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 “The Games” in the Tokyo 2020 Official Website

2. Click on “Tokyo 2020 Tickets”

https://tokyo2020.org

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”

If the button is not displayed, please try scrolling.
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

https://mticket.tokyo2020.org

Click on “Phone Number Verification” in the Site Map

Step 1 – 3

Click on “Phone Number Verification” in Site Map
1. Check that your phone setting allows your caller-id to be notified to receiver.

2. Check that your registered phone number is correct.

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

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

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”

Please dial within 120 seconds after the number is displayed.

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.

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.
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.

4. 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.

Your phone number verification has been expired. Please verify your phone number. [art040]

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.

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

3. 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.