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:

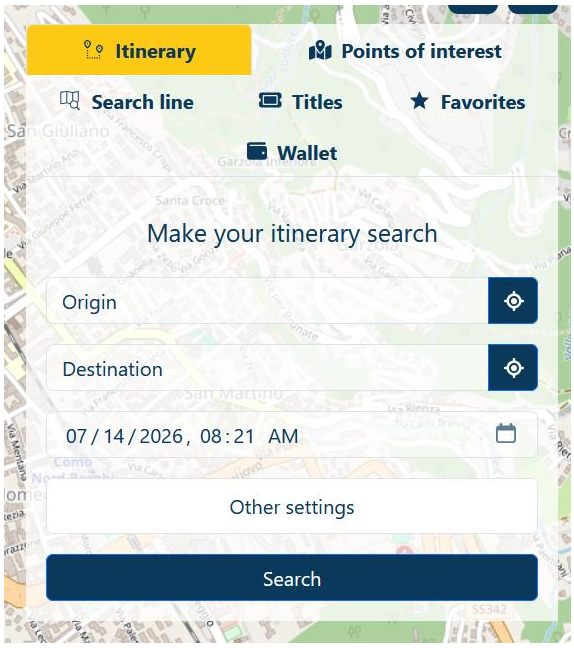
- **Logged-in user → The tickets will be added to your wallet in the app - link**
- **Guest → The tickets will be sent to your email address - link**

1. Purchase by Route

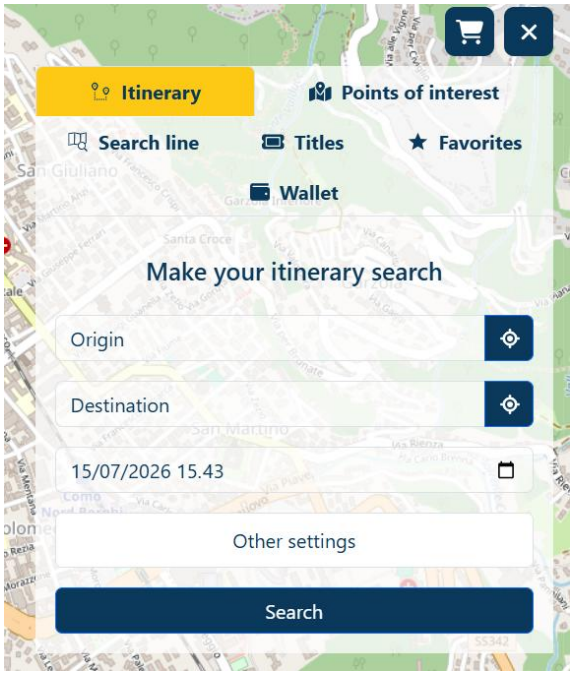
The itinerary is for guidance only and does not constitute a reservation (reservation is not allowed for public service)

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.

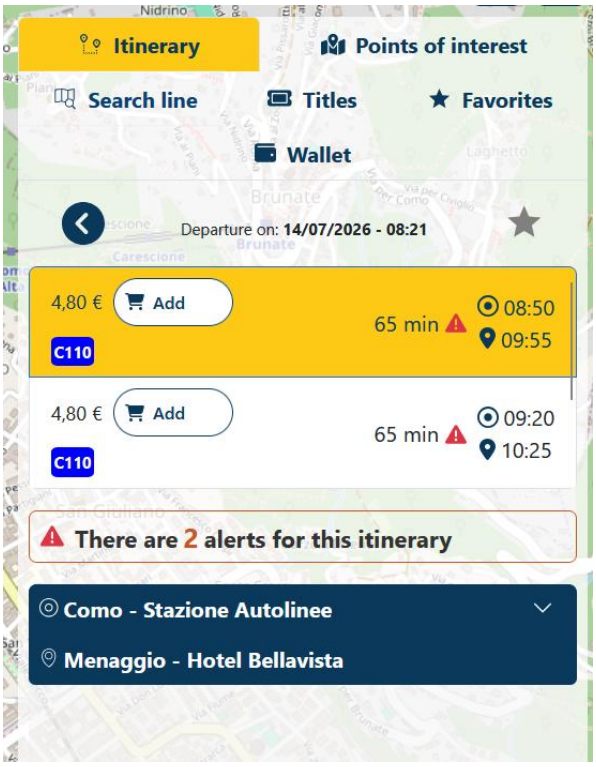
1. **Click on the Itinerary tab**



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 "Add" to add one or more tickets to your cart. You can also add tickets for other routes before proceeding to checkout.**

