

How to Purchase Tickets on the ASF Autolinee Web Portal

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Introduction

There are two different ways to buy a ticket

Type of purchase	Suggestion	Sezione
1. Route-based tickets	When you know the origin and the destination of your trip, but you don't know the line and the fare (occasional traveler)	Link
2. Fare-based tickets	When you have already in mind the line and the correct ticket (frequent traveler)	Link

In both cases you can buy as a:

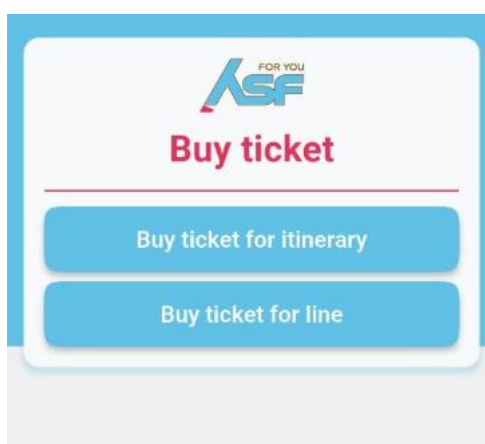
- Logged-in user → The tickets will be added to your wallet in the app - [link](#)
- Guest → The tickets will be sent to your email address - [link](#)

1. Purchase by Route

The itinerary is for guidance only and does not constitute a reservation (reservation is not allowed for public service)

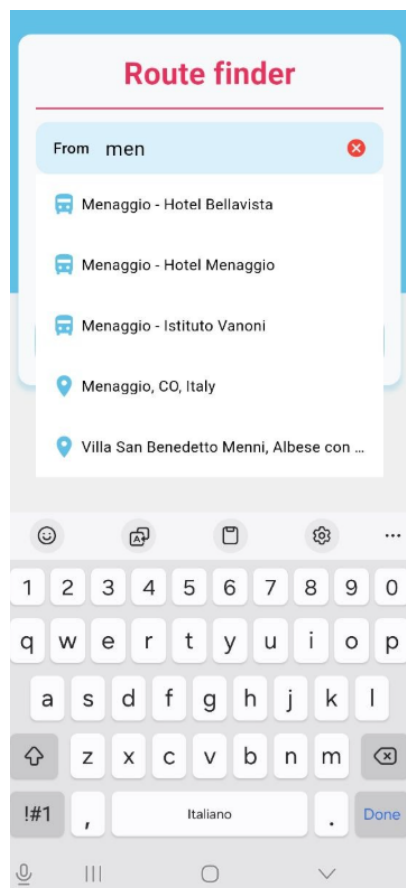
For example, if you purchase a Fare 8 ticket for the C110 line with a departure time of 10:22, you may use the ticket on any bus on line C110 for a journey that corresponds to the fare purchased.

1. Click on the button "Buy ticket for itinerary"

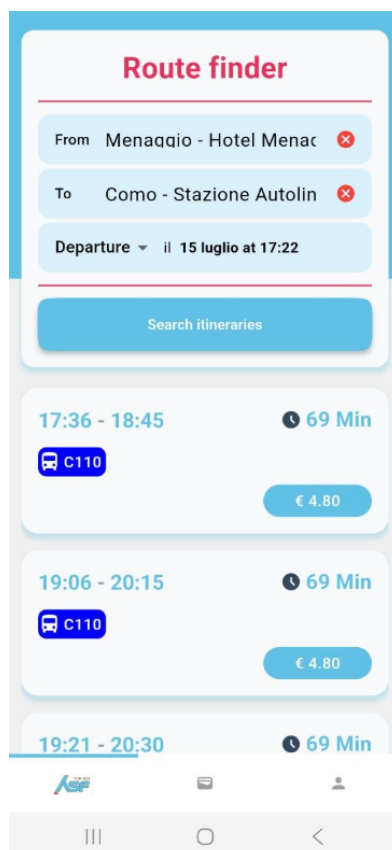


2. Choose and select your origin and destination from the suggested options. You can enter an address, a point of interest, or directly select an ASF bus stop

(suggested → icon ).

