



Volunteer Management Platform

User Guide



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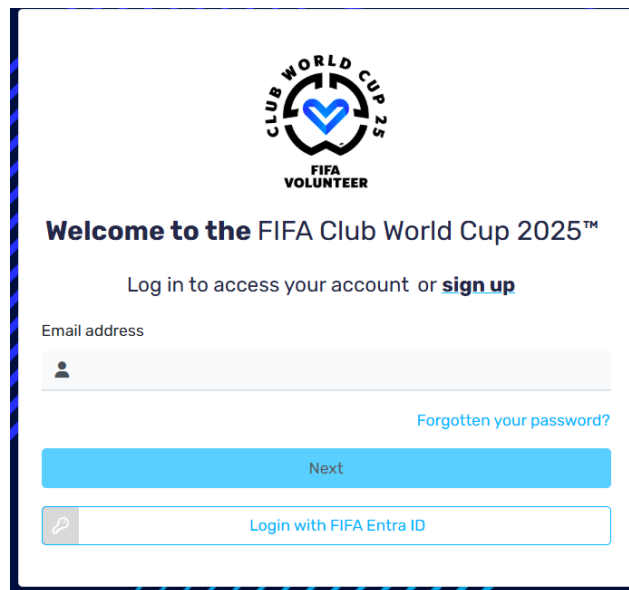
Log in to FIFA Club World Cup 2025™ Portal with FIFA Entra ID

If you are a new Volunteer Management Platform user, please contact the support service team on the below email address to get your admin credential.

- Email address: volunteersystem@fwc2026.org

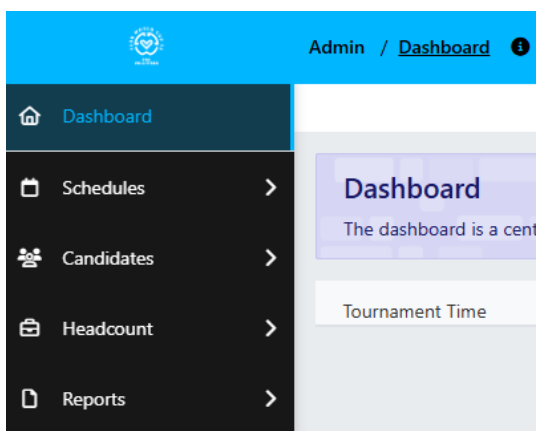
If you are an existing admin user for Volunteer Management Platform, you can follow the below steps:

- Log in to FCWC Portal <https://fwc2025.volunteer.fifa.com/login>
- Enter your email address and password or click on 'Login with FIFA Entra ID'.



Side Menu

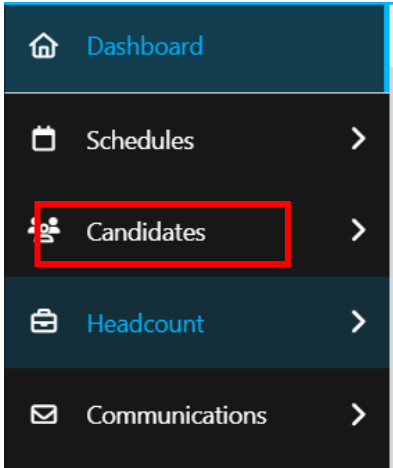
On the left side you can see the side menu with all needed parts like dashboard, schedules, candidates, reports etc.



Candidate List

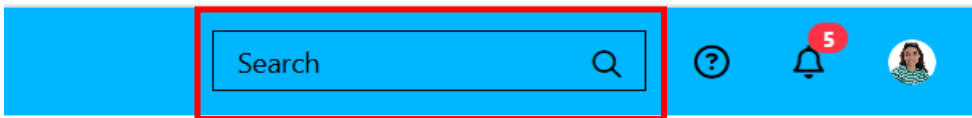
To manage candidates' profiles, you have to log in to the [FIFA Club World Cup 2025 Volunteer Portal](#) using your Admin credentials.

To display candidates list, click on Candidates from the left side menu.