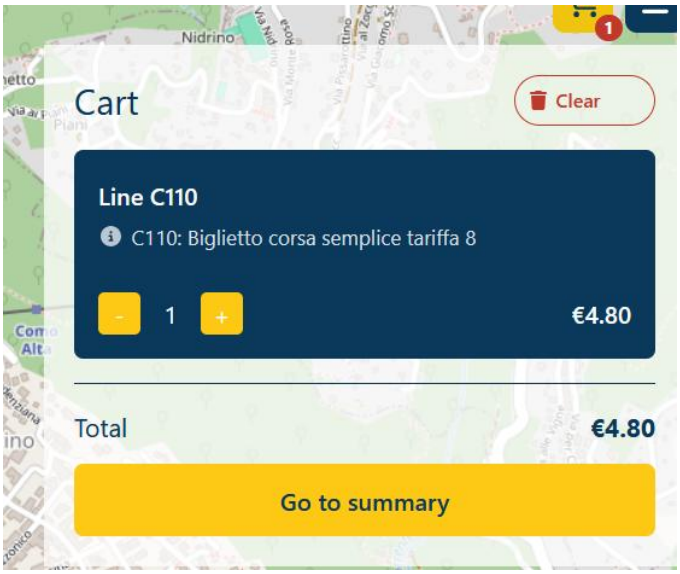


1.1 Purchase

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

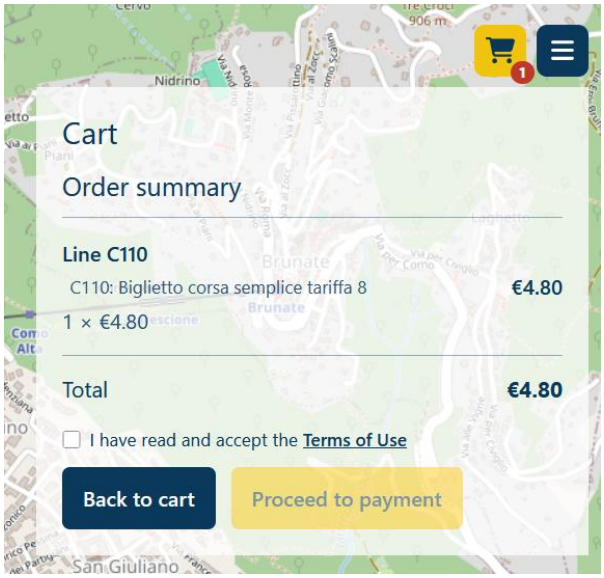


5. **You can see your shopping recap and you can confirm, review, delete, change the quantity. To confirm and check out, click on "go to summary".**



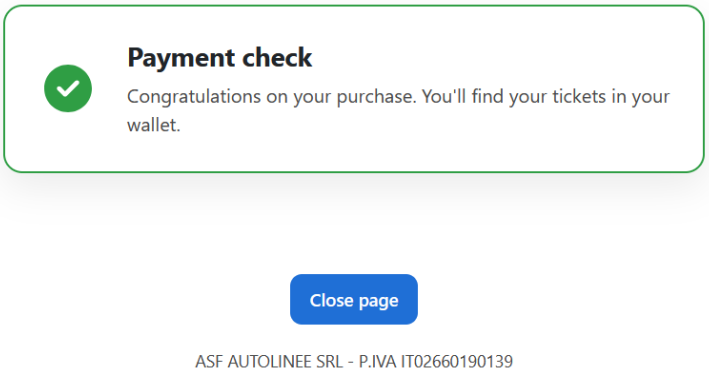
1.2 Logged-in User

If you are logged in, you can proceed directly to payment. If you don't have an ASF account yet, sign up now! registrati subito!



