## Rail Europe Eurail Mobile Pass Trial Experience Guide





Inspiring connections



С

- **Step 1:** Scan the QR Code (direct link: <u>https://app-builds.eurail.io/training/</u>) with your mobile phone. Please DO NOT share with your final customers.
- **Step 2:** Log in with the following information and tap "Log in":
  - username: eurail
  - password: lkMagTreinen!

|                   | Step 1                          |                 |             | Step 2   |
|-------------------|---------------------------------|-----------------|-------------|--|
| II СМНК 奈         | 23:14                           | 🕑 100% 💋        | •III СМНК 🗢 | * 23:14  |
| https://app-buil  | ds.eurail.io/training/ @        | Cancel          | AA          | Log in to website                                      |
|                   |                                 |                 | Your lo     | to app-builds.eurail.io<br>gin information will be sen |
|                   |                                 |                 | IkA         | AagTreinen!  |
|                   |                                 |                 |             | Cance  |
|                   |                                 |                 |             |  |
| q w e             | r t y u i                       | o p             |             |  |
| qwe<br>asd        | rtyui<br>fghj                   | o p<br>k l      |             |  |
| qwe<br>asd<br>&zx | r t y u i<br>f g h j<br>c v b n | op<br>kl<br>m 🔇 |             |  |



RAILEUROPE

RAILEUROPE

- Step 3: Tap "Create a new pass" (test pass) and record the generated Pass Number and Last Name.
- **Step 4:** Tap the download link for the test version of Eurail APP (Eurail-ACCEPT), for training purpose only.

Step 5: Tap "Install".

Step 6: Be patient and wait until the full completion of download. It may take more time than usual APP.

|             | Step 3  |  |              | S            | tep 4            |           |
|-------------|---|--|--------------|--------------|------------------|-----------|
| II СМНК 🗢   | 23:26   | 100% 100%  | •II СМНК 🗢   |              | 23:26            | 🕑 100% 💋  |
| AА          | app-builds.eurail.io  | C  | AA           | 🔒 app-       | builds.eurail.io | S         |
| Eurail      |   | by Eurail  | Eurail       |              |                  | by Eurail |
| Create      | a new pass  |  | Create       | a new pass   | )                |           |
| Latest Ar   | idroid build  |  | Latest An    | droid build  |                  |           |
| Eurail rele | ase acc ad2efe03.apk  |  | Eurail relea | ase acc ad2e | efe03.apk        |           |
| Latest iO   | S build   |  | Latest iO    | S build      |                  |           |
| eurail-Acc  | eptance-14.1.0-65879.ipa  |  | eurail-Acc   | eptance-14.  | 1.0-65879.ipa    |           |
|             | <b>Remarks:</b> Type<br>name of pass<br>region of resi<br>defaulted. Plec<br>local sales teo<br>pass number<br>made pass. | e of Pass,<br>senger and<br>dence are<br>ase contact<br>am for the<br>of tailor- |              |              |                  |           |
|             | <u>م</u> ش  | R  |              |              | <u>ሰ ጠ</u>       |           |
|             |   | 4  |              | /            |                  |           |





### RAILEUROPE

- Step 7: Open the APP. Tap "Cancel" if you see a warning message about Untrusted Enterprise Developer.
- Step 8: Tap "Settings".
- Step 9: Tap "General".

#### **Step 10:** Tap "Device Management".





|             | C1                | o m 0                    |              |   |  |
|-------------|-------------------|--------------------------|--------------|---|--|
| II CMF      | الا <del>ک</del>  | ер 9<br><sup>00:23</sup> |              | - |  |
|             | Se                | ettings                  |              |   |  |
| ≁           | Airplane Mode     |                          | $\bigcirc$   |   |  |
| <b>?</b>    | Wi-Fi             | chanfamily.              | wifi.network | > |  |
| *           | Bluetooth         |                          | Off          | > |  |
| («Į»)       | Mobile Data       |                          | Off          | > |  |
|             |                   |                          |              |   |  |
| C           | Notifications     |                          |              | > |  |
| <b>(</b> )) | Sounds & Haptics  | 5                        |              | > |  |
| C           | Do Not Disturb    |                          |              | > |  |
| I           | Screen Time       |                          |              | > |  |
|             |                   |                          |              |   |  |
| $\odot$     | General           |                          | P            | > |  |
|             | Control Centre    |                          |              | > |  |
| AA          | Display & Brightn | ess                      |              | > |  |
|             | Home Screen       |                          |              | > |  |

