

Guide to the Deutschlandticket JugendBW / Ordering the semester ticket as a cell phone ticket / FAQ - Frequently asked questions

Current:

- D-Ticket JugendBW
- Semester ticket

Since January 1, 2024, only digital tickets, i.e. cell phone tickets, may be used for journeys throughout Germany.

1. You order the Deutschlandticket JugendBW or the semester ticket in the Studi-Web-Shop studis.naldo.de as a cell phone ticket

1. Please register in the Studi-Web-Shop at studis.naldo.de. You will then receive a confirmation link which you must activate within three days before you can purchase your ticket. (Please note: The access data for the mobile ticket store in the naldo app and the online ticket store for day tickets at tagestickets.naldo.de cannot be used for the Studi-Web-Shop).



Studi-Web-Shop studis.naldo.de

2. After registering, purchase the desired tariff product by clicking on the "Buy Deutschlandticket JugendBW or Semesterticket" button. The prerequisite for this is that you are properly enrolled at your university for the desired semester.
3. Download the Wohin-Du-Willst-app ([iOS](#) and [Android](#) devices) from the App-Store.

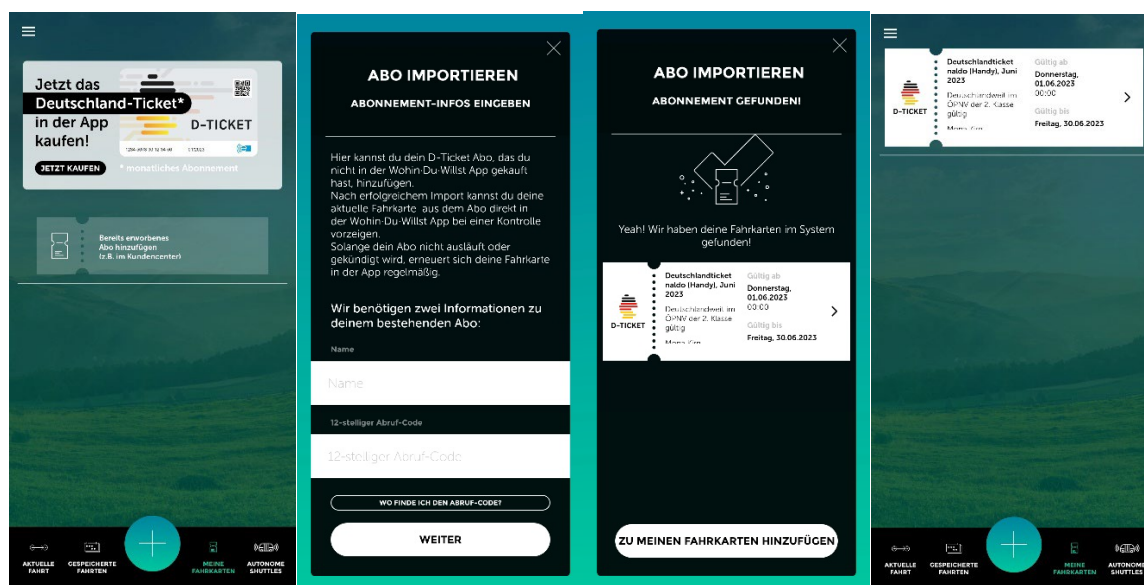
Google Play Store



ITunes



4. You will receive a retrieval code for the Wohin-Du-Willst-app by e-mail **no earlier than five days before** the start of the validity period. Alternatively, it will also be displayed in the contract overview. You can use this code to activate your Deutschlandticket JugendBW in the "My tickets" section under "You already have a subscription? Import now". If you order during the current month, the retrieval code will be sent to you by e-mail no later than 48 hours after ordering. For all universities where the proof must be checked by the Abocenter, the e-mail will only be sent once the Abocenter has checked your details. This can take 2-4 days.



- Incidentally: The code must be entered once and the new ticket can be activated by swiping to the left on the first of the next month. The code can be reused if you change devices. To activate the mobile phone ticket, you only need mobile data volume and can then travel offline. Please make sure that your smartphone allows updates for the Wohin-Du-Willst-app. The cell phone ticket can be used for all smartphones that can download the Wohin-Du-Willst-app from the Google Play Store (Android) or iTunes (iOS).
- In addition, a Print@Home ticket (Deutschlandticket JugendBW: naldo-Schülermonatskarte for the naldo-area) is available at any time beginning five days before the start of validity or, if ordered during the current period of validity, no later than twelve hours) in the "Download" menu item. View existing purchases". For all universities where evidence verification by the subscription office is required, the Print@Home ticket is only available for download after your details have been verified by the subscription office. This may take 2-4 days.

There is a technical problem? Then please contact the subscription center responsible for you!

2. Frequently asked questions (FAQs)

1. At what age can I register in the Studi webshop studis.naldo.de?

Registration in the Studi web shop is possible from the age of 16. An order for third parties is not possible.

2. Which mobile phone operating systems is the Wohin-Du-Willst-app available for?

There is the Wohin-Du-Willst-app for [iOS](#) and [Android](#). You can find these in the respective stores.

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

The passenger in whose name the Deutschlandticket JugendBW was purchased must be able to identify themselves during a ticket inspection with an official photo ID (issued by an authority). To ensure that the Deutschlandticket JugendBW can only be used by the authorized person, the user's name, date of birth and university as well as the contact details of the responsible subscription office and the subscription number are displayed on the ticket.

4. Do I need internet access to book my ticket, e.g. to call during an inspection?

After downloading the ticket, an internet connection is no longer required. You don't have to be online to view your ticket.

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

In this case, our inspectors cannot determine whether you have a valid ticket. Therefore, you will initially receive an increased transport fee. However, if proof of proper ticket purchase can be provided within a week, the increased transport fee is reduced from 60 euros to seven euros.