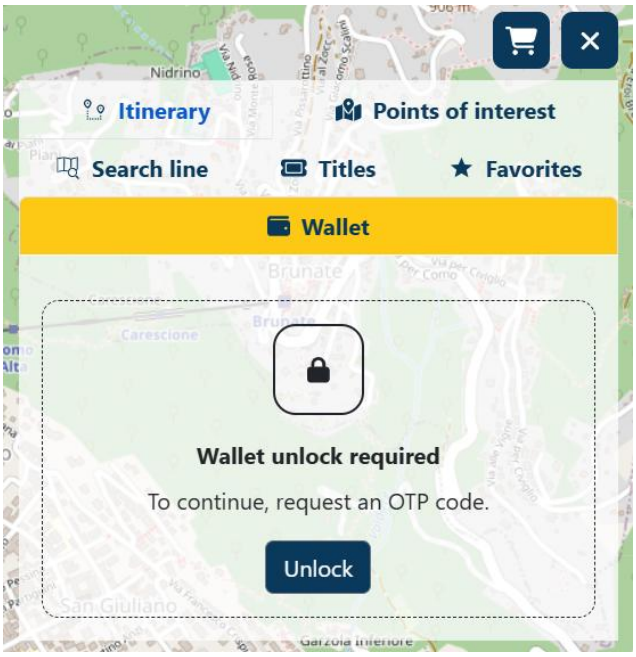
No need to log in to buy your ticket! In this case, the ticket will be sent to you by email. For more information, please see the following section. link

6. **Once the payment is complete, you will read this message**



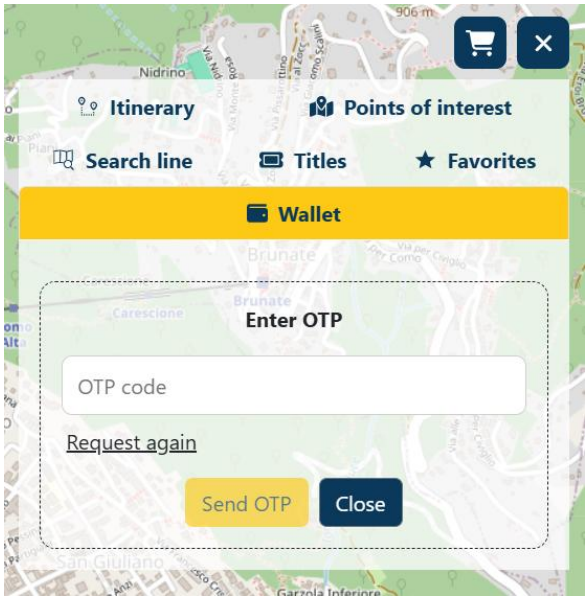
1.3 Purchased Tickets Overview

1. **Select "close page" to go back to your wallet**

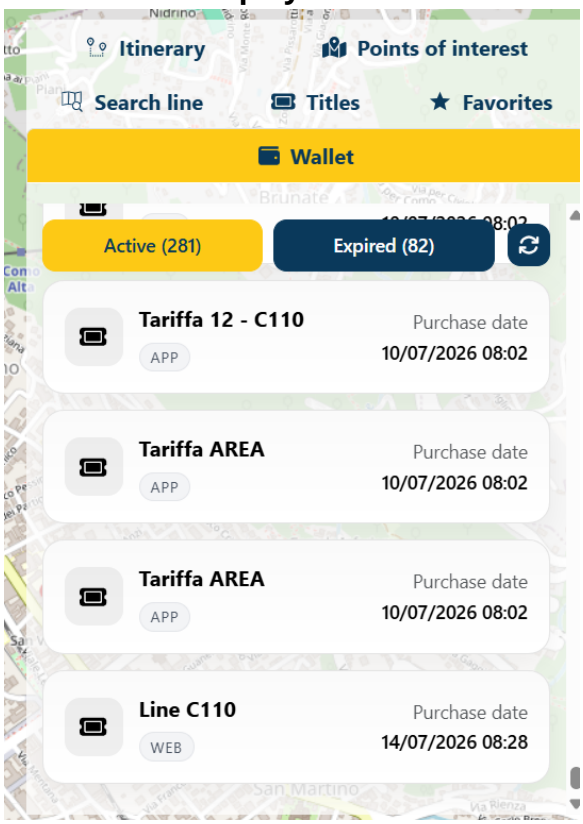


2. **For security reasons, to view your purchased tickets, you need to authenticate yourself by unlocking your wallet with a code (OTP CODE) that we will send you by email.**

