Successfully logged into the S-Bahn Berlin app, but the ticket is not displayed?

S-Bahn Berlin

Students of the following universities:
- BHT
- FU
- HU
- HTW
- HWR
- TU

Step 1:
Ticket already ordered at **https://www.abo-antrag.de/studium** and order confirmation e-mail received?

Step 2:
Already logged into the **S-Bahn Berlin App** using the red button with university login credentials?

Step 3:
Wait & refresh the ticket page: Ticket displays approx. 24 hours after ordering. Otherwise use **Contact form**.

Students of all other universities:

Step 1:
Do you have the order confirmation e-mail from S-Bahn Berlin?

If not:
Please contact your university. We have not received any order yet.
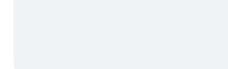
Step 2:
Check: Register and log into the **S-Bahn Berlin app** with exactly the e-mail address provided to us by the university.

Step 3:
Wait & refresh the ticket page in the app: Ticket displays approx. 24 hours after ordering. Otherwise: Use **Contact form.**

DB