



FIFA CLUB WORLD CUP 2025™

**FIFA Club World Cup 2025™ App
User Guide**

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APP DOWNLOAD



Once your ticket(s) is ready to be downloaded, you will receive an email. Follow the steps on page 2 for instructions on how to download the App. An example of the email you will receive is shown below:

FC Bayern München vs Auckland City FC - Get Ready! Your Mobile Tickets Are Now Available!

 no-reply@tickets.fifa.org
To nadine.test@mailinator.com



Dear Football Fan,

The countdown is on! **Your mobile ticket(s) for the FIFA Club World Cup 2025™ are available.**

Don't have your ticket(s) yet? Download the free FIFA Club World Cup 2025™ App* for iOS/Android from the link below to access them:

**Please note that to register for the FIFA Club World Cup 2025™ App you must be at least 16 years old.*

- [DOWNLOAD YOUR TICKETS HERE!](#)

How can I access my tickets?

Open the FIFA Club World Cup 2025™ App and sign-in/sign-up using your email address:
nadine.test@mailinator.com

To access your tickets, click on the "Home" tab at the bottom of your screen, then click on [My Tickets] button and select the "FIFA Wallet" option. To learn your way through the mobile app, send tickets to your guests and access the stadium on a match day, among other functionalities please access [here](#).

The QR code granting you access to the stadium will only appear a few hours before the gates opening time on the match day.

Sharing is caring! Make stadium entry easier for you and your guests.

If you have more than one ticket for a given match, we strongly recommend you send your tickets to your guest(s) as soon as possible. If you do not send your tickets in advance to your guests, you will need to enter the stadium all together as one group.

Use the app to send tickets by clicking on the [Send your ticket(s)] button and entering your guest's email information.

If your ticket can be transferred and/or resold, FIFA Ticketing will provide further information and instructions about how to do so at a later date. You can also consult the Terms and Conditions applicable to your ticket for further information whether your ticket is able to be transferred and/or resold.

Your guest(s) can no longer attend the match?

- If you have already shared your ticket(s) with your guest(s), they will need to return the ticket(s) before you can share again to a new guest(s). They just need to click on the [Return ticket] button and follow the steps indicated by the ticketing app.
- Once the tickets are back on your mobile device you can either keep the ticket(s) or [Send your ticket(s)] to new guest(s).

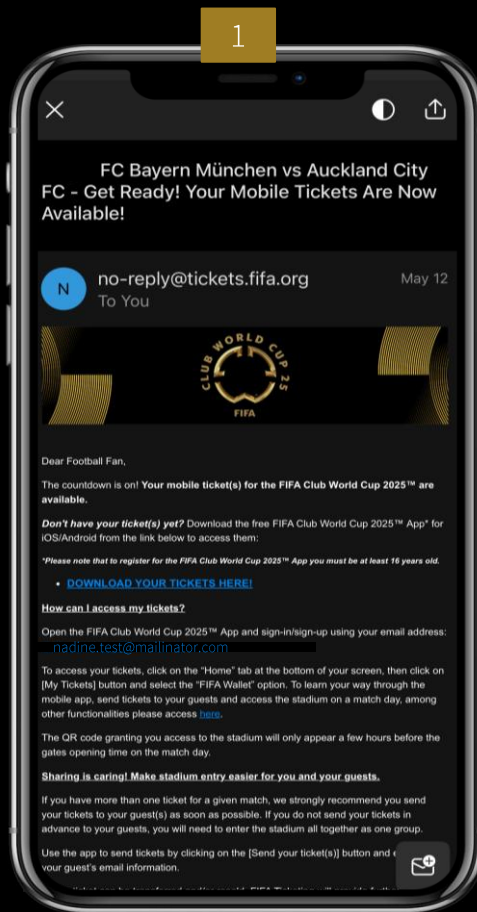
Visa and Entry Requirements to the USA:

Before traveling to the USA, please ensure you fulfill all visa and entry requirements. Fans might need to apply for and obtain a visa for the USA, as well as any necessary international transit visas.

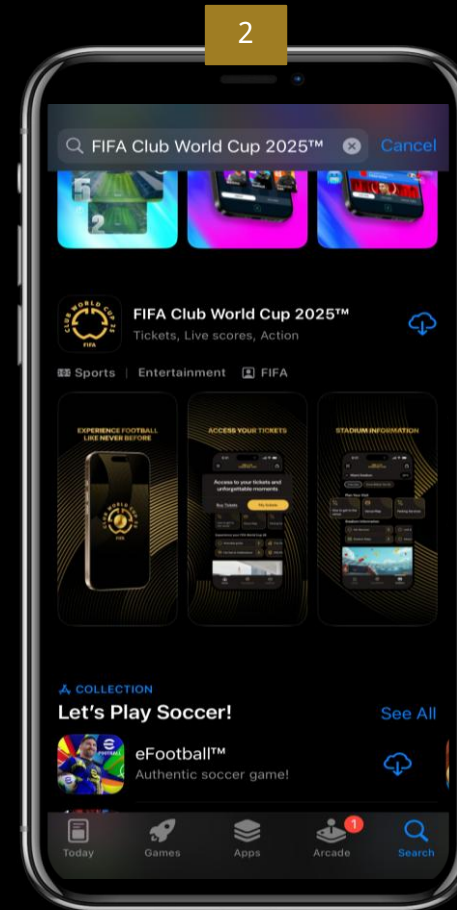
FIFA is not responsible for the visa application process, including the issuance or approval of visas needed to enter the United States for the FIFA Club World Cup 2025™.

For more information, click [here](#).

