Code Redemption Vienna City Card

1) Code redemption:

To redeem your 8-digit code e. g. 5XBXD2JG, please visit www.viennacitycard.at and/or click "Redeem code" at the very top in the online shop.

This brings you to a field where you can enter your given code. After entering the 8-digit code (no space allowed), click „REDEEM NOW".

You can personalise your order 8 weeks before your arrival date.

You cannot use your Vienna City Card(s) without personalisation.
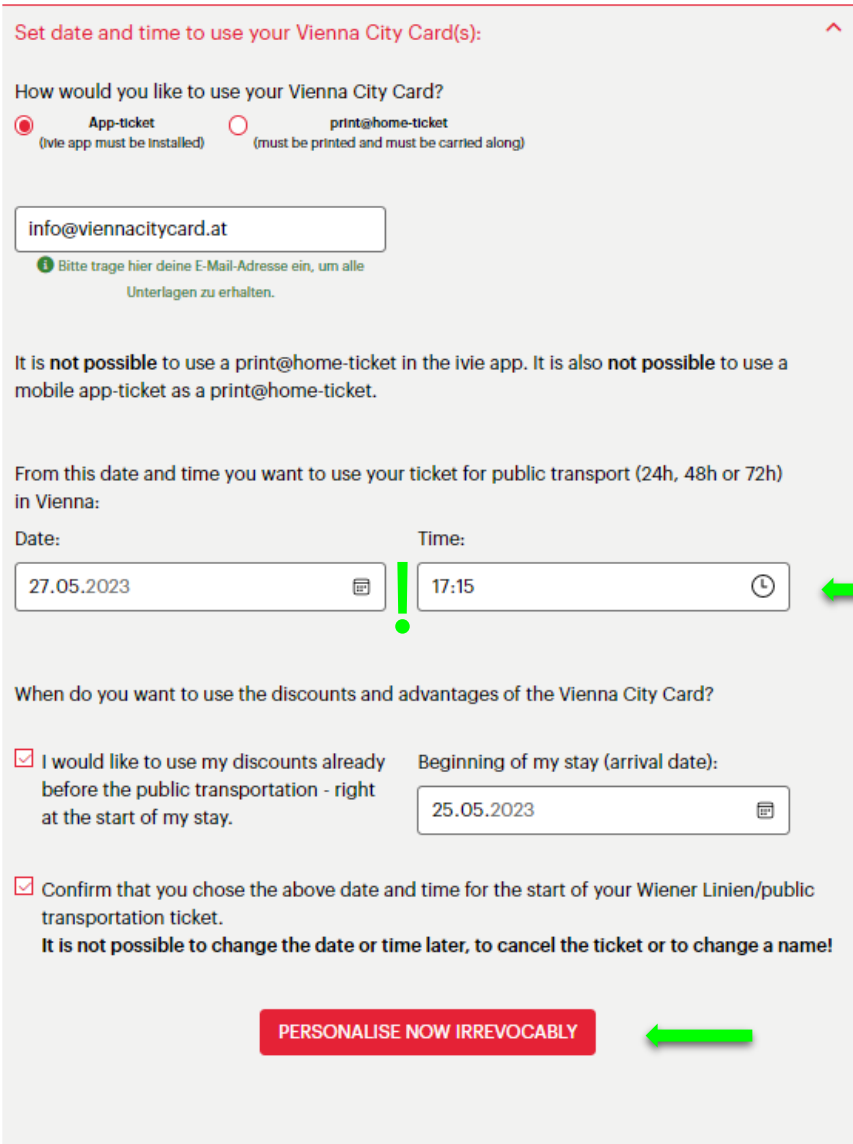
2) Choose a Ticket Type

You can decide if you want to use an **app-** or a **print@home-ticket**. Enter your e-mail-address correctly to receive your applicable documents.

Set date and time when you want to use public transportation. From this point in time, you can also use the (optional) airport transfer and hop-on hop-off tour.

Should you wish to use discounts before the public transportation, choose an earlier date for the discounts. Airport transfer and hop-on hop-off can also be used from the earlier date.
(E. g. arrival 25th May, take the City Airport Train to Vienna and use the public transport from 27th May.)

! **Please check all dates and times. After personalising irrevocably, changing, or cancelling your city card is not possible.**

You have now a personalised and activated Vienna City Card:

Your Vienna City Card(s) have been successfully personalised!

