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# **FIFA WORLD CUP 2026™**

## **Mobile App User Guide**

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**01**

**APP DOWNLOAD**

# APP DOWNLOAD

Once your ticket(s) is ready to be downloaded, you will receive an email. Follow the steps on page 6 for instructions on how to download the App.

An example of the email you will receive is shown below:



Dear Football Fan,

The wait is almost over! **Your mobile ticket(s) for the FIFA World Cup 2026™ are now available.**

- [DOWNLOAD YOUR TICKETS HERE!](#)

**Ticket Details**

MATCH	DATE	TICKETS	TICKET NUMBER
M4 USA vs Paraguay	12 Jun 2026 18:00	5	06015213024, 06015212998, 06015212985, 06015222478, 06015212993

**How can I access my tickets?**

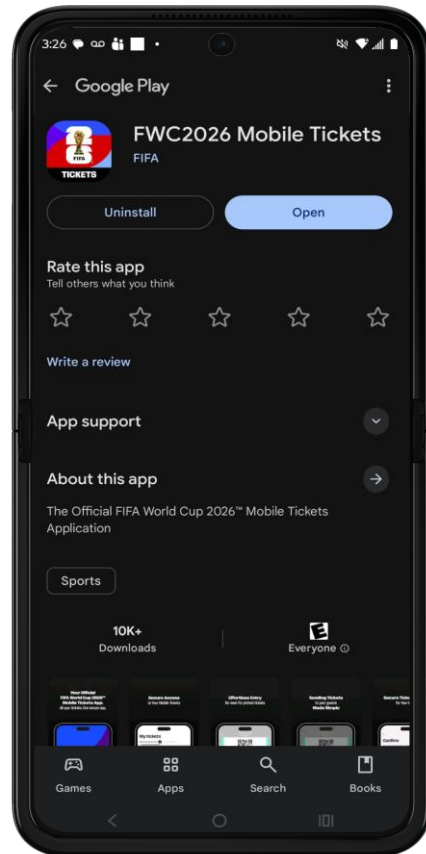
Open the FWC2026 Mobile Tickets App and sign-in/sign-up using your email address:  
Injection.test@hotmail.com

If you would like help navigating the app, please click [here](#) for more information.

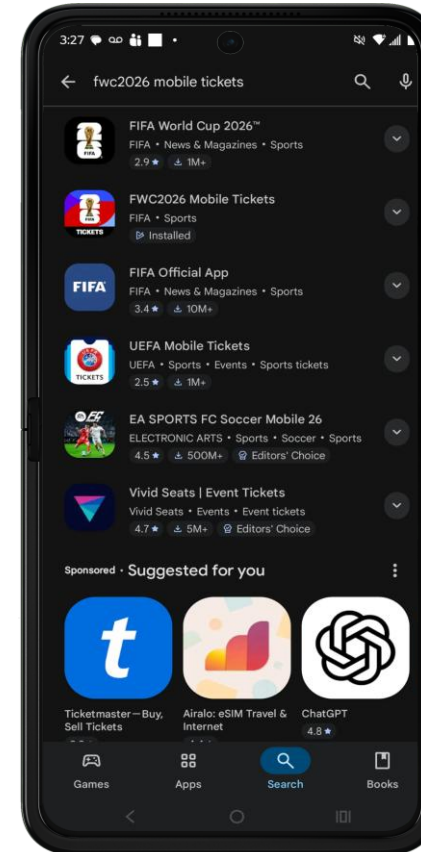
**Your QR code will appear once your ticket is activated. Activation happens automatically before the match.**

If your phone is not compatible with the FWC2026 Mobile Tickets App, please contact our Customer Support team using the [contact form](#) available in the Frequently Asked Questions (FAQs) section on [FIFA.com/tickets](https://www.fifa.com/tickets).

# APP DOWNLOAD



OR



The “FWC2026 Mobile Tickets” is available on:

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

**01** You will receive an email when your tickets are ready to be downloaded. Click the link in the email to download the “FWC26 Mobile Tickets” App from the Google Play or Apple Store.

