

FIFA Accreditation System Manual

for Appointed Approvers (AA) FIFA Club World Cup 2025™

March 2025 – version 1





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FIFA Accreditation System Manual for Appointed Approvers (AA) - FCWC 2025

1. Introduction

This FIFA Accreditation System Manual for Appointed Approvers (AAs) is a manual specific for the FIFA Club World Cup 2025™, applicable to all FIFA constituent groups.

Therefore, the screenshots may show information that is not tailored to your constituent group.

It is highly recommended that you familiarise yourself with this manual, which explains all the tasks and steps required to successfully manage accreditation requests.

If you require any help, contact accreditation.fcwc2025@fifa.org.

2. Role of the Appointed Approver

As an Appointed Approver (AA), it is your task:

- to identify organisations to be accredited;
- to provide details of organisation(s) and ALO(s) to FIFA/FIFA26 Accreditation in the ALO user account request form;
- to agree on quotas and timelines (for applications, approvals and distribution) with the Accreditation Liaison Officer (ALO) and with FIFA/FIFA26 Accreditation;
- to monitor applications;
- to request a shortlist/staffing plan from the ALO(s) and pre-approve or reject accreditation requests accordingly;
- to send approval communications (depending on the accreditation concept for the tournament/event); and
- to communicate any changes in privileges, functions, subcategories and categories to FIFA/FIFA26 Accreditation.

During accreditation centre operations:

- to be available to the FIFA/FIFA26 Accreditation team for problem resolution:
 - o Approval of requests
 - o Change management



3. Accessing the FIFA Accreditation System

3.1 Login

As an AA, you have received a system-generated invitation email from no-reply@acr.fifa.org inviting you to activate your account in the FIFA Accreditation System. This email contains the link to the system and your username (login).



Dear CHICAGO,

An account has been created for you in the FIFA Accreditation System.

- •If you have an email address with the following domain name (name@fwc2026.org), make sure that you are logged in with your FIFA account on your FIFA laptop and that your FIFA VPN (called GlobalProtect) is connected.
- •If your email address has a different domain name, make sure that you have activated your FIFA account and have installed the FIFA VPN (called GlobalProtect) and are connected to it.

Once the above has been done, you can log in to the FIFA Accreditation System at any time using the following link: https://bo-accreditation.ep.fifa.org/

Click <u>here</u> to view and download the user manual for your event.

Should you have any issues logging in, please contact FIFA Accreditation at accreditation@fifa.org.

Kind regards, FIFA Accreditation team



Once your FIFA account has been activated, you can log in to your FIFA Accreditation System AA account at any time. It is recommended that you bookmark the FIFA Accreditation System URL for easy access: https://bo-accreditation.ep.fifa.org/.

The system works best with Google Chrome.

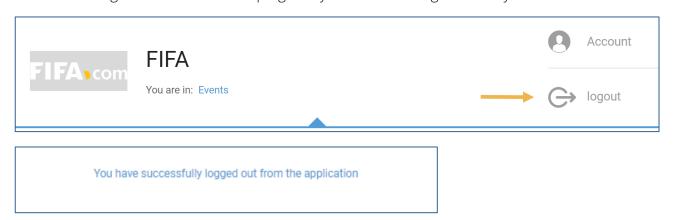
Enter your username (which is your email address that was used to receive the invitation email) and your password (generated by you) and click the "Sign in" button to access your account.





3.2 Logout

Click on the "logout" button on the top right of your screen to log out from your account.

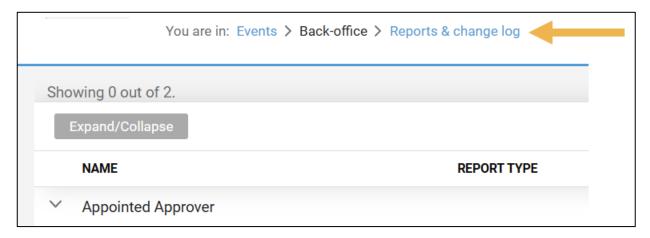




4. AA reports

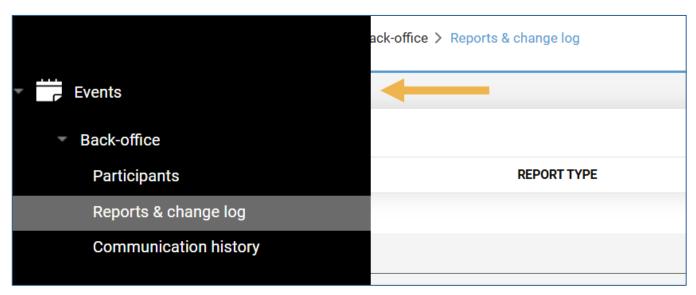
4.1 AA account orientation

After successfully logging in to the FIFA Accreditation System, you will be directed to the "Reports & change log" landing page.



