HOW DO I DOWNLOAD THE APP

Enter the keyword »Urbana« in the Google Play or App Store search engine. The Urbana app is available to all Android users from version 6.0 onwards and iOS users from version 13.0 onwards.

To use all the services offered by the Urbana app, mobile data must be enabled on your phone. When using the app on buses or at parking areas with barriers, Bluetooth must also be enabled, and on devices running Android 11 or earlier, automatic location detection must be turned on as well.

TRANSFER OF FUNDS FROM AN EXISTING URBANA ACCOUNT TO A NEW URBANA ACCOUNT

If you have logged into the new Urbana Account with the same e-mail address as your old Urbana Account, the transfer of funds from an old Urbana Account to a new Urbana Account is offered automatically. If you use a different e-mail address for your new Urbana Account than for your old Urbana Account, to transfer funds, you should send the ID and security code of the old mobile Urbana, as well as the ID of the new mobile Urbana, to the email address urbana@lpp.si

DOWNLOAD YOUR PHYSICAL URBANA CARD TO THE URBANA MOBILE APP

To transfer a physical card to the app, you need to have a physical time-based Urbana card (With the status of general or primary school). A value card cannot be uploaded to the app. Only one physical card can be uploaded to the app. Upon successful transfer, all products and funds will be transferred to the mobile app. After the transfer, the physical card will become inactive. In the event of devirtualisation, the physical card will be activated within 24 hours.

- In the app menu, press »Upload Urbana card to app«.
- Press »Scan code«.
- Slide your physical card to the back of your phone where the NFC antenna is located. If the NFC card scanning is not successful, you can enter the card number manually.
- Check the accuracy of the card data and continue the process.
- Enter the first and last name, as stated on the physical card.
- Enter your Birth date.
- If all the data you have entered and the data written on the card match, the physical card will be successfully transferred to the app.

IJPP tickets (student, university, general intercity, and senior) cannot be transferred to the application.

TOPPING UP MOBILE APP

Topping up of your Urbana account in the app can be done as follows:

- MasterCard and Visa payment cards,
- Valú smart wallet,
- Aircash mobile wallet,
- at all points of sale, where Urbana card top-up is possible (kiosks, petrol stations, shops, etc.), except at urbanomats.

Maximum amount of credit allowed on the account is € 50.00.

USE OF MASTERCARD AND VISA PAYMENT CARDS

Add a payment card

Select »Payment method« in the app menu. Select »Payment card«. Press »Continue« to open the window for entering the cardholder's details. Enter your details and press »Submit«. To authorise your payment card, initially, a transaction in the amount of € 0.00 is made. A request will be sent to your bank to authorise the transaction. Upon confirmation, your payment card will be added to the Urbana app.

Top up your Urbana account with a Payment Card

From the menu, press »Top up card«. Enter the top-up amount in the field »Amount«. In the field »Payment«, set the added payment card as the means of payment. By pressing »Top up«, your Urbana account will top up by the selected amount.

USE OF THE VALÚ PAYMENT METHOD

Add Valú payment method

Select »Payment method« in the app menu. Select Valú. Enter your mobile number and you will receive a 4-digit confirmation code. After entering the confirmation code, Valú will be added to the app as a payment method.

Top up your Urbana account with Valú

From the menu, press »Top up card«. Enter the top-up amount in the field »Amount«. In the field »Payment«, set Valú as the payment method. By pressing »Top up«, your Urbana account will top up by the selected amount.

TOPPING UP AT OTHER URBANA POINTS OF SALE

Topping up your credit is similar to the classic Urbana card. Inform the cashier of the amount you wish to top up on your Urbana account or the product you want to purchase, open the application menu by tapping on the red Urbana icon in the top right corner, and enlarge it by tapping on the QR code. Once you've paid the amount to the cashier, he will connect to your mobile device through his terminal and load the desired product or balance via the QR code. Charging is not possible at vending machines and kiosks of the company Tobačna 3DVA.