**02** Alternatively, search for the “FWC2026 Mobile Tickets” app in the [Google Play](#) or [Apple store](#).



**02**

# **REGISTRATION**

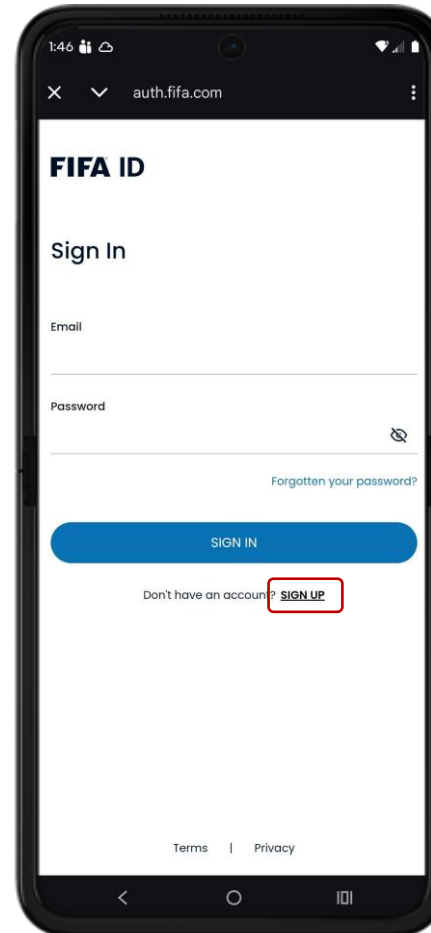
# REGISTRATION

## Note:

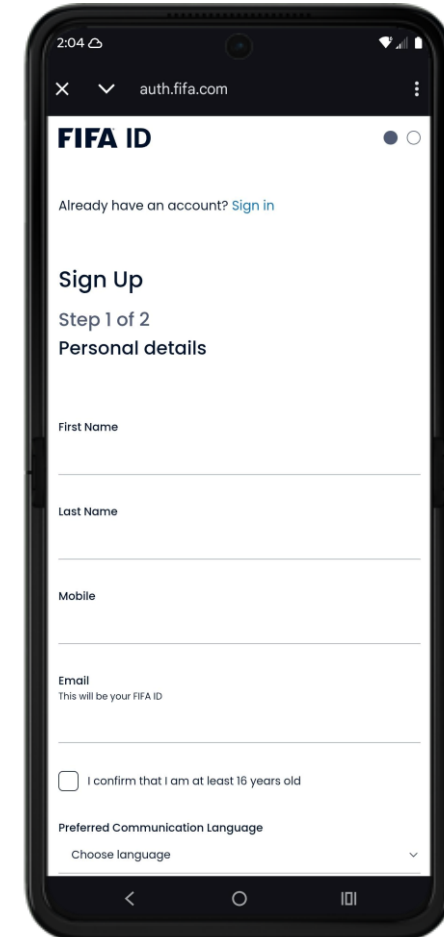
Even if you already have a FIFA account, you will need to sign up and create a new account when using the App for the first time



**01** Choose your preferred language and Click “Login”



**02** To register in the App, Click on “Sign Up”

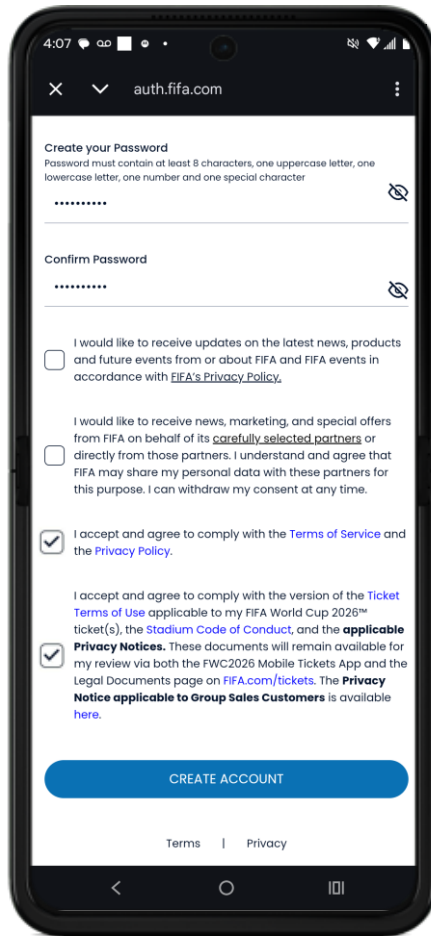


**03** Enter your personal details. Please ensure to use the same email address to which you received the email to download your ticket(s)

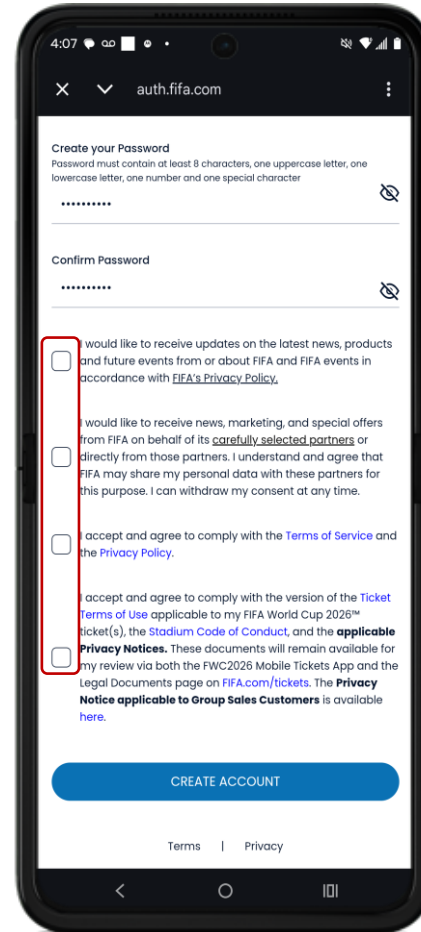
## Reminder:

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

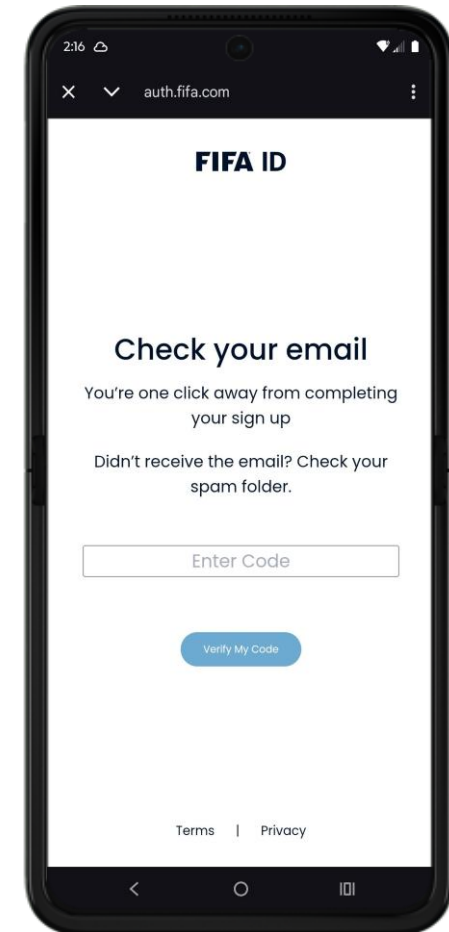
# REGISTRATION



**04** Create and confirm your password



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



**06** You will receive an email with a link to confirm your email address. Alternatively, you can enter the one-time pass code provided.

