How to Purchase Tickets on the ASF Autolinee Web Portal

Contents

Introduction 2

1. Purchase by Route 2

1.2 Buy as a guest 8

1.2.1 Your tickets Overview 9

2. Fare-based tickets 11

3. Tickets 13

3.1 Ticket with itinerary 13

3.1.1 Single ticket 13

3.1.2 Multiple ticket 15

3.2 Fare-based ticket 16

3.3 Ticket status 17

3.3.1 Tickets to be validated/ active 17

3.3.2 Expired tickets 18

4. Ticket validation 19

Automatic validation 19

4.2 On-board validation (VPE) 19

5. Log in 20

6. Registration 20

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:

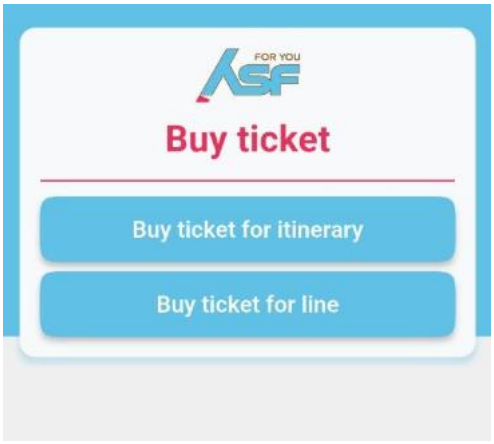
- **Logged-in user → The tickets will be added to your wallet in the app - link**
- **Guest → The tickets will be sent to your email address - link**

1. Purchase by Route

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

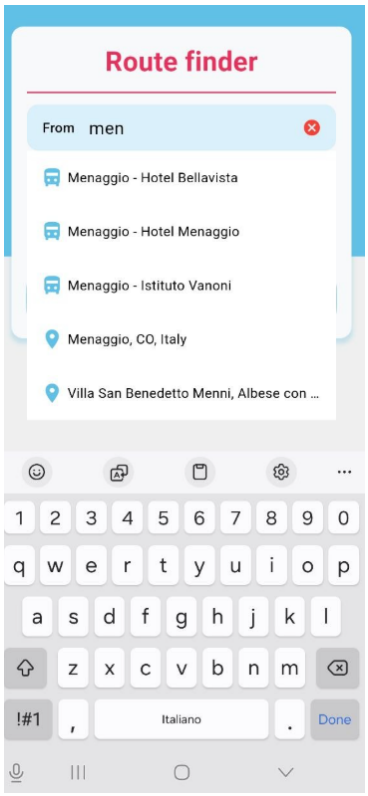
For example, if you purchase a Fare 8 ticket for the C110 line with a departure time of 10:22, you may use the ticket on any bus on line C110 for a journey that corresponds to the fare purchased.

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

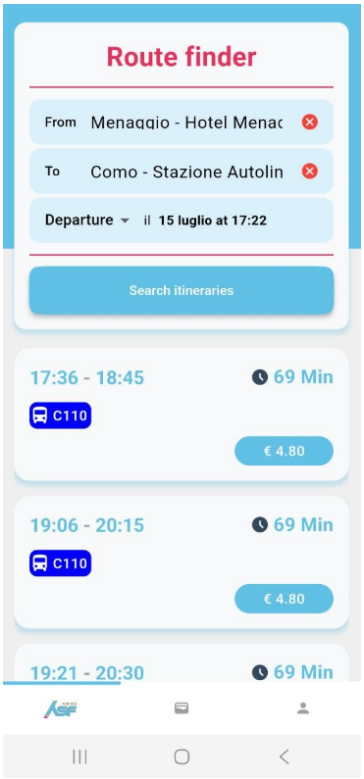


2. **Choose and select your origin and destination from the suggested options.**

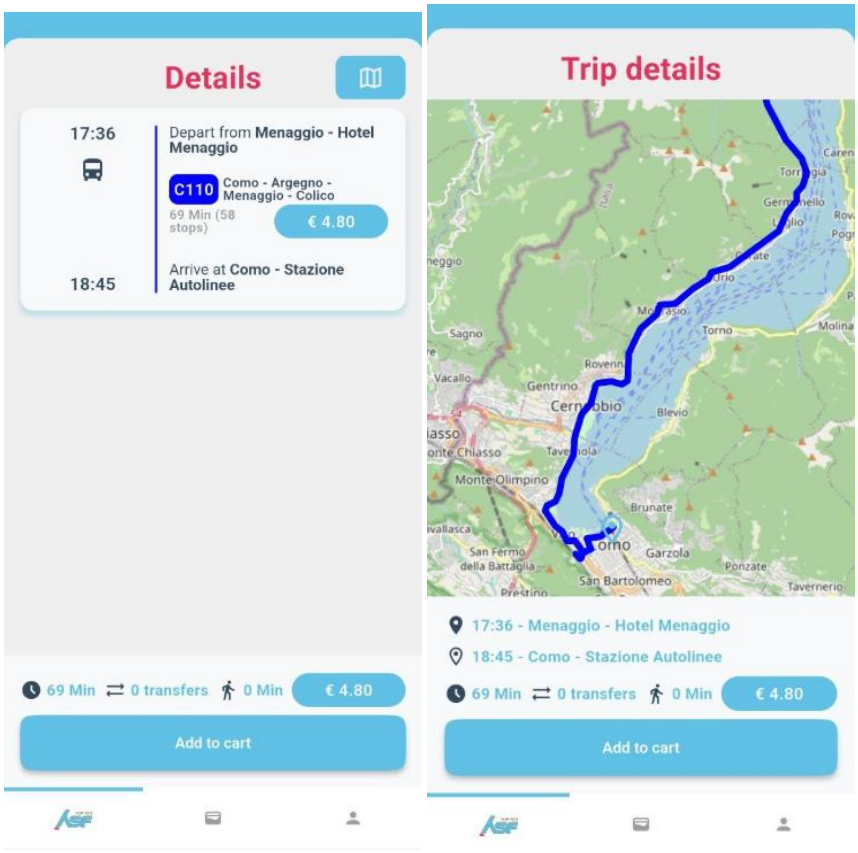
You can enter an address, a point of interest, or directly select an ASF bus stop (suggested → icon).