| п смнк 🗢           | 00:25   |       |           |   |
|--------------------|---------|-------|-----------|---|
| Settings           | General |       |           |   |
| Date & Time        |         |       |           | > |
| Keyboard           |         |       |           | > |
| Fonts              |         |       |           | > |
| Language & Region  |         |       |           | > |
| Dictionary         |         |       |           | > |
|                    |         |       |           |   |
| VPN                |         | Not C | Connected | > |
| Device Management  | (       | P     | Elastique | > |
|                    |         |       |           |   |
| Legal & Regulatory |         |       |           | > |
|                    |         |       |           |   |
| Reset              |         |       |           | > |
| Shut Down          |         |       |           |   |

### RAILEUROPE

Step 11: Tap "Elastique".

Step 12: Tap "Trust Elastique".

Step 13: Tap "Trust".

Step 14: Open the APP again.

| смнк 🗢 00:29<br>General Device Management |   | <b>н</b> СМНК 🗢                               | 00:30   | @ 79%                              |
|---|---|---|---|------------------------------------|
| General Device Management                 |   |   |   | 0,000                              |
|   |   | < Back  | Elastique   |                                    |
| ITERPRISE APP                             |   |   |   |                                    |
| Elastique                                 | > | Apps from deve<br>trusted on this<br>trusted. | eloper "iPhone Distribution: E<br>iPhone and will not run until t | lastique" are n<br>he developer is |
|   |   |   | Trust "Elastique"   |                                    |
|   |   | APPS FROM DE<br>DISTRIBUTION                  | VELOPER "IPHONE<br>ELASTIQUE"                                     |                                    |
|   |   | Eurail-                                       | ACCEPT  | Verifie                            |
|   |   |   |   |                                    |
|   |   |   |   |                                    |

| •II CMH                      | к 🗢  | 00:32   |  |                           |
|------------------------------|--|---|--|---------------------------|
| < Bac                        | :k   | Elastiq   | ue   |                           |
| Apps f<br>trustec<br>trustec | rom develop<br>I on this iPho<br>I.              | er "iPhone Dist<br>one and will not   | ribution: Elastiqu<br>run until the dev  | ue" are not<br>veloper is |
|                              |  | Trust "Elast  | ique"  |                           |
|                              | Trust<br>Elas<br>Trusting<br>enterpi<br>your iPh | <b>"iPhone D</b><br>stique" App<br><b>iPhon</b><br>g will allow any<br>rise developer<br>none and may<br>your dat | istribution:<br>os on This<br>e<br>y app from this<br>to be used on<br>allow access to<br>a. | rified                    |
|                              | Can  | cel   | Trust  | 0                         |
|                              |  |   |  |                           |





Step 15: Tap "Get started".

Step 16: Tap "Eurail Pass". Tap several times of "Next".

Step 17: Tap "Add mobile Pass".

Step 18: Tap "Add your Pass".



RAILEUROPE

**Step 19:** Enter Last name and Pass number (previously generated or obtained from local sales team). **Step 20:** Tap "Connect a trip".

Step 21: Create a new trip. Give the trip a name as you like (example: My Trip to France 2021). Tap "Connect this trip". Each Pass (incl. child pass) needs its own trip, so if you've got a few Passes on your device, you'll need a separate and an individual trip for each Pass.

Step 22: Tap "Activate this Pass".