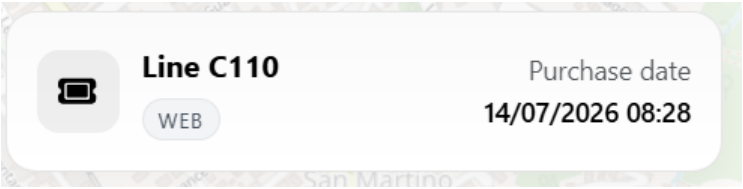
Click "Unlock" and enter the code you received, then click "Send OTP".



3. **Your tickets will be displayed in the “Active” section.**



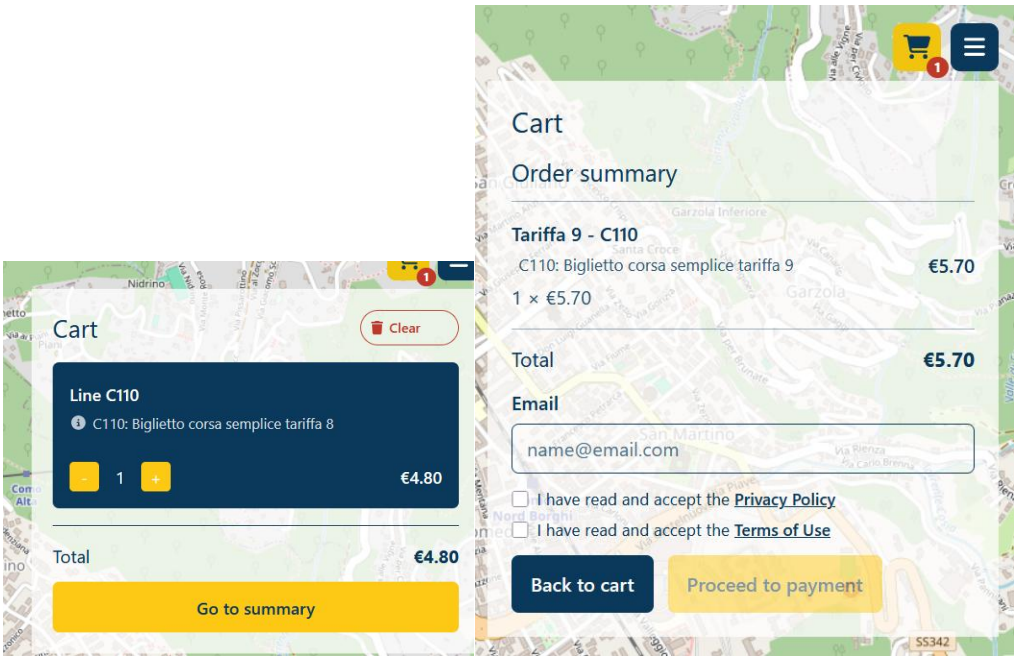
4. **Open your ticket selecting its line**



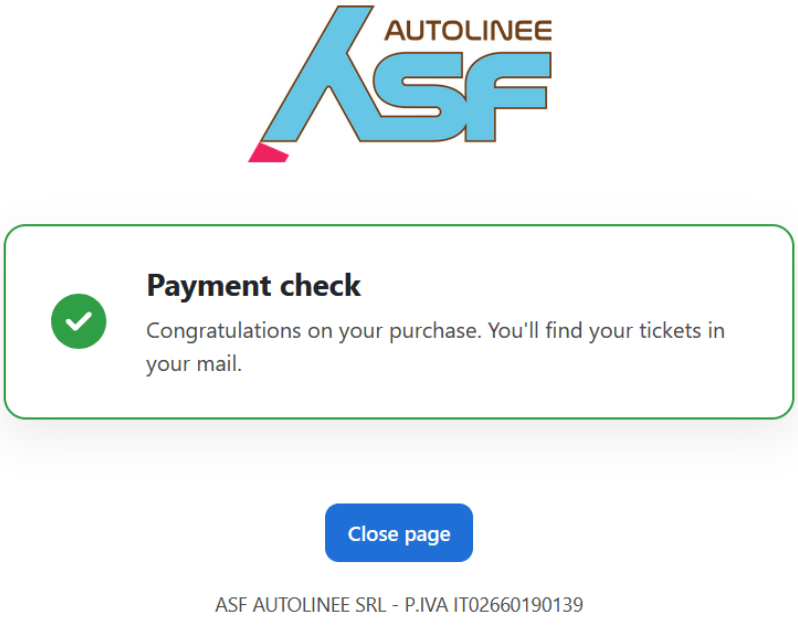
For more information about the details shown on the ticket and how to use it, please see the following section. → link