APP DOWNLOAD



OR



The "FIFA Club World Cup 2025™" app is available on:

- IOS (version 16 or later)
- Android (version 8.0 or later)

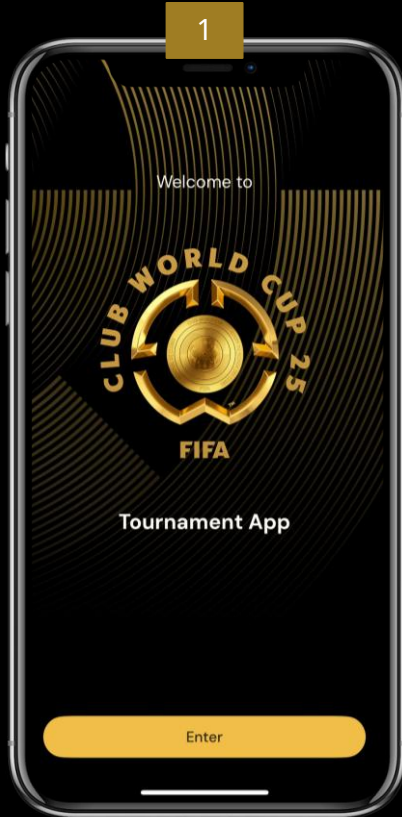
1 You will receive an email when your tickets are ready to be downloaded. Click the link in the email to download the "FIFA Club World Cup 2025™" App from the Google Play or Apple Store.

2 Alternatively, search for the "FIFA Club World Cup 2025™" app in the [Google Play](#) or [Apple store](#).

REGISTRATION



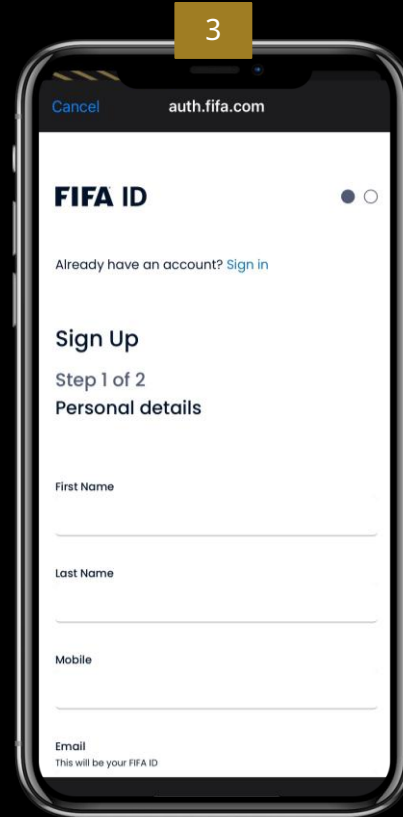
Note: Even if you already have a FIFA account, you will need to sign up and create a new account when using the app for the first time



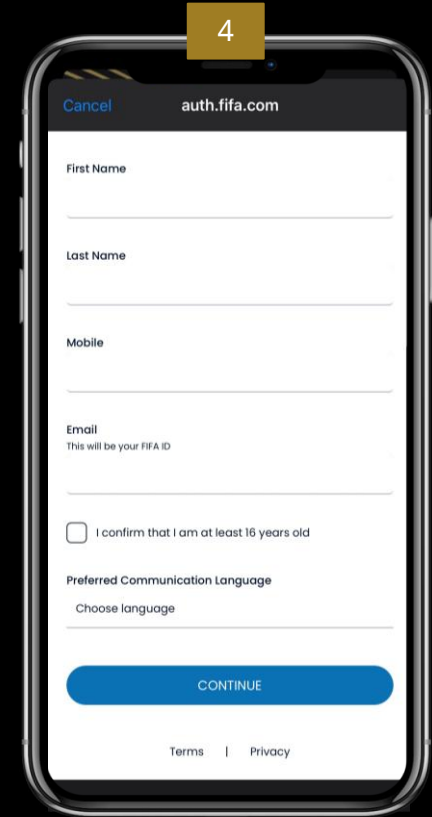
1 Click "Enter"



2 To register in the App, click "Sign Up"

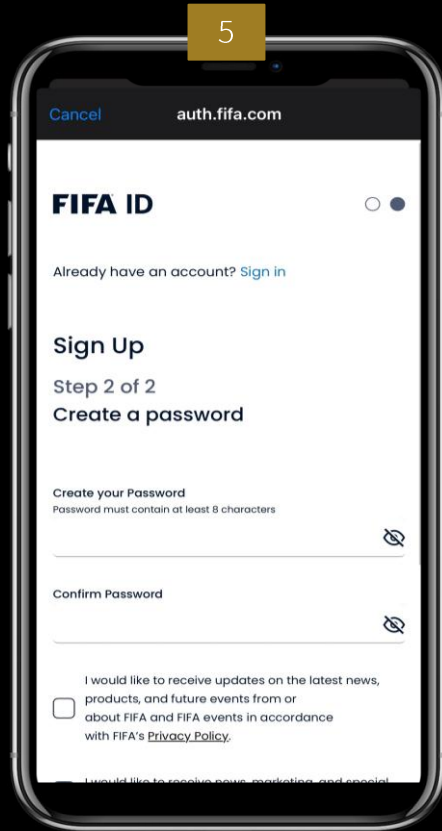


3 & 4 Enter your personal details. Please ensure to use the same email address to which you received the tickets

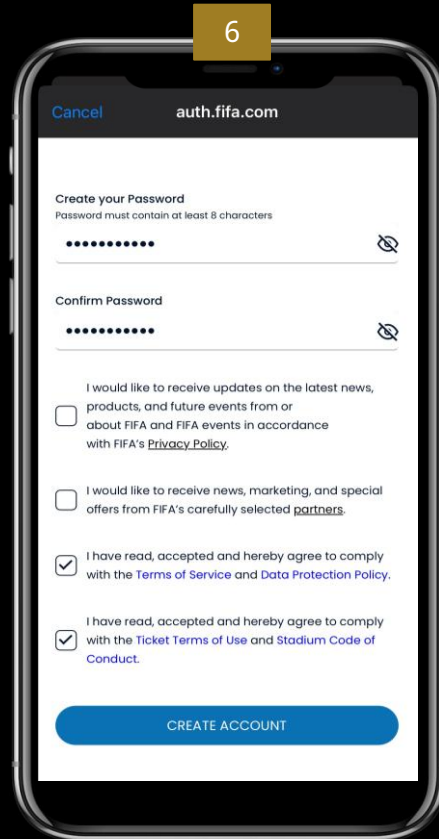


Reminder: The minimum age for using the App is 16 years. Ticket holders under the age of 16 cannot register for an account.