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.**



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

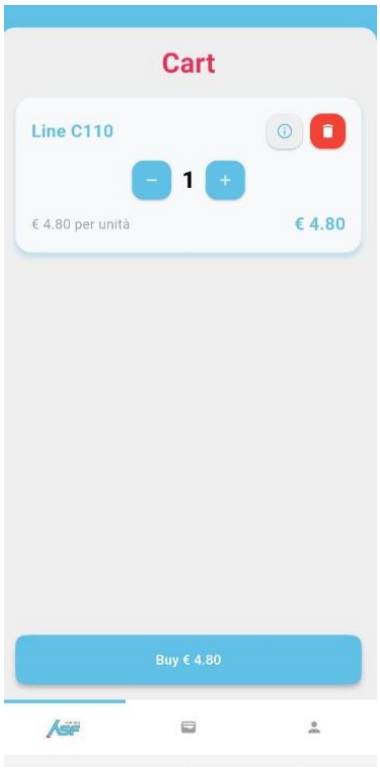


1.1 Purchase

4. **Once you add 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, change the quantity. To confirm and check out, click on “Buy”.**

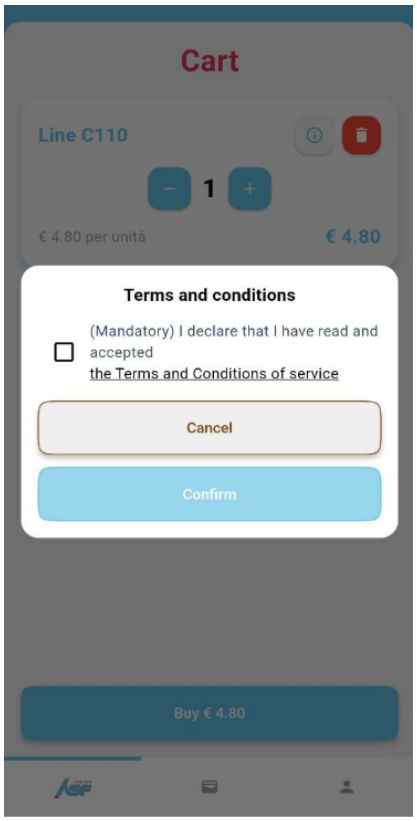


1.2 Logged-in User

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

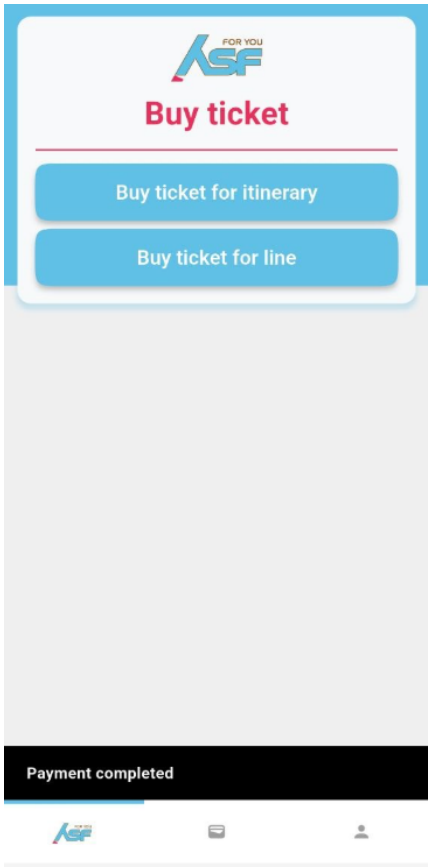
If you do not have an ASF account yet, please create one first (see the instructions at this link).

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



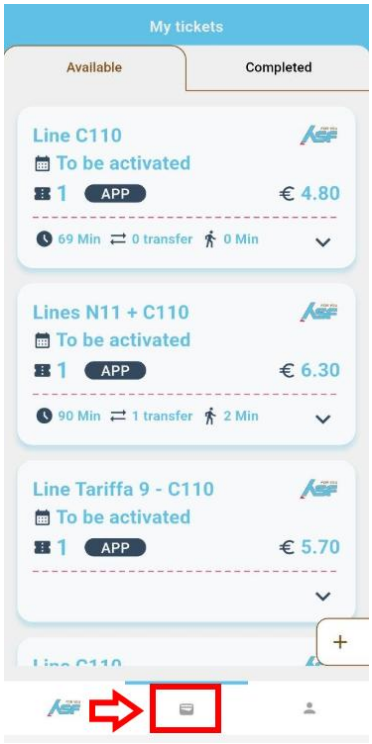
No need to log in to buy your ticket! In this case, the ticket will be sent to you by email. For more information, please see the following section. link