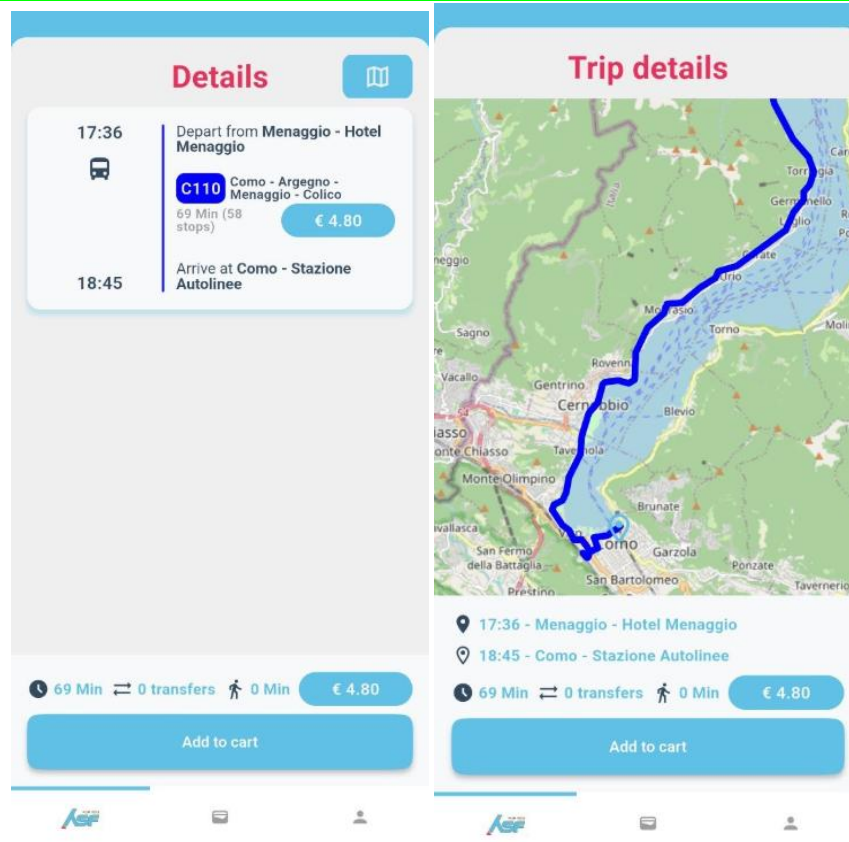


3. Select the route you prefer, then click on the price button to add one or more tickets to your cart. You can also add tickets for other routes before proceeding to checkout.



Cliccando sulla riga viene visualizzato il dettaglio dell'itinerario disponibile come testo e come percorso in blu sulla mappa.

Tap a row to view the itinerary details, displayed as both text and a blue route on the map.

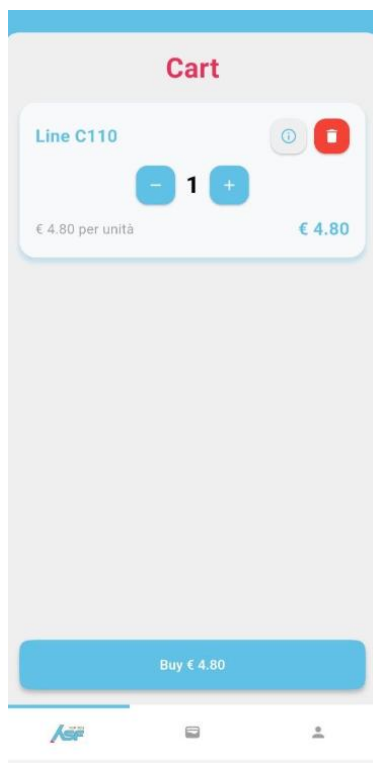


1.1 Purchase

- Once you add the items in your cart, open the cart by clicking on its icon.



- You can see your shopping recap and you can confirm, review, delete, change the quantity. To confirm and check out, click on "Buy".



1.2 Logged-in User

Se hai effettuato l'accesso all'app (istruzioni a questo [link](#)) , potrai direttamente procedere al pagamento.

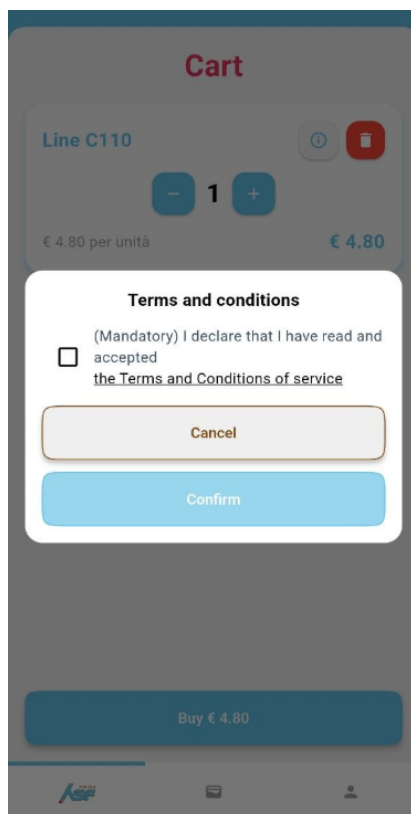
Se non hai un account ASF crealo (istruzioni a questo [link](#)).

Clicca sul flag per accettare le condizioni, quindi clicca su "Conferma" e procedi al pagamento.

If you are already signed in (see the instructions at this [link](#)), you can proceed directly to payment.

