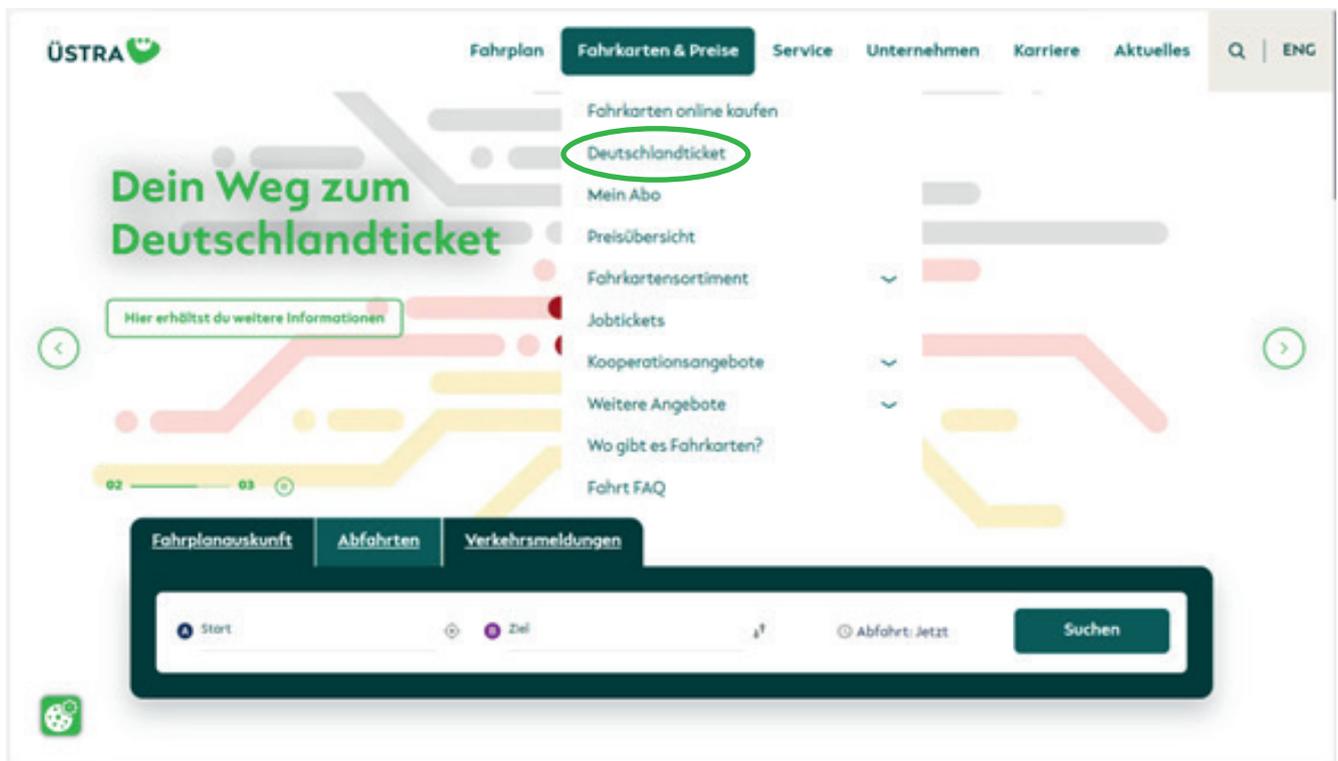


How do I order a Deutschland ticket?

Step-by-step guide

Step 1



Visit the www.uestra.de website and click first of all on "Tickets & Prices", then on "Deutschland ticket".

Or go direct to www.uestra.de/deutschlandticket.

How do I order a Deutschland ticket?

Step-by-step guide

Step 2



Scroll down and click on “Order Deutschland ticket now” („Deutschlandticket jetzt bestellen”).

How do I order a Deutschland ticket?

Step-by-step guide

Step 3

The screenshot shows the 'Produktwahl' (Product Selection) step of the ÜSTRA ticket ordering process. The page is divided into sections: 'Produktwahl', 'Nutzmedium', 'Gültigkeitsbeginn', and 'Hinweis'. A red box highlights a warning message: 'Hinweis: Sollte innerhalb der letzten 3 Jahre eine Chipkarte auf Deinen Namen ausgegeben worden sein, zahlst Du für die nächste € 15,00.' Below this, there are several product options with green arrows pointing to them: 'D-Ticket (Hannover sozial)', 'D-Ticket (Hannover Ehrenamt)', and 'D-Ticket CVH Semester/Upgrade'. At the bottom, there is a summary section showing 'Deutschlandticket' for € 49,00.