1.2 Buy as a guest

1. If you are not logged in to the website, 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 “Proceed to Payment”.



2. **Once the payment has been successfully completed, at the check-out, you will get this message:**



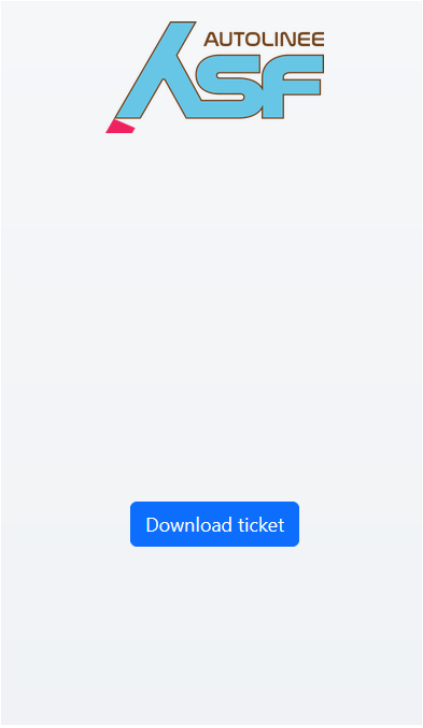
1.2.1 Purchased Tickets Overview

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

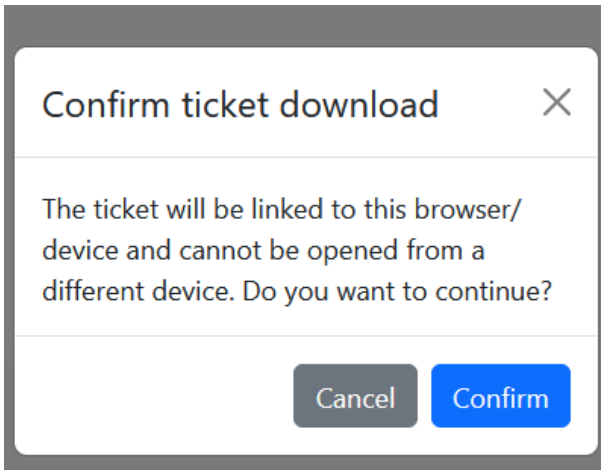


To view the ticket and validate it, click “Link Ticket” on the line corresponding to the ticket you want to use.

The following web page will open:



Select “download ticket”

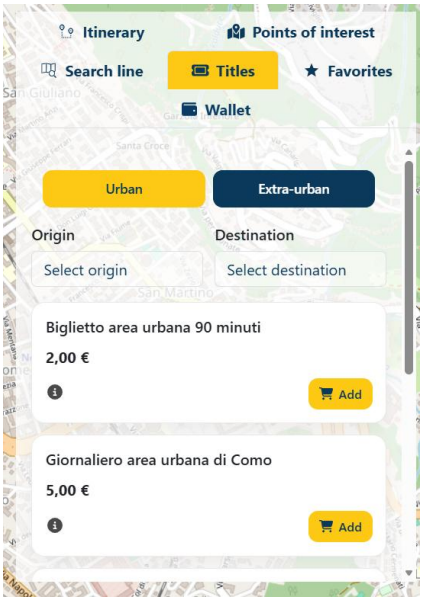


Before confirming, carefully read the POPUP: once you click CONFIRM on your device, for security reasons, that ticket can be opened only on that device/browser.