USE OF THE APP

The Urbana mobile app enables quick and easy payment for bus rides (LPP), payment of parking fees with the Upark service, entry to a closed parking lot, ride on the funicular to the Ljubljana Castle, purchase and use of digital Tourist Card, borrowing books in MKL libraries and other city services included in the Urbana system. Before using the app, please check if you have enough credit in your account to pay for the services.

Paying for a ride on city buses

- Open the Urbana app.
- When you are near the validator, press »Use Urbana« on the home screen of the app.
- The Urbana app connects to the validator via Bluetooth.

- When the validation is successful, the app will display the message »Validation successful«.
- Always validate at a distance of anywhere between 20 cm and 1.5 m from the validator

Paying for a ride on suburban buses

- Open the Urbana app.
- When you are near the validator, press »Use Urbana« on the home screen of the app.
- The Urbana app connects to the validator via Bluetooth.
- Once the connection is successful, the app will show you the exit station selection.
- Select the exit station and press »«, the validation will be completed successfully.

Paying for more persons and/or zones

- Open the Urbana app.
- When you are near the validator, press + in the »Use Urbana« button on the home screen.
- Select the number of persons, including yourself, and the number of zones.
- To start the validation, press »Use Urbana«.
- When the validation is successful, the app will display the message »Validation successful«
- If you need to transfer to another bus, just press 'Use Urbana' and there's no need to select the number of passengers and zones again.

Purchase of a Monthly or Annual ticket

- Press »Products and Services« in the app menu.
- Select »Monthly« or »Annual 12«.
- If you are purchasing an Annual 12, please also select the start of validity.
- Select the payment method.
- Press »Buy ticket«.
- When the purchase is successful, your product will be added to your active products in the app.

Instructions in Case of Inspection

The inspector will check if the ticket is validated via the QR code displayed on the Urban card image within the menu.

- Open the application menu in the top-right corner by tapping the red Urban icon.
- Tap on the QR code to enlarge it.
- The inspector will scan the code with their terminal to verify if the ticket is valid.

PAYMENT FOR PARKING IN CAR PARKS MANAGED BY JP LPT

How to pay for parking with Upark

- Open the Urbana app and select the »Upark« tab on the home screen.
- Check whether your parking location is consistent with the detected parking zone.
- Press the »Park« button.
- Add the registration number (characters with diacritical marks are not supported).
- Select the payment method.
- Set the desired parking length on the circular slider.
- Press »Start Parking«.

On the home screen of the app, you will see the active product with a parking timer. You will receive a notification 15 minutes before the parking fee is due to expire, informing you of the possibility to extend your parking fee.

How to extend your parking

- Press the active parking product shown on the home screen
- Rotate the slider to the new desired length of the parking fee
- Press »Extend Parking«

Paying the parking fee at the parking meter

- Press the »Payment with Urbana« button on the parking meter.
- Press the »Payment with Urbana« button to pay for 1 hour parking fee. Repeat this step until you reach the desired number of parking hours.
- Press the green button.
- Wait a moment for the blue LED on the Urbana terminal to start flashing.
- Press the »Use Urbana« button in the app.
- Select the »Parking Meter« option to connect the application to the parking meter.
- The transaction is successful when the terminal beeps a successful payment tone and the app displays a notification of the successful purchase.
- The parking meter issues a parking receipt, which must be placed in a visible place behind the windscreen of the car.

PAYMENT OF PARKING FEE IN CLOSED CAR PARKS

Entering a closed car park

- Open the Urbana app in front of the entrance gate.
- Press »Use Urbana« on the home screen.
- Select the »Enter« option to connect the application to the entry gate terminal.
- On successful transaction, the entrance gate will open.

Exiting a closed car park

- Open the Urbana app in front of the exit gate.
- Press »Use Urbana« on the home screen.
- Select the »Exit« option to connect the application to the exit gate terminal
- On successful transaction, the payment will be made and the exit gate will open.

Parking ticket payment at the stand-alone cash register in the garage

- Take your parking ticket at the entry gate.
- At the end of the parking period, insert the parking ticket in the stand-alone cash register.
- Select Urbana for payment method.
- To pay the parking fee, open the app and press »Use Urbana« on the home screen. Payment can be made at a distance of anywhere between 20 cm and 1.5 m from the validator Select the »Cash Register« option to connect the application to the cash register.
- When the transaction is successful, the app displays a green notification and the terminal beeps to indicate successful payment.