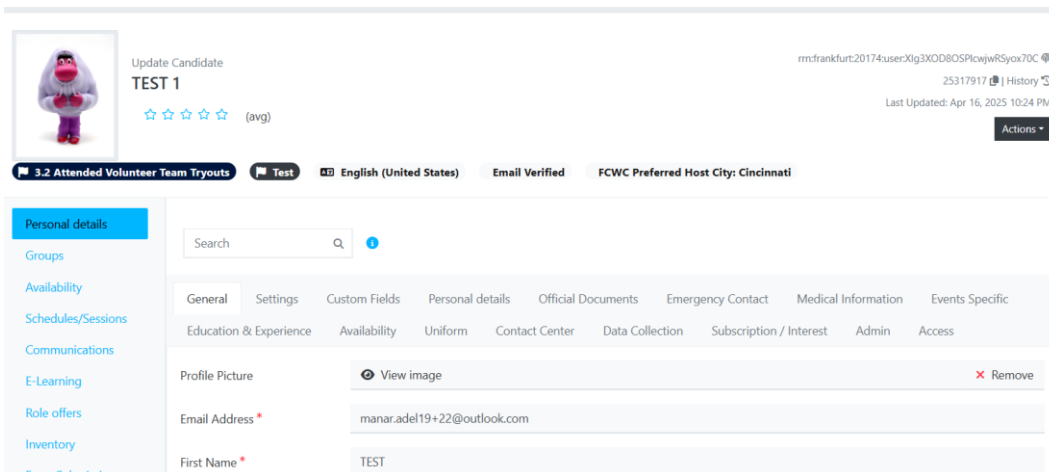


Searching and viewing Candidate profiles

To search and view candidate profiles with all their provided information, you can enter their volunteer ID, email address, full name, or phone number in the search box located at the top right corner.

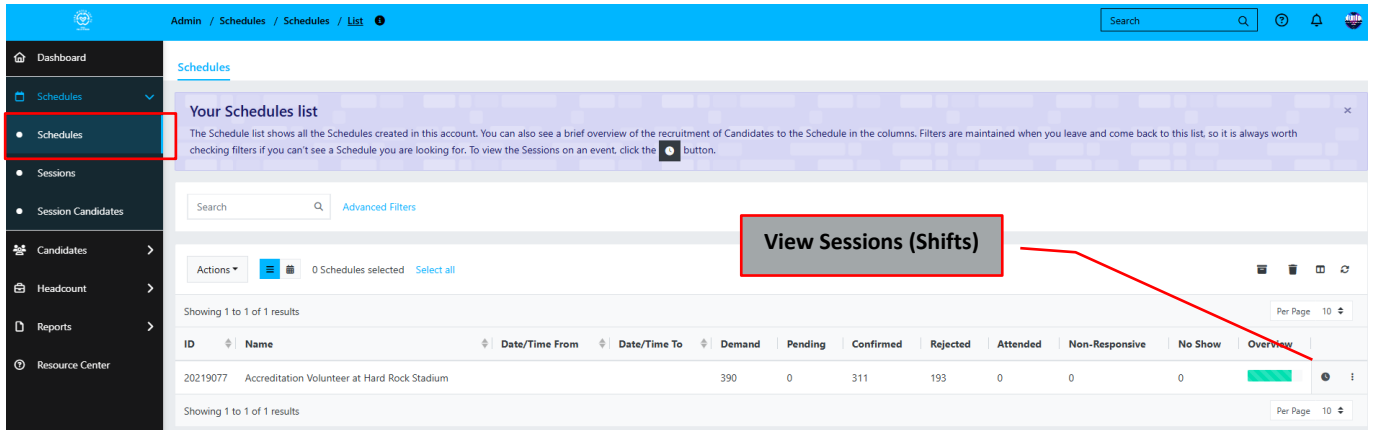


After typing the information, click on the profile, and you will be redirected to the profile page with all the data.




Schedule and Shifts (Sessions)





Navigate to 'Schedules' from the side menu.




Your Schedules list

The Schedule list shows all the Schedules created in this account. You can also see a brief overview of the recruitment of Candidates to the Schedule in the columns. Filters are maintained when you leave and come back to this list, so it is always worth checking filters if you can't see a Schedule you are looking for. To view the Sessions on an event, click the  button.