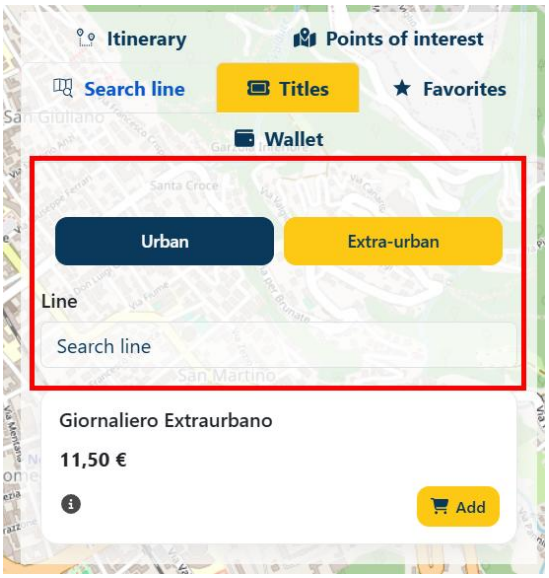
If you purchase the ticket on a PC, DO NOT open the ticket. Otherwise, you will not be able to validate it using your phone.
To learn more about the information shown on the ticket and how to use it, please check the following section. → link

2. Fare-based tickets

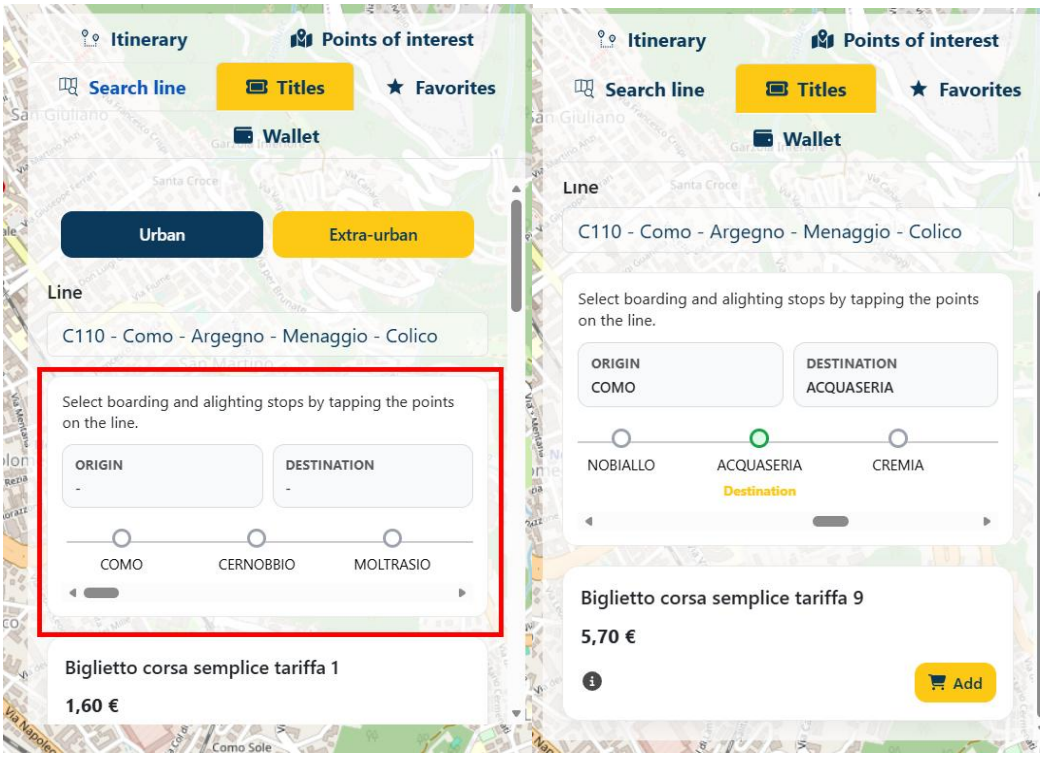
1. **Click on *Titles***



2. **Select Urban / Extra urban**



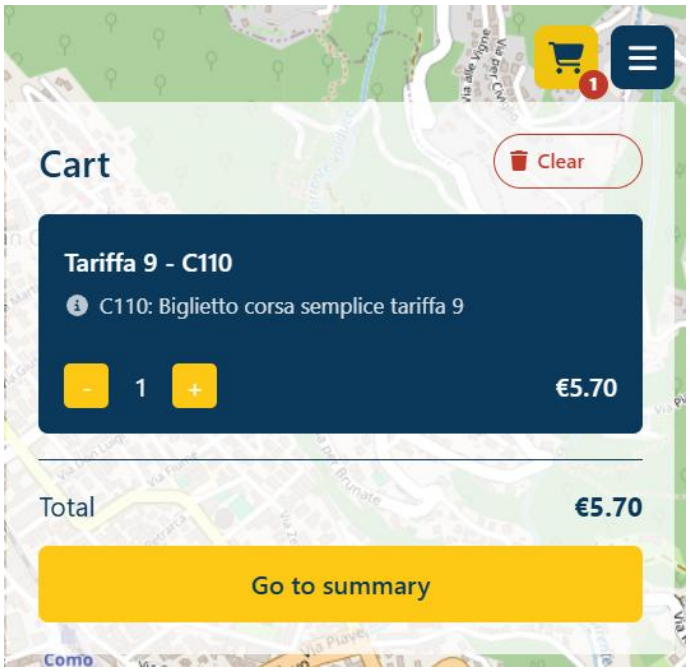
3. **If you already know the fare you need, just select "Add" on your fare line, alternatively, you can select origin and destination as shown below, the system will calculate the correct fare for your journey.**



