Change your Password, My Addresses), USER MANUAL, LOG OUT.

Your tickets

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

UEFA Europa League Final 2019 - Final - Team A vs Team B
UEFLF 2019
Wednesday, 29 May 2019 23:00 (local time)

2 tickets - Category 1

Ticket ID	File	Status
18010000801	1349851	Complimentary
18010000802	1349851	No ticket holder set

26 **SET TICKET HOLDER**

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

First name *
Tomas

Last name *
Bettoni

Day of birth
day month year

Nationality
Choose...

City of birth

Passport number

*** mandatory fields**

27 **SAVE AND CONTINUE**

1 ticket - Category 2

Ticket ID	File	Status
18010000201	1349811	Purchase
18010000202	1349811	No ticket holder set

1 **SET TICKET HOLDER**

< ALL TICKETS

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 screenshot shows a user's homepage in a ticketing portal. The page is titled "My homepage" and includes a welcome message for Mr. Bettoni. A sidebar on the right contains navigation options: "+ REQUEST TICKETS", "My account", "Pending actions", "TICKETS", "Request History", "ACCOUNT SETTINGS", "My Profile", "Change your Password", and "My Addresses".

The main content area is titled "Actions needed from you (3)" and contains a table of pending actions:

Request ID	Actions needed
1318214	● Payment over
1318236	● Payment over
1318220	● Payment over

A callout box highlights the "REQUEST" button in the "Actions needed" section. The callout box also displays details for a specific request: "UEFA Europa League Final 2019" on "Wednesday, 29 May 2019 23:00 (local time)" at "Baku Olympic Stadium, Baku".

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	
1349864	● Payment/Confirmation Needed	Open details

Your last order

Reservation - Payment Needed

Request ID	1349864
Status	Reservation
Last update	Monday, 29 October 2018 - 10:51
Amount	140.00 EUR
Action needed	● Payment/Confirmation Needed

SEE DETAILS

+ REQUEST TICKETS

My account

Home page

TICKETS
Request History

ACCOUNT SETTINGS
My Profile
Change your Password
My Addresses

USER MANUAL

LOG OUT

Customer contact number: 247209
Account created on: 24.02.2015

Personal details

Title *
 Mr Mrs

First name *
Tomas

Last name *
Bettoni

Date of birth
day month year

Preferred language
English

Your main address

Company name (max 38 char.)
UEFA

Country *
Switzerland

Canton *
Vaud

Address lookup
Type to lookup your address

Address (max 22 char.) *
Rte de Genève 46

Postcode *
1260

Town/City *
NYON

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

Your interest

VAT code
EA123456

Information
* Mandatory fields

< CANCEL

3 SAVE



Thank you