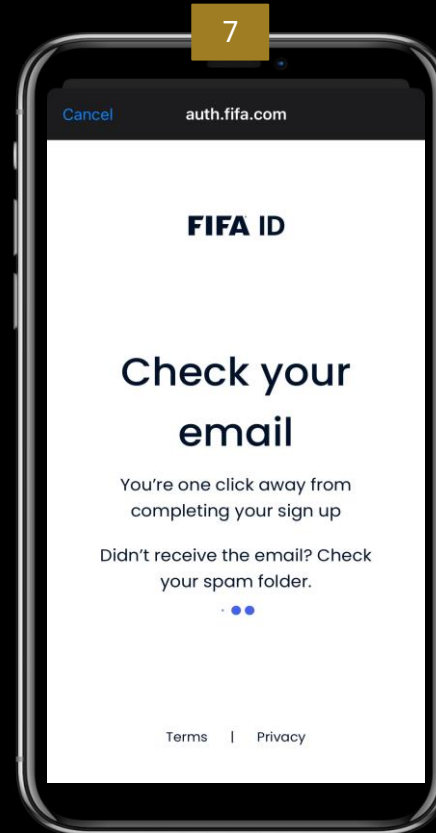
REGISTRATION



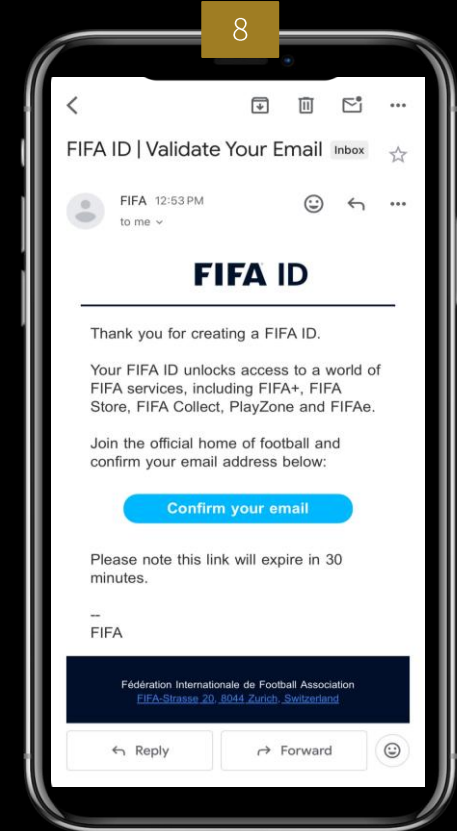
5 Create and confirm your password



6 Opt in or out of marketing communications then read and accept the Legal documents



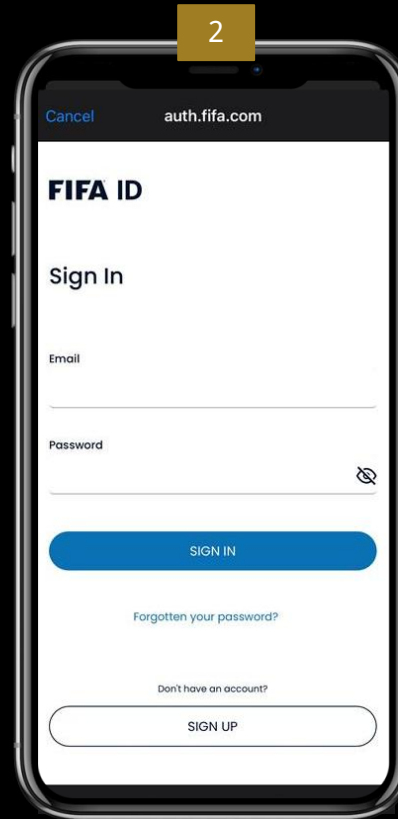
7 & 8 You will receive an email with a button link to confirm your email address. Simply click the link in the email, and your sign-up will be successfully completed



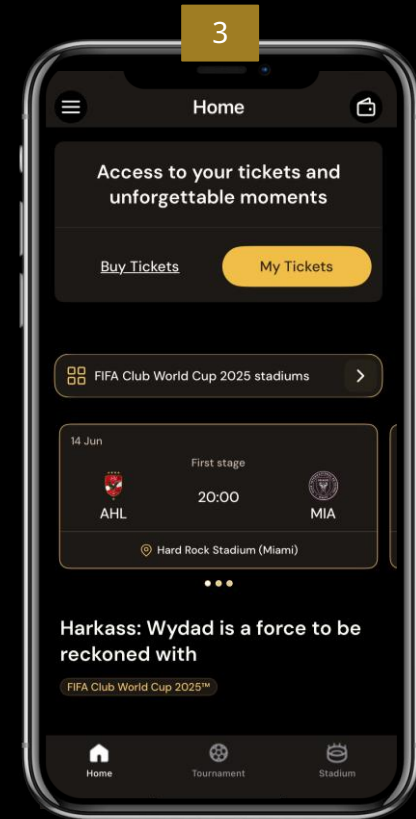
LOG IN



1 To log in to the App, click "Sign In"



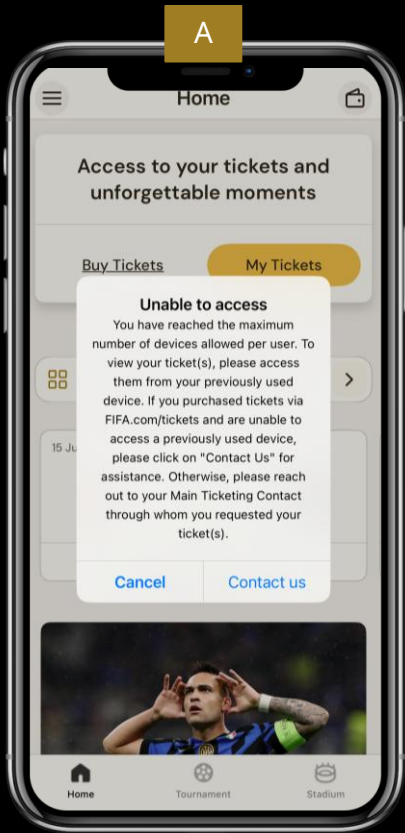
2 Enter your email address and password and click "SIGN IN"



