

Getting started with your EURAIL mobile Pass

Here's everything you need to know about using your mobile Pass, from getting ready for travel to boarding the train and ticket inspections.

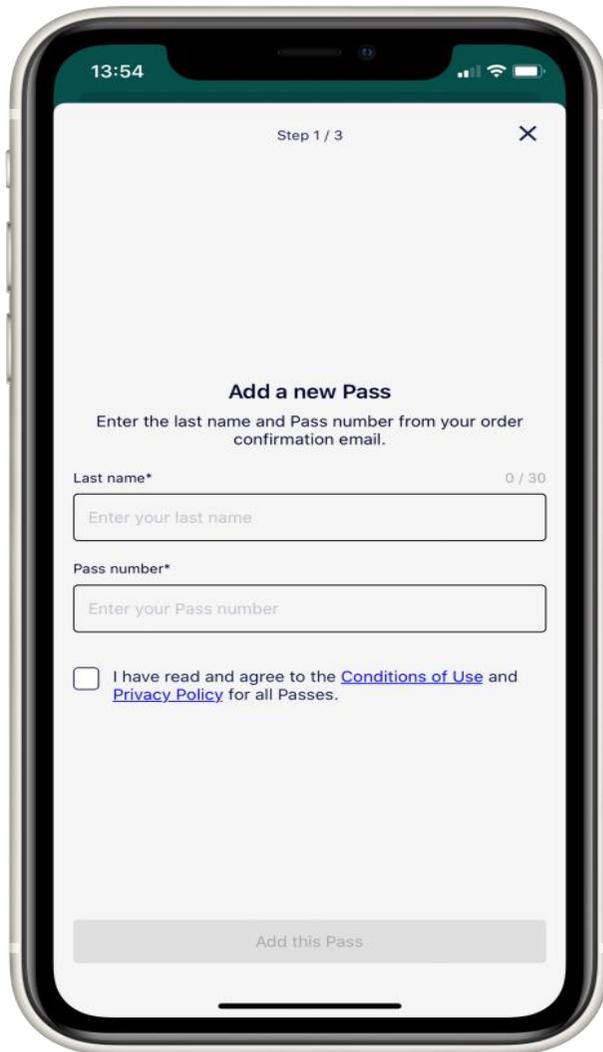
Download the Rail Planner App

Before you start, make sure you have **the latest version of our Rail Planner app** on your device. You'll need an internet connection to use some features in the app while travelling with your mobile Pass.



Loading your Pass onto your device

Get your Pass ready for travel in 3 easy steps. You can do them all at once; or start now and finish later.



Step 1: Add your Pass

Got the Rail Planner app? **Add your Pass to the app** and start getting ready for your trip.

Simply **follow the link in the confirmation email we sent you** when you bought your Pass to get started quickly, or follow these steps:

Open the Rail Planner app and go to My Pass. Tap 'Add your Pass' to get started.

Enter your surname and Pass number. You'll find your Pass number in your confirmation email.

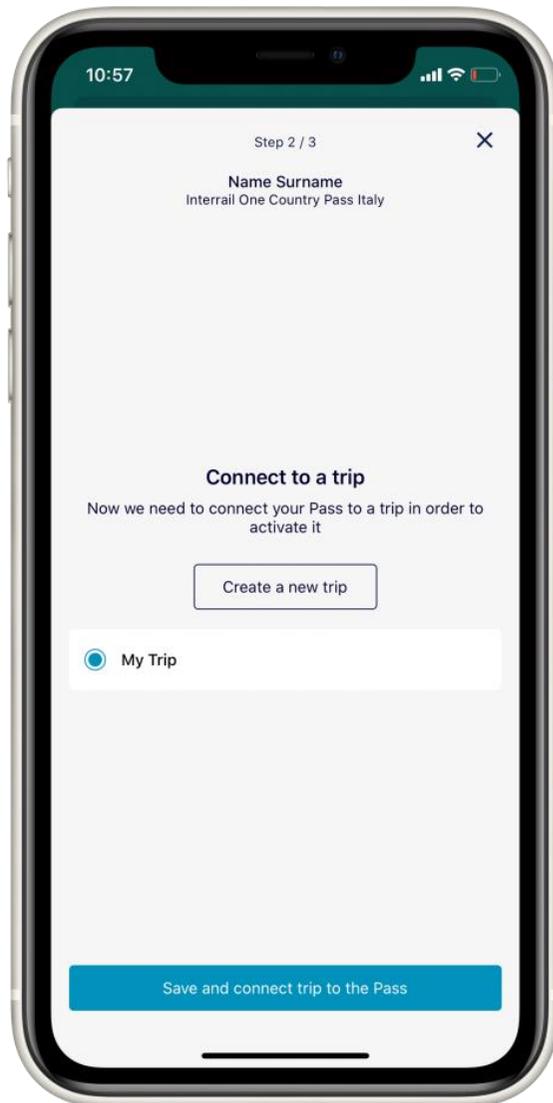
Once your Pass is on your device, you can find it any time in My Pass.