Once either of these steps is finished, your sign-up will be completed.

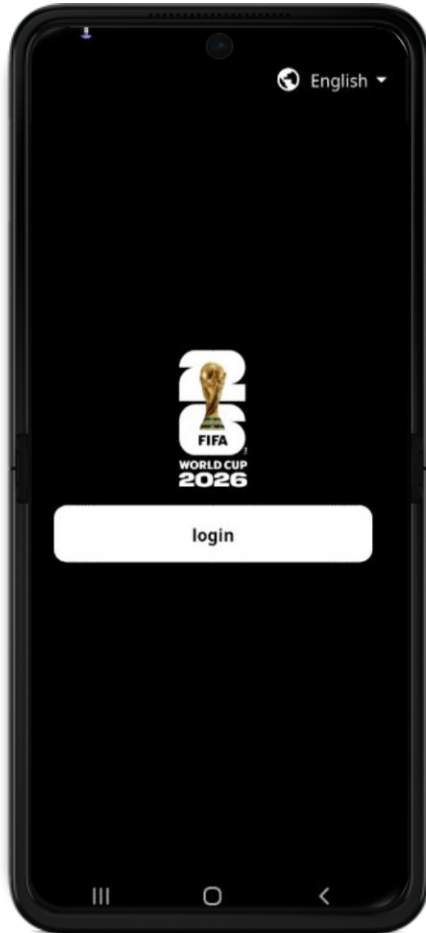


**03**

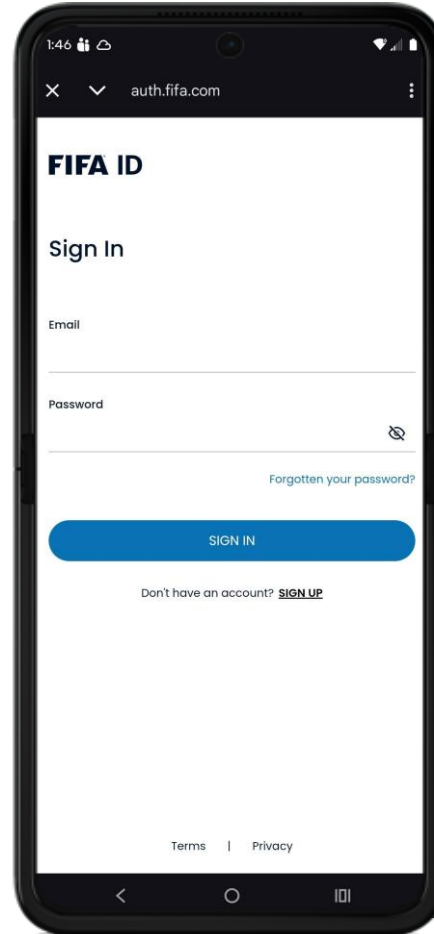
**LOG IN**

# LOG IN

If you already have an account in the App, please log in following the next steps:



**01** To log in to the App, click "login"



**02** Enter your email address and password and click "SIGN IN"



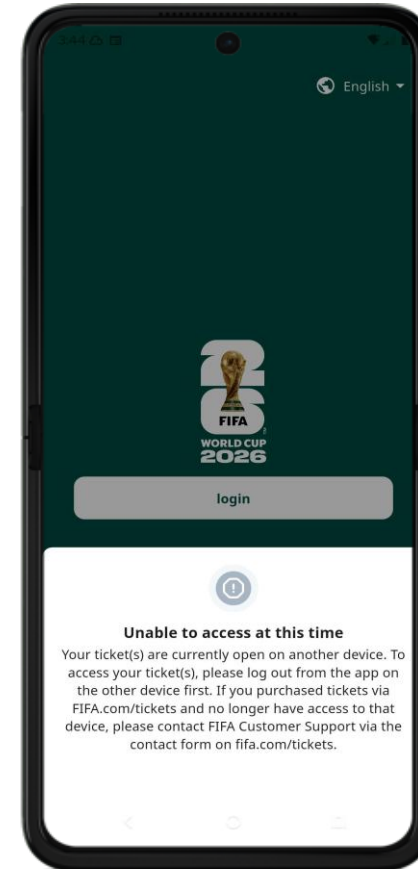
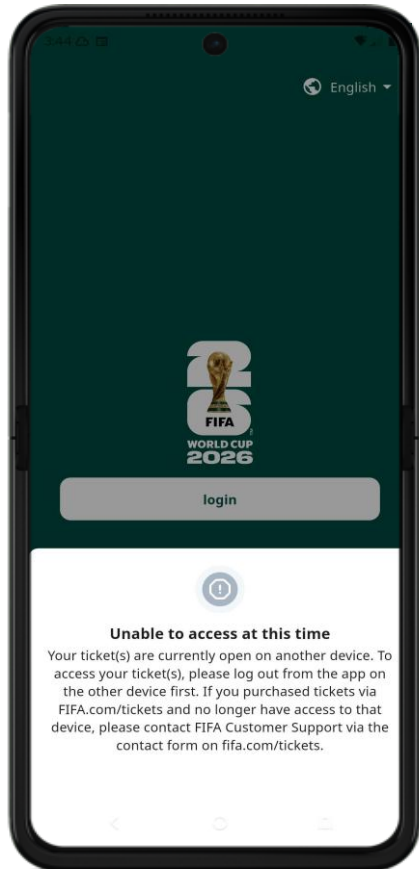
**03** You will then be redirected to the home page