|                      | Step 19   |                                  |                    | Step 20  |            |                                       | Step 21                           |       |                         | Step 22   |                        |
|----------------------|---|----------------------------------|--------------------|--|------------|---------------------------------------|-----------------------------------|-------|-------------------------|---|------------------------|
| и I СМНК 🗢           | 00:49   |                                  | •III СМНК 🗢        | 00:53  |            | ыII СМНК 🗢                            | 01:00                             | € 69% | и СМНК 🗢                | 01:01   | € 68% 💶                |
|                      | Step 1/3  | ×                                |                    | Step 1/3   | ×          |                                       | Step 2/3                          | ×     |                         | Step 2/3  | ×                      |
| Lenter the           | Add a new mobile Pa<br>last name and Pass numbe<br>order confirmation email | <b>ISS</b><br>er from your<br>I. |                    |  |            |                                       | Harris CHAN<br>Eurail Global Pass |       |                         | Harris CHAN<br>Eurail Global Pass   |                        |
| Last name*           |   | 4 / 30                           |                    |  |            |                                       |                                   |       |                         |   |                        |
| CHAN<br>Pass number* |   |                                  |                    |  |            |                                       |                                   |       |                         |   |                        |
| AAA111               |   |                                  | Great              | t! Your Pass is ac   | ided 30    | Ke on the                             | Connect a trip                    |       | Nice                    | ! Your trip is conne  | cted                   |
| I have read and Prix | ead and agree to the <u>Conc</u><br>racy Policy.<br>Add this Pass           | ditions of Use                   | You can fii<br>cor | nd it any time in My Pe<br>nnect a trip to this Pas<br>Connect a trip<br>Do it later | ass. Next, | Keep tra<br>Trip name<br>My Trip to F | rance 2021                        | 22/30 | Tr Now you<br>Next, let | can plan your trip with t<br>'s activate your Pass so i<br>for travel.<br>Activate this Pass<br>Do it later | his Pass.<br>t's ready |
| a s<br>2 Z           | d f g h j<br>x c v b r  | j k l<br>n m                     |                    |  |            |                                       |                                   |       |                         |   |                        |
| 123                  | ♀ space   | next                             |                    | Add this Pass  |            |                                       | Connect this trip                 |       |                         | Connect this trip   |                        |

### RAILEUROPE

Step 23: Tap "Start activation".

Step 24: Enter your Passport number carefully. Tap "Next".

Step 25: Choose your first travel day (the first day you are going to take the train).

You can change or cancel your first travel day any time before the start of that day (00:00 CET).

Step 26: Review your details carefully. Click "Activate this Pass".

|                             | Step 23  |                               |                                | Step 24   |                           |                           | Step 25   |                              |                             | Step 26  |                                      |
|-----------------------------|--|-------------------------------|--------------------------------|---|---------------------------|---------------------------|---|------------------------------|-----------------------------|--|--------------------------------------|
| нII смнк 奈                  | 01:05  |                               | иII СМНК 🗢                     | 01:08   | € 67% □                   | <b>н</b> II СМНК 🗢        | 01:09   | ● 65%                        | и Смнк 🗢                    | 01:15  | ● 65%                                |
|                             | Step 3/3   | ×                             |                                | Step 3/3  | ×                         | <                         | Step 3/3  | ×                            | <                           | Step 3/3   | ×                                    |
|                             | Harris CHAN<br>Eurail Global Pass  |                               |                                | Harris CHAN<br>Eurail Global Pass                               |                           |                           | Harris CHAN<br>Eurail Global Pass                           |                              |                             | Harris CHAN<br>Eurail Global Pass  |                                      |
|                             |  |                               | <b>Er</b><br>You need a va     | nter your ID numbe<br>alid passport or ID card to<br>your Pass. | <b>r</b><br>o travel with |                           |   |                              |                             |  |                                      |
| Final step – I              | Activate this Pass   | make it valid                 | Passport or ID no<br>A12345678 |   | (i)                       | <b>Cho</b><br>This is the | o <b>se your first trave</b><br>e first day you'll be using | <b>el day</b><br>g your Pass | F<br>Almost there!<br>ch    | Review your detail<br>Before we activate you<br>leck your details carefu | <b>S</b><br>ır Pass, please<br>Illy. |
| for travel. You             | u'll need your passport or<br>hand.  | D number to                   |                                |   |                           | First travel day          | to travel.  |                              | Name                        |  | Harris CHAN                          |
| We'll ask y<br>activate you | you to choose your first tr<br>ur Pass, but you can chan   | avel day to<br>ge this later. |                                |   |                           | 1 Aug 2021                |   | i                            | ID number<br>First travel d | 21/  | A12345678                            |
| <u>Can</u>                  | 01:05       @ 68%         Step 3/3       )         Harris CHAN<br>Eurail Global Pass       )         Activate this Pass       )         - let's activate your Pass to make it valit<br>You'll need your passport or ID number thand.         .k you to choose your first travel day to<br>your Pass, but you can change this later.         .an I still change my travel plans?         Start activation         Do it later | ans?                          |                                | Next  |                           |                           | Can I change this later                                     | 2                            | Pass number<br>Class        | r  | AAA111<br>1st class                  |
|                             |  |                               | q w e                          | r t y u   | i N                       |                           |   |                              |                             |  |                                      |
|                             |  |                               | a s c                          | d f g h j   | k I                       |                           |   |                              |                             |  |                                      |
|                             | Start activation   |                               | ☆ z x                          | c v b n   | m 🗵                       | _                         |   |                              |                             |  |                                      |
|                             | Do it latar  |                               | 123 🕮 🕡                        | ), space  | next                      |                           |   |                              |                             | Activate this Pass   |                                      |

RAILEUROPE

Step 27: Tap "Go to My Pass".