4.2 Menu

Click on the black bar on the left-hand side to see the menu:



4.2.1 Participants

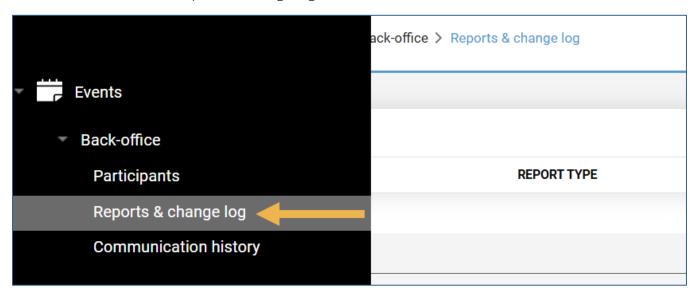
In this section, you will find an overview of all applicants of the subcategory and organisation(s) for which you are responsible and that have submitted accreditation requests.



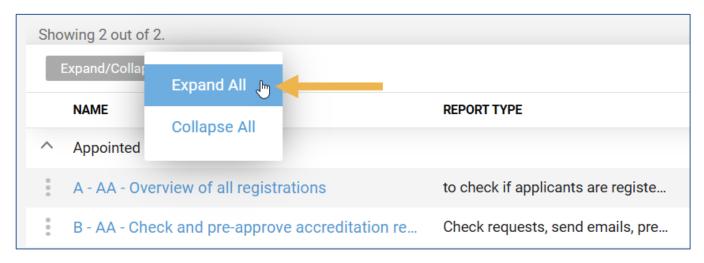
4.2.2 Reports & change log

On this landing page, you will find different reports available to you. You will use each of them to perform the various AA tasks of the accreditation process (see chapters 5 & 6).

• Click on "Reports & change log" in the menu.



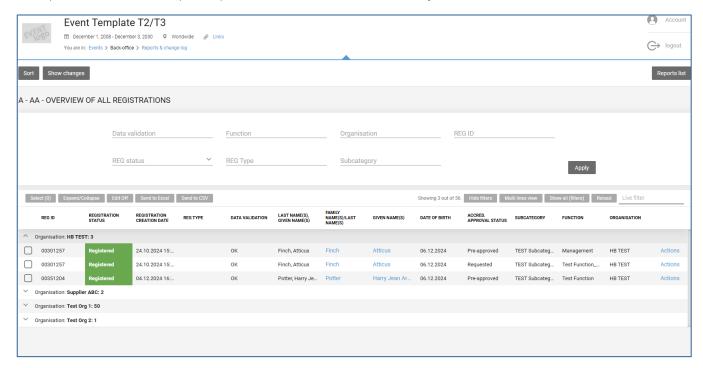
- Click on the grey "Expand/Collapse" button and select "Expand All" to see all reports available to you in the "Appointed Approver" folder.
- Select the report you want to open.





4.3 Report structure

All reports as well as the participants' screens have the same layout:



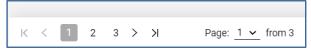
4.3.1 Page header

This section is available on all pages where the name of the event, the event period and location are displayed. The path underneath shows the module of the system where you currently are and the path to get there. You can hide and expand this section by clicking on the small blue arrow.



4.3.2 Pagination

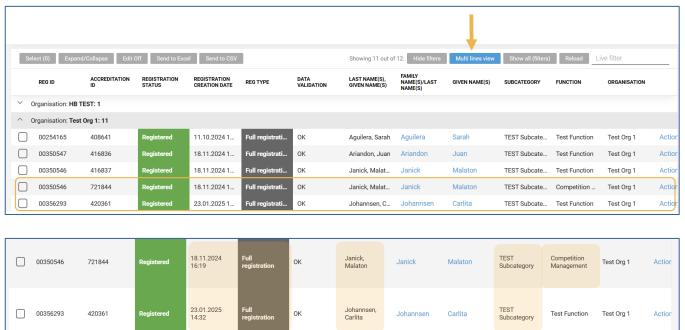
The report's results list can display up to 250 lines per page. At the bottom of the report, you can navigate between pages, depending on whether pagination is activated.