6. **Once the payment is complete, you will read "Payment completed" message**

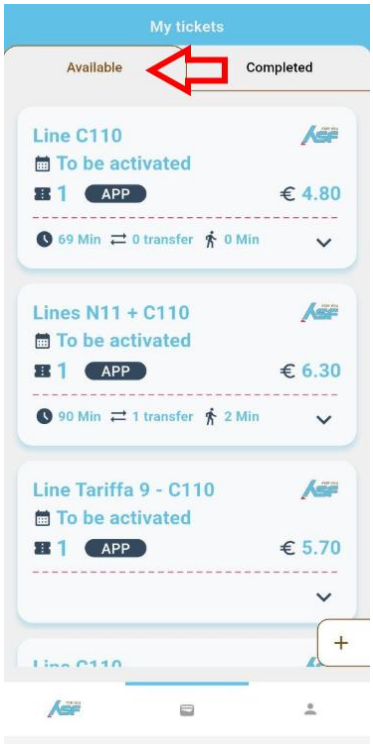


1.3 Your Tickets overview (wallet)

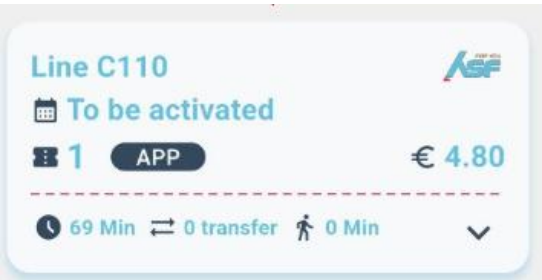
1. **Click on the wallet button**



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



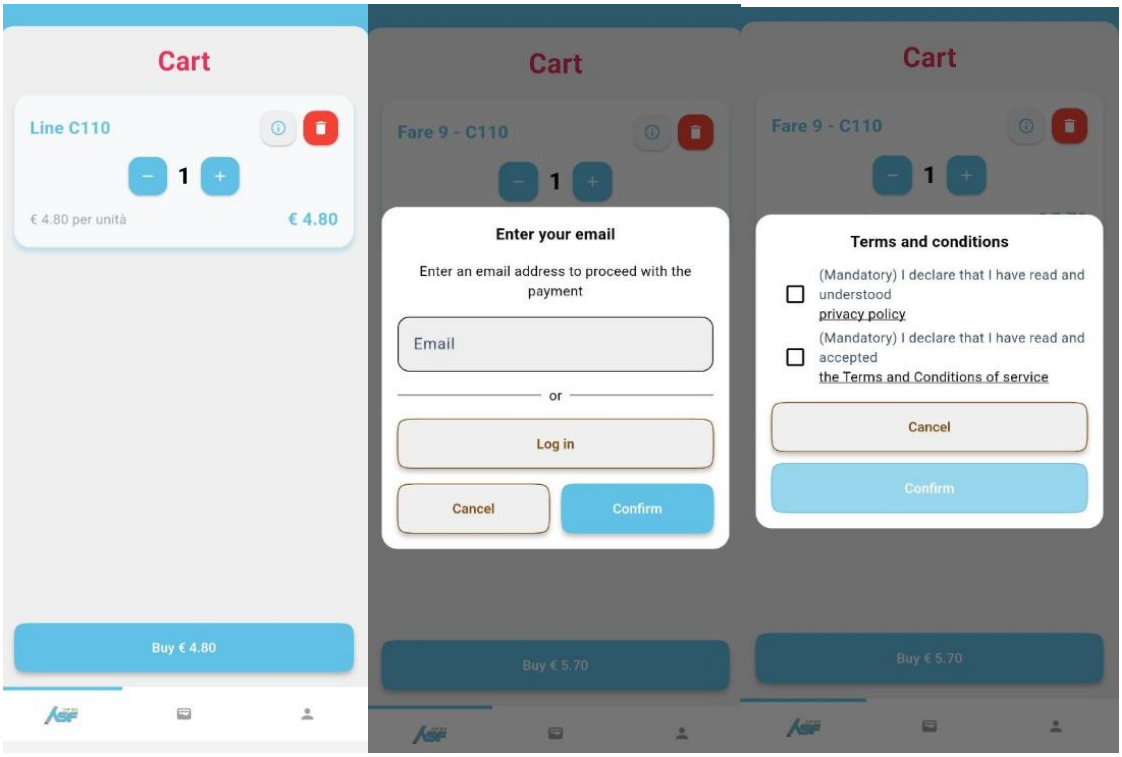
1. **Open your ticket tapping on its row**



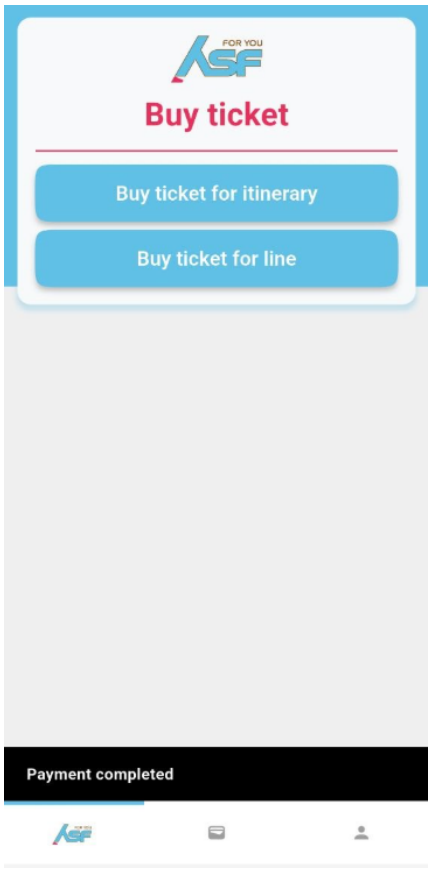
For more information about the details shown on the ticket and how to use it, please see the following section. → link

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".