Select the product you want.

For discounted Deutschland tickets, you will have to upload a photo or scan of the person entitled to the discount (maximum size of the photo: 2MB).

Please note: The ÜSTRA chip-card is only available for the

“D-Ticket (Subscription)” („D-Ticket (Abo)“),

“D-Ticket (Hannover social)” (“D-Ticket (Hannover sozial)”) and

“D-Ticket (Hannover Volunteer)” („D-Ticket (Hannover Ehrenamt)“).

How do I order a Deutschland ticket?

Step-by-step guide

Step 4

Produkt

Persönliche Angaben

Bankverbindung

Bestellübersicht

Persönliche Angaben

Anrede *

Vorname *

Nachname *

Straße *

Hausnummer *

PLZ *

Ort *

Monat *

Jahr *

Telefonnummer *

Email wiederholen *

Ich möchte mein bestehendes Abonnement kündigen

Bisheriges Abonnement

Nutzer*in

Fahrkarte ist für mich

Fahrkarte ist für eine andere Person

If you already have a subscription, you can cancel it in this step. To do this, enter your subscription number.

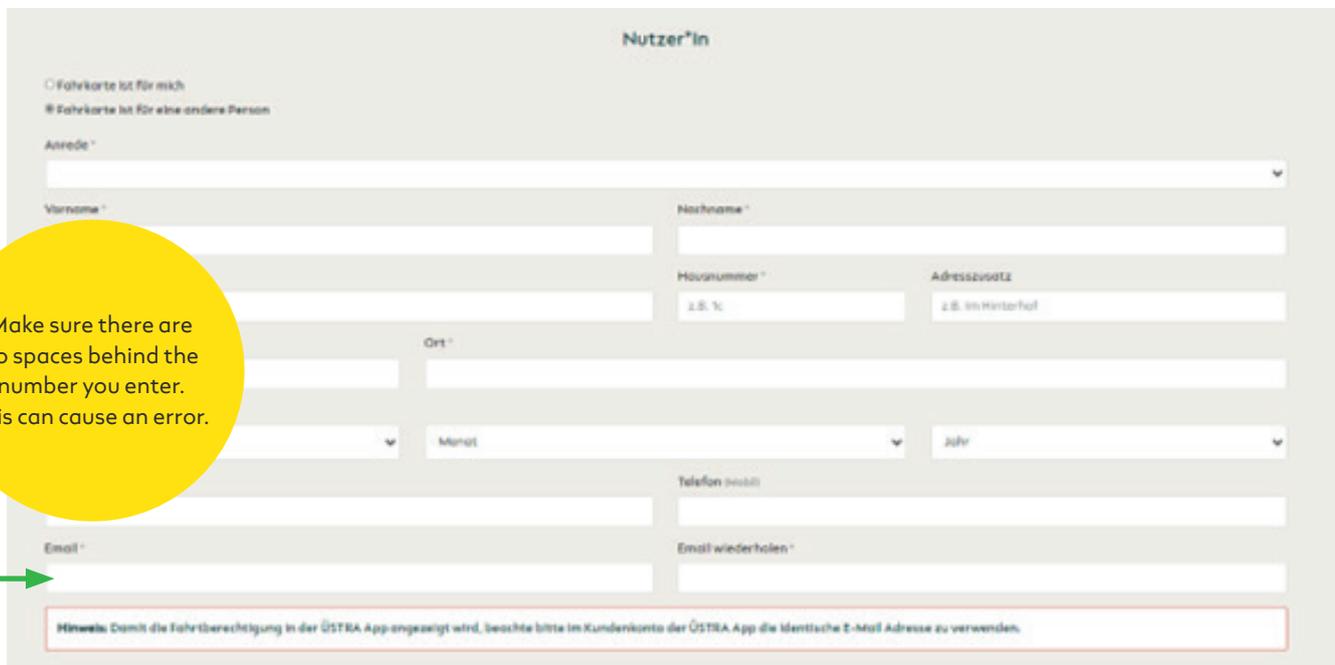
Please use the same email address for ordering and registering in the app, so that we can assign your ticket to you.

If you are merely the person paying for the subscription, please enter your data here. Then click on "Ticket is for someone else" („Fahrkarte ist für eine andere Person"). On the next page, you can enter the details of the user.

How do I order a Deutschland ticket?