**04**  
**LOG IN**  
**RESTRICTIONS**

# LOGIN RESTRICTIONS

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



**01** 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

**02** You can log into the app on a maximum of two devices.

If you attempt to login from a third device, you will receive the message shown above



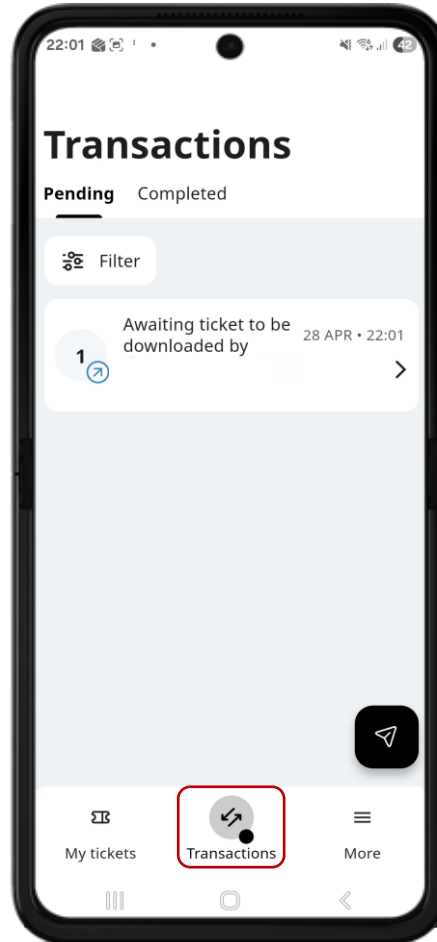
**05**

**MAIN MENU  
FUNCTIONALITIES**

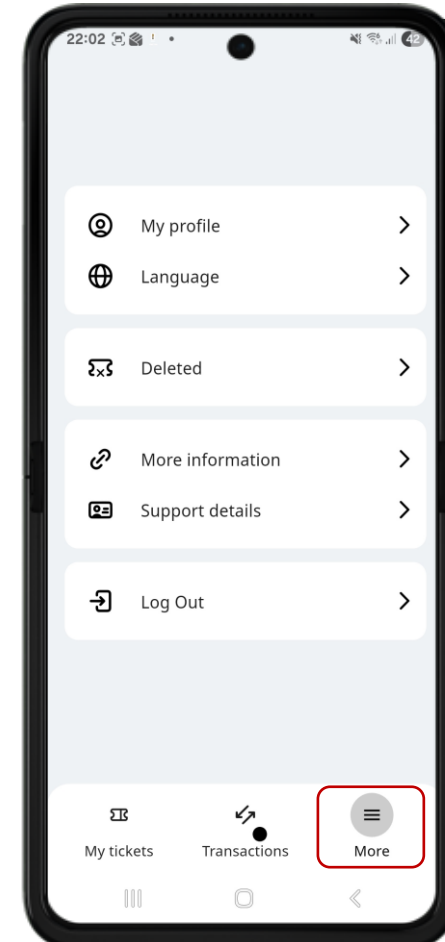
# MAIN MENU FUNCTIONALITIES



**01** In “My Tickets” you can view all your tickets. Upcoming and Past match(es)



**02** In “Transactions” you can view your pending and completed transactions



**03** In “More” you can access your profile, change your language, view deleted tickets, and find support details and more information

# MOBILE TICKETS OVERVIEW



**Ticket 15 of 31**

THE TICKET IS NOT YET READY  
It will be activated on the day of the match

**QR CODE AREA**

**ACCESSIBILITY ICON**

**MATCH NUMBER** 4

**FIFA WORLD CUP 2026**

**M4 USA vs Paraguay**

**TEAMS & STADIUM INFO**

12 JUN 26, 18:00  
Los Angeles Stadium

GATE	ENTRY	SECTION
B / D / E	1 - 5	213

ROW	SEAT
90	4

**SEATING FLOW DATA**

TICKET HOLDER: Imp Test GP  
CATEGORY: Category 3

**TICKET CATEGORY NAME**

**Ticket 15 of 31**

**Match schedule**

GATES OPEN: 18:00  
KICK-OFF TIME: 15:00

**GATES OPENING INFO**

**Purchase details**

TICKET NUMBER: 06015164920  
TICKET PURCHASE NUMBER: 6250591

**Seat map**

LOS ANGELES STADIUM

**Prohibited items**

**TOTAL MATCH TICKETS IN THE APP**

**More Info**

PRICE: \$ 1120.00 (Tax included)  
**TICKET PRICE**

TERMS AND CONDITIONS  
Use of this ticket is subject to the applicable [Terms of Use](#) and the [Stadium Code of Conduct](#) - both available at [FIFA.com/tickets](#).  
**LEGAL DOCS**

**STADIUM MAP**

**SEND TICKETS**

**FFA PARTNERS**  
aramco, ADI, Coca-Cola, Qatar Airways, Lenovo, Hyundai, KIA, Hisense, McDonald's, Nestle, Verizon, etc.