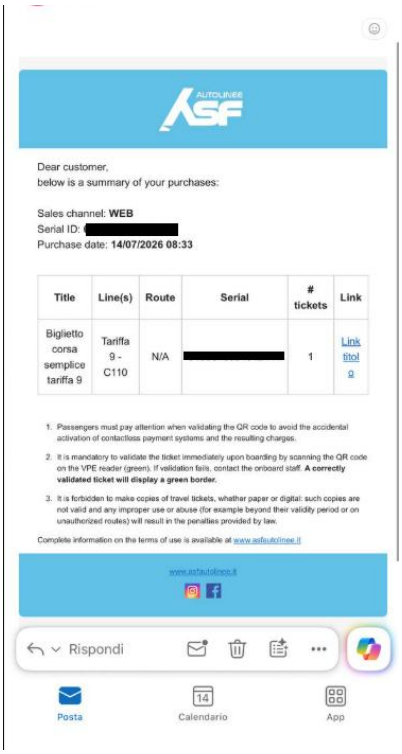


3. **Once the payment has been successfully completed, at the check-out, you will get this message "Payment completed".**

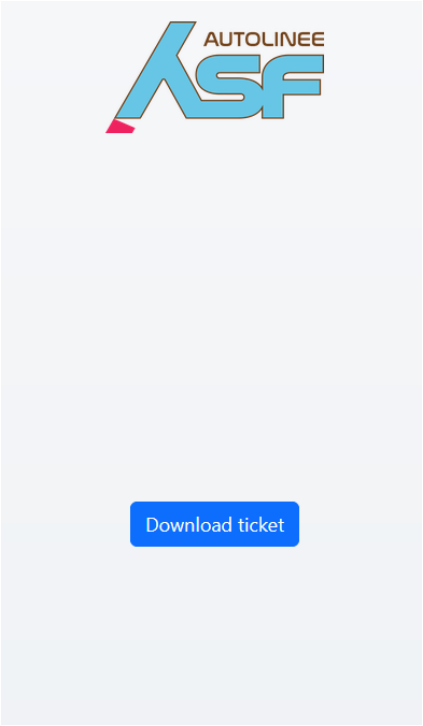


1.2.1 Your tickets Overview

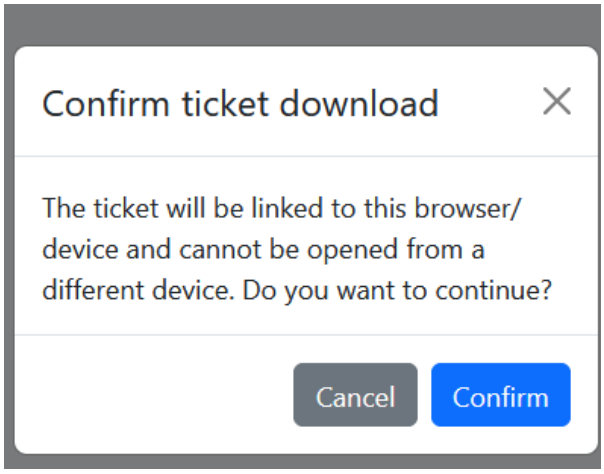
4. **Check your inbox to view your tickets**



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"

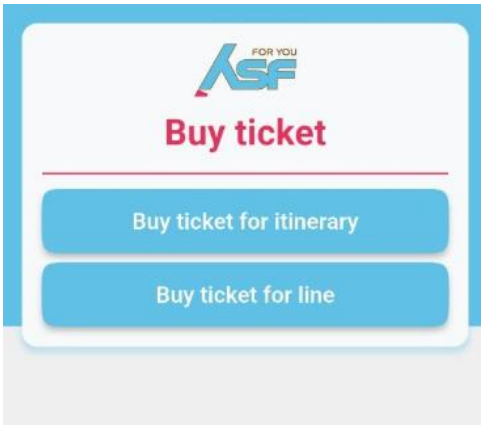


Before confirming, <u>carefully</u> read the POPUP: once you click CONFIRM on your device, for security reasons, that ticket can be opened only on that device/browser.

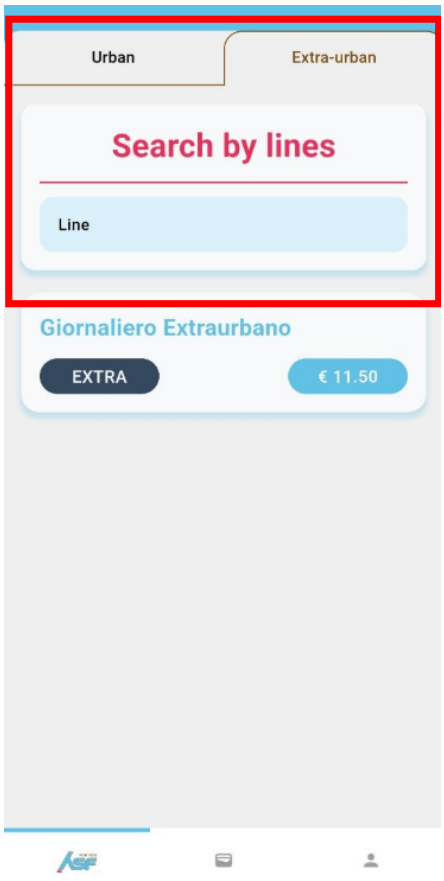
If you purchase the ticket on a PC, <u>DO NOT open the ticket</u>. Otherwise, you will not be able to validate it using your phone.
To learn more about the information shown on the ticket and how to use it, please check the following section. → link