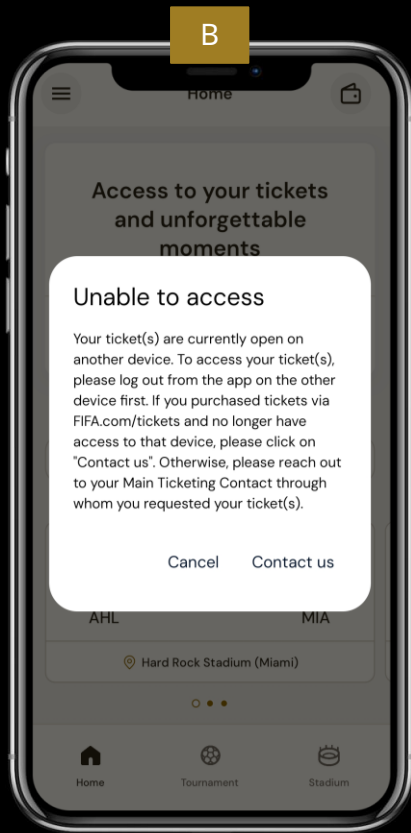
3 You will then be redirected to the home page

LOG IN RESTRICTIONS

Below are two login restriction messages that may appear when attempting to log into the app:



A You can log into the app on a maximum of two devices. If you attempt to log in from a third device, you will receive the message shown above

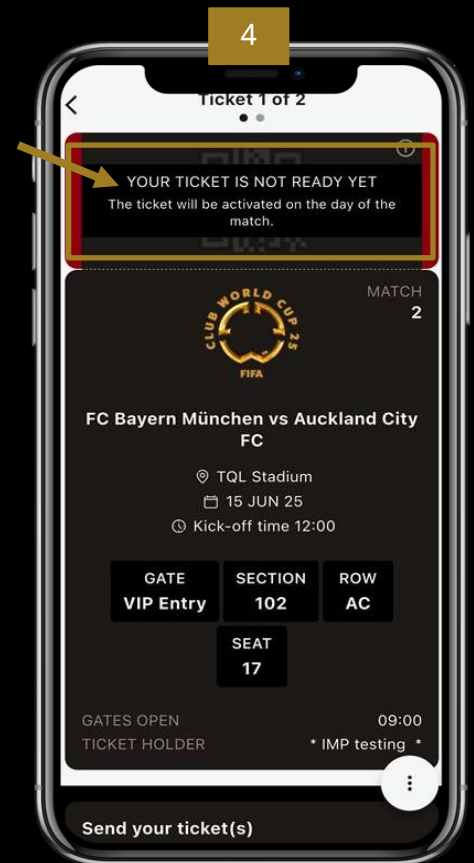
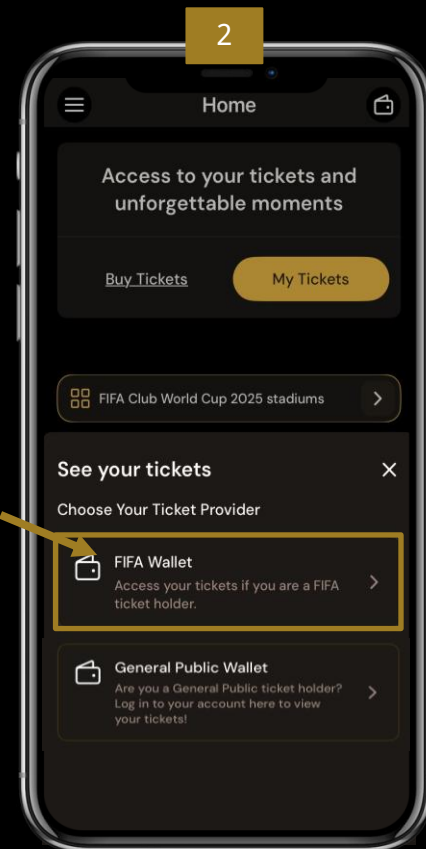
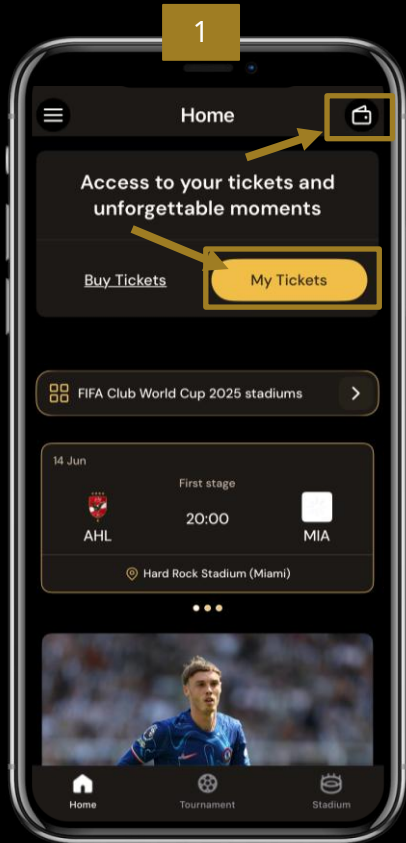


B You can only have one active session on the app at a time. If you try to log in on another device while an active session is already open, you will receive the message shown above

HOW TO VIEW YOUR TICKETS



Reminder: Once your ticket(s) is downloaded in the App, no internet or Bluetooth connection is required to enter the stadium.