You have selected the "Display Vienna City Card in the app" option.

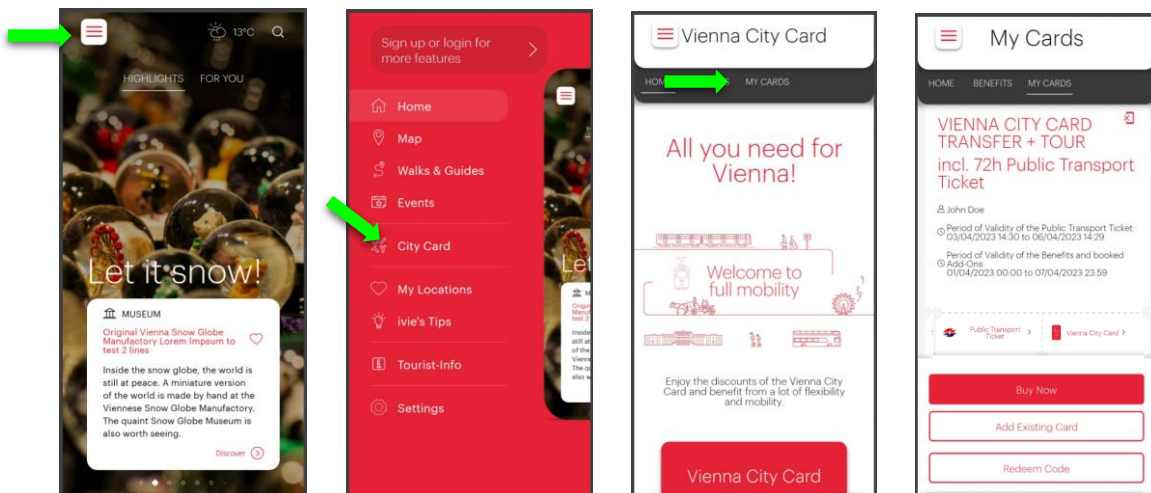John Doe | 6805-4720-3206-1 | Transfer ticket to App ivie - Vienna Guide

Wishing you a wonderful time in Vienna!

If you have installed the ivie-app on your phone, you can click on the link to transfer the Vienna City Card to your smartphone.
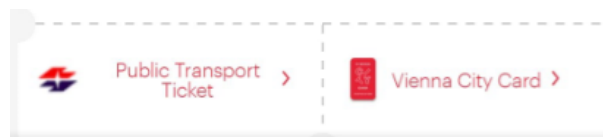
3) App-Ticket

To find your digital ticket in the ivie-app, click on the burger menu, select city card, and my cards.
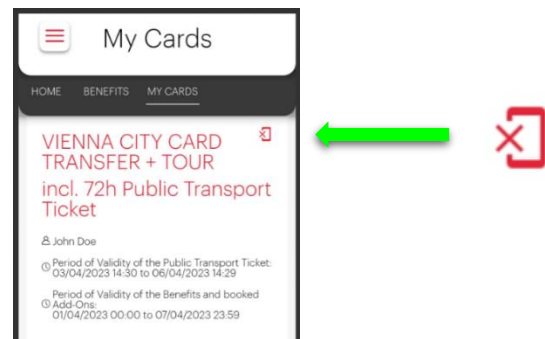

You can open your public transport ticket and your discount card by clicking on these buttons:

Left: Wiener Linien travel ticket
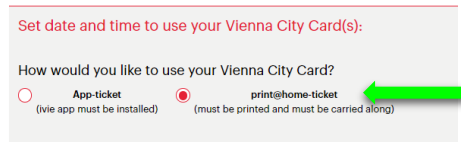Right: discounts and Add-Ons

If you want to remove an app-ticket from your device, open the ticket on your smartphone. Click on the icon in the upper right corner. The ticket will be removed, and you can immediately add it onto another phone. It is possible to save and use multiple tickets on one device.

4) print@home-Ticket

If you want to use a print@home-ticket, choose the print@home option in the personalisation process.

After personalising your ticket, you will receive an e-mail with your ticket as a PDF-file. This file is also available for download right after the process on your screen.

Please print your ticket (A4) and always carry the printout with a photo ID (passport or driver's licence) along. In the lower part of the printout you will find current offers or information about our advantage partners.
The print@home-ticket CANNOT be displayed on your mobile phone during a Wiener Linien ticket control. You *must* produce the printout.