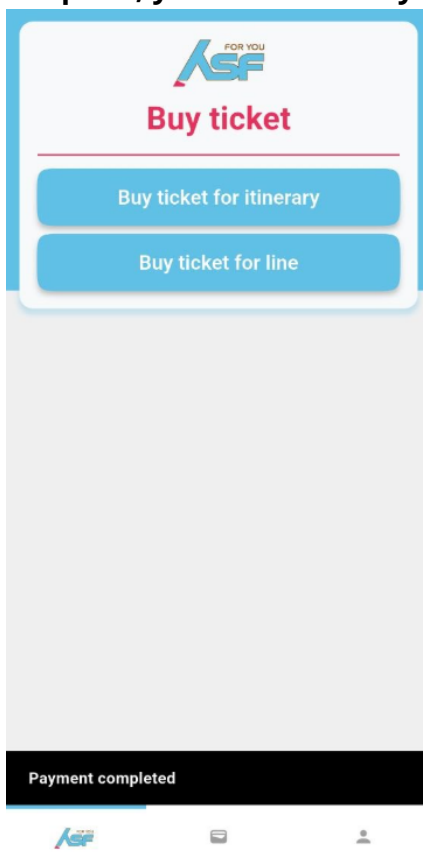
If you do not have an ASF account yet, please create one first (see the instructions at this [link](#)).

Select the checkbox to accept the Terms and Conditions, then tap Confirm to proceed with the payment.



No need to log in to buy your ticket! In this case, the ticket will be sent to you by email. For more information, please see the following section. [link](#)

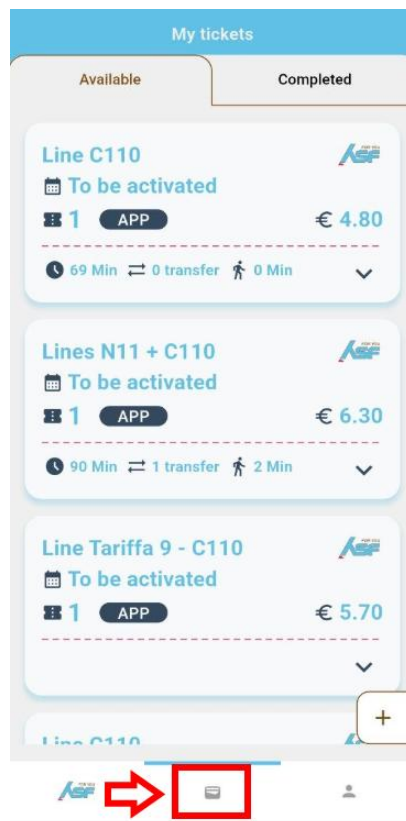
6. Once the payment is complete, you will read “Payment completed” message



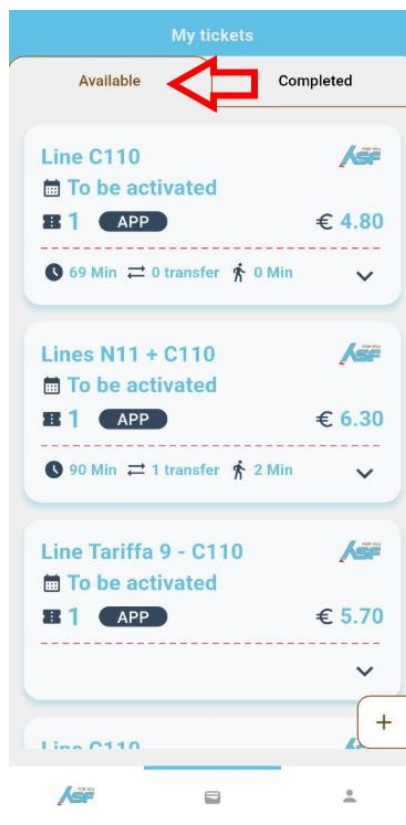
1.3 Your Tickets overview (wallet)