Step 28: Tap "Add a journey" on a specific travel day. "A journey" means a point-to-point train journey.

Step 29: Tap "+Add a journey".

Step 30: Search a train schedule and plan a journey. Tap the journey that suits you.





Step 31: Tap "Save journey" to your trip. Click "My Trip".

**Step 32:** Choose the saved journey and tap "Add to Pass+".

Step 33: The journey is added to your pass.

Step 34: Tap "My Pass". Tap "Show ticket".

Step 35: Show the QR code, personal information and journeys for ticket inspection.

Every travel day in your Pass has a different and individual ticket.

| Step 31  | Step 32   | Step 33   | Step 34  | Step 35  |
|--|---|---|--|--|
| .∎ CMHK 🗢 01:36 @ 57%  | ••II CMHK 중 01:39 @ 55% ■   | •••II CMHK  | না CMHK 🗢 01:53 @ 48% 💭<br>My Pass +   | ・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・   |
| Paris - Marseille St Charles   | ∷≣ View as list ♥ View on map III Statistics       Travel days: 3/4 left  | ∷≣ View as list ♥ View on map III Statistics       Travel days: 3/4 left  | Eurail Global Pass ≗ HC<br>& My Trip to France 2021<br>✓ 1 Aug 2021 - 31 Aug 2021  |  |
| 09:39 12:37       ③ 3h 18m         Image: Sum 1 Aug       Image: Sum 1 Aug         Image: Sum 2 Stress of the sum 2 Stress o | Sunday, 1 August 2021<br>Paris Gare De Lyon<br>Marseille St Charles<br>09:39 - 12:57<br>Seat reservations required<br>+ Add another journey | Sunday, 1 August 2021<br>Paris Gare De Lyon<br>Marseille St Charles<br>09:39 - 12:57<br>Seat reservations required<br>+ Add another journey | Name +Details<br>Harris CHAN<br>Pass number Pass type<br>AAA111 1st class Adult<br>Travel days<br>Flexi Pass: 4 days within 1 month<br>1 - 2 - 3 - 4 |  |
| 12:17       Avignon Tgv         12:40       Aix En Provence Tgv         12:57       Marseille St Charles   | +   | +   | HERE'S YOUR TICKET<br>SUNDAY, 1 AUGUST 2021<br>PARIS GARE DE LYON - MARSEILLE ST CHARLES<br>Cancel travel day  쭚 Show ticket                         | Eurail Global Pass<br>1st class Adult<br>Valid on<br>01-08-2021<br>Name H.CHAN |
| Planer Stations My Trip My Pass More   | Planner Stations My Trip My Pass More   | O Dianer Stations My Trip My Pass More  | O Dianner Stations My Trip My Pass   | O C C C C C C C C C C C C C C C C C C C  |

### **EURAIL MOBILE PASS TRIAL EXPERIENCE - ADD ANOTHER JOURNEY.**

RAILEUROPE

Step 36: Tap "My Trip".

Step 37: Choose your trip.

Step 38: Tap "Add another journey" on a specific travel day.

Step 39: Search a train schedule and plan a journey. Repeat Step 30-33.