2. Fare-based tickets

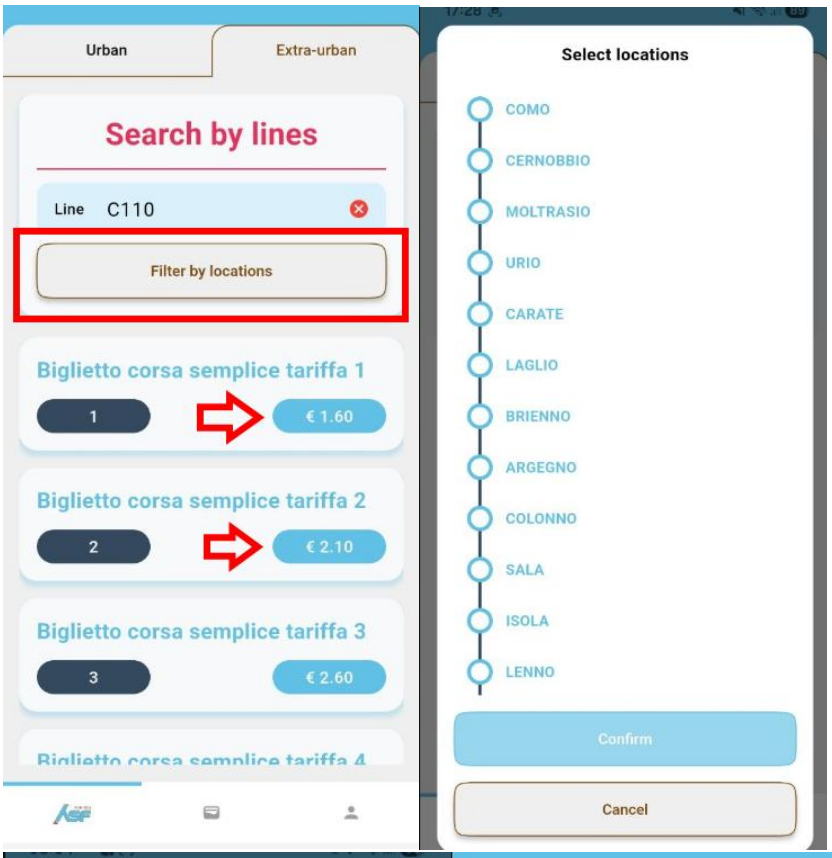
1. **Click on *Buy ticket for line***

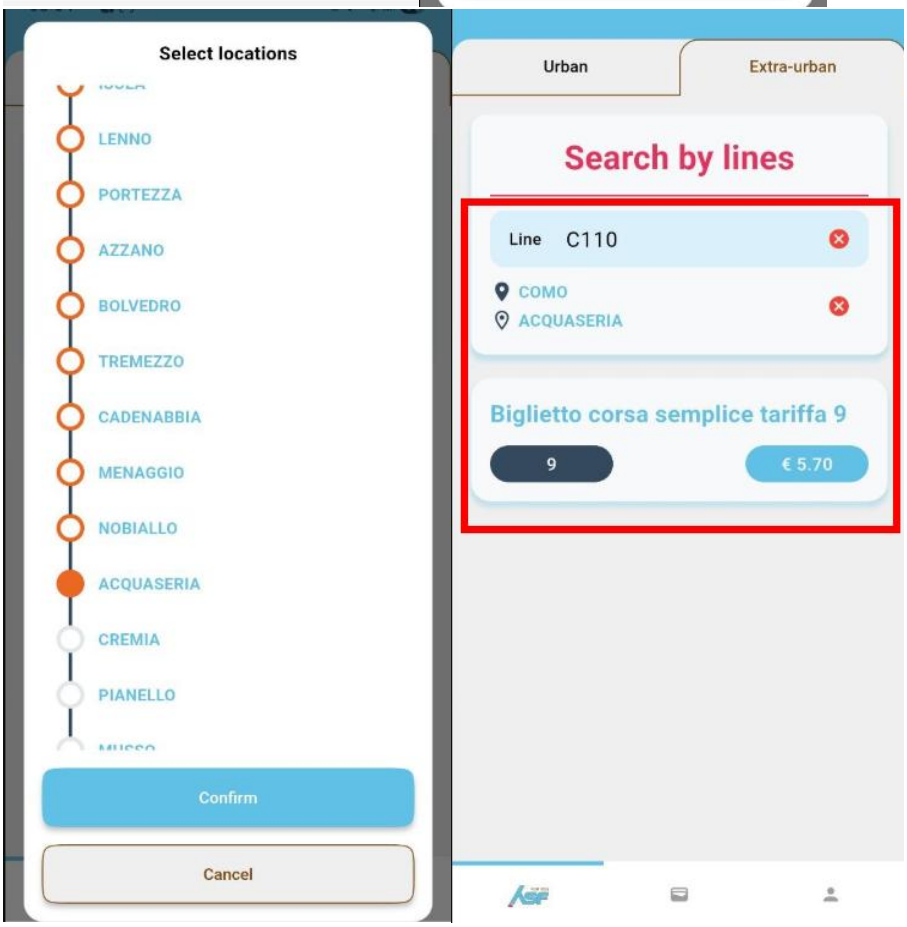


2. **Select Urban / Extra urban**



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.**

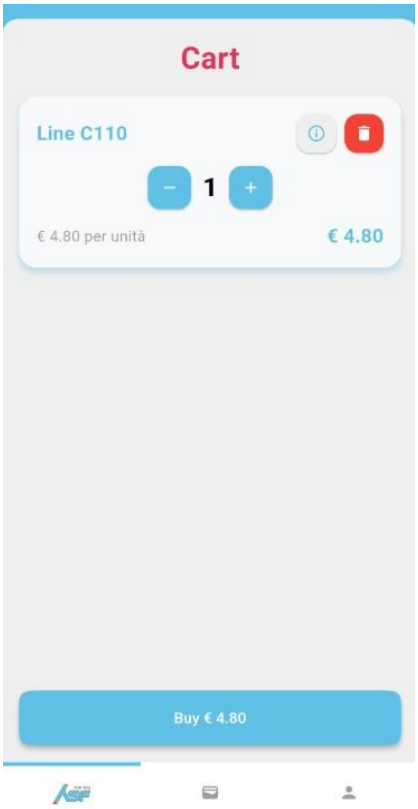

Urban
Extra-urban
Search by lines
Line C110
Filter by locations
Biglietto corsa semplice tariffa 1
1
€ 1.60
Biglietto corsa semplice tariffa 2
2
€ 2.10
Biglietto corsa semplice tariffa 3
3
€ 2.60
Select locations
COMO
CERNOBBIO
MOLTRASIO
URIO
CARATE
LAGLIO
BRIENNO
ARGEGNO
COLONNO
SALA
ISOLA
LENNO
Confirm
Cancel


Select locations
LENNO
PORTEZZA
AZZANO
BOLVEDRO
TREMEZZO
CADENABBIA
MENAGGIO
NOBIALLO
ACQUASERIA
CREMIA
PIANELLO
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