- Take the paid parking ticket.

How to pay for Park & Ride

The precondition for payment of Park & Ride service is that you are located in a designated parking area. If you are outside this area, payment will not be possible.

- Open the app and select the PR point on the map or press the PR button in the slider and select the car park, where you are located from the list and press »Park«.
- Select the »P+R Parking« option.
- Enter the registration number of the vehicle (characters with diacritical marks are not supported).
- Select the payment method.
- Press »Pay Parking«.
- In addition to the 24-hour parking fee, you will receive 2 single bus tickets. Only one ticket can be used at a time.
- When you are on the bus, press »Use Urbana« on the home screen of the app.

Instructions for Parking at P+R Stožice (Special Case)

At P+R parking lots with gates (P+R Stožice), enter the parking lot as usual – press the button on the terminal at the entrance to receive a parking ticket.

After parking your car, open the Urbana mobile app and find the P+R option within the app (select the P+R location on the map or press the P+R button in the slider, then choose the parking lot where you are located and press the »Park« button).

Then select the P+R Parking option:

- Enter your vehicle registration number (characters with diacritical marks are not supported),
- Select the payment method,
- Press the »Pay for Parking« button.

In addition to 24-hour parking, you will receive 2 single-use bus tickets. When boarding the bus, press »Use Urbana» in the app to pay for the ride.

A prerequisite for using the P+R service is that you are within the designated parking area. If you are outside this area, payment will not be possible.

When exiting the P+R parking lot, press »Use Urbana» at the exit gate. The gate will open automatically.
You can discard the ticket received upon entry to the parking lot.

Instructions for Parking at P+R Studenec

Due to weaker GPS signal inside the P+R Studenec parking garage, we recommend completing the P+R payment at the entrance before entering the parking garage.

Additional Parking Options at P+R Locations (Long-Term Parking, Camper Parking, Bus Parking)

- Open the P+R tab.
- Select the P+R parking lot where you are located.
- A list of four options will appear: P+R parking, long-term parking, camper parking, and bus parking.
- Select your desired option.
- Enter the vehicle registration number (characters with diacritical marks are not supported)and choose the payment method.
- Select the desired parking duration and confirm your choice by pressing the »Pay for Parking« button.

PAY FOR A FUNICULAR RIDE

- Tell the cashier that you want to pay for the funicular with Urbana.
- In the app, press »Use Urbana« and move your phone closer to the terminal.
- When the transaction is successful, the app displays a green notification and the terminal beeps to indicate successful payment.

IDENTIFICATION AT LJUBLJANA CITY LIBRARY

- Open the application menu in the top right by pressing the red Urban icon.
- Tap on the QR code to enlarge it.
- Place the mobile phone with the code facing the terminal with the code reader. Keep the mobile phone at a distance of approximately 15-20 cm from the device.

PURCHASE DIGITAL LJUBLJANA TOURIST CARD

When you purchase a Ljubljana Tourist Card, it will be valid from the first use for the time period you selected at the time of purchase.

- Press »Products and Services« in the app menu.
- Press »Tourist Card«.
- Press »Buy card«.
- Select Validity of the Tourist Card (in the event of purchase for more persons, the same validity is required for all).
- Select »Payment method«.
- Select the number of persons.
- If you have a promotional discount code, you can enter it by pressing the »Add or Edit« button. Add the code by pressing the »Finish« button.
- Press »Buy card«.
- When the purchase is successful, your product will be added to your active products in the app.

Use of Tourist Card

You can use the Ljubljana Tourist Card for the contents, listed in the Tourist Card details. To enter museums, galleries, funicular ride, follow the instructions of the cashier and when you need

identification, press »Use Urbana« in the app. If this does not work, you can also use the QR code for entry or identification, which can be found within the menu.

To use the card on the bus, press »Use Urbana« at a distance of anywhere between 20 cm and 1.5 m from the validator.. On successful validation, you will receive a notification in your app.