4.3.3 Multi lines view

Use the "Multi lines view" button to extend the size of the column for a better preview.



Click on "Compact view" to return to a "single line" view.



4.3.4 Multi-accreditations (if applicable)

In case of multi-accreditations, e.g. day passes, the same REG ID will be displayed in multiple rows. Use the accreditation ID and check the accreditation function to ease your data management.





4.4 Using the search options and filters

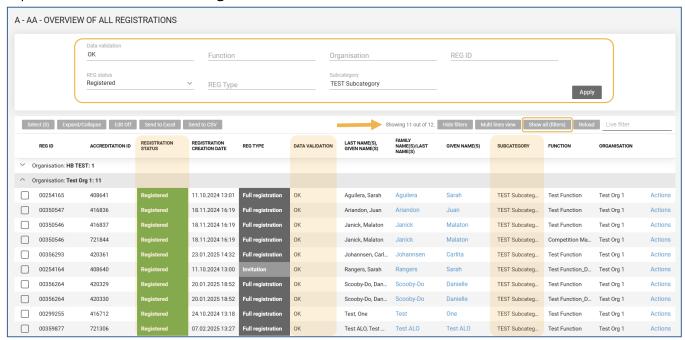
There are different options available to find an applicant or to filter the reports list. It is possible to filter for any combination you need (e.g. use the search grid and then add a column filter or use the live search functionality).

4.4.1 Search grid

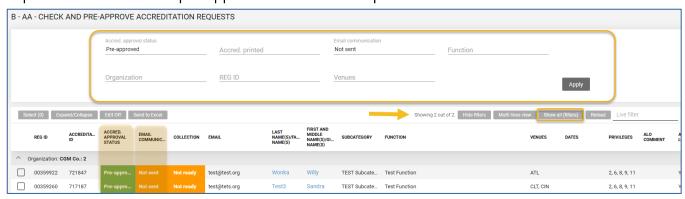
To search across all pages of the report, use the search fields that are available above it:

- Enter one or more search criteria and click on "Apply".
- "Showing x out of x" shows you the number of records that meet your search criteria against the total number of records of the report.
- To clear the search, click on the "Show all (filters)" button.

Report A - AA - Overview of all registrations:



Report B - AA - Check and pre-approve accreditation requests:





• Click on "Hide filters" to hide the search grid section.



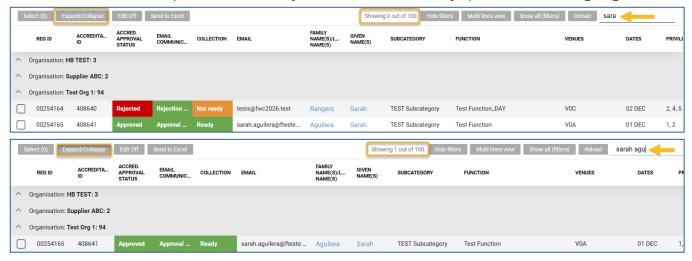
• Click on "Show filters" to display it again.



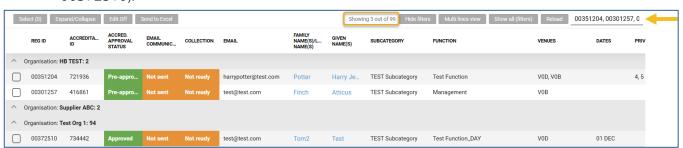
4.4.2 Live filter

To search or filter the current page of the report, use the live filter on the top right-hand side.

- Click on "Expand/Collapse" to display all records.
- Type any keyword (e.g. "Sara").
- Add a space and other keywords to search for very specific records (e.g. "Aguilera").



 Add a comma "," between keywords to search for several records. The best way to search for multiple records is by entering several REG IDs separated by commas (e.g. 00351204, 00301257, 00372510).

