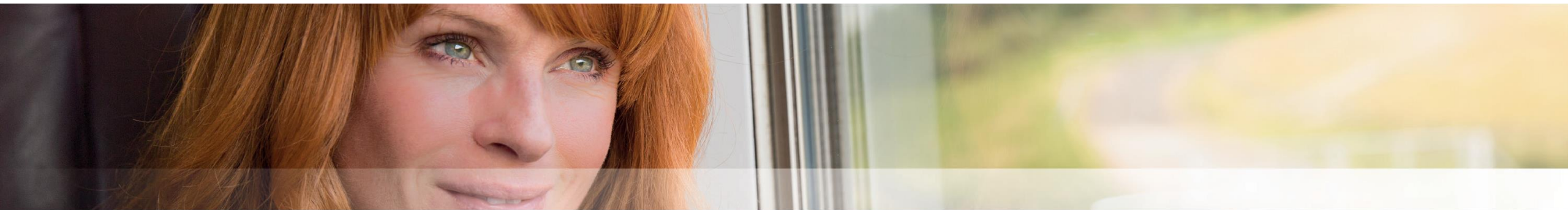


Rail Europe

Eurail Mobile Pass Trial Experience Guide



RAILEUROPE
Inspiring connections



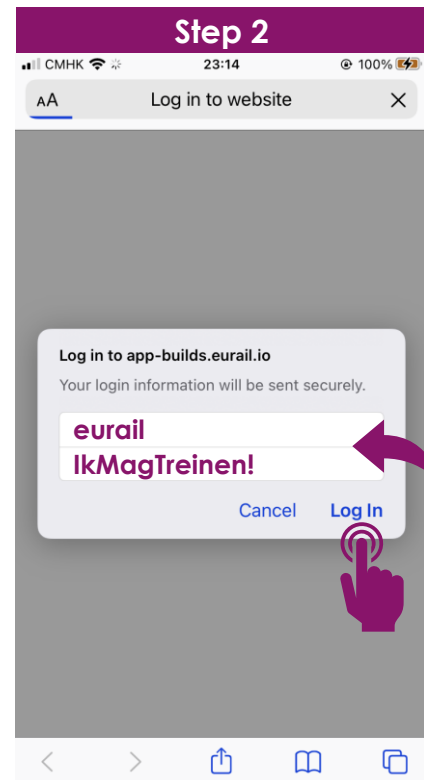
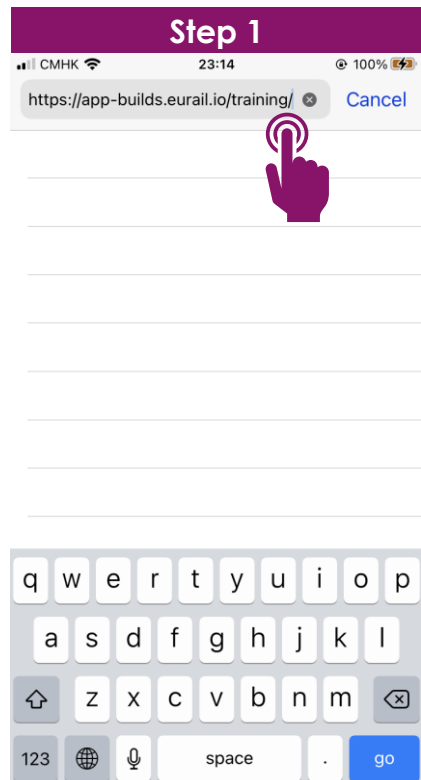
23 March 2021

EURAIL MOBILE PASS TRIAL EXPERIENCE - BASIC APPLICATION.

Step 1: Scan the QR Code (direct link: <https://app-builds.eurail.io/training/>) 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: IkMagTreinen!

