Procedures for phone number verification

You can verify your phone number from one of the following.

- **Tokyo 2020 Official Website**
  - **Step 1-1**
    - Click on “Phone Number Verification Procedure”

- **Tokyo 2020 Official Ticket Website**
  - **Step 1-2**
    - Click on “Apply”

- **Step 1-3**
  - Site Map

- **Step 2**
  - Phone number verification page

- **Step 3**
  - Dial the displayed phone number

- **Step 4**
  - Verification complete

**Note 1**
- If the verification cannot be completed

**Note 2**
- How to confirm completion of verification
Click on “Phone Number Verification Procedure” from the Tokyo 2020 Official Website

1. Click on “The Games” in the Tokyo 2020 Official Website

2. Click on “Tokyo 2020 Tickets”

3. Click on “Tokyo 2020 ID Registration” under Ticket Purchase Guide

If the button is not displayed, please try scrolling.
4. **Click on “Phone Number Verification Procedure”**

- Please have your registered phone ready, and click “Begin phone number verification”.
- A three-digit verification number, beginning with “050”, will appear on the screen (a call charge will apply).
- Please call the verification number on the screen from your registered telephone number.
  - Call within 120 seconds after the verification number is displayed on the screen. Please make sure not to call the wrong number.
  - If you do not call the verification number within 120 seconds, the call will be invalidated and you must begin the process again.
  - If you wish to change the phone number you registered, click “Change membership information” at the bottom of the page.
  - Telephone numbers registered outside of Japan are not accepted. Please use a telephone number registered in Japan.
  - The same phone number cannot be used to verify multiple IDs.

- You may hang up the phone or disconnect the call once you hear the message, “Your verification has been successful.”

- After completing the call, please click “Verification completed” to complete the verification process.

If the button is not displayed, please try scrolling.
Step 1 – 2

Click on “Apply” from your Cart

1. Click on “Apply” from your Cart

2. Click on “Confirm” when the message pops up
Click on “Site Map” in the Tokyo 2020 Official Ticket Website footer

2. Click on “Phone Number Verification” in the Site Map

https://ticket.tokyo2020.org
Check that your phone setting allows your caller-id to be notified to receiver.

1.

Check that your registered phone number is correct.

2.

If the phone number is correct, click on “Verify Your Phone Number”

3.

If the registered phone number is not correct, please enter the correct phone number from “Change My Profile”.

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If the button is not displayed, please try scrolling.
Step 3

Dial the displayed phone number

You are not required to listen to any voice messages or to talk.

1. **Dial the displayed number correctly.**
   - *A random number will be displayed.*

2. **After the call is connected, click on “Complete Verification”**

If you are not sure whether the call is connected or not, please try clicking on “Complete Verification” upon waiting for 30 seconds after dialing.

Please dial within 120 seconds after the number is displayed.

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Step 4

**Verification complete**

When below message is displayed, phone number verification is complete.

When the message “Phone number verification is completed” pops up, click on “Confirm”.

You will be back to the page you were at before the verification.
Note

If the verification cannot be completed

This process is not required, if you successfully completed your verification at Step 4.

Proposed action differs according to the message displayed.

1. Please check that your caller-id is not blocked
2. Please check that you registered the correct number
3. Try again from Step 2 after confirming above

This message will also pop up if you called a number that is different from what was displayed in the page from Step 3.

If this message still pops up after confirming 1~3, the verification page may be experiencing heavy traffic. Please come back to the page and try again later.

4. Your phone number verification link has expired. Please start the verification process again. [M401]

If this message pops up, please try again from Step 2.

Please dial within 120 seconds after the number is displayed in the page from Step 3.
How to confirm completion of verification

Proceed to phone number verification page from Step①-2 or Step①-3

1. Check that the correct number is registered

Click “Verify Your Phone Number” after checking that the phone number is correct.

If the message “Your phone number has been verified” pops up, your number has already been verified. Please click “Confirm” to go back.

If this message shows up despite your confirmation of message mentioned in 3, the phone number is already used by another account. Please register a different number and go through the same phone number verification procedures.

If the page from Step③ is displayed, your verification is not complete. Please complete your verification process following the procedures indicated from Step③ onwards.