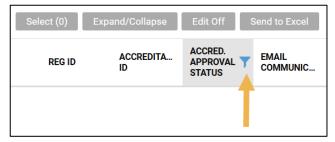




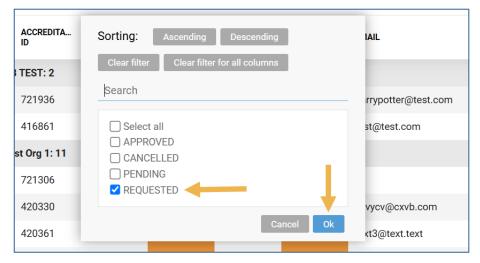
4.4.3 Column filter

Each column can be filtered. This filter applies to the <u>current page only</u>. Many columns can be filtered at the same time.

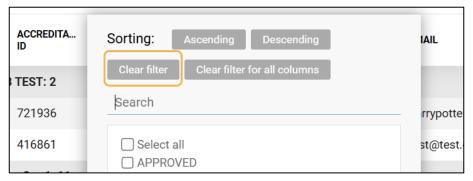
- Hover over the column to which you want to apply a filter.
- A blue filter icon will appear.
- Click on the blue filter icon to display the filtering option.



- Select the relevant value(s)
 - Keywords can be used to ease the search
- Click on "Ok".



- To clear the filter(s):
 - click on the "Show all (filters)" button; or
 - use "Clear filter" > "OK" in the selected column.

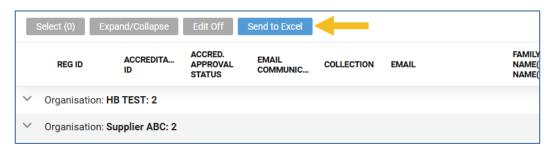




4.5 Downloading (export) reports

To download reports:

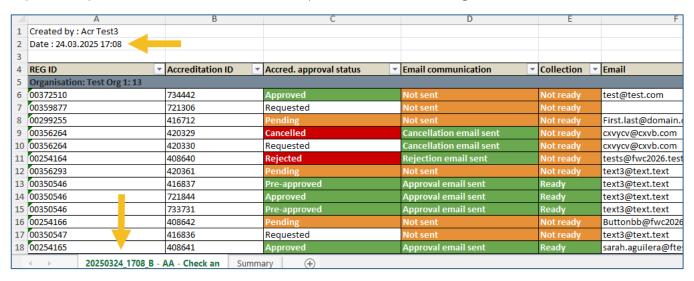
- Open the relevant report.
- Click on the grey "Send to Excel" button to export the full report.



Note: Reports with more than 10,000 records might have an additional button called "Send to .csv" to allow you to export heavier reports.

The generated Excel document retains the colours as well as the grouping (e.g. Organisation in the screenshot below). In the top-left corner of the document, the username and timestamp is displayed to show when the report was exported.

The name of the file will display the date (YYYY-MM-DD format) and time (HH:HH format) of the exported report as well as the name of the report to ease data management.



IMPORTANT: Sensitive data is displayed in these reports. Please make sure that you follow GDPR rules when sharing information.

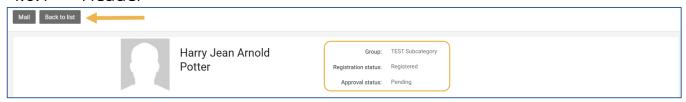


4.6 Applicant's details

In both reports, you can click on an applicant's name to open the request and view personal details.



4.6.1 Header



- **Group**: Subcategory assigned to this request.
- Registration status: Status of the applicant's registration.
- Approval status: Please disregard.

Note: Two additional buttons are available in the top-left corner of the page: "Mail" to send an email (see next chapter on how to send emails) and "Back to list" to go back to the report's overview.

4.6.2 Tabs



- ACCRED REQUEST: Summary of the details of the accreditation request(s) submitted by the applicant or the ALO.
- APPLICANT'S DETAILS: Personal details of the applicant, incl. the organisation name.
- **COMMUNICATIONS**: History of the communication emails sent to the applicant.
- CHANGE TRACKING: History of any changes made to this request form.



5. Overview of all registrations

Your first task is to monitor the registration process of the ALO(s).

Open Report A - AA - OVERVIEW OF ALL REGISTRATIONS.