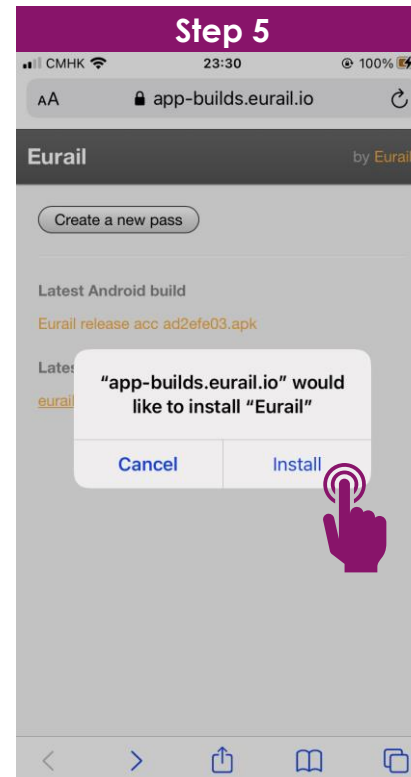
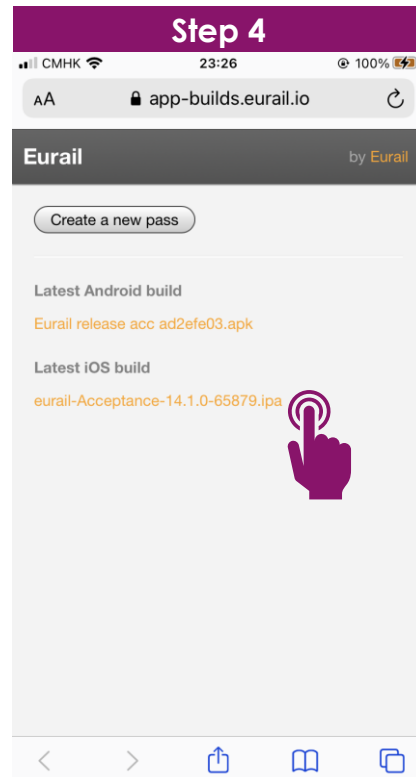
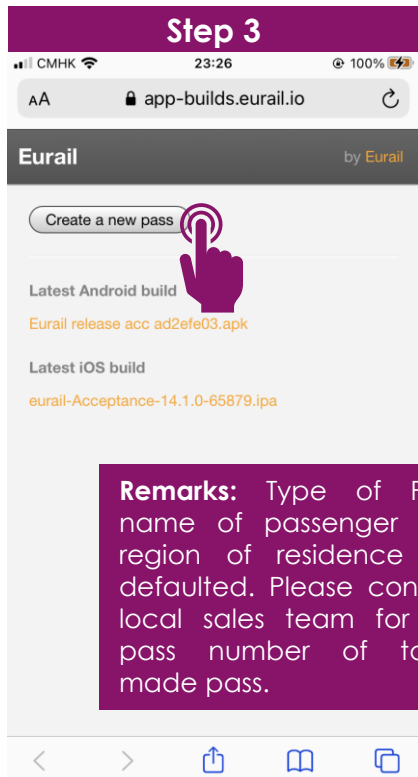


Step 3: Tap “Create a new pass” (test pass) and record the generated Pass Number and Last Name.

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.

