








Instruction for Abo-Kundenportal

for purchase of



Note: The order is possible as a mobile phone ticket or chip card (delivery takes up to 4 weeks). For technical reasons, a Deutschlandticket with an additional option (naldo-Plus and/or Erste Klasse BW) can only be issued as a chip card and not as a mobile phone ticket.








Registration

- 1  Access the Abo-Kundenportal at abos.naldo.de
- 2  Register via the menu item „Registrieren“
- 3  Enter personal data
- 4  Set a password
- 5  Accept fare conditions, GTCs and data protection provisions
- 6  You receive a confirmation e-mail
- 7  Click on the confirmation link in the e-mail





Kundenportal:









Buy ticket

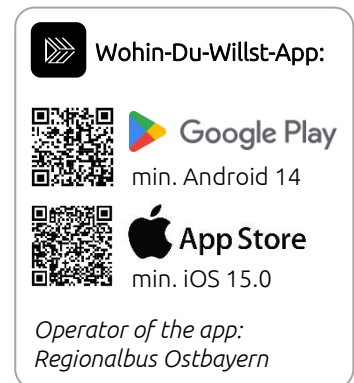
- 8  Log in with e-mail address and password
- 9  Select the desired subscription under „Was möchten Sie bestellen?“
- 10  You will be guided through the ordering process in several steps:
- 11  Check your personal data or enter data for another person
- 12  Select a ticket
- 13  Select mobile phone ticket or chip card as output medium
- 14  Select the start of the subscription








- 15  Provide further information if necessary, select a Abocenter if necessary and upload
- 16  Upload evidence if necessary
- 17  Enter bank details for SEPA direct debit mandate if necessary
- 18  Finally, check data and order your ticket

Retrieve mobile phone ticket

- 19  The retrieval code will be sent by e-mail and can be retrieved in the Kundenportal under „bestehende Abos verwalten“
Note: You will receive the retrieval not earlier than 5 days before the ticket is valid. If you order during the ongoing month, the retrieval code will be made available 48 hours after positive check by the Abocenter at the latest. In the case of orders at the weekend/on public holidays, processing by the Abocenter may not take place until the following working day.
- 20  Download Wohin-Du-Willst-App
- 21  Enter the section „Meine Fahrkarten“ in the app
- 22  Import subscription via „Abo importieren“
- 23  Enter surname and retrieval code
- 24  Complete import via „zu meinen Fahrkarten hinzufügen“
Note: The code only needs to be entered once, at the beginning of the next month the ticket is automatically updated or must be activated by swiping to the left. Please note, however, that the code changes after each year of use.



Manage subscription

-  Select the subscription at „Bestehende Abos verwalten“
-  Order confirmation is available immediately after purchase
-  Proof of purchase is available from the 5th of the following month
-  Print@Home-Ticket can be printed out monthly
Note: D-Ticket/D-Ticket Jugend BW as Print@Home-Ticket is only valid in the naldo network!
-  Personal data can be changed via the menu item „Profil“

Technical information:

1. For which operating systems is the Wohin-Du-Willst-App available?

The Wohin-Du-Willst-App is available for iOS (from version iOS 15.1) and Android (from version Android 14). You can download the app from the respective app stores. Make sure that your smartphone allows updates to the Wohin-Du-Willst-App.

2. Do I need internet reception to retrieve my ticket, e.g. during an inspection?

Mobile data volume is only required once a month to update the mobile ticket. You do not need to be online to show your ticket.

3. What happens if I cannot show my valid mobile phone ticket (e.g. battery is empty, display defective, 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 issued with an increased transportation charge. However, if the correct ticket purchase can be proven within one week, the increased transportation charge will be reduced from 60 euros to seven euros.

Further notes:

4. From what age can I register in the Abo-Kundenportal abo.naldo.de?

Registration in the subscription customer portal is only possible from the age of 18. However, you can also order the D-Ticket/D-Ticket JugendBW/naldo-Abo for another person (who may also be under the age of 18).

5. Is it possible to buy a D-Ticket/D-Ticket JugendBW/naldo-Abo for another person?

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

6. Why is the Ticket only valid in conjunction with an official photo ID?

The passenger in whose name the subscription was purchased must be able to identify himself/herself with an official photo ID during a ticket inspection. To ensure that the ticket can only be used by the authorized person, the name and date of birth will be displayed on the ticket, as well as the contact details of the responsible Abocenter and the subscription number.