**06**

**VIEW YOUR  
TICKETS**

# HOW TO VIEW YOUR TICKETS

Once you have successfully logged in, you will be directed to “My Tickets”:



**01** You can view additional details of your ticket(s) by clicking on a match



**02** Your ticket(s) will be activated, and the QR code will automatically appear 1h before the Gates Opening time

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



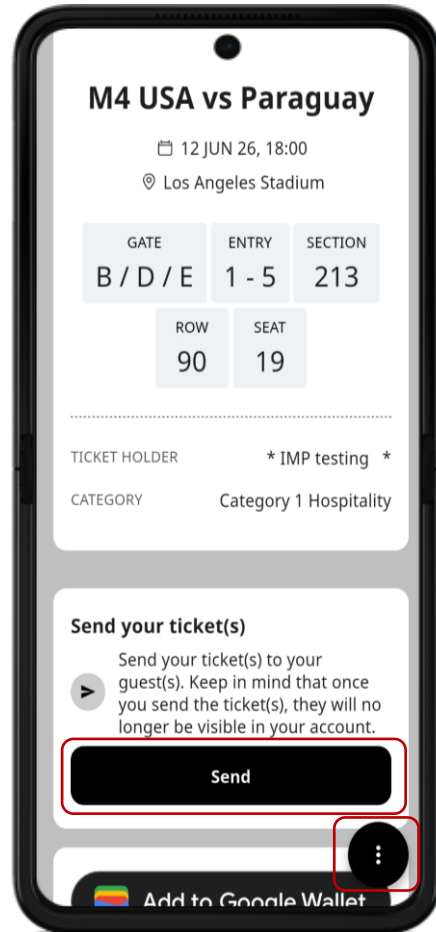
**07**

**SEND TICKETS**

# SEND TICKETS

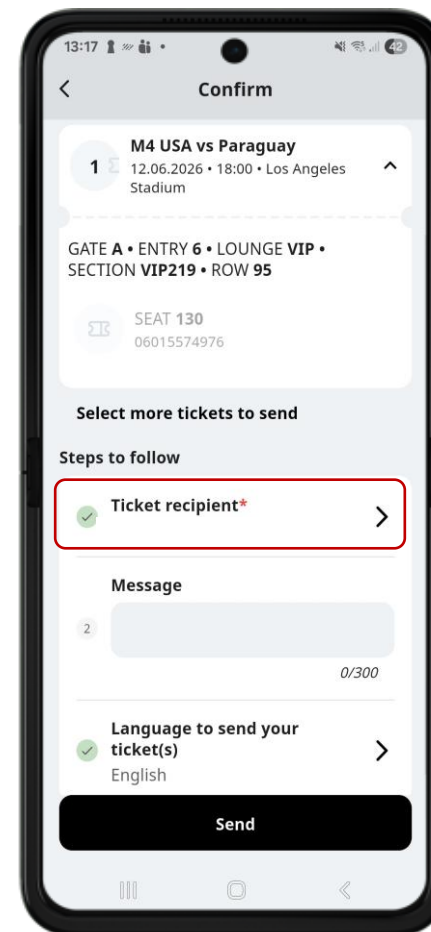


**01** To send tickets to your guests, select the match you want to send

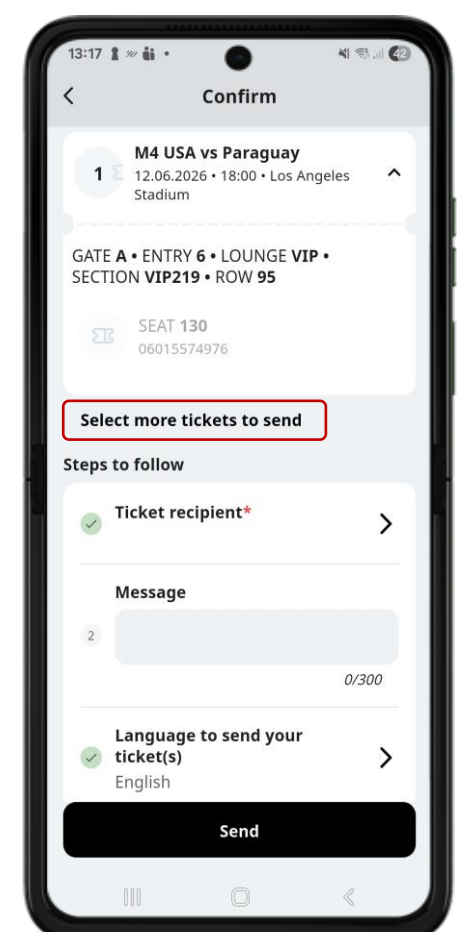


**02** Scroll down to Send your ticket(s), click on Send.

Alternatively, click on the three dots icon in the bottom right corner and click on "send"



