



# Personalising Vienna City Cards

## 1) Personalise Your Order:

Click the link in your order confirmation e-mail and you will be directed to the online shop to personalise your Vienna City Card(s).

- Each order must be personalised latest 6 months after purchase.
- You can personalise your order 8 weeks before your arrival date.
- **You cannot use your Vienna City Card(s) without personalisation.**

Personalise your order **during or after** purchasing your city card:

Your personalised ticket will be e-mailed to you.

## Personalise and activate your Vienna City Card(s)

Personalisierung (72 Card 1) ^

FIRST NAME\*

LAST NAME\*

YEAR OF BIRTH\*

 v

Send this personalised ticket directly to my travel companion(s).

Personalisierung (72 Card 2) ^

FIRST NAME\*

LAST NAME\*

YEAR OF BIRTH\*

 v

Send this personalised ticket directly to my travel companion(s).

## 2) Choose a Ticket Type

You can decide if you want to use an **app-** or a **print@home-ticket**.

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 transport, 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 25<sup>th</sup> May, take the City Airport Train to Vienna and use the public transport from 27<sup>th</sup> May.)

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

**Set date and time to use your Vienna City Card(s):** ^

How would you like to use your Vienna City Card?

App ivie - Vienna Guide    print@home-Ticket

It is **not possible** to use a print@home-ticket in the ivie app. It is also **not possible** to use a mobile app-ticket as a print@home-ticket.

From this date and time you want to use your ticket for public transport (24h, 48h or 72h) in Vienna:

Date:   Time:

When do you want to use the discounts and advantages of the Vienna City Card?

I would like to use my discounts already before the public transportation - right at the start of my stay.   Beginning of my stay (arrival date):

Confirm that you chose the above date and time for the start of your Wiener Linien/public transportation ticket.

It is not possible to change the date or time later, to cancel the ticket or to change a name!

**Personalise now irrevocably** ←



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](#)



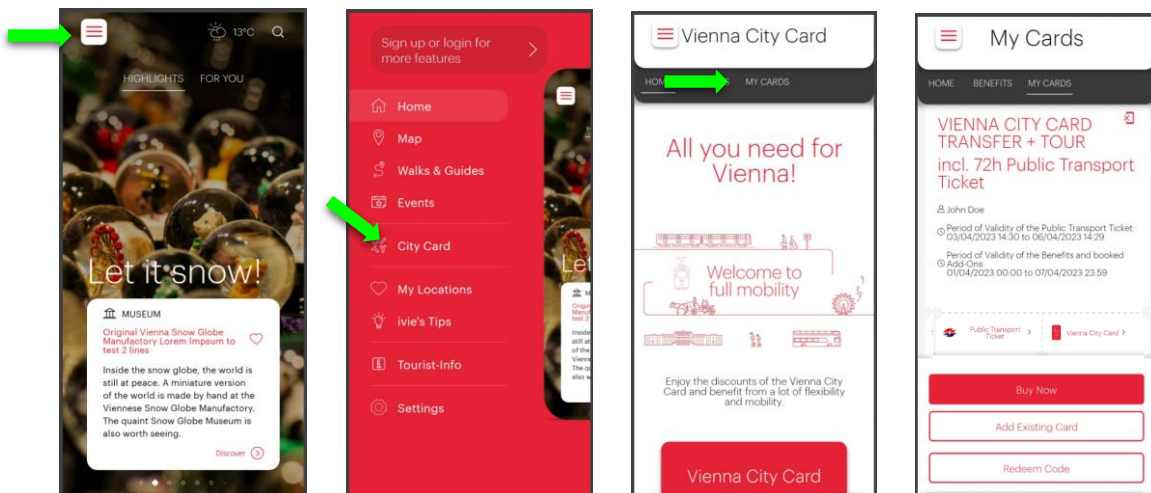
Wishing you a wonderful time in Vienna!

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.

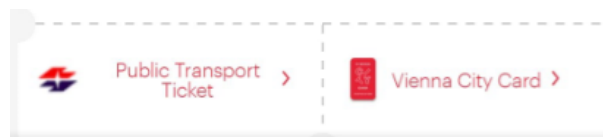


### 3) App-Ticket

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



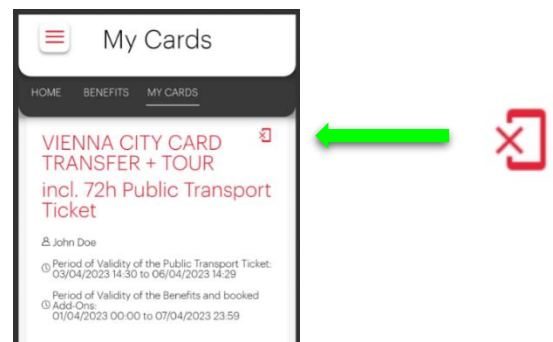
You can open your public transport ticket and your discount card by clicking on these buttons:



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

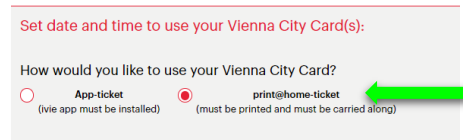


If you want to remove an app-ticket from your device, open the ticket on your smartphone. Click on the icon in the upper right corner. The ticket will be removed, and you can immediately add it onto another phone. It is possible to save and use multiple tickets on one device.



#### 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.

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

