Frequently asked questions YOUth TB

a) How do I register in the application?

To register in the application, go to the "**Register account**" option in the application menu and fill in all the required information.

Filling in the data required for registration in the application is the sole responsibility of the user.

If you do not receive a confirmation email, please check that you have filled in your email account correctly. If you have filled in your email account incorrectly, you can restart the registration process in **60 minutes**.

In order to benefit from the discount or free of charge, if you are a student, you must choose the corresponding user type when registering. The user type can also be changed after registration.

b) How the pupil or student status is confirmed?

Confirmation of your pupil/student status is done automatically via the application, based on the CNP filled in when registering your account, or later if you choose the correct user type.

If the data filled in when registering in the application is not correct, you will not be able to purchase a pupil/student pass.

Validation of pupil/student status is done automatically in the application by querying the Ministry of Education database.

c) What happens if the pupil or student status is not confirmed?

If the data filled in when registering in the application is not correct, you will not be able to purchase a pupil/student pass.

If you are in this situation, the application will display the following message:

"*You are not registered as a pupil/student in the records of an educational establishment in the Municipality of Bucharest or Ilfov County.*

In order to benefit from the season ticket, please contact your educational institution or you can go to one of the STB SA points of sale to have a season ticket issued on your travel card".

If you no longer benefit from the discount or free travel, in order to be able to continue purchasing tickets, change your user type on the **Profile** page to **No discount**.

d) How can I buy a travel ticket?

There are two ways to access the page where travel tickets can be purchased:
1. Go to the main menu of the application, option **"Take pass"**
2. From the application's **"Homepage"**, select the "**Buy pass**" section.

In both variants, a page will open from which you can choose a fare title, with a default purchase proposal: 90-minute metropolitan journey.

If you choose another fare, click the button: **Select another pass** and you will be shown a page with all the types of journeys and passes you can purchase via the app.

e) How to activate the travel ticket?

Hourly travel passes (90-minute metro travel, 24 or 72-hour metro pass) **become active when purchased.**

For regular passes: 7 days, 1 month, 6 months and annual, validity starts from the date requested. If you do not request a date in the future, subscriptions become valid from the day of purchase.

The purchase date is the same as the subscription activation date.

In the case of pupils, the app has a predefined type of subscription valid for the school year.

f) How many trips/passes can I buy?

For pupils: a single season pass can be purchased, valid until the end of the school year.

For students: The app allows you to purchase the following metropolitan passes at a 50% discount: 1 month, 6 months and 12 months.

For users without discount: you can purchase all types of travel and passes listed in the app. If you have a valid season pass, you will not be able to purchase another one. ***This measure helps users to avoid overlapping validity periods.***

In the case of trips, only one metropolitan pass may be purchased, with the proviso that validity begins at the time of purchase. Multiple metropolitan trips cannot be purchased at the same time (a new trip can be purchased after the 90 minutes have expired).

g) How can I visualize my travel tickets?

Purchased passes or trips and their validity can be viewed from the "**Homepage**" – **"Passes status"**.

Following the purchase of the pass, details of the pass will also be sent by email.

After purchasing the tickets, they can be viewed on the application's "**Homepage"** – **"My passes"**

h) How is the ticket checking done in the means of public transport in the Metropolitan area?

1. Presenting the travel ticket in the YOUthTB application homepage in the "**Passes status**" window.
2. In the case of pupils/students, submission of detailed pass information and QR code sent to the email account.

In the case of those entitled to a discount or free ticket, the control team have the right to ask for supporting documents (pupil card or, in the case of students, transport pass, to confirm the data).