

1. Sign up

1.1 Signing up with an existing BVG account

Go to *BVG.de/Berlin-Abo*, click on 'Switch to Berlin subscription', and log in with your access details (also from one of the BVG apps).

1.2 Signing up without an existing BVG account

If you haven't signed up in one of the BVG apps or a BVG account, you'll need to have your customer number ready. You'll find it in every subscription letter. Go to *BVG.de/Berlin-Abo* and click on 'Switch to Berlin subscription'. Sign up and activate your account from the confirmation email.

From now on, your login details will be the same for all BVG apps and your BVG account. This is necessary, for example, so that your subscription is displayed in your BVG apps.

1.3 New customer sign-up

If you don't yet have an active BVG account for logging in to BVG apps, or if you don't yet have a BVG subscription or customer number, you can simply sign up. Go to *BVG.de/Berlin-Abo* and click on 'Order new Berlin subscription'. Sign up and activate your account from the confirmation email.

From now on, your login details will be the same for all BVG apps and your BVG account. This is necessary, for example, so that your subscription is displayed in your BVG apps.

2. Select items

You'll find your current subscription in 'Abo bearbeiten'. You can change your subscription in the subscription overview by clicking on 'Hier kannst du ins Berlin-Abo wechseln' ('Switch to Berlin subscription here').

If you don't yet have an active subscription, you can order the Berlin subscription by going to 'Abo bestellen'.

3. Order

Choose your start date. Note: It is always possible to change to or start a Berlin subscription up until the 10th of the previous month. You decide whether you want to receive the Berlin subscription as a mobile ticket or a smart card. Enter your contact and bank details and check your order summary before finalising your subscription.

4. Finished

Congratulations! We'll send you a confirmation email with your order. You'll receive your mobile ticket or smart card at the start of your subscription in one of the BVG apps with your login details or by post to the address you provided.