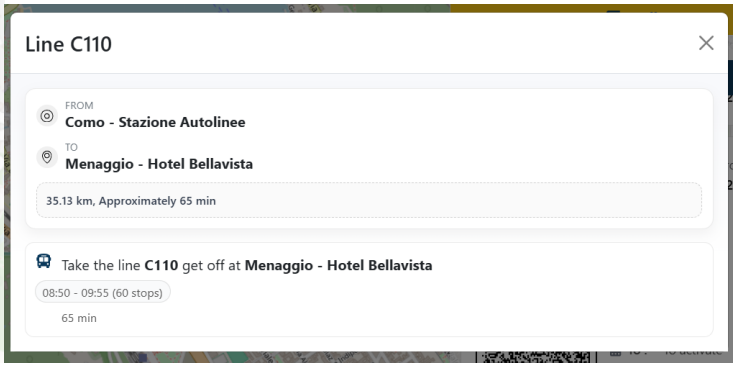
3. Tickets

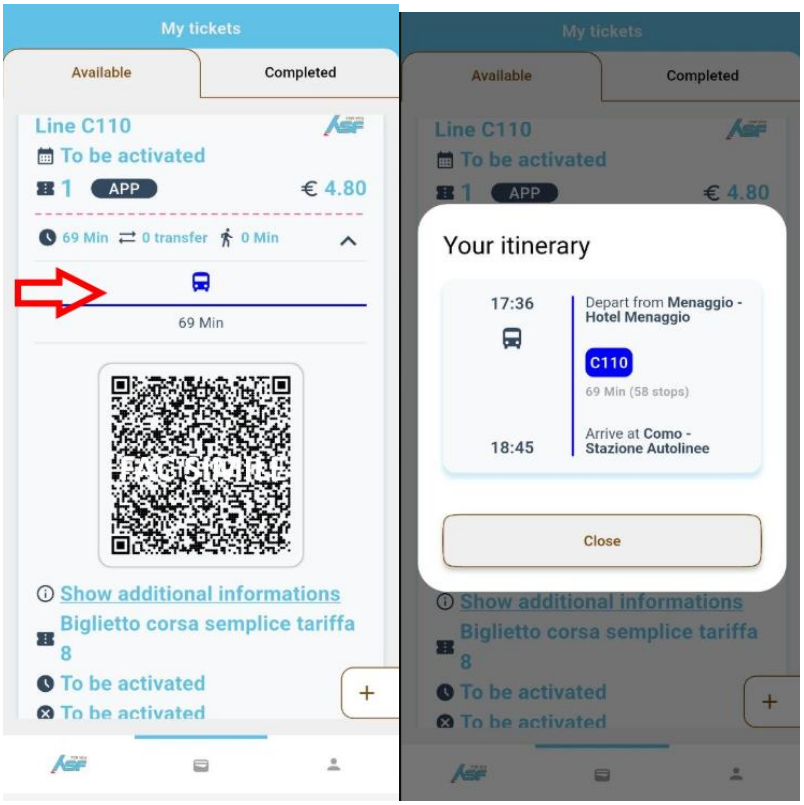
3.1 Ticket with itinerary

3.1.1 Single ticket

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







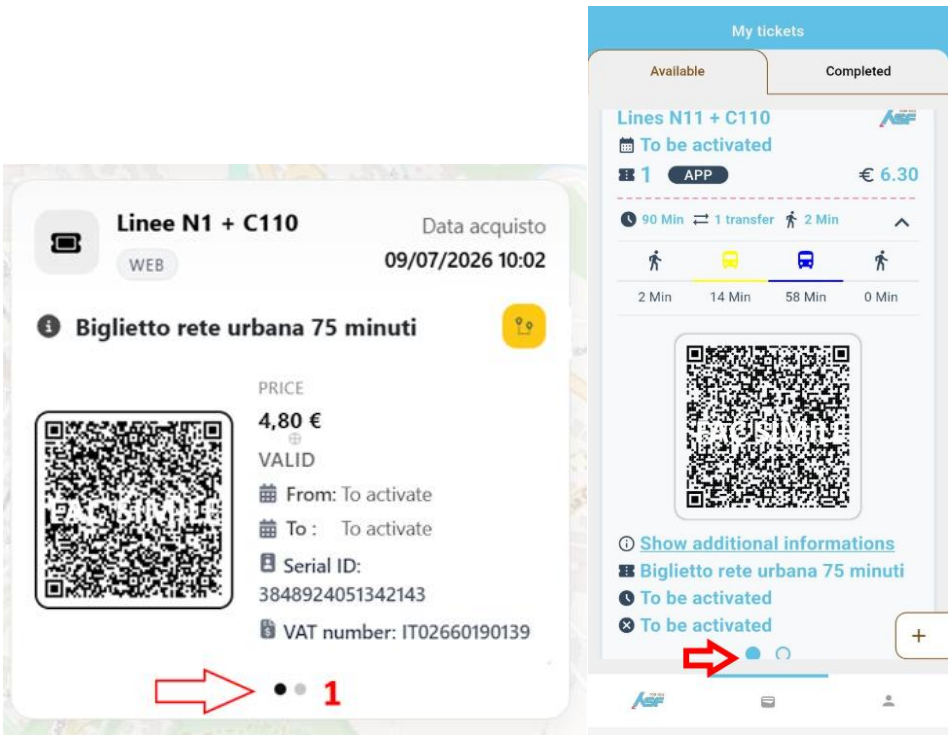
For easier validation you can zoom in the QR code, simply tapping on it.