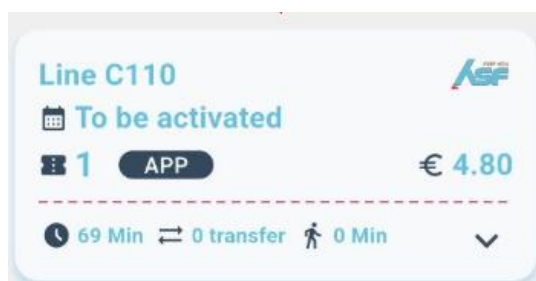
1. Click on the wallet button



2. Your tickets will be displayed in the "Available" section.



1. Open your ticket tapping on its row



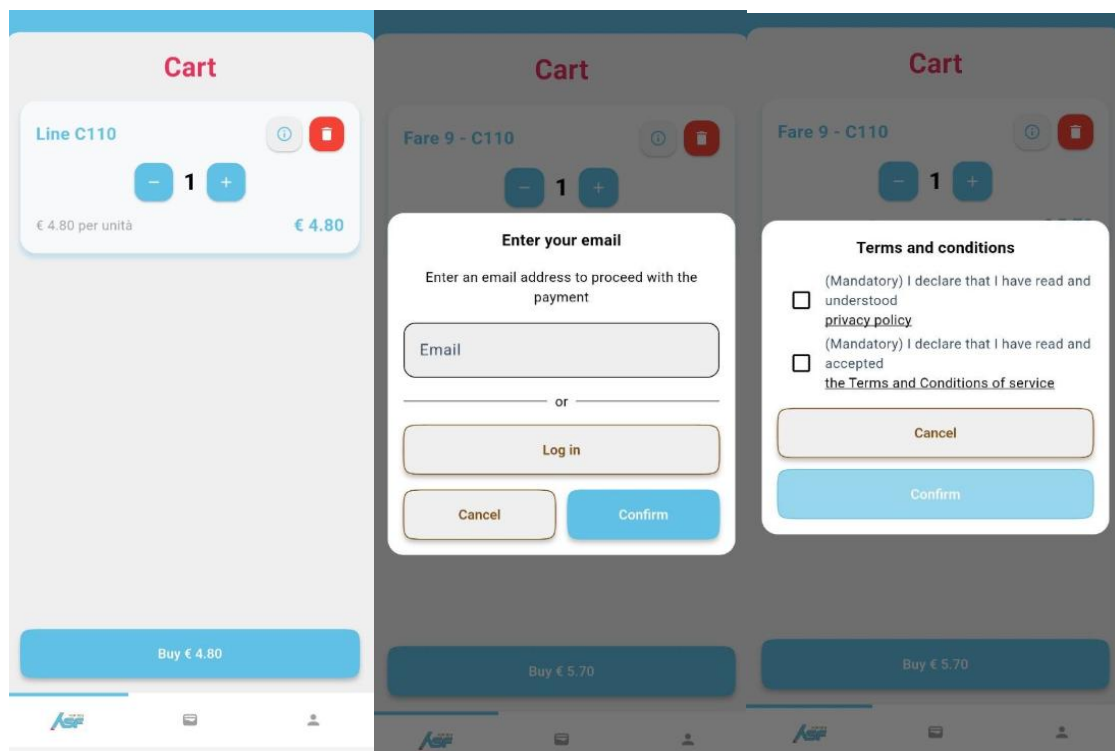
For more information about the details shown on the ticket and how to use it, please see the following section. → [link](#)

1.2 Buy as a guest

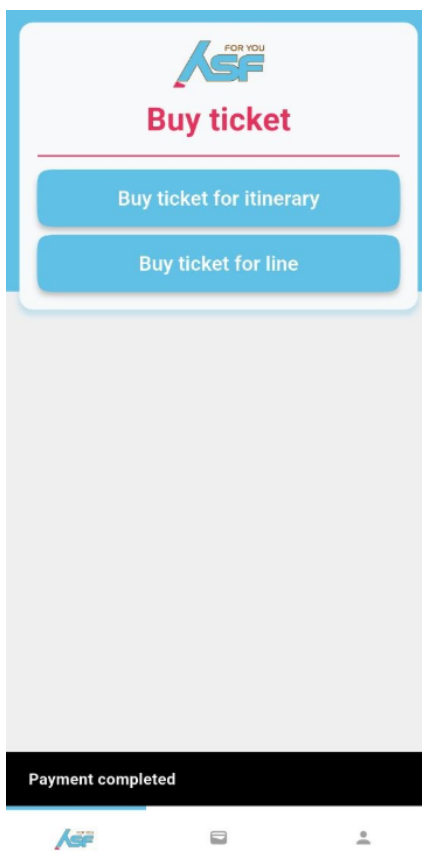
1. If you are not logged in to the app, you can still buy as a guest: we will send your tickets by email.

Go to the summary section, enter your email address and confirm that you have read the Privacy Policy and the Terms of Use.

Then click "Confirm".