The report provides you with an overview of all registrations submitted by the ALO(s) in the ALO portal. There is no action to be taken by you in this report, but it helps you to **monitor the actions** taken by the ALO(s).

5.1 Registration status

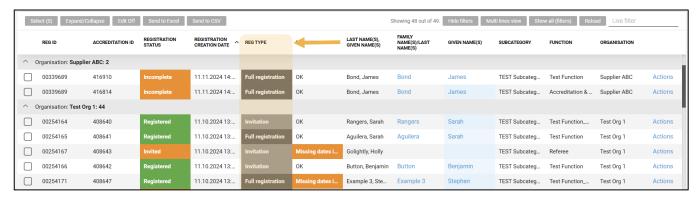


The registration status indicates the status of the registration:

- **Invited**: The ALO has started the invitation process and sent an invitation but the applicant has not yet clicked on the registration link provided in the invitation email.
- Incomplete: The ALO has started the invitation process and sent an invitation. The applicant
 has opened the registration link but not finalised the registration. An automatic reminder to
 finalise the registration is sent to the applicant 30 minutes after the applicant has left the page.
 This automation happens only once, so the ALO has to manually send additional reminders if
 needed.
- **Registered**: The applicant has successfully registered. Only registered applicants are available for you to work on using Report B, detailed in <u>chapter 6</u> of this manual.
- **Declined**: Either the ALO or the applicant has declined the registration.



5.2 REG type

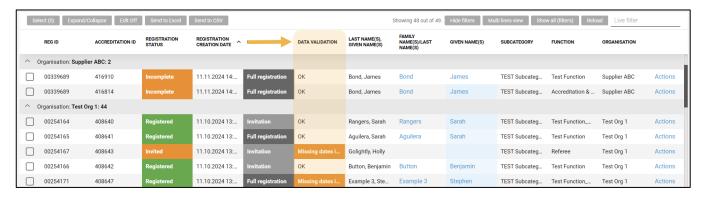


There are two different ways (registration types) for the ALO to register applicants:

- **Invitation process**: After inserting request-related data, the ALO sends invitation emails to the applicant(s) with a personal registration link. It is then the task of the applicant(s) to insert their personal details and to submit their registration.
- Full registration process: The ALO inserts or uploads all required request-related data as well as personal details, including photos. There is no involvement in the process for the applicant(s).

For both registration types, the ALO can decide to register applicants one by one (single invitation/full registration) or in bulk (bulk invitation/full registration).





The data validation column indicates whether required data is missing in the requests:

- Empty: The applicant is not yet fully registered.
- OK: All required data has been inserted successfully.
- Missing data: A message will be shown to indicate data is missing. Missing data can only occur
 in the bulk full registration process. For any other registration types, incomplete requests
 cannot be submitted.

Note: Data will only be sent for a Name Check and Criminal History Review (if applicable) if the registration status is "Registered" AND data validation is "OK".



6. Checking requests, sending emails, preapproving requests and changing accreditation functions

Open Report B – AA – Check and pre-approve accreditation requests.



This report shows all successfully submitted requests (registration status is "Registered" AND data validation is "OK"). It summarises all data relevant for the accreditation pass, including the privileges, venues and dates of day passes as well as the accreditation approval status, email communication, ALO comment and the collection and printing status of all applicants.

Note: Click on the grey "Send to Excel" button at any time to export the data to Excel for a better overview (see chapter 4.5).

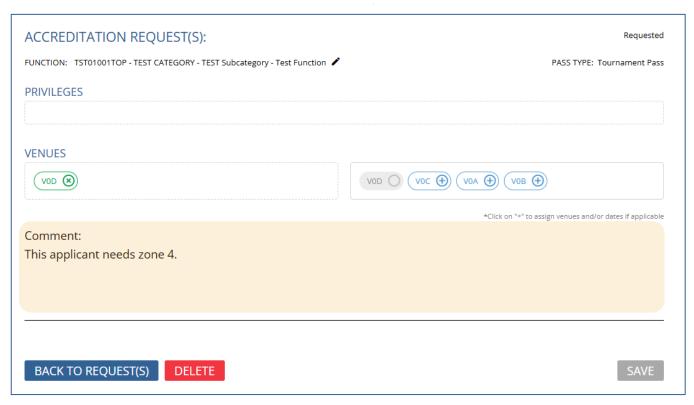


6.1 Checking accreditation requests

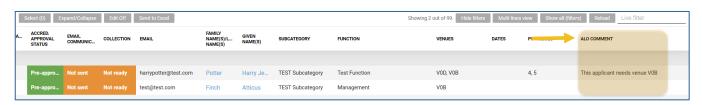
This step is to make sure that the request details as well as the number of requests per function are correct and as agreed with the ALO.

