








Instruction for Studi-Web-Shop

for purchase of











Registration





- 1  Access the Studi-Web-Shop at studis.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

Studi-Web-Shop:









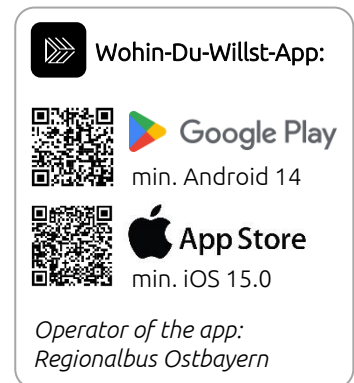
Buy ticket

- 8  Log in with e-mail address and password
 - 9  Choose „D-Ticket JugendBW oder Semesterticket kaufen“
 - 10  You will be guided through the ordering process in several steps:
 - 11  Check your personal data
 - 12  Select the college/university where you are enrolled
 - 13  Enter your most frequently used route
 - 14  Select a ticket
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- 15  Select the desired semester
- 16  verify via your college/university or upload required documents
- 17  Enter or confirm bank details for SEPA direct debit mandate
- 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 Studi-Web-Shop under „bestehende Käufe einsehen“
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 ordering at the latest. At universities where the proof must be checked by the Abocenter, you will only receive the retrieval code once the Abocenter has checked your details. This can take 2-4 days.
- 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 your ticket at „Bestehende Käufe einsehen“
-  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: The Print@Home ticket is not valid outside 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 Studi-Web-Shop studis.naldo.de?

Registration in the Studi-Web-Shop is possible from the age of 16. Orders cannot be placed for third parties.

5. Why is the Deutschlandticket JugendBW/Semesterticket only valid in conjunction with an official photo ID?

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