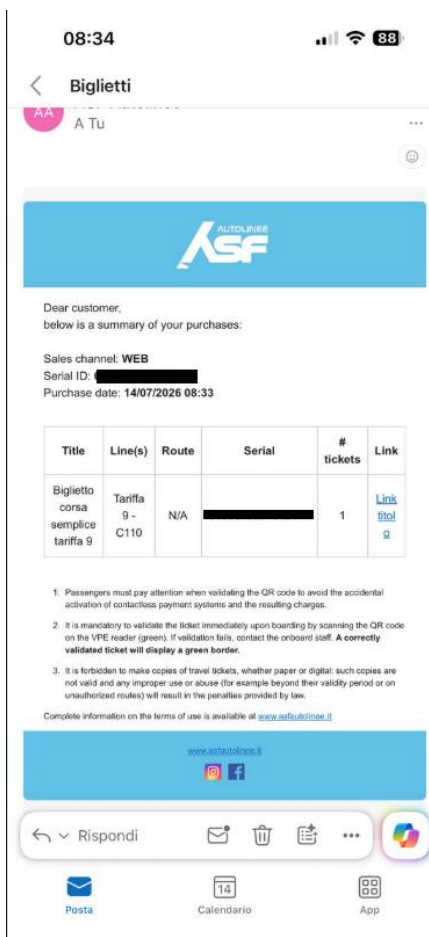


3. Once the payment has been successfully completed, at the check-out, you will get this message "Payment completed".



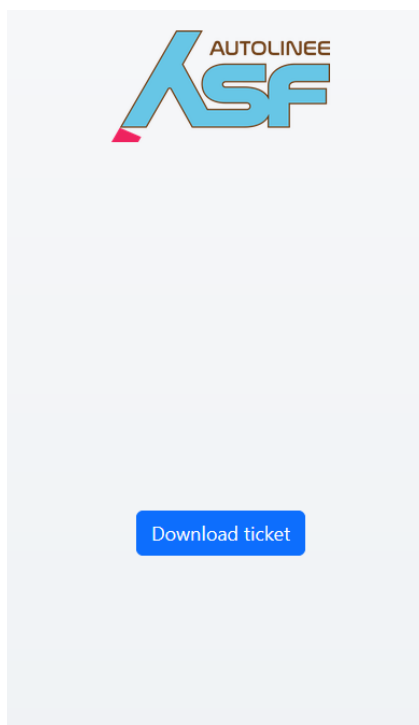
1.2.1 Your tickets Overview

4. Check your inbox to view your tickets

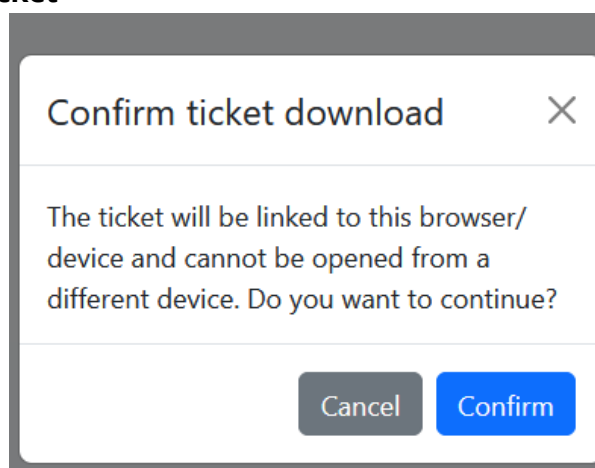


To view the ticket and validate it, tap on “Link Ticket” on the line corresponding to the ticket you want to use.

This page will open:



Select “download ticket”



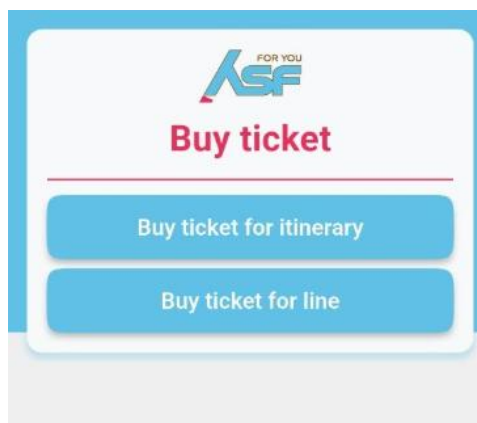
Before confirming, carefully read the POPUP: once you click CONFIRM on your device, for security reasons, that ticket can be opened only on that device/browser.

If you purchase the ticket on a PC, DO NOT open the ticket. Otherwise, you will not be able to validate it using your phone.

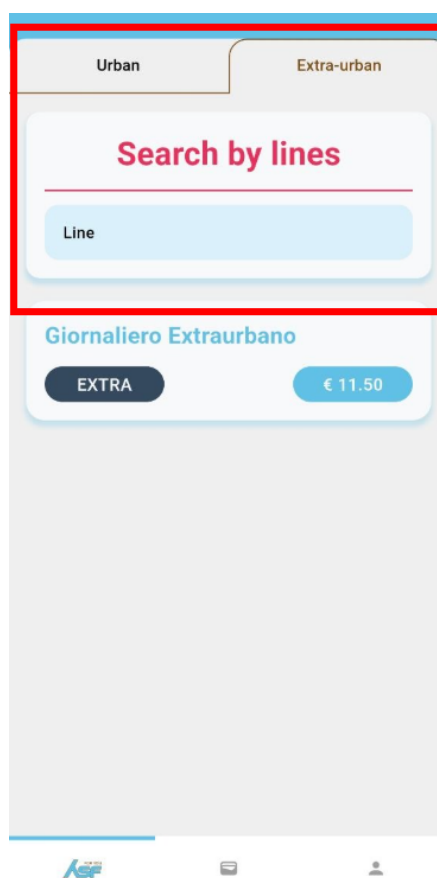
To learn more about the information shown on the ticket and how to use it, please check the following section. → [link](#)

2. Fare-based tickets

1. Click on *Buy ticket for line*



2. Select Urban / Extra urban



- 3. If you already know the fare you need, just select click on the price button on your fare line, alternatively, you can select origin and destination as shown below, the system will calculate the correct fare for your journey.**