6.1.1 ALO comment field

When submitting requests in the ALO portal, ALOs have the possibility to send you a note linked to a specific record by using the comment field.



The note entered is available for you in Report B - AA - Check and pre-approve accreditation requests in the "ALO comment" field. It is in read-only mode.

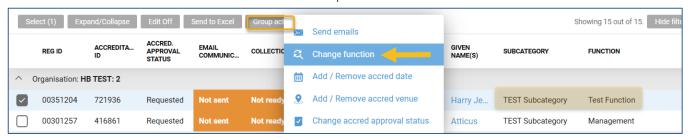


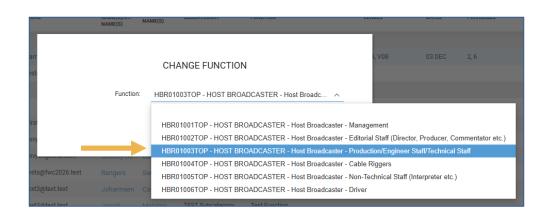


6.1.2 Change function

If you need to correct assigned accreditation functions:

- Select the request(s).
- Click on the grey "Group actions" button.
- Select "Change function".
- Select the function you wish to change to
- Click "CHANGE" and the list will update with the new function.







IMPORTANT: A function change can only be processed if the accreditation is not locked and if the accreditation approval status is "Requested".



6.1.3 Correcting assigned venues and/or dates

If accreditation venues and/or the dates of day pass requests need to be corrected:

- Select the request(s).
- Click on the grey "Group actions" button.
- Select "Add / Remove accred venue" or "Add / Remove accred date".
- Select the entitlements (multi-selection is available).
- Define which action the system has to process: add or remove.
- Click on "OK".



Note: If the venues or dates for a day pass are missing, the system will highlight the field in blue.

IMPORTANT: Requests that still have blue fields should never be approved.

6.1.4 Changing personal data (if necessary)

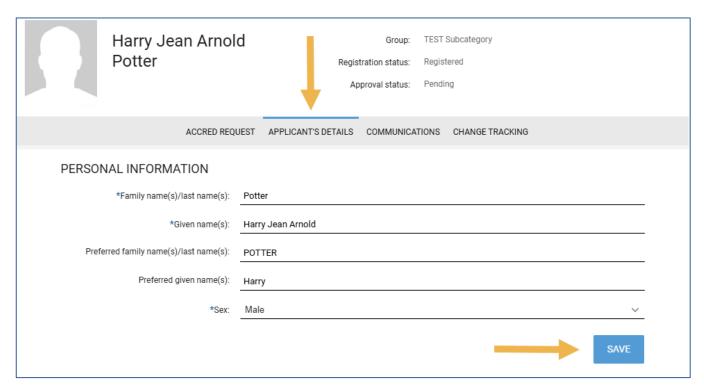
Personal data should usually be changed by the data owner, which is either the applicant or the ALO. However, this data is also editable by you.

Click on the applicant's name to open the request.



- Go to the relevant tab (APPLICANT'S DETAILS).
- Change the data.
- Click on the SAVE button to save your changes.





6.2 Changing the accreditation status

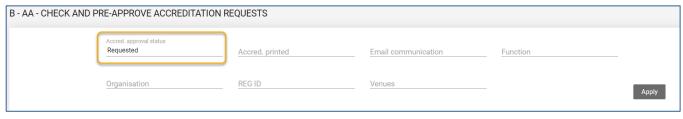
There are several accreditation approval statuses available to you:

- **Requested**: Initial accreditation approval status once a request has been received.
- **Pending**: Status to identify requests for which you need more time or information to make a final decision.
- **Pre-approved**: Status to use when you want to approve requests.
- Cancelled: Status to use if an ALO is asking you to cancel a request on their behalf.
- **Rejected**: Status to use to reject a request.

