

# This is how you get your hvv Klimaticket S on your smartphone:



**1** You will either receive an email, a message via the intranet or a notice with a QR code or a link will be posted.



**2** By scanning the QR code or clicking on the link you go to the login page of the Abo Portal.



**3** On this, set up an account with your email address and a password. After registering, you will receive a verification email which you need to confirm in order to activate your account. Very important: Your email address must be available on the smartphone you want to use for the ticket.



**4** After logging in to your account, you can order your hvv Klimaticket S. To do this, you only need to click on "Apply for Ticket" and enter your personal data. After you have checked your data and agreed to the terms and conditions of use and the tariff provisions, you can send off the application.



**5** Your application will now be checked by your employer. That may take up to 5 working days.



**6** As soon as your application has been approved you will receive a confirmation by email.



**7** You can now redeem your day tickets in your account, one at a time. To do this, just enter the start of validity for the day you want to use the ticket.



**8** The day ticket will be automatically issued. When you click on the ticket you will see the Aztec code. This must be shown if you are checked by a ticket inspector. The ticket can be called up in the website display or saved to the Google or Apple wallet so that you can also access it when you are offline.



You can find the most important FAQ here: [hvv.de/en/klimaticket](https://hvv.de/en/klimaticket)

# This is how to get your upgrade to the hvv Klimaticket XL:



**1** To get the upgrade to the Deutschlandticket (hvv Klimaticket XL) open your Abo Portal and click on "Upgrade now".

**2** After that, choose your start date.

**3** Check your base data and agree to the terms and conditions of use and the tariff provisions. To end, click on "Apply for all-year season ticket".

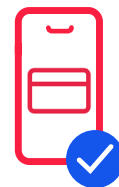


**4** The Deutschlandticket (hvv Klimaticket XL) automatically becomes valid on the date you have chosen.

## And this is how you switch back from the hvv Klimaticket XL to the hvv Klimaticket S:



**1** Go to your profile in the Abo Portal and then click on "Administrare season tickets".



**2** You can now cancel your Deutschlandticket (hvv Klimaticket XL) subscription as per the date you want.

**3** You can continue to use the Deutschlandticket (hvv Klimaticket XL) until the cancellation date is reached.

**4** After that, you can travel again with the hvv Klimaticket S.



You can find the most important FAQ here: [hvv.de/en/klimaticket](https://hvv.de/en/klimaticket)

If you still haven't found what you want to know, please get in touch with [SBHH.Kundensupport@deutschebahn.com](mailto:SBHH.Kundensupport@deutschebahn.com) or phone 040-3918 3900.