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

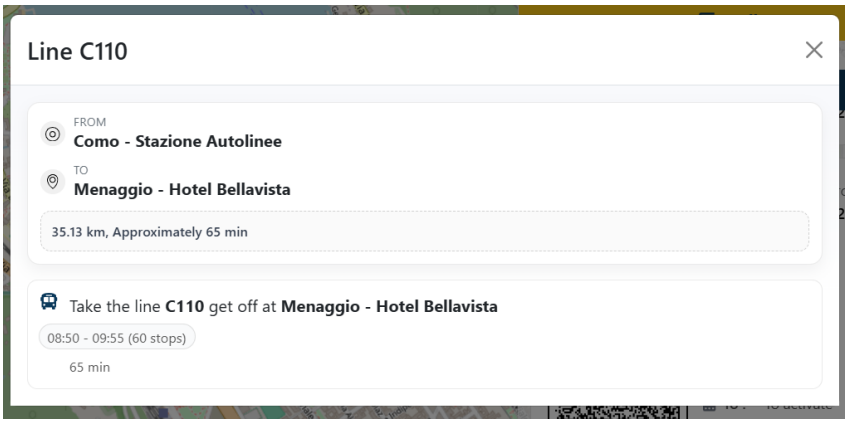
3. Tickets

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.

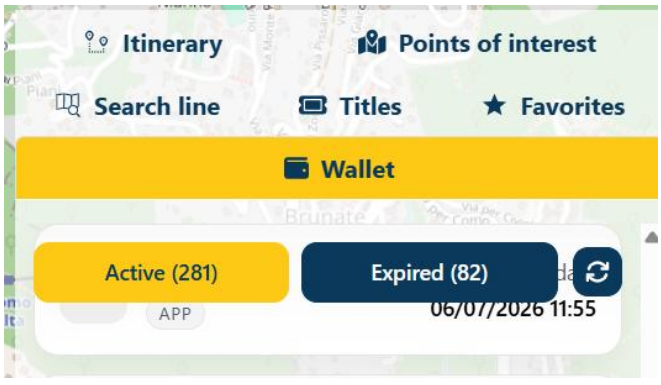


3.3 Ticket status

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.

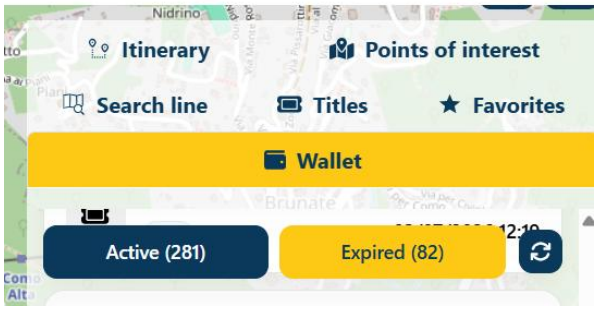
If you are unable to validate your ticket, please contact the onboard staff.

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

4.1 Automatic validation

You can validate your tickets by clicking the .



4.2 On-board validation (VPE)

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