Select locations

VERBA

LENNO

PORTEZZA

AZZANO

BOLVEDRO

TREMEZZO

CADENABBIA

MENAGGIO

NOBIALLO

ACQUASERIA

CREMIA

PIANELLO

MUSCO

Confirm

Cancel

Urban

Extra-urban

Search by lines

Line C110

COMO

ACQUASERIA

Biglietto corsa semplice tariffa 9

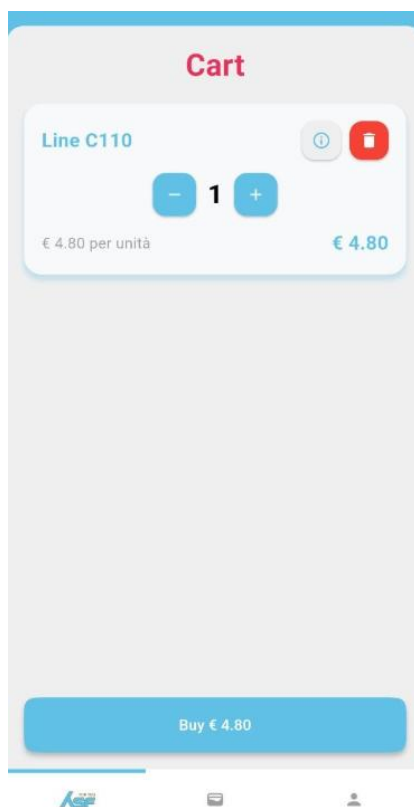
9

€ 5.70

4. After adding the items in your cart, open the cart by clicking on its icon.



5. You can see your shopping recap, and you can confirm, review, delete, and change the quantity. To confirm and check out, click on “go to summary”.



If you are a logged-in user follow these steps [link](#)

If you are a guest, follow these steps [link](#)

3. Tickets

3.1 Ticket with itinerary

3.1.1 Single ticket

You can view the QR code and your ticket info, including the itinerary


Line C110

Purchase date
14/07/2026 08:28




Biglietto corsa semplice tariffa 8



PRICE
4,80 €

VALID

 From: To activate

 To: To activate

 Serial ID:
3848924051342143

 VAT number: IT02660190139



Line C110


FROM
Como - Stazione Autolinee

TO
Menaggio - Hotel Bellavista

35.13 km, Approximately 65 min

 Take the line **C110** get off at **Menaggio - Hotel Bellavista**

08:50 - 09:55 (60 stops)
65 min

My tickets

Available
Completed

Line C110

 To be activated

 1 **APP** € 4.80

 69 Min  0 transfer  0 Min




69 Min



 [Show additional informations](#)
 Biglietto corsa semplice tariffa 8
 To be activated
 To be activated

My tickets

Available
Completed

Line C110

 To be activated

 1 **APP** € 4.80

 69 Min  0 transfer  0 Min



17:36 Depart from Menaggio - Hotel Menaggio
 **C110**
69 Min (58 stops)
18:45 Arrive at Como - Stazione Autolinee

Close

 [Show additional informations](#)
 Biglietto corsa semplice tariffa 8
 To be activated
 To be activated

For easier validation you can zoom in the QR code, simply tapping on it.

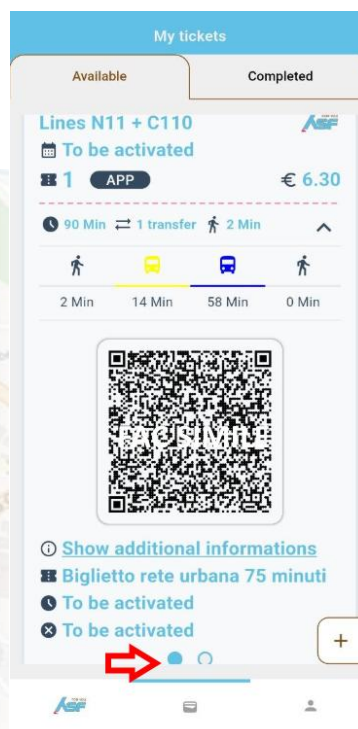


Close



3.1.2 Multiple ticket

For some itineraries, you may need more than one ticket, you can find them swiping (1)