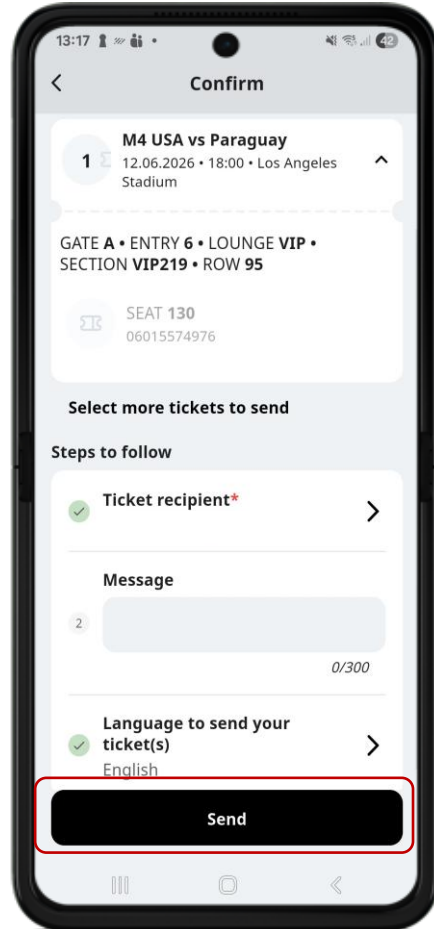
**03** Click "Ticket Recipient" and type an email address or select one of the recently used addresses



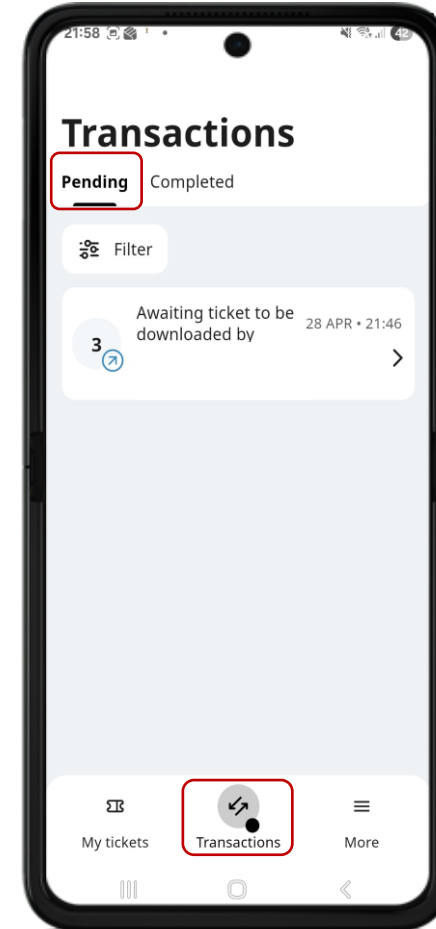
**04** Click on "Select more tickets to send" to send more than one ticket to the same recipient at once.

Up to 10 tickets from different matches can be sent in a single transaction

# SEND TICKETS



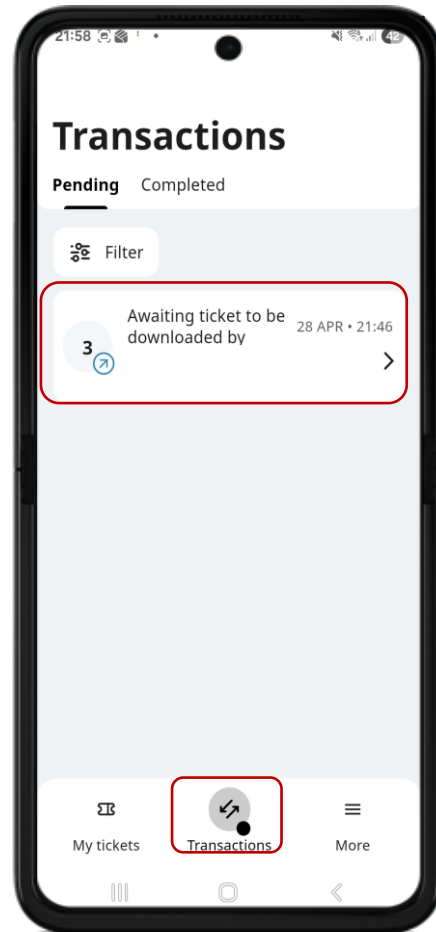
**05** Click “Send”. You will see the informational that the ticket was sent. The ticket needs to be accepted by the guest (see “Receive Tickets”)



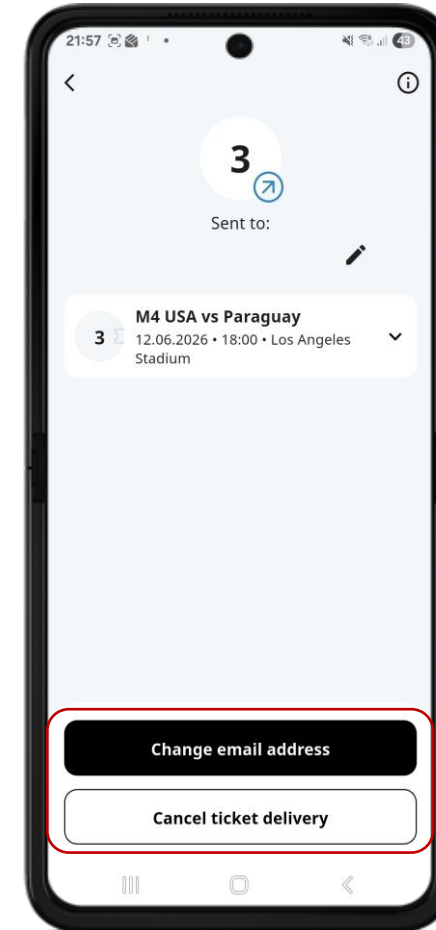
**06** To check the status of a sent ticket, click on “Transactions”, then select the “Pending” tab to view the status