| Step 36                              |  |               | Step 37         |                    |               | Step 3   | 38   |                            | Step 39                     |  |                     |  |
|--------------------------------------|--|---------------|-----------------|--------------------|---------------|--|--|----------------------------|-----------------------------|--|---------------------|--|
| ыII СМНК 🗢                           | <sup>00:06</sup><br>My Pass                          | © 100% 🚱<br>+ | ыI смнк 🗢       | 00:07<br>My Trip   | © 100% 🚰<br>+ | ы≣смнк 奈<br><                                  | 00:08<br>My Trip to Fran<br><sub>Harris CHAt</sub> | © 100% ☞<br>ce 2021 …<br>N | •II СМНК 🗢                  | 00:15<br>Planner   | ④ 100%  ✓ Clear all |  |
| Eurail Glo                           | obal Pass  | ి HC          | Now travellin   | ng                 |               | ∃ View as lis                                  | View on m  | nap 🖬 Statistics           | From Mar                    | seille St Charles (France)                                       |                     |  |
| 𝔗 My Trip to                         | France 2021  |               | My Tri          | ip to France 2021  |               | Travel days:                                   | 3/4 left   |                            | To Nice                     | e Ville (France)   |                     |  |
| ✓ 1 Aug 20                           | 21 - 31 Aug 2021                                     |               | Eurai<br>Harris | I Global Pass      | )             | Sunday, 1 Augu                                 | t 2021   | Travel day                 | No reservati                | on needed 🛛 📄 Direct con   | nections            |  |
| Name<br>Harris CHA<br>Pass number    | <b>N</b><br>Pass type                                | + Details     |                 | N                  |               | Paris Gare I<br>Marseille St                   | e Lyon<br>Charles                                  | Added to Pass              | Departure Su                | in 1 Aug 15:00   | Options 1           |  |
| Travel days                          | 1st class Adu  |               |                 |                    |               | 09:39 - 12:5<br>Seat reserval<br>+ Add another | 7<br>lons required<br>journey                      |                            |                             | Search   |                     |  |
| Flexi Pass:                          | 4 days within 1 month $-3-4$                         |               |                 |                    |               |  |  |                            |                             | About the timetable  |                     |  |
| HERE'S YO<br>SUNDAY, 1<br>PARIS GARE | UR TICKET<br>AUGUST 2021<br>DE LYON - MARSEILLE ST ( | CHARLES       |                 |                    |               |  |  |                            |                             |  |                     |  |
| Cancel tr                            | avel day 🛛 👷 Shc                                     | ow ticket     |                 |                    |               |  |  |                            |                             |  |                     |  |
|                                      |  |               |                 |                    |               |  |  |                            |                             |  |                     |  |
|                                      |  |               |                 |                    |               |  |  | Ţ                          | COVID-19: F<br>check our Co | or info about the situation in ea<br>pronavirus information page | ich country,        |  |
| Planner Sta                          | tions My Trip My F                                   | ass More      | Planner Sta     | tions My Trip My P | ass More      | )<br>Planner S                                 | tations My Trip                                    | My Pass More               | Planner St                  | ations My Trip My P  | ass More            |  |
|                                      |  |               |                 |                    |               |  |  |                            |                             |  |                     |  |

### EURAIL MOBILE PASS TRIAL EXPERIENCE - ADD JOURNEY MANUALLY. RAILEUROPE

Step 40: Tap "My Pass". Tap "Add a journey".

**Step 41:** Tap "+Add a journey".

Step 42: Enter a station. If you can't find the station, tap "add your journey manually".

Step 43: Enter a journey details manually.

Step 44: Tap "Save to My Trip". Repeat Step 31-33.

