

Guide

Ordering the Deutschlandticket Tübingen with KreisBonusCard and the Deutschlandticket JugendBWTübingen with KreisBonusCard as a mobile ticket

FAQ – Frequently asked questions

From 1 January 2024, only digital tickets, i.e. mobile tickets or chip cards, may be used for journeys throughout Germany.

1. Order the Deutschlandticket Tübingen as a mobile ticket in the subscription customer portal at abos.naldo.de

1. Please register in the subscription customer portal at abos.naldo.de. You will then receive a confirmation link which you must activate within three days before you can purchase the Deutschlandticket Tübingen. (Please note: The login data for the mobile ticket shop in the naldo app and the online ticket shop for day tickets at tagestickets.naldo.de **cannot** be used for the naldo customer portal).

The order deadlines are as follows:

- Mobile ticket: up to and including the 27th of each month (both for the current month and up to three months in advance).
 - Chip card: up to and including the 10th of the previous month.
2. After registering, you can purchase the desired fare product by clicking on the "Deutschlandticket and **Deutschlandticket Tübingen** (Everyone, job ticket, **KreisBonusCard**)" button or the "**D-Ticket JugendBW** (Apprentices, FSJ participants, Tübingen, **KreisBonusCard**) via Abocenter" button. The required proof must be uploaded!
 3. Download the Wohin-Du-Willst app ([iOS](#) and [Android](#) devices) in the store.

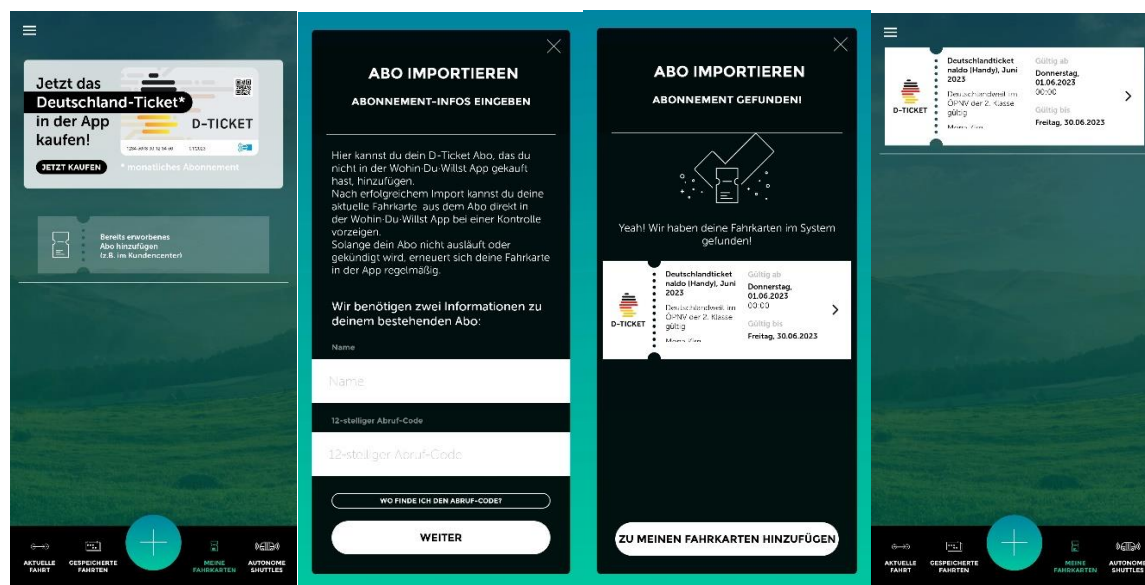
Google Play Store



iTunes



4. You will receive a retrieval code for the Wohin-Du-Willst-app by email no earlier than **five days before the start of validity**. This allows you to activate your ticket in the "My tickets" section under "Add an already purchased subscription". If you order during the current month, the activation code will be sent to you by email within 48 hours after verification by the Abocenter Tübingen.



- Further details: The code must be entered once and the new ticket can be activated on the first day of the next month with a simple swipe to the left. The code can also be reused if you change devices. You only need to use your mobile data once a month to update your mobile ticket. After that you can travel offline. Please make sure that your smartphone allows updates to the Wohin-Du-Willst app. The mobile ticket can be used on any smartphone that can download the Wohin-Du-Willst app from the Google Play Store (Android) or iTunes (iOS).
- As a general rule, the mobile ticket can be used regardless of age (even if you are under 18).
- In addition, the Print@Home-Ticket (Deutschlandticket: from 01/2024 personalised annual subscription, naldo network; Deutschlandticket JugendBW: from 04/2024 naldo monthly student travel card, naldo network) is available in the "Manage existing subscription" section and can be printed out monthly.

There is a technical problem? Then please contact the Abocenter Tübingen!

2. Frequently asked questions (FAQs)

1. At what age can I register in the subscription customer portal at abos.naldo.de?

You must be at least 18 years old to register in the subscription customer portal. However, you can also order the Deutschlandticket for third parties (who may, of course, also be under 18).

2. Can I also order the Deutschlandticket or Deutschlandticket JugendBW for third parties?

Yes. In the subscription customer portal, the registered user can order fare products for third parties and enter the details of the ticket user.

3. What mobile operating systems is the Wohin-Du-Willst app available for?

The Wohin-Du-Willst app is available for [iOS](#) and [Android](#) in their respective stores.

4. Why is the Deutschlandticket or Deutschlandticket JugendBW only valid in conjunction with an official photo ID and the KreisBonusCard?

The passenger in whose name the Deutschlandticket or Deutschlandticket JugendBW was purchased must be able to identify himself/herself during a ticket inspection with an official photo ID (issued by an authority) and the KreisBonusCard. Pupils must present a comparable proof of identity (e.g. pupil ID card). To ensure that the Deutschlandticket or Deutschlandticket JugendBW can only be used by the authorised person, the user's name and date of birth are printed on the ticket, as well as the contact details of the responsible subscription centre (Abocenter) and the subscription number.

5. Do I need Internet access to call up my ticket, such as during an inspection?

Once you have downloaded your ticket, you no longer need to be connected to the Internet. You don't need to be online to view your ticket.

6. What happens if I cannot show my valid mobile ticket (e.g. battery empty, display broken, etc.)?

In this case, it is not possible for our ticket inspectors to check whether you have a valid ticket. You will therefore initially be charged an increased fare. However, if you provide proof of the correct ticket purchase within one week, the increased fare will be reduced from 60 euros to seven euros.