- 1 On the homepage click on "My Tickets"
Alternatively, click on the wallet icon on the top right corner

- 2 Click on "FIFA Wallet"

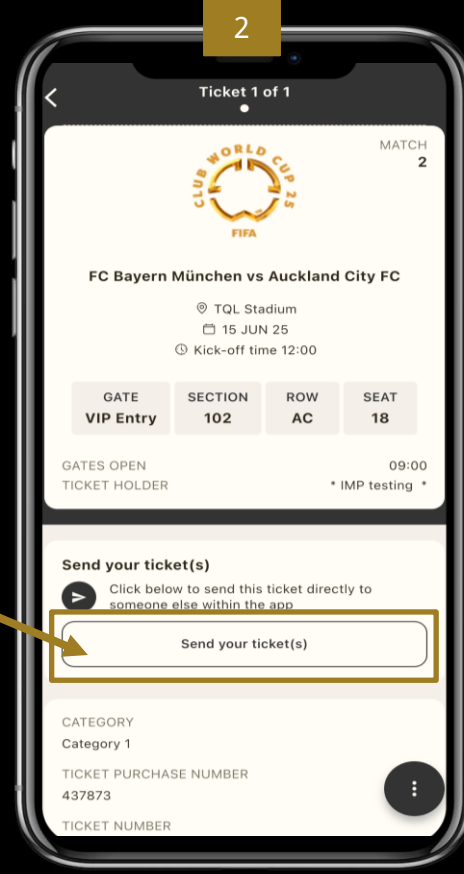
- 3 On this screen you can view your ticket(s)

- 4 Your ticket(s) will be activated, and the QR code will only be visible on match day

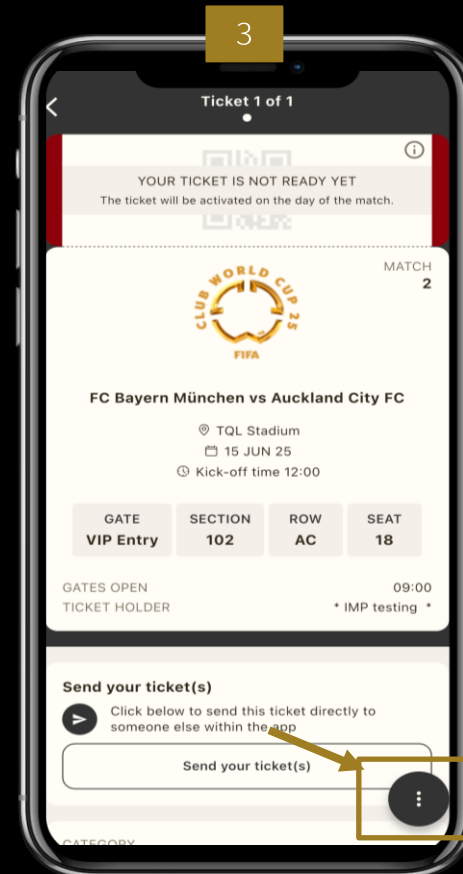
SEND TICKETS



1 To send tickets to your guests, select the ticket you want to send



2 Scroll down in the ticket and click on "Send your ticket(s)"

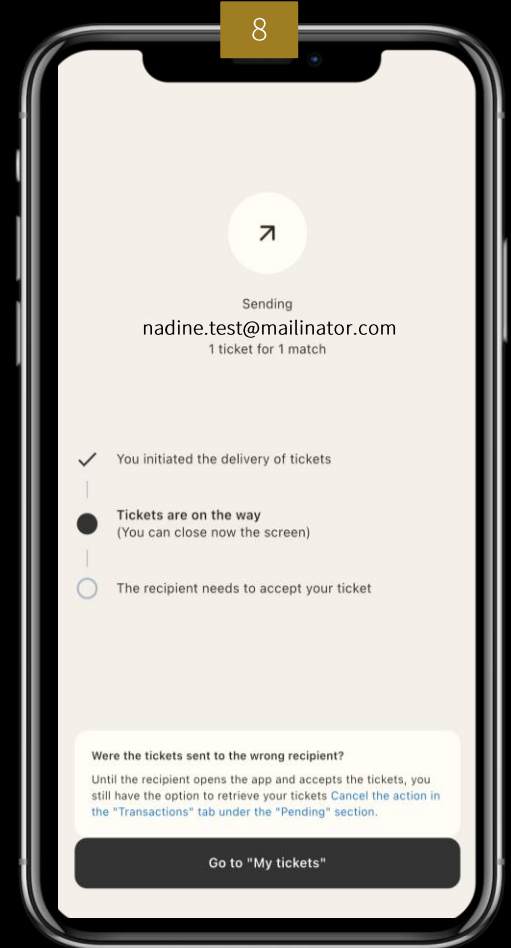
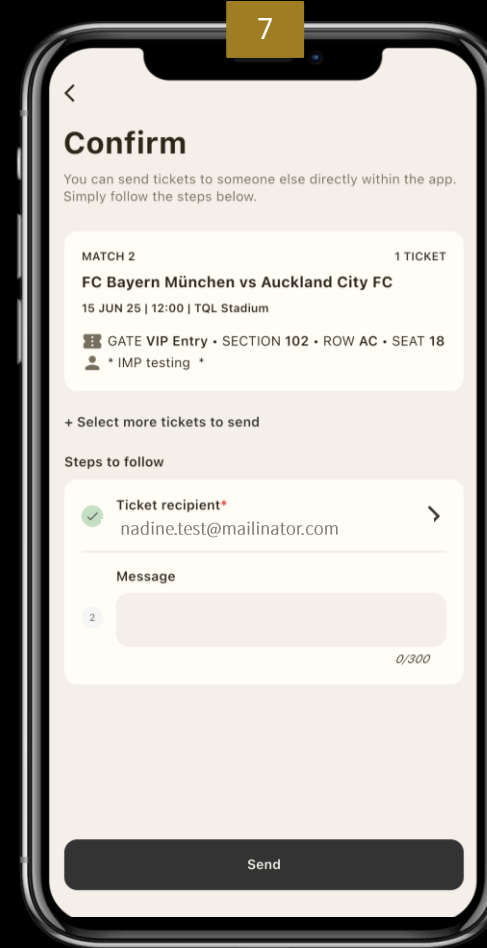
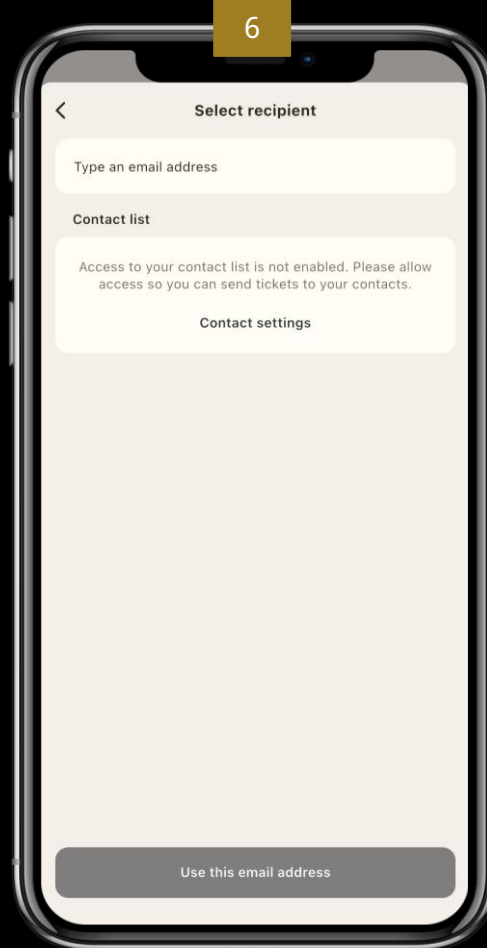
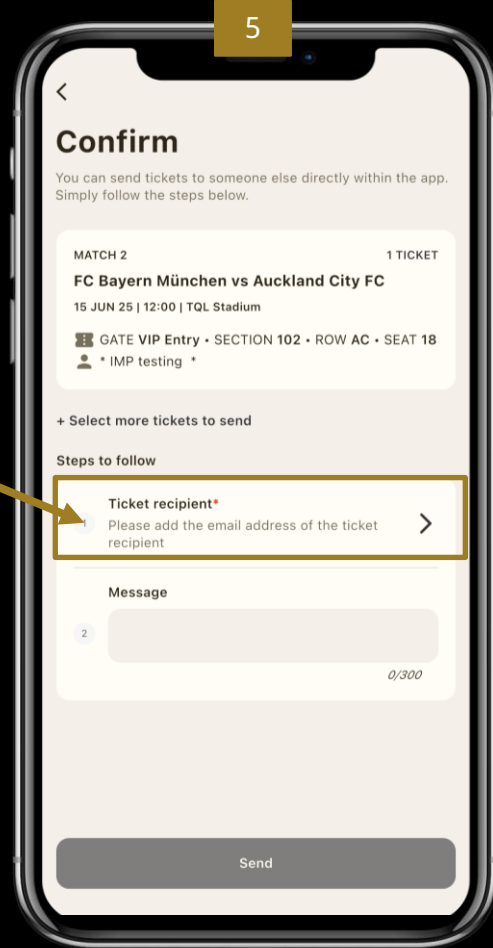