# CANCELLING/AMENDING A SENT TICKET

If a ticket has not yet been downloaded by the recipient, the sender can cancel the delivery or amend the recipient's email address if it was entered incorrectly:



**01** Click on “Transactions” and identify the transfer you wish to cancel/amend



**02** Click "Change email address" to correct an incorrect email address, or click "Cancel ticket delivery" to cancel the delivery if the ticket has not yet been downloaded by the recipient



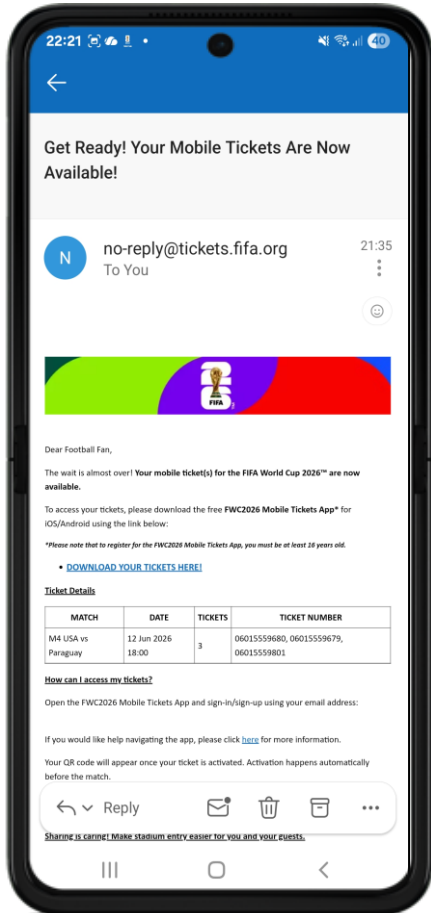
**08**

**RECEIVE TICKETS**

# RECEIVE TICKETS

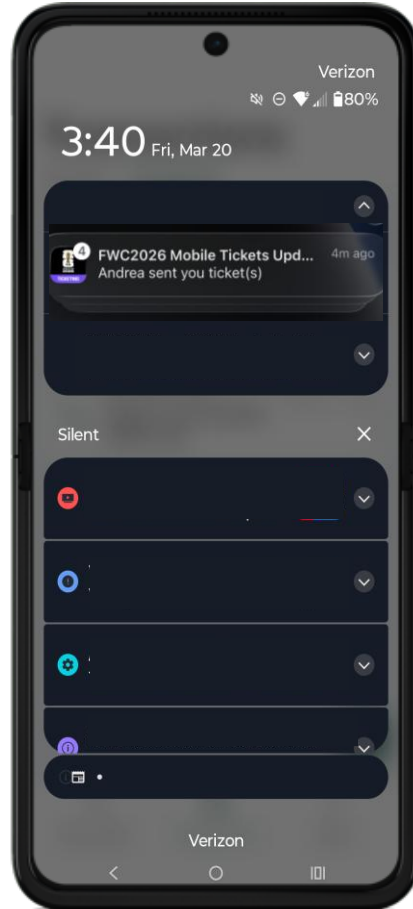


**Please Note:**  
Tickets not accepted and downloaded by the recipient within 72 hours will be returned automatically to the mobile app of the sender