Search Advanced Filters

Actions  0 Schedules selected [Select all](#)   

Showing 1 to 1 of 1 results Per Page 10

ID	Name	Date/Time From	Date/Time To	Demand	Pending	Confirmed	Rejected	Attended	Non-Responsive	No Show	OverView
20219077	Accreditation Volunteer at Hard Rock Stadium			390	0	311	193	0	0	0	

Showing 1 to 1 of 1 results Per Page 10

Session Status

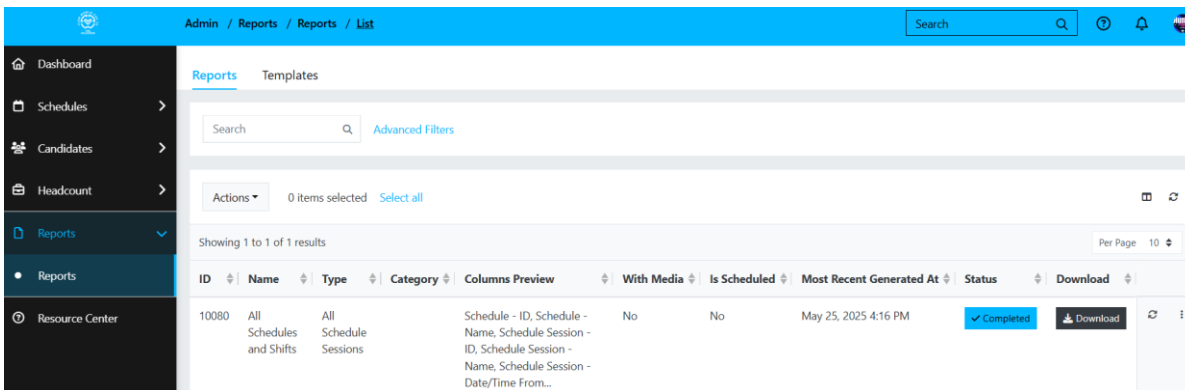
Candidates have a variety of shift statuses which shows where the candidate is in their schedule journey.

- **Pending** | Candidate didn't confirm their shift yet
- **Confirmed** | Candidate has confirmed their shift and are due to attend.
- **Rejected** | Candidate has withdrawn from the session or entire shift has been cancelled
- **Attended** | Candidate has been checked in.
- **No show** | Candidate has not arrived for their shift. This is an automatic step. The status will be automatically changed to 'No Show' 8 hours after the shift start time for candidates who are still at 'confirmed' (i.e. not checked in).
- **Cancelled** | Shift has been cancelled due to operational changes.

Download Report

To download a report from the system with candidate information, candidates per sessions or any other relevant information you want to check:

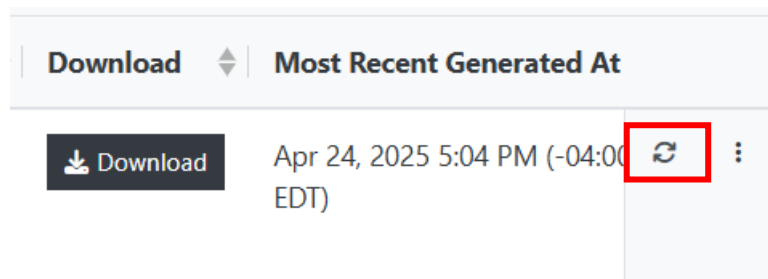
- Click on Report from the side menu.
- Observe the Updated column to track the latest update time for the report.
- Click on 'Download' button.



ID	Name	Type	Category	Columns Preview	With Media	Is Scheduled	Most Recent Generated At	Status	Download
10080	All Schedules and Shifts	All Schedule Sessions		Schedule - ID, Schedule - Name, Schedule Session - ID, Schedule Session - Name, Schedule Session - Date/Time From...	No	No	May 25, 2025 4:16 PM	Completed	Download

Regenerate Report

If you want to regenerate an existing report without editing any fields to get the latest updated data, click on 'Regenerate' icon.



Download	Most Recent Generated At
Download	Apr 24, 2025 5:04 PM (-04:00 EDT) ↻ ⋮