3 Alternatively, click the 3 dots icon in the right bottom corner



4 Click on "Send your ticket(s)"

SEND TICKETS

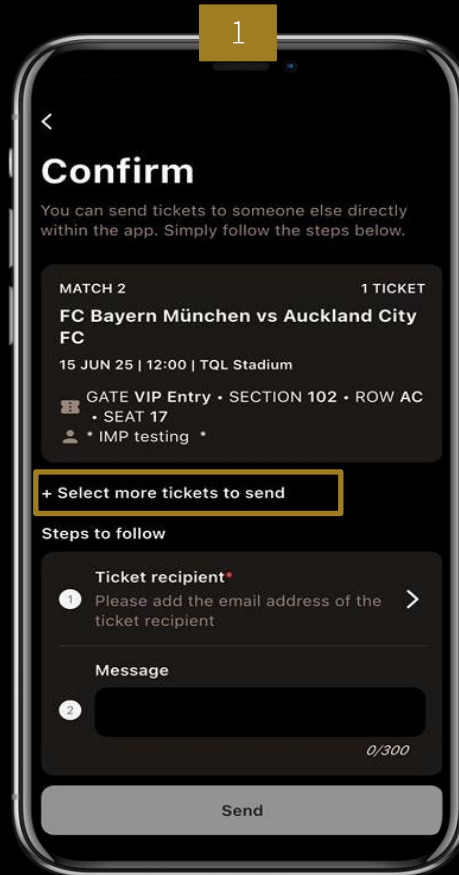


5 Next, click "Ticket recipient"

6 Input the email address of your guest. Click "Use this email address"

7 & 8 Click "Send". You will see the informational message that the ticket was sent. The ticket needs to be accepted by the guest (see "Receive Tickets" Section)