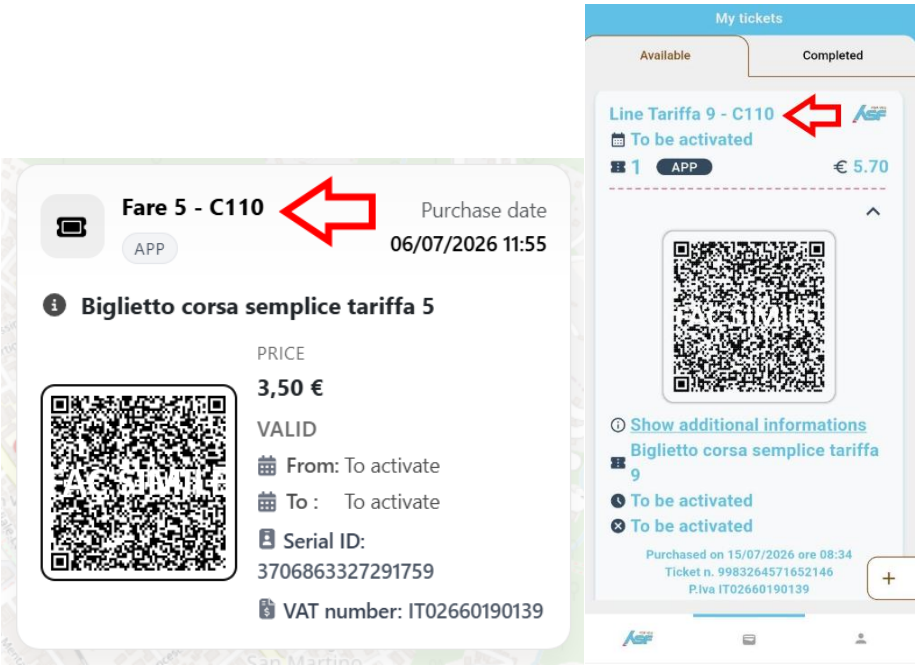
3.1.2 Multiple ticket

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

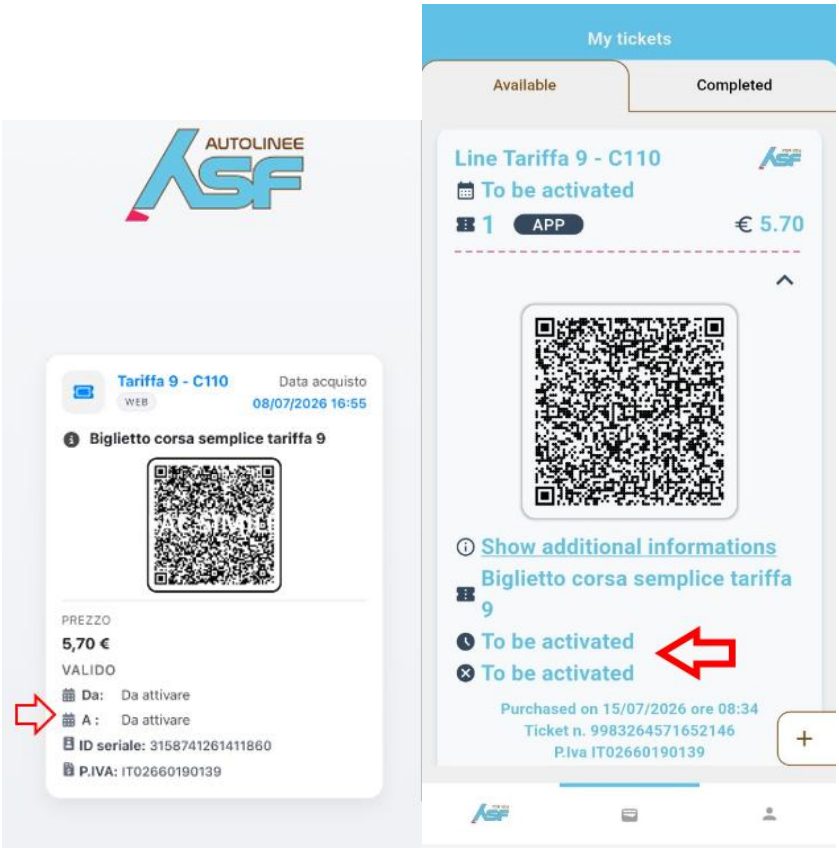
The following are the different kind of status of your tickets, applicable to both fare-based and route-based tickets.