Step-by-step guide

Step 5



Nutzer*in

Fahrkarte ist für mich
 Fahrkarte ist für eine andere Person

Adresse *

Vorname *

Nachname *

Hausnummer *

Adresszusatz

z.B. 1c

z.B. im Hinterhof

Ort *

Minut

Jahr

Telefon (wahllos)

Email *

Email wiederholen *

Hinweis: Damit die Fahrtberechtigung in der ÖSTRA App angezeigt wird, beachte bitte im Kundenkonto der ÖSTRA App die identische E-Mail Adresse zu verwenden.

Here, please use the same email address as the user in the app.

How do I order a Deutschland ticket?

Step-by-step guide

Step 6

Bankverbindung

Kontoinhaber*in *

IBAN *

BIC

Mandat für die SEPA-Basislastschrift

Mandates für wiederkehrende Zahlungen*
ÜSTRA Hannoversche Verkehrsbetriebe Aktiengesellschaft
K, 30759 Hannover
Kontokontonummer DE44 2512 0510 0000 0000 0000
Kontoführer*in WIRD SEPARAT MITGETEILT

Verzicht auf Schriftform*
Ich verzichte hiermit auf die Erteilung eines schriftlichen SEPA-Mandates.

Altes Produkt:
Es wurde noch kein Produkt ausgewählt.

Hinweis: Die Bezahlung ist ausschließlich per SEPA-Lastschriftverfahren möglich.

Zurück weiter

* Pflichtfeld

Always enter
the country code
in capital letters.

Complete the application using your payment details.

How do I order a Deutschland ticket?

Step-by-step guide

Step 7

The screenshot shows the 'Bestellübersicht' (Order Overview) page. At the top, there are four tabs: 'Produkt', 'Persönliche Angaben', 'Bankverbindung', and 'Bestellübersicht' (which is active). Below the tabs, the page is divided into several sections:

- Gewähltes Produkt:** Shows the selected product and a note that the subscription is billed monthly unless cancellation occurs.
- Persönliche Daten:** A section for personal data.
- Bankverbindung:** A section for bank connection.
- Consent:** A checkbox for accepting terms and conditions, with a note that the user has read and understood them.
- Kund*innenbetreuung:** A section for customer care consent, with a note that the user's email address will be used for marketing and shared with CWI GmbH and regioBus GmbH.
- Footer:** A 'Zurück' button and a 'Zahlungspflichtig bestellen' button.

You will now be given an overview of your order and you can finalise the order. Once you have placed your order, you will receive an email. Please open this and confirm by clicking on the link in the mail. You will then receive another email with an order overview that you can print out. The link has to be confirmed within 24 hours. If you don't receive an email, please check your spam folder.

If you have ordered an ÜSTRA chip-card, you will receive this by post in good time before the first day of validity.

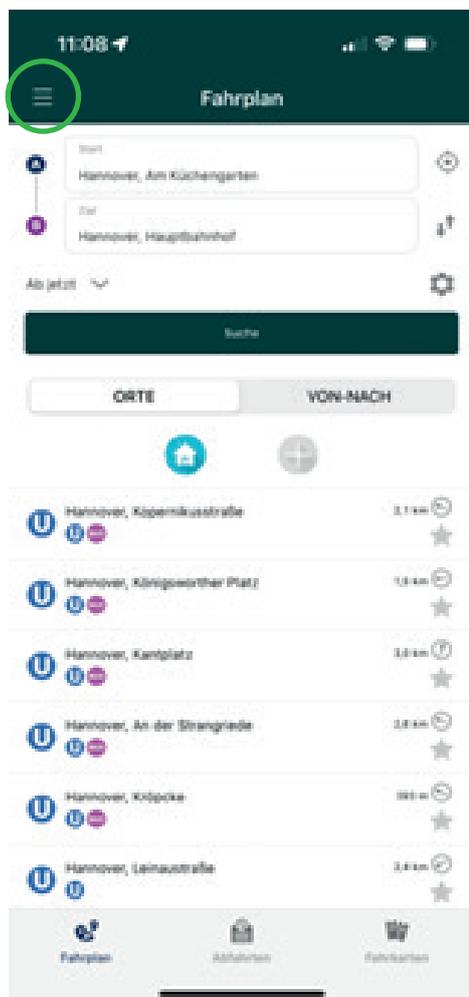
How do I order a Deutschland ticket?

Step-by-step guide

Step 8

If you will use the mobile phone ticket, please follow the steps below:

Download the ÜSTRA app from the app store.



Open the "ÜSTRA app" on your mobile phone.