| Step 40  |  |     | Step 41                                     |  | Step 42                           |   |   | Step 43   |   | Step 44                |  |   |   |
|--|--|-----|---|--|-----------------------------------|---|---|---|---|------------------------|--|---|---|
| ыі смнк न  | 14:02 💿 S<br>My Pass   | +   | и I смнк 奈<br><                             | 14:04<br>My Trip to Spain 2021<br><sub>Harris CHAN</sub> | <ul><li>95%</li><li>•••</li></ul> | Q Badalona  | 4:09 @ 94% ==<br>Cancel   | ы∥смнк 奈<br><   | 14:23<br>Add journey  |                        | •П СМНК 奈<br><   | 14:27<br>Add journey  | ● 90% □   |
| Eurail Global P<br>& My Trip to Spain 2<br>1 Oct 2021 - 31 0   | Pass & F<br>2021<br>Oct 2021   | нс  | View as list Travel days: Friday, 1 October | View on map<br>3/4 left                                  | In Statistics<br>Travel day       | ∷⊒ View as list<br>Search results   | <b>Q</b> View on map  | Can't find y<br>to your tr                                | Add journey manually<br>rour journey? Enter a few detail<br>ip manually. You can then add if<br>mobile Pass ready for travel. | s to add it<br>to your | A<br>Can't find you<br>to your trip<br>m               | dd journey man<br>Ir journey? Enter a fe<br>manually. You can the<br>obile Pass ready for t | <b>ually</b><br>w details to add it<br>en add it to your<br>travel. |
| Name<br>Harris CHAN<br>Pass number<br>AAA111<br>Travel days<br>Flexi Pass: 4 days<br>1 2 - 3<br>NO JOURNEYS AL<br>FRIDAY, 1 OCTOBI<br>You can add a journe | +Deta<br>Pass type<br>1st class Adult<br>s within 1 month<br>- 4<br>DDED<br>UER 2021<br>ey to this travel day from My Tr | ip. |   | +Add a journey   |                                   | We couldn't find any stai<br>our ti<br>Try again with a differ<br>journey manually sc<br>mobi                                     | tions matching <b>Badalona</b> in<br>metable.<br>rent spelling or <mark>add your</mark><br>o you can add it to your<br>le Pass. | From<br>Badalona<br>Country<br>Spain<br>Date<br>1 Oct 202 | Time<br>1 14:45   | ~<br>~                 | Spain<br>Date<br>1 Oct 2021<br>Transport type<br>Train | Time<br>15:00   |   |
| Cancel travel da   | Add a journey  |     | ⊖<br>Planner Sta                            | ations My Trip My Pas                                    | +<br>E<br>More                    | q       w       e       r       t         a       s       d       f         ☆       z       x       c         123       ⊕       ♀ | yuiop<br>ghjkl<br>vbnm≪<br>space search   | To<br>Barcelona<br>Country<br>Spain<br>Planner            | Torre del Baro  |                        | Planner Sta  | et - optional<br>mber<br>e that this journey w<br>your map<br>Save to My Trip               | on't appear on  |

### EURAIL MOBILE PASS TRIAL EXPERIENCE - USE A NEW TRAVEL DAY.

RAILEUROPE

Step 45: Tap "My Pass".

Step 46: Tap a new travel day (example: the second travel day). Tap "Use travel day".

Step 47: Choose a new travel date. Tap "Use a travel day".

Step 48: Tap "Add a journey". Repeat Step 28-33.



### **EURAIL MOBILE PASS TRIAL EXPERIENCE - CANCEL TRAVEL DAY.**

RAILEUROPE

Step 49: Tap "My Pass".

Step 50: Tap the travel day you planned to cancel (example: the second travel day). Tap "Cancel travel day".

Step 51: Tap "Confirm".

Step 52: The travel day is cancelled and released.



### **EURAIL MOBILE PASS TRIAL EXPERIENCE - ADD A CHILD PASS.**



Step 53: Make sure a Child Pass is placed together with Adult Pass in the same order.

Step 54: Tap "Add your Pass" for your Adult Pass. Repeat Step 18-26.

Step 55: After your Adult Pass is added, tap "My Pass".

Step 56: Tap "+". Add a new mobile Pass for Child Pass. Repeat Step 18-26.



### **EURAIL MOBILE PASS TRIAL EXPERIENCE - DEACTIVATE PASS.**

### RAILEUROPE

Step 57: Tap "My Pass".

Step 58: (a) For Flexi Pass, tap "Cancel travel day" to cancel all travel days. Repeat Step 50-52.(b) For Continuous Pass, tap "Deactivate Pass" and "Confirm".



### **EURAIL MOBILE PASS TRIAL EXPERIENCE - REMOVE PASS.**

### RAILEUROPE

Step 59: Tap "My Trip".

Step 60: Make sure all travel days were cancelled and released. Tap "Remove Pass".

Step 61: Tap "Confirm".





### RAILEUROPE

#### • Can we add all our Passes to one device even if we bought them together or separately?

Yes, you can add Passes from the same or separate orders to the same device. You can add as many Passes to your device as you like. You just need the last name and Pass number of each Pass you want to add to your device, which you can find in each order confirmation email.

#### We bought all our Passes together in one order, do we need to activate all our Passes on the same device?

No, it's easy to add and activate Passes from the same order on different devices. Just choose which Passes you want to add to the device you are using after following the link in your order confirmation email, or each traveller can add their Pass to their own device manually using their surname and Pass number from your confirmation email.

#### • Do we need to add Adult Pass and Child Pass to one device if we will travel with children?

Yes, 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.