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



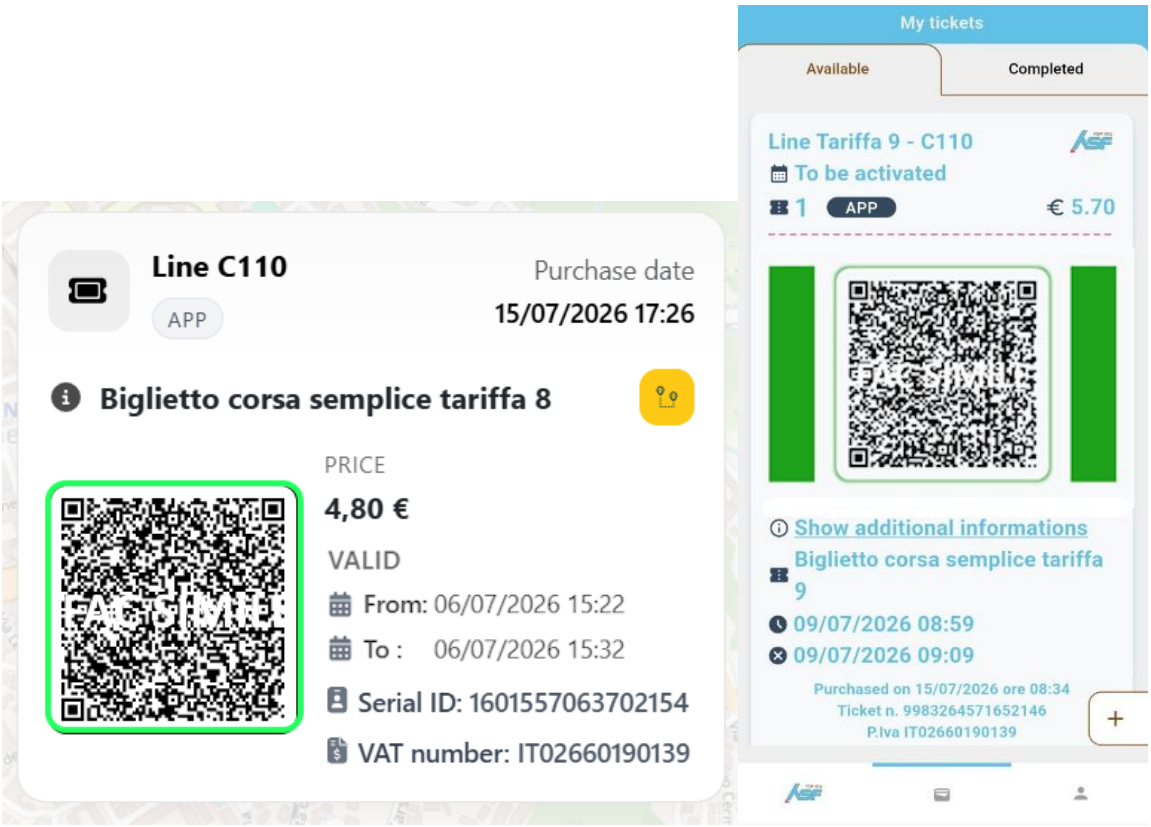
A ticket that has not yet been activated will display a QR code with a black border. The "From/To" field will show "To Be Activated"."



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. Ticket validation

Automatic validation

You can validate your tickets by clicking the “Activate” button in the ASF4U app or the button in the web version.

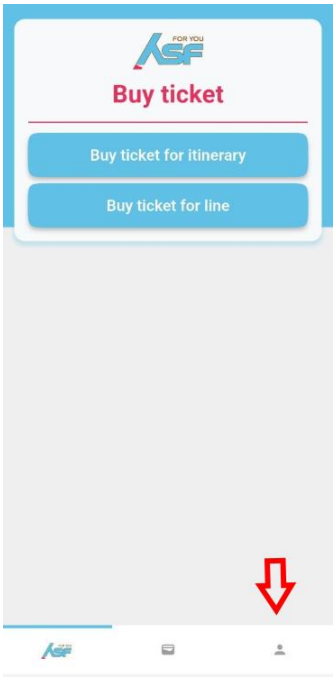


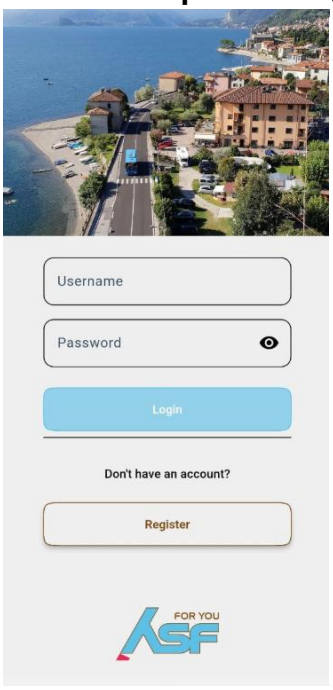
4.2 On-board validation (VPE)

You can activate your ticket by scanning the QR code at the green VPE validator.

5. Log in

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.







6. Registration

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.