NOTE: You will find "Approved" in the drop-down list, but this functionality is disabled. For more details, please refer to chapter <u>6.4 FIFA/FIFA26 final approval and collection</u>.

Use the following steps to update the accreditation approval status of the applicant(s):

1. Filter the applicants for whom you want to change the accreditation approval status by using the "Accred. approval status" search field and search for "Requested" or "Pending". Use further filters in the search grid and/or the live filter or the column filter if needed (see chapter 4.4 on how to use filters).

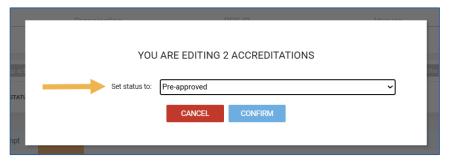




- 2. Select the applicant(s) by checking the tick box on the left-hand side either one by one or in bulk by using the grey "Select" button and selecting "All".
- 3. Click on the grey "Group actions" button and select "Change accred approval status".



4. Select the relevant status and click on the "CONFIRM" button:

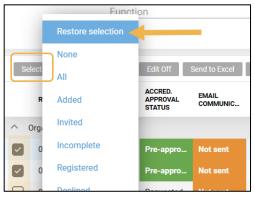


Important: Once requests are pre-approved, they are locked so you cannot change them back to any other status. To revert the accreditation approval status, reach out to your contact person from FIFA/FIFA26 Accreditation.



Restore selection feature

It is possible to re-select the same records that you previously selected by using the "Restore selection" functionality. To proceed, click on the "Select" button and then choose "Restore selection".





6.3 Email communications

To inform applicants about changes to their accreditation approval status, the following emails are available and need to be **sent by you**.

Please refer to the Appendix to preview the content of these emails.

6.3.1 Email templates available to AAs

a) Approval email (2A_Approval email)

Once you have successfully checked the accreditation request(s) (see chapters 6.1 & 6.2) and changed the accreditation approval status to "Pre-approved", send this email to inform the applicant that their accreditation request(s) has/have been approved from a functional point of view.

Note:

- The approval email is a functional approval <u>BUT does not allow applicants to collect their accreditation yet</u>.
- Once the accreditation is ready for collection, FIFA/FIFA26 Accreditation will send a
 collection email to the applicants with information on the accreditation centre locations and
 opening times. This step is considered as the final approval. The accreditation status will
 then be changed to "Approved" and the collection status to "Ready".

b) Functional area rejection email (4A1_Functional area rejection email)

Once you have changed the accreditation approval status to "Rejected", send this email to inform the applicant that their accreditation request(s) has/have been rejected from a functional point of view.

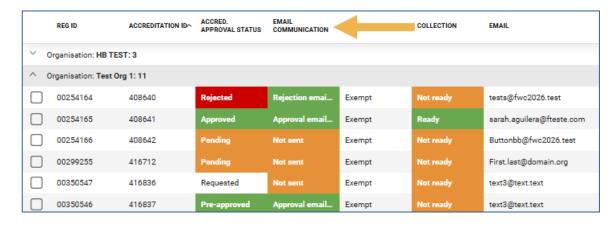
c) Cancellation email (5_Cancellation email)

Once you have changed the accreditation approval status to "Cancelled", send this email to inform the applicant that their accreditation request(s) has/have been successfully cancelled.

Email communication columns

Once the emails have been sent, the "Email communication" column will automatically change from "Not sent" to one of the following values: "Approval email sent", "Rejection email sent" or "Cancellation email sent":





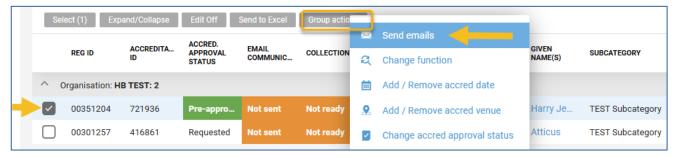
6.3.2 Sending emails

Filter the applicants to whom you want to send an email by using the search grid. Search for "Not sent" in the "Email communication" field and click on "Apply".