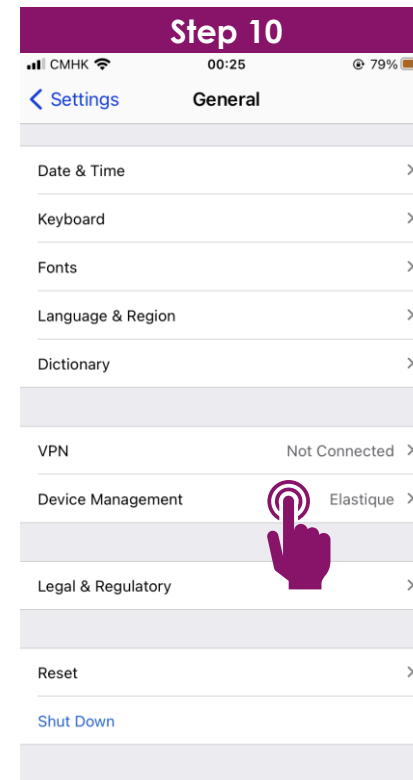
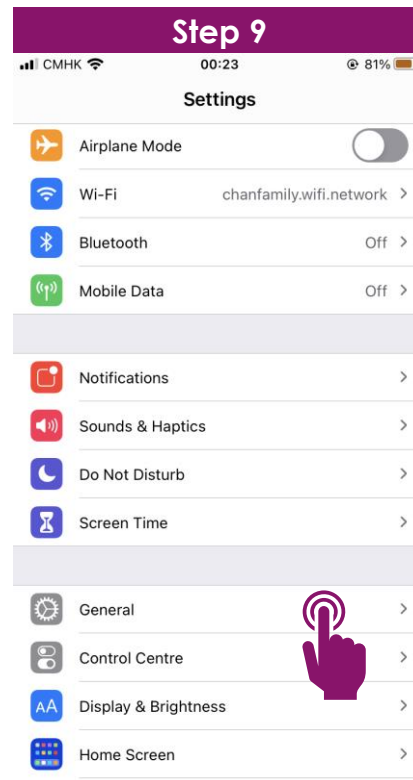
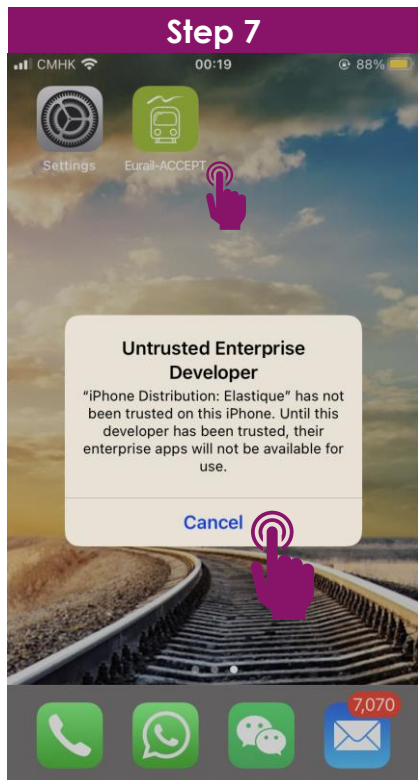


Step 7: Open the APP. Tap “Cancel” if you see a warning message about Untrusted Enterprise Developer.

Step 8: Tap “Settings”.

Step 9: Tap “General”.

Step 10: Tap “Device Management”.

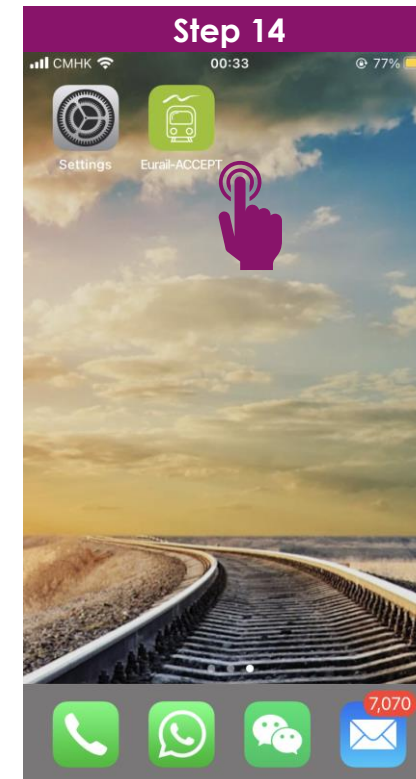
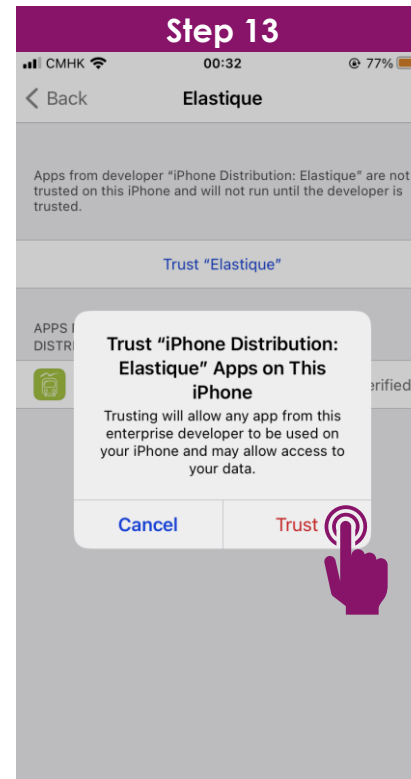