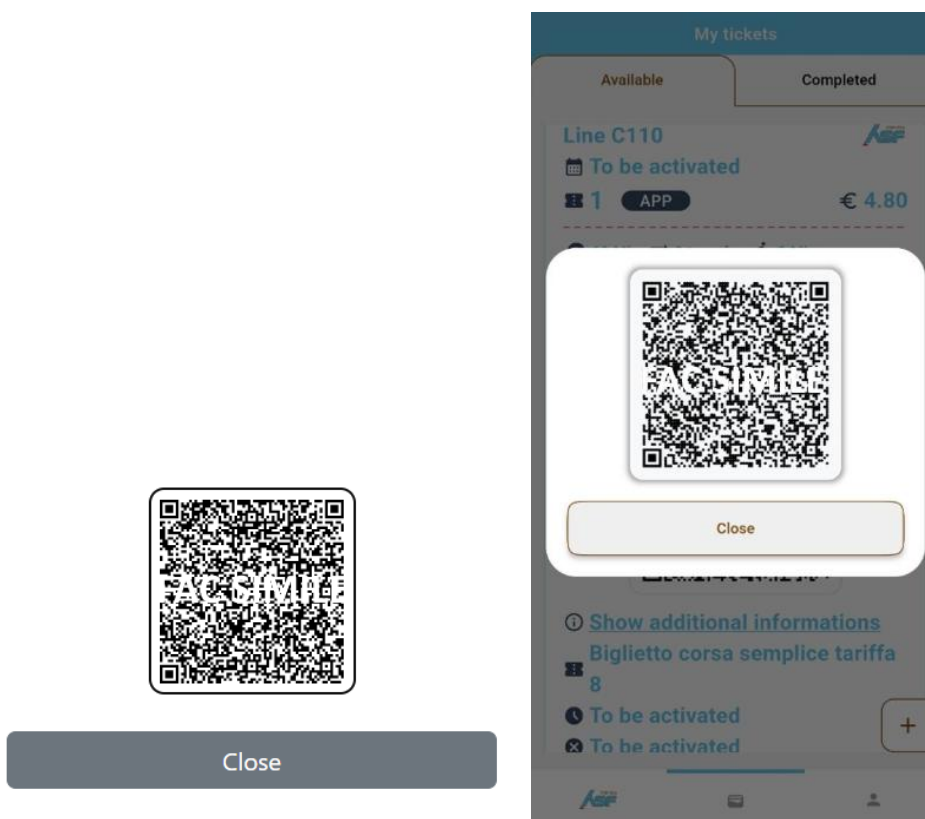


3.2 Fare-based ticket

Fare based tickets are valid for the line shown on the right of the fare.



For easier validation you can zoom in the QR code, simply tapping on it.



3.3 Ticket status

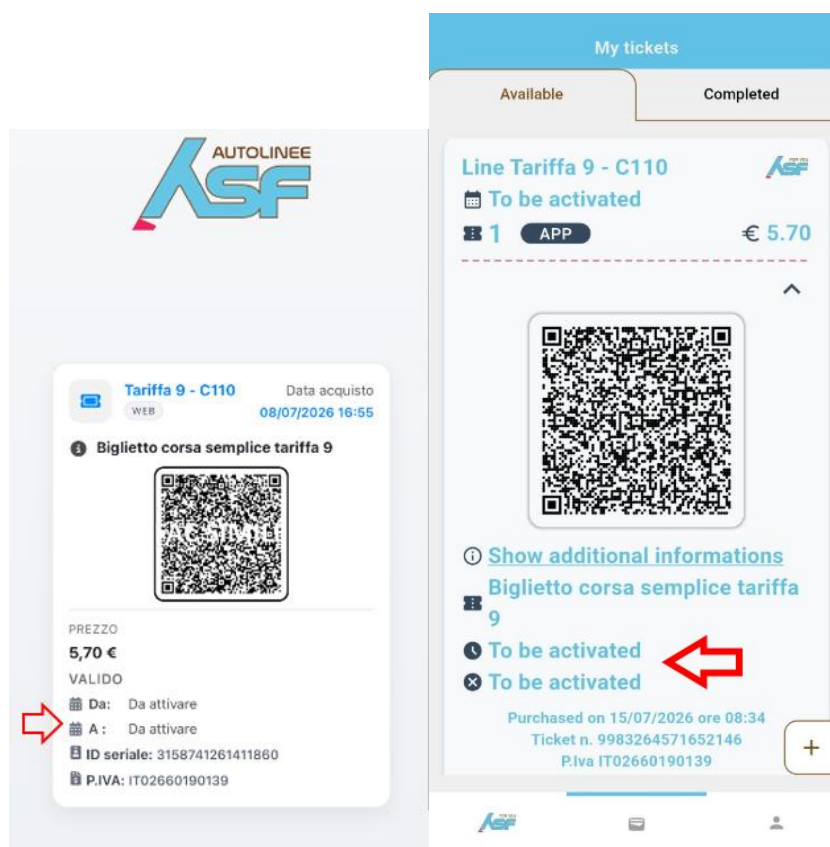
The following are the different kind of status of your tickets, applicable to both fare-based and route-based tickets.

3.3.1 Tickets to be validated/ active

Selecting *Wallet*, in the section *Active* you will find all the tickets that are active or that can be validate



A ticket that has not yet been activated will display a QR code with a black border. The "From/To" field will show "To Be Activated".



It's necessary to validate when boarding by scanning the QR code at the green VPE validator.

If you are unable to validate your ticket, please contact the onboard staff.

A correctly validated ticket will display a green border, and the “From/To” field will show the validation date and validity period.