SEND MULTIPLE TICKETS TO THE SAME RECIPIENT

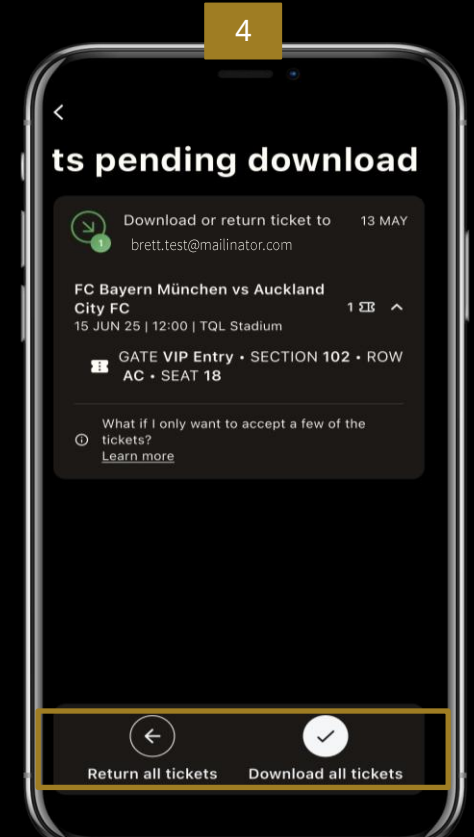
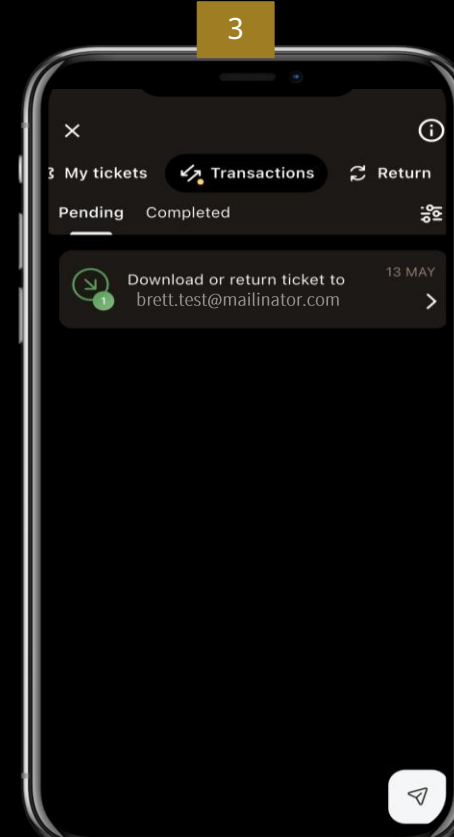
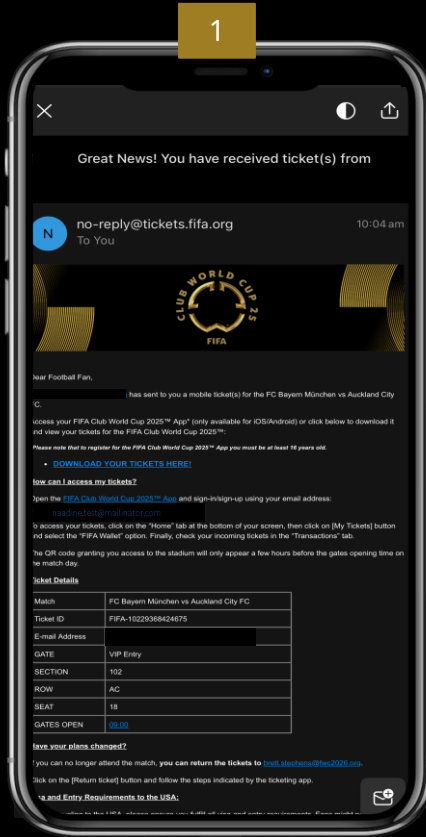


- 1 You can send up to 5 tickets to the same recipient at once.
Follow the steps on page 6 to select the ticket you wish to send. Then click on "+Select more tickets to send"



- 2 Tick the box next to all the tickets you would like to send. Follow the steps from page 7 to send the tickets

RECEIVE TICKETS



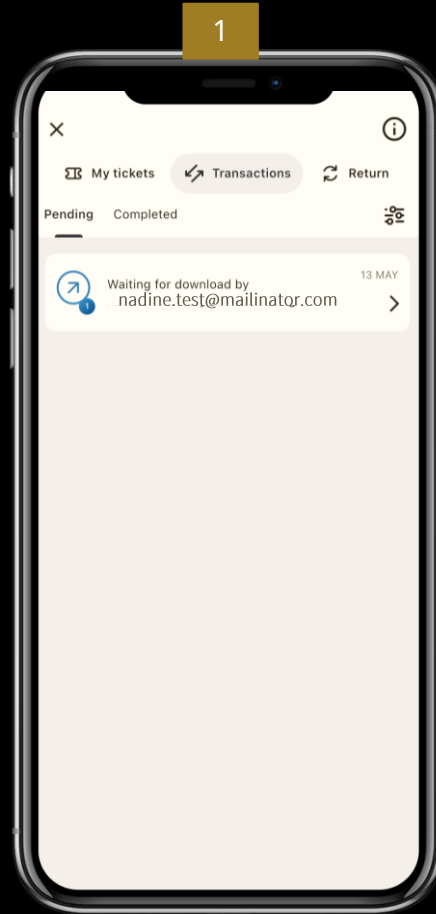
1 When you receive a ticket, you'll get an email with the App download instructions. Follow the steps to register or log in

2 Alternatively, if the App is already downloaded and you're logged in you'll receive a notification

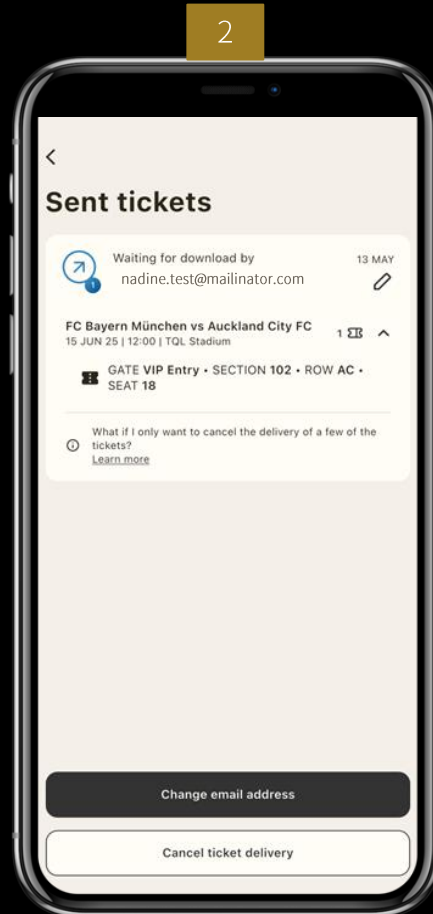
3 & 4 Tickets can be accepted or rejected in the transactions section. Click "Download all tickets" to accept or "Return all tickets" to reject

PLEASE NOTE: Tickets not accepted by the recipient **within 72 hours** will be returned automatically to the mobile App of the sender. Both the sender and recipient will receive an email notification accordingly.