Click on the three-line menu symbol and then select the "Tickets" („Fahrkarten") header.

If you are already registered in the ÜSTRA app, please skip to step 14.

How do I order a Deutschland ticket?

Step-by-step guide

Step 9

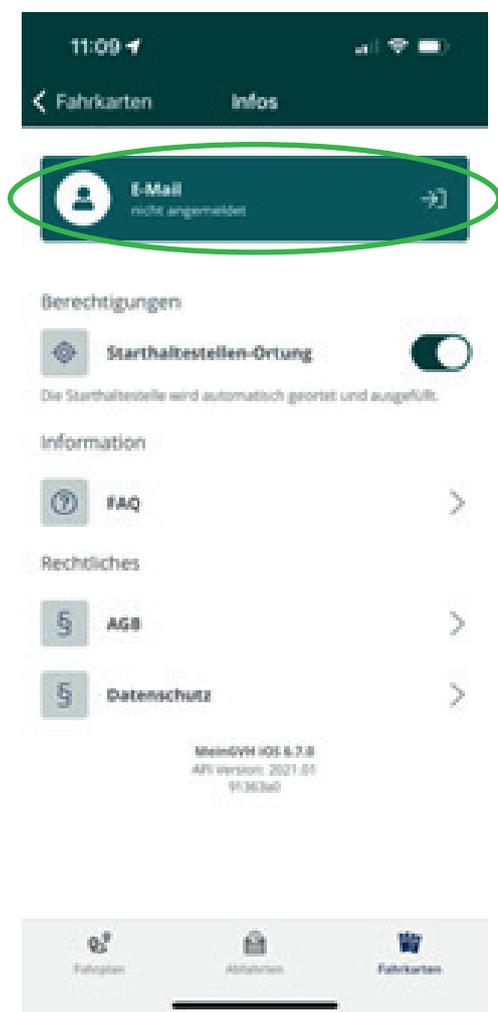


Click on the profile icon at the top right.
(Person symbol)

How do I order a Deutschland ticket?

Step-by-step guide

Step 10

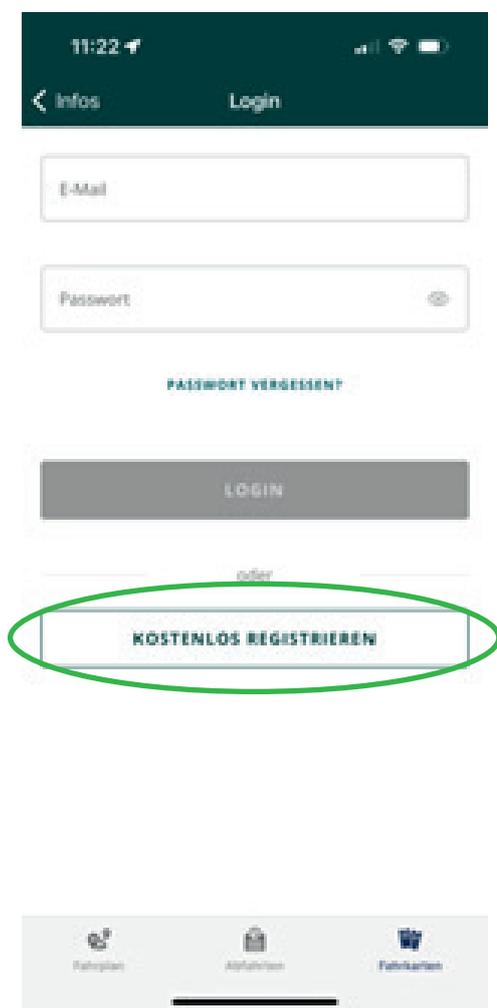


Click on "Email (not registered)" („E-Mail (nicht angemeldet)").

How do I order a Deutschland ticket?

Step-by-step guide

Step 11



The screenshot shows the login screen of the ÜSTRA app. At the top, there is a dark green header with the time '11:22' and a 'Login' button. Below the header are two input fields: 'E-Mail' and 'Passwort'. A link for 'PASSWORT VERGESSEN?' is located below the password field. A large grey 'LOGIN' button is positioned below the input fields. At the bottom of the screen, there is a navigation bar with three icons: 'Fahrplan', 'Abfahrten', and 'Fahrkarten'. The 'KOSTENLOS REGISTRIEREN' button is highlighted with a green oval.

Select here "REGISTER FREE OF CHARGE" („KOSTENLOS REGISTRIEREN").

How do I order a Deutschland ticket?