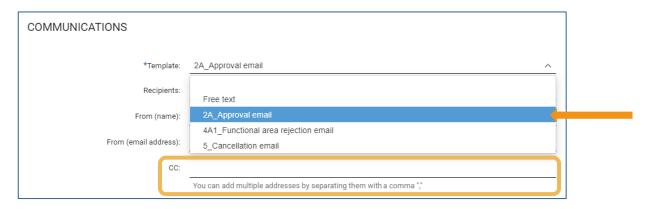
The applicants who have not yet received an email are displayed. Use further filters (e.g. "Accred. approval status" = Pre-approved" in the search grid and/or the live filter or the column filter if needed (see <u>chapter 4.4</u> on how to use filters).

- Select the applicant(s) by checking the tick box on the left-hand side either one by one or
 in bulk by using the grey "Select" button and selecting "All" or "Restore selection".
- Click on the grey "Group actions" button and select "Send emails".



- Select the email template that you wish to use for the applicant(s) from the drop-down list.
- Click on the blue SEND button.





Note: If you want to send a copy of the email(s) to yourself, please add your email address in the "CC" email field:

• The system will update the status from "Preparing to Send to "Sent" when the email(s) has/have been successfully sent.



• The email communication column will be updated automatically (the update can take up to a couple of minutes).





6.4 FIFA/FIFA26 final approval and collection

All requests that have the accreditation approval status "Pre-approved" will undergo a final approval by FIFA/FIFA26 Accreditation.

Once completed, the accreditation approval status will be changed by FIFA/FIFA26 Accreditation to "Approved". The requests are now ready to be printed.

FIFA/FIFA26 Accreditation will send out collection emails to inform the applicants that their accreditation is ready to be collected. This email will also contain information about the locations, opening days and times of the accreditation centres.

Once the collection email has been sent, the "Collection" field will change from "Not ready" to "Ready".

	REG ID	ACCREDITA ID	ACCRED. APPROVAL STATUS	EMAIL COMMUNICATION	COLLECTION	EMAIL	FAMILY NAME(S)/L NAME(S)	GIVEN NAME(S)	SUBCATEGORY
^ Organisation: HB TEST: 2									
	00351204	721936	Approved	Approval email sent	Ready	harrypotter@test.com	Potter	Harry Je	TEST Subcategory
	00301257	416861	Requested	Not sent	Not ready	test@test.com	Finch	Atticus	TEST Subcategory



7. Appendix

This section contains previews of the body texts of emails.

2A_Approval email (text might still change)

Subject: %%EVENT_NAME%% – accreditation application approved

Dear %%full_name%%,

We are pleased to confirm that your accreditation application (number: %%f_105393%%) to cover the **%%_EVENTNAME_%%** has been approved.

Kindly note that such approval is subject to a name check and criminal history review by the public government authorities and that FIFA reserves the right to withdraw its approval at any time based on the outcome of such checks.

You will be informed via a separate email about the locations and opening times of the accreditation centres where you can collect your accreditation pass. Please do not make your way to any accreditation centre before you have received the accreditation collection email.

Visas

It is the applicant's responsibility to gather all the relevant information in a timely manner in order to obtain an entry visa.

Should you require any further information about your accreditation application, please contact accreditation.fcwc2025@fifa.org.

Kind regards,

%%_EVENTNAME_%% Accreditation team

4A1_Functional area rejection email

Subject: %%EVENT_NAME%% – accreditation application denied

Dear %%full_name%%,

We regret to inform you that your accreditation application (number: "12345678") for the **%%_EVENTNAME_%%** has been denied.

Should you require any further information about your accreditation application, please contact accreditation.fcwc2025@fifa.org.

Kind regards,

%%_EVENTNAME_%% Accreditation team



5_Cancellation email

Subject: %%EVENT_NAME%% – accreditation application cancelled

Dear %%full_name%%,

This message is to confirm that your accreditation (number: "12345678") for the **%%_EVENTNAME_%%** has been cancelled.

Kind regards,

%%_EVENTNAME_%% Accreditation team

3A_Collection email (sent by FIFA/FIFA26 Accreditation) (text might still change)

Subject: %%EVENT_NAME%% – accreditation ready for collection

Dear %%full_name%%,

We are pleased to inform you that your accreditation (number: "12345678") for the **%%_EVENTNAME_%%** is ready for collection.

Kindly make your way to the accreditation centre and collect your accreditation pass. To be able to collect it, please remember to bring the ID document that you used in your application.

For your convenience, please find attached the following:

- Accreditation centre opening dates and times

Kind regards,

%%_EVENTNAME_%% Accreditation team