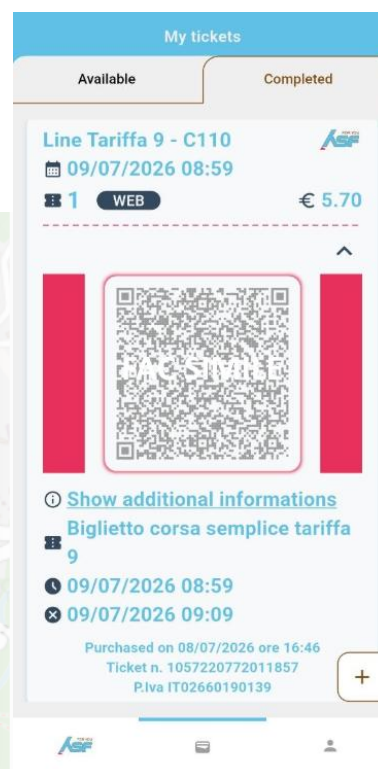


3.3.2 Expired tickets

In *Wallet*, in the expired section, you will find the expired tickets.



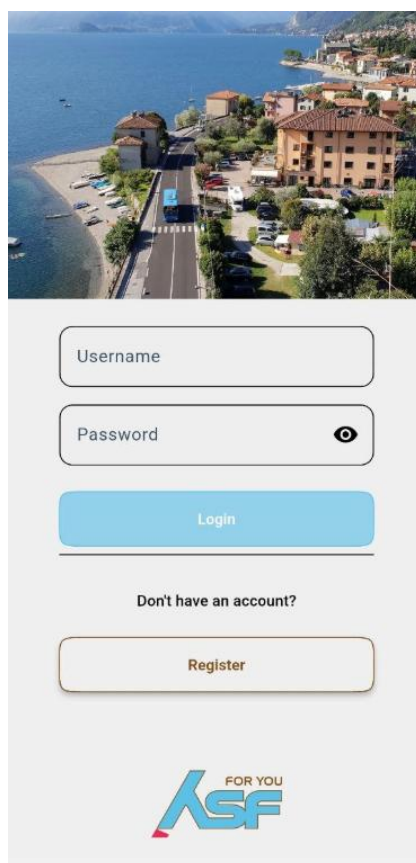
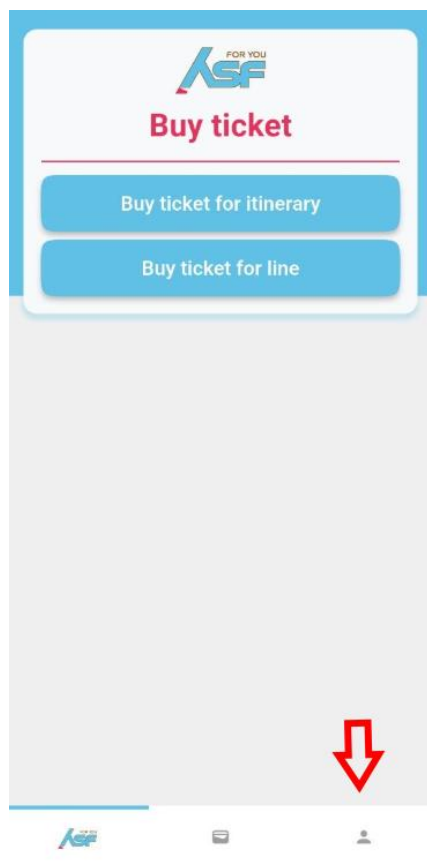
The expired tickets will have a red border and in section “To” you will see the expiry date.



4. Log in

Clicca sull'icona  per accedere ed inserisci le tue credenziali e clicca su **Login**. Ti verrà richiesto l'inserimento dell'OTP ricevuto tramite mail

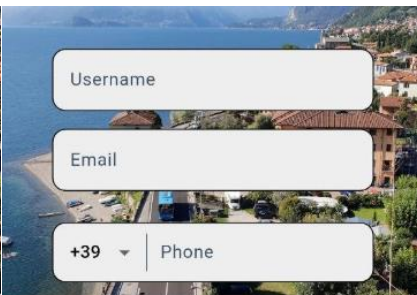
Tap the Sign In icon, enter your credentials, and tap Log In. You will then be prompted to enter the one-time password (OTP) sent to your email address.



5.Registration

Se non hai ancora un account e vuoi crearne uno, clicca su **Registrati**, quindi compila i vari campi richiesti e quindi **Registrati**

If you do not have an account yet and would like to create one, tap Sign Up, complete the required fields, and then tap Register.



Username	Username
Password	Email
	+39 Phone
Login	Password
	Confirm password
Don't have an account? Register	Password must be at least 8 characters, contain an uppercase letter, a lowercase letter, a number, and a special character. ☐ (Mandatory) I declare that I have read and understood privacy policy ☐ (Optional) I want to receive updates, promotions, and personalized offers ☐ (Optional) I want to receive the newsletter Register