Step-by-step guide

Step 12

The image displays three sequential screenshots of a mobile application's registration process. The first screenshot shows the 'Login' and 'Registrieren' buttons at the top, with 'Registrieren' circled in red. Below it is an 'Adressbuch' section and a 'Registrierung' section with a 'Anrede' dropdown (Herr, Frau, Divers), and input fields for 'Titel', 'Vorname', and 'Nachname'. The second screenshot shows the registration form with input fields for 'Straße', 'Haus-Nr.', 'Haus-Nr.-Zusatz', 'PLZ', and 'Stadt', and a 'Deutschland Land' dropdown. The third screenshot shows the 'Sonstiges' section with input fields for 'E-Mail', 'Passwort', and 'Passwort (wiederh.)', and two checkboxes: 'Ich akzeptiere die Allgemeinen Geschäftsbedingungen' and 'Ich akzeptiere die Datenschutzerklärung'.

Enter your personal details here. **IMPORTANT:** Please use the same email address for ordering and registering in the app, so that we can assign your ticket to you.

How do I order a Deutschland ticket?

Step-by-step guide

Step 13

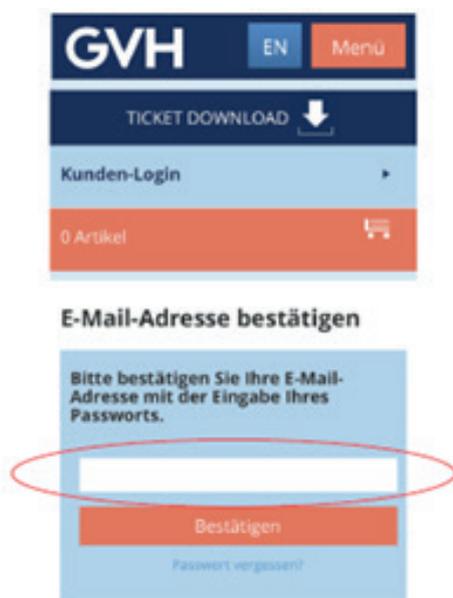


Once you have finished registering, a confirmation link will be sent to the email address you registered; please click on this link within 24 hours.

How do I order a Deutschland ticket?

Step-by-step guide

Step 14



GVH EN Menü

TICKET DOWNLOAD ↓

Kunden-Login ▶

0 Artikel

E-Mail-Adresse bestätigen

Bitte bestätigen Sie Ihre E-Mail-Adresse mit der Eingabe ihres Passworts.

Bestätigen

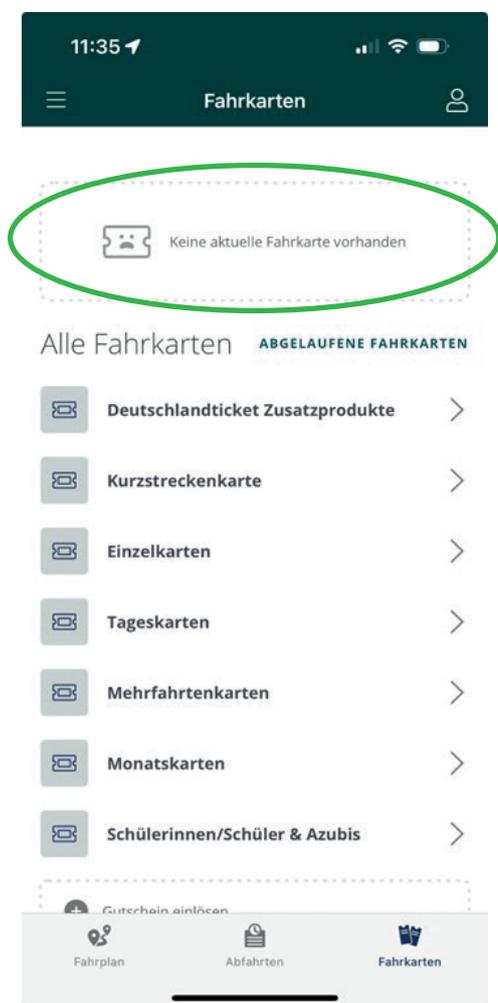
[Passwort vergessen?](#)

When you click on the link, you will be taken to the ÜSTRA/GVH Mobility Shop site, where you will confirm your email address by entering the password you have just received. You will then leave/close the GVH Mobility Shop page. There is NO AUTOMATIC redirection or similar from this page.

How do I order a Deutschland ticket?