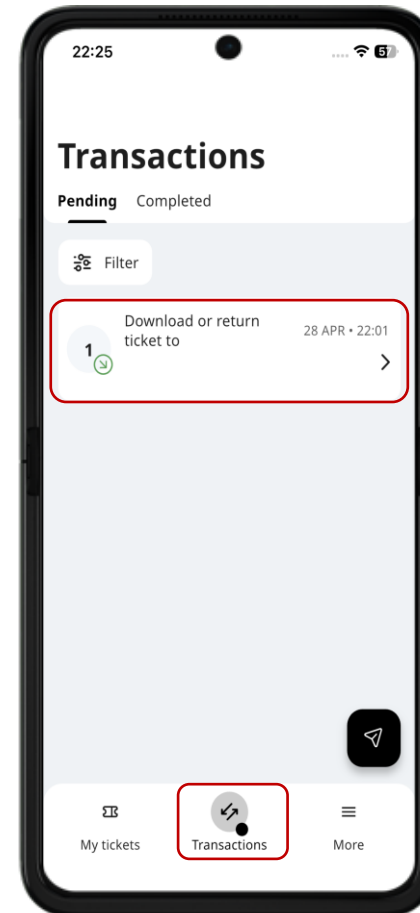


**01** When your guest receives a ticket, they will get an email with the App download instructions.

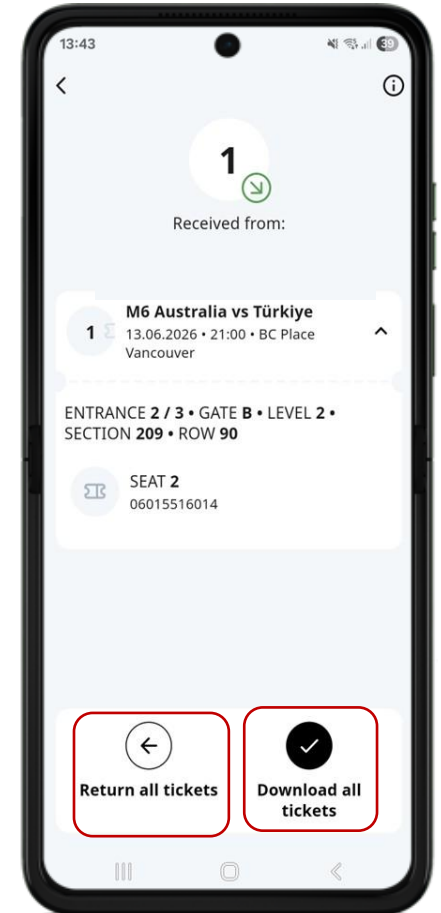
Follow the steps to register or log in



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



**03** Tickets can be accepted or rejected in the Transactions section. Click on "Download all tickets" to accept or "Return all tickets" to reject.





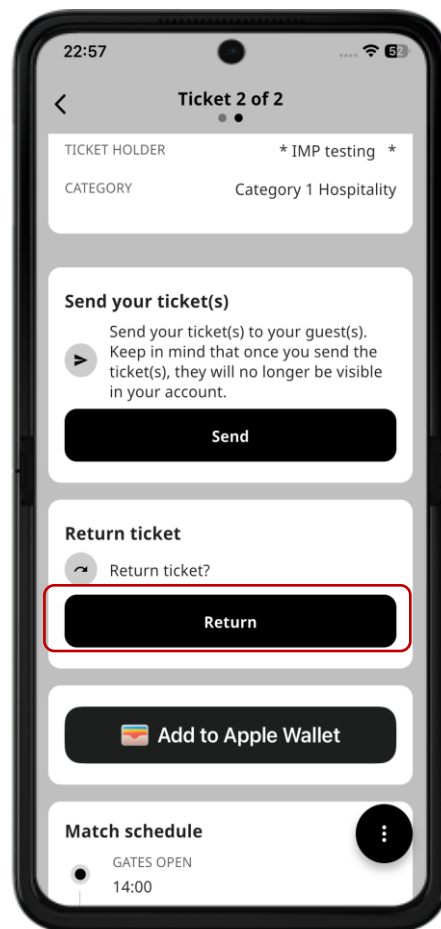
**09**

**RETURNING A  
TICKET**

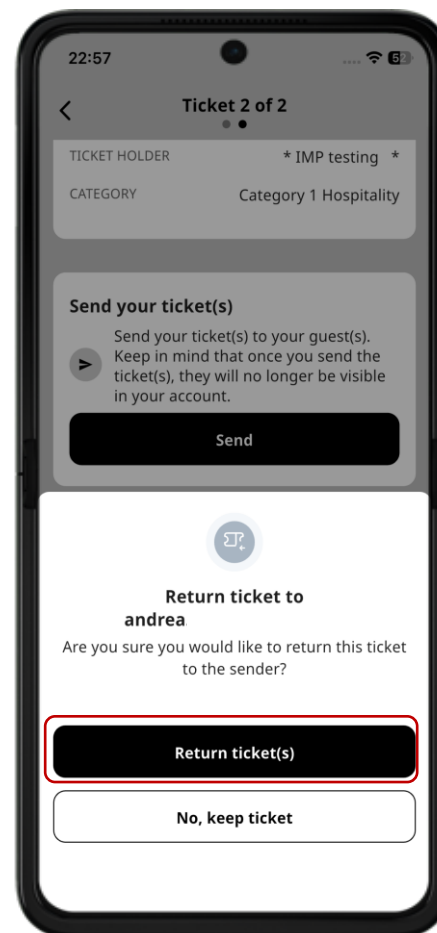
# RETURNING A TICKET



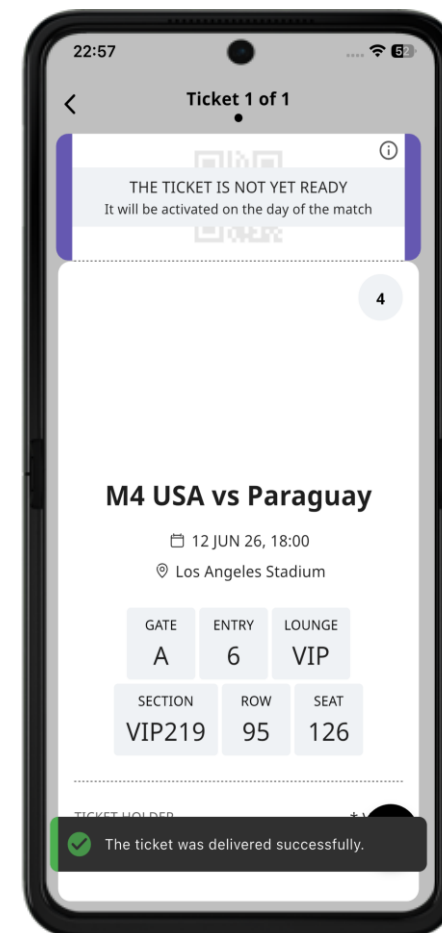
**01** Should you wish to return the ticket to the original sender via the App, click on "Transactions" and identify the ticket



**02** Click on "Return"



**03** Confirm the return of the ticket by clicking "Return ticket(s)". Tickets will be returned to the sender



**04** You will receive an email, and a notification will appear at the bottom of the screen



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**THANK YOU!**