#### • Do I need to activate all the Passes on my device at once?

No, you do not need to activate all your Passes at once. You can activate each Pass individually in My Pass whenever you choose, up until the day you want to start travelling.

Remember that a Pass cannot be removed from your device once it's activated, so your group won't be able to split up and travel separately if all your Passes are on the same device.

#### • Can we transfer Passes between devices so we can split up during our trip?

No, you cannot transfer a Pass to another device while travelling. A Pass cannot be removed from a device once it's activated, so if you want to only use one device for all Passes please make sure you'll be travelling together at all times.

Remember, even if you bought your Passes together, it's easy to add them to separate devices so you can split up on your travels whenever you choose.

### RAILEUROPE

#### • How does the internet requirement work?

Your mobile Pass is periodically checked against our system to ensure its validity and prevent fraud, which means that you need to be online at least once every 3 days.

If you are on a train, there may be on-board Wi-Fi that you can use. The app does not update in the background, so you'll need to open the app when you find a connection so we can check your Pass.

If you haven't been online in more than 3 days, your mobile Pass will be considered inactive and you will not be able to use your Pass temporarily until you connect to the internet and open the app.



#### • Why do I need to connect a trip to my Pass?

You need to connect a trip to your Pass so we can check your Pass is valid for the journeys (pointto-point journeys) you want to make. Your journeys are saved in My Trip, so connecting a trip to your Pass means you can add your journeys to your Pass as you travel so you have a valid ticket for every journey, otherwise your Pass won't be valid for travel.

#### • Can I change the trip connected to my Pass?

You can change the trip your Pass is connected to up until you activate your Pass. Once your Pass is activated, you can't disconnect a trip or connect a different trip.

#### • Can I connect a trip to more than one Pass?

No, each trip can only be connected to one Pass. If you want to connect a trip that's already connected to a Pass, you can duplicate it and connect a copy to the new Pass.

You'll need to add your journeys to all your trips as you travel, but it's easy to add journeys to multiple trips at once from the planner – just tap to select the trips you want to add your journey to.



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

Any day where you have a journey (point-to-point 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 switch or cancel a travel day?

You can cancel your first travel day any time before the start of that day (00:00 CET). Go to My Pass, choose the travel day you want to cancel and tap 'Cancel travel day'.

Once a travel day has started, it's no longer possible to cancel it. You cannot cancel a travel day that is in the past.

Please note that some European countries do not observe Central European Time (CET). This means there can be a difference in the start and end time of a travel day when compared to your local time while travelling.

#### • Can I change my first travel day?

You can cancel your first travel day any time before the start of that day (00:00 CET). Go to your Pass in My Pass and tap 'Cancel travel day'. You can then choose a new first travel day by adding a journey to your Pass on that day or adding a new travel day in My Trip.

You can also choose an earlier date when using a new travel day, which will then become your first travel day, provided you still have travel days available on your Pass. Your Pass's validity period will change to match this new start date.

Please note that some European countries do not observe Central European Time (CET). This means there can be a difference in the start and end time of a travel day when compared to your local time while travelling.

#### • Can I deactivate my Pass again later?

Yes, you can deactivate your Pass any time before the start of your first travel day (00:00 CET on that day). Just cancel your travel days in My Pass to deactivate your Pass. You can then activate your Pass again when you're ready.



#### • What does it mean to add a journey to my Pass?

Adding a journey to your Pass means it will appear on your ticket ready for inspection on that travel day. You need to add all your journeys to your Pass as you travel so you have a valid ticket for every journey.

The ticket inspector will check the journey details on your ticket, so make sure you add the right journey to your Pass before you board the train.

#### • What will the ticket inspector check?

The ticket inspector will scan the barcode on your ticket and will check if the train you are on has been added to your ticket. The ticket inspector may also ask to see your passport or ID to verify that the Pass is yours.



#### • What should I do if I can't find my journey in the planner or station boards?

You might not find every journey in our timetables, as not all trains in Europe are part of our database. If you can't find your journey, first make sure you've written the station name in the local language.

If you still can't find your journey, you'll see an option to add a journey manually. Here you can enter the missing journey details and save this journey to your trip.

Make sure you use correct full station names and train times, as these details will be checked by the ticket inspector. If you're not sure, you can check these details at the station. If a train is delayed, please enter the originally scheduled departure time.



# **THANK YOU**