Step-by-step guide

Step 15

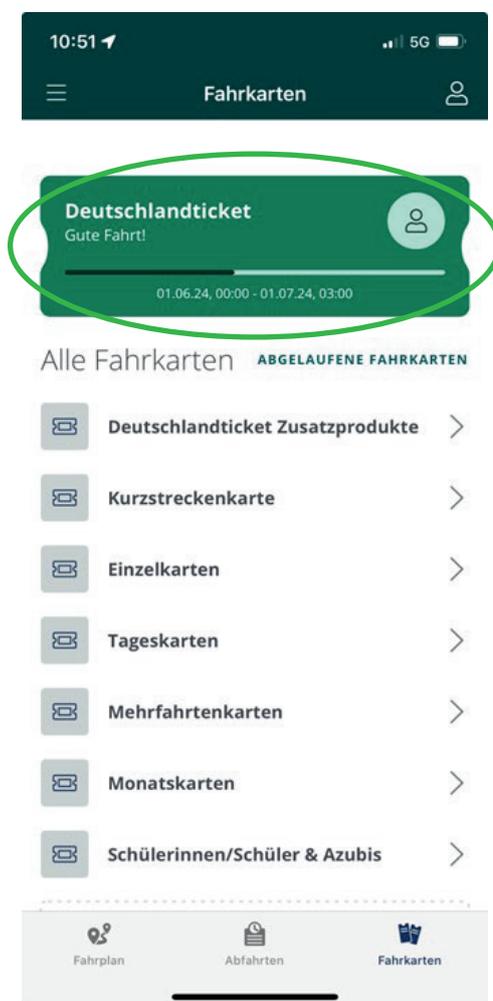


Once your subscription application is confirmed (you will receive a separate email in this regard), your Deutschland ticket will appear here 48 hours before the first day of validity at the latest.

How do I order a Deutschland ticket?

Step-by-step guide

Step 16

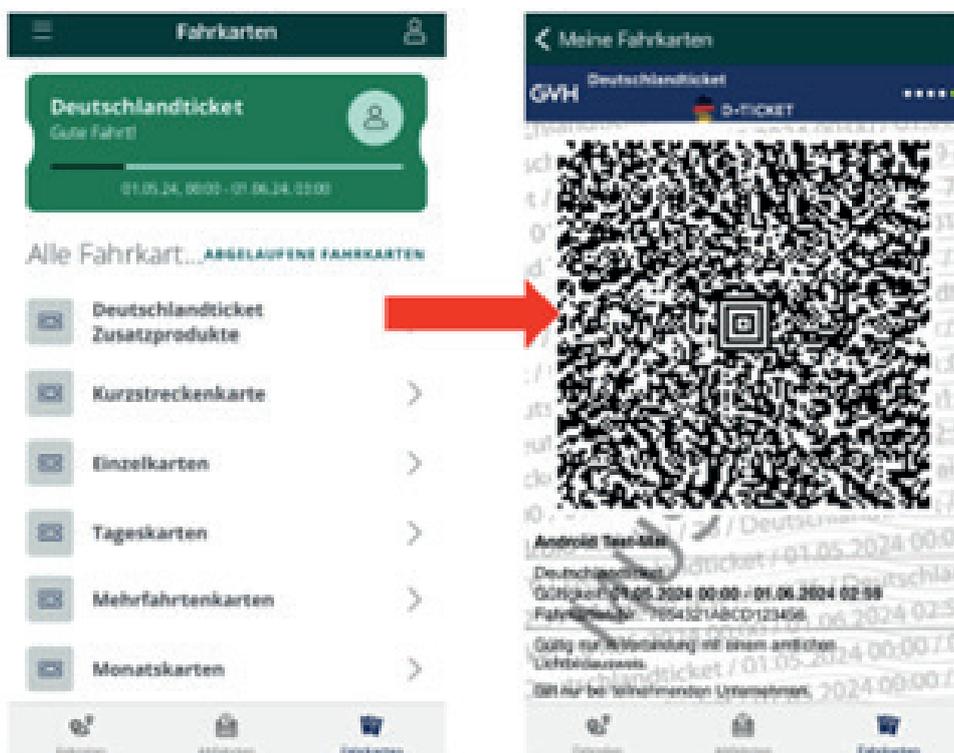


Click here on the Deutschland ticket.

How do I order a Deutschland ticket?

Step-by-step guide

Step 17



This is your Deutschland ticket. If you asked to present your ticket, you simply have to display the QR code. Please note that a screen shot of the Deutschland ticket will not be accepted.