Travelling as a group?

You can add as many Passes to your device as you like. Just remember that you can't move your Pass onto another device once it's activated for travel. If you're travelling as a group with multiple Passes on one device, you'll all need to travel together on all journeys.

Travelling with children?

Each Child Pass should be added to the same device as at least one Adult Pass, as Child Passes aren't valid without an Adult Pass. Children under 4 can travel with you for free without their own Pass.



Step 2: Connect a trip

Next, **connect a trip to your Pass**. This is how you'll keep track of the journeys you take.

Create a new trip and give it a name.

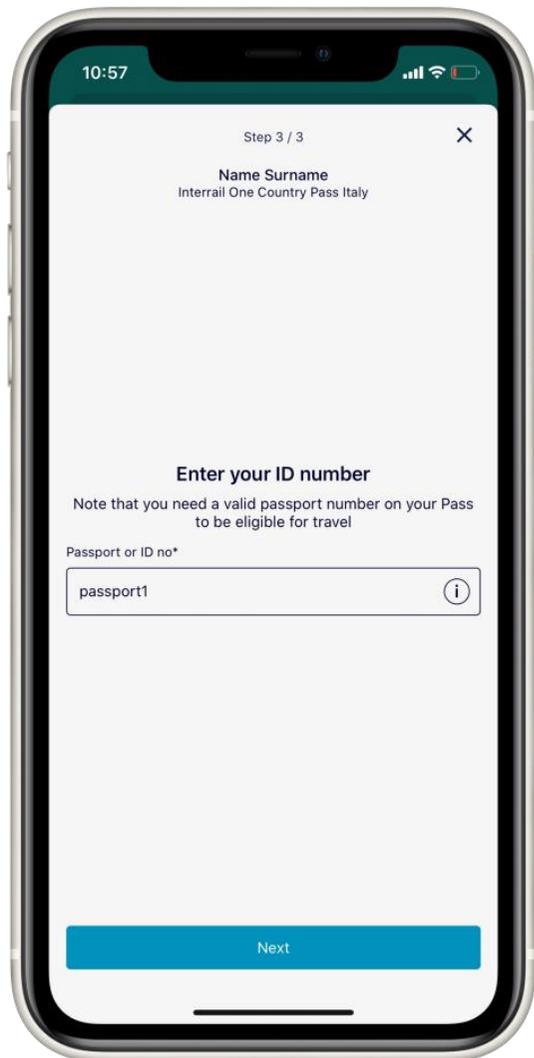
Or **choose a trip** that you've already created. You'll see a list of your existing trips that you can choose from.

More than one Pass on your device?

Each Pass needs its own trip, so if you've got a few Passes on your device, you'll need a separate trip for each Pass.

If you've already created a trip, you can **duplicate an existing trip** to connect a copy of that trip to another Pass.

It's easy to add journeys from the planner to multiple trips at once, and you can name each trip something different to keep track of all your journeys.



Step 3: Activate your Pass

Before you start your trip, you need to **activate your Pass** so it's ready for travel. You'll need your passport or ID that you're travelling with, and you'll need to know which date you're taking your first train.