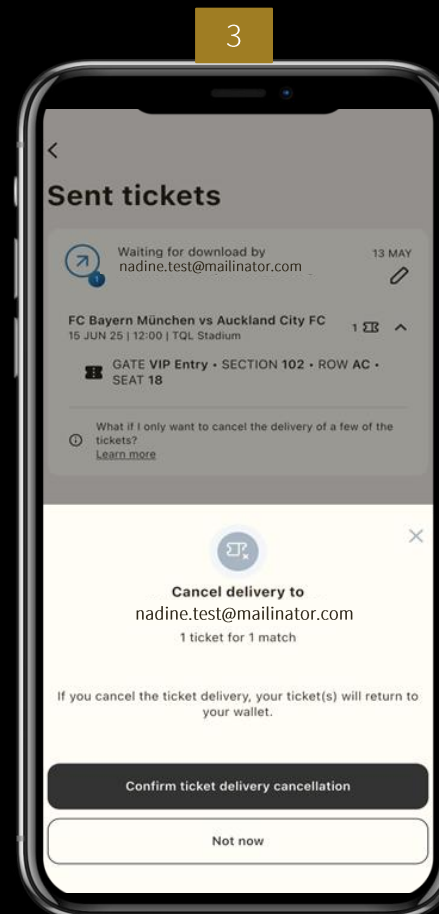
CANCEL THE SENDING OF TICKETS



1 Click on “Transactions” then click the transfer you wish to cancel



2 Click “Cancel ticket delivery”.
Alternatively, if the email address of the new guest is already known, or if there was an error in the existing email address, click “Change email address.”



3 Confirm cancellation



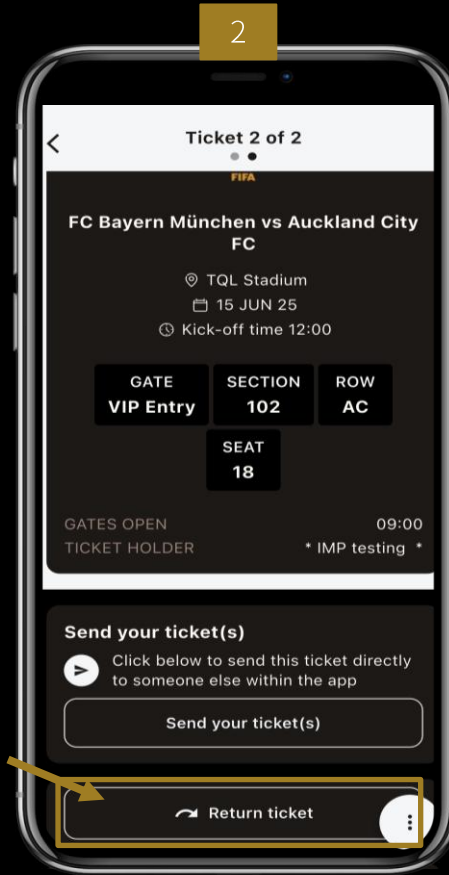
Important Note: This is only possible if the ticket has not already been accepted by the recipient.

RETURNING A TICKET

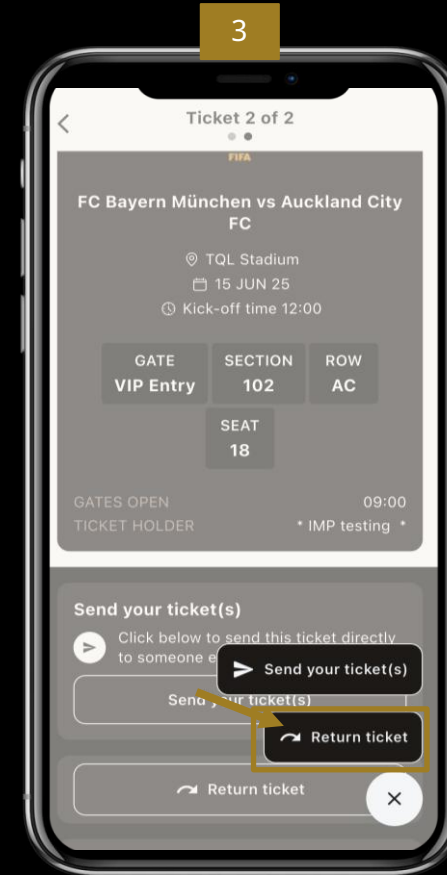
PLEASE NOTE: Returned tickets are automatically downloaded into original sender's App without any action needed



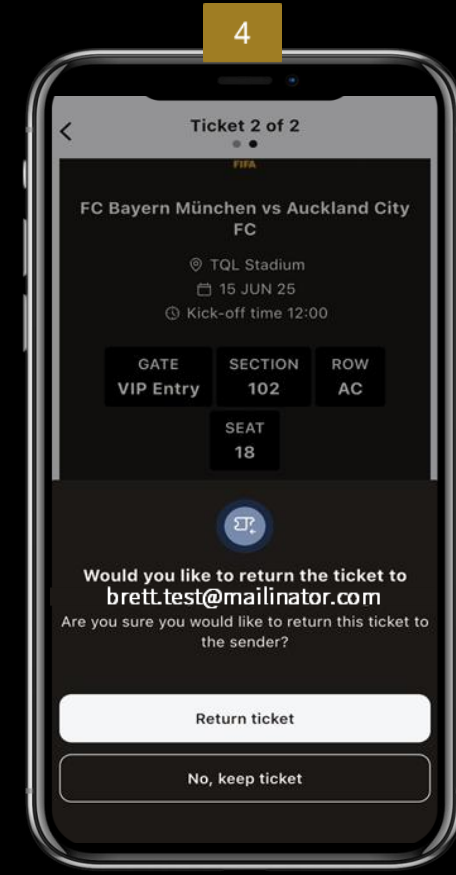
1 Should you wish to return the ticket to the original sender via the App, open the ticket



2 Scroll down in the ticket and click on "Return Ticket"



3 Alternatively, click the 3 dots icon in the right bottom corner and click on "Return ticket"



4 Confirm the return of the ticket by clicking "Return ticket". You will receive a notification and an email.

CONTACT US



Should you have any queries regarding the Mobile Ticketing App, please do not hesitate to contact your account manager via the below email address: FCWC2025.groupsales@tickets.fifa.org