Enter your passport or ID number. This should match the document that you're travelling with as you may have to show it to ticket inspectors.

Choose your first travel day. This is the first day you'll be using your Pass to travel. Your Pass will be valid from this day until it expires.

Not sure when you're starting your trip?

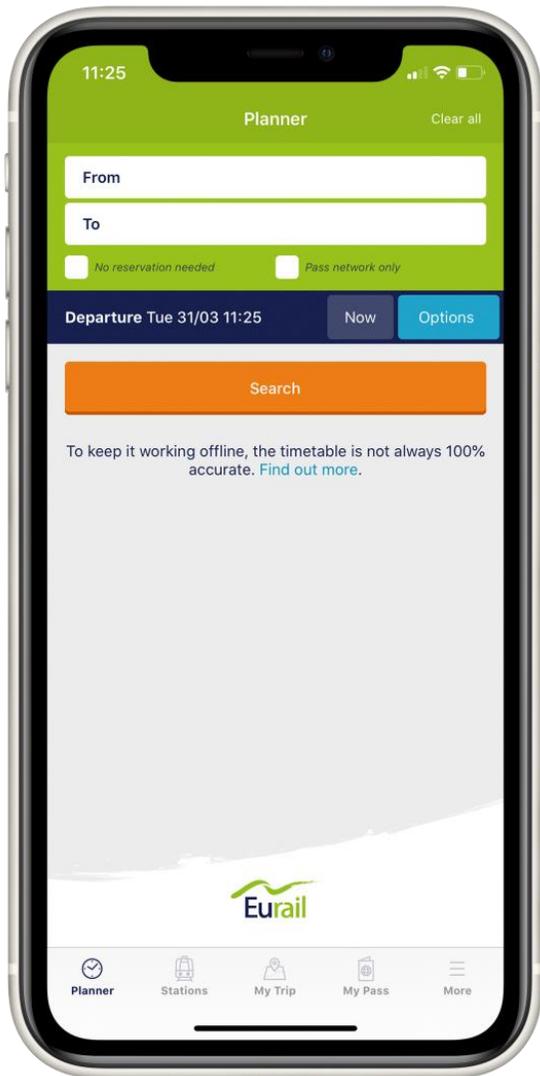
Don't worry, you can come back to this step later. You can activate your Pass up until the day you start travelling.

Remember that **you can't board your first train unless your Pass has been activated**, and you need to be online to activate your Pass.

Travelling later? No rush – you can activate your Pass up to 11 months after your purchase date.

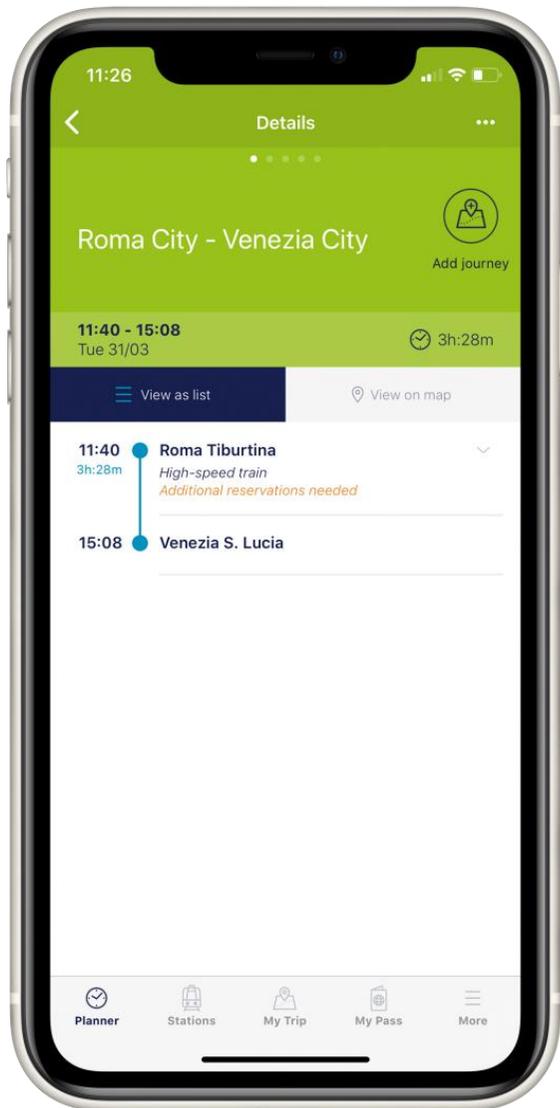
Getting ready to board the train

Add journeys to your Pass so you can board the train and show your ticket.

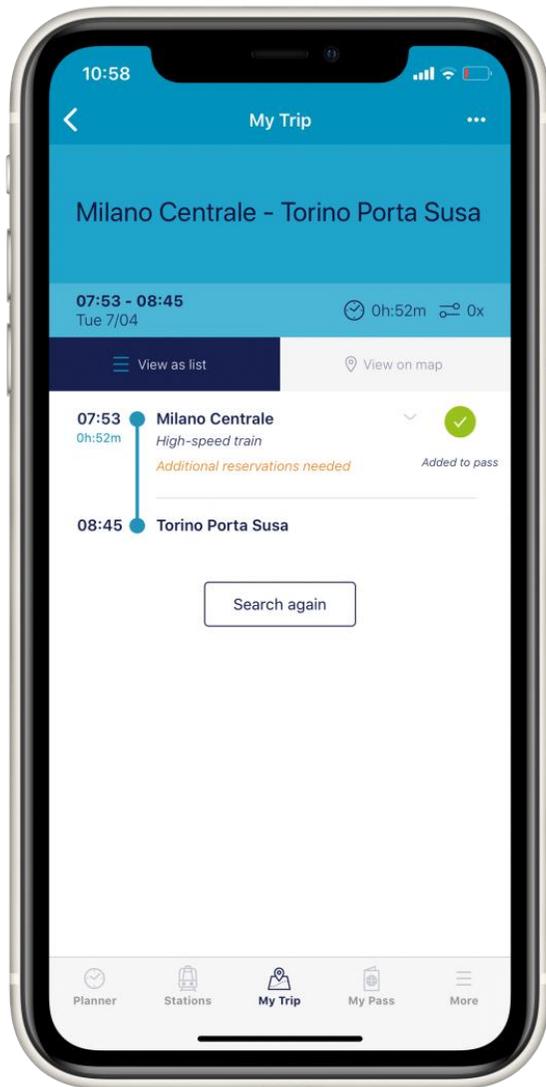


Plan a journey

Search for train times in the app using the planner or station boards.



Tap on a journey to see the full details. You can filter your search using the options button to get the best results.



Save your journey to My Trip

Once you've found a journey that suits you, tap to save the journey to your trip.

You can save a journey to as many trips as you like, so it's easy if you're travelling as a group.

[Find out more about travel days for Flexi Passes](#)

What is a travel day?

You have a **certain number of days** where you can use your Pass to travel (e.g. 7 days in 1 month). You can use them whenever you like within the overall validity of your Pass. You can see how many travel days you have left in My Trip and in My Pass, along with an overview of all your travel days.

How do I know when I'm using a travel day?

Any day where you have a journey added to your Pass counts as a travel day. We'll ask you if you want to use one of your travel days when you add a journey to your Pass. If you're not sure which days are travel days, just check My Pass.

Can I cancel a travel day?

Changed your plans? No problem – **you can cancel a travel day up until midnight the day before.** If you remove all your journeys from a travel day, we'll even remind you to cancel the travel day too, so none of your travel days are wasted.

Do night trains use more travel days?

You only need to use one travel day for night trains. If you're travelling on a night train that arrives after midnight, only your day of departure needs to be a travel day.

You will need to use another travel day **if you change onto another train and keep travelling** after your night train arrives. But we'll ask you to use another travel day when you add this journey to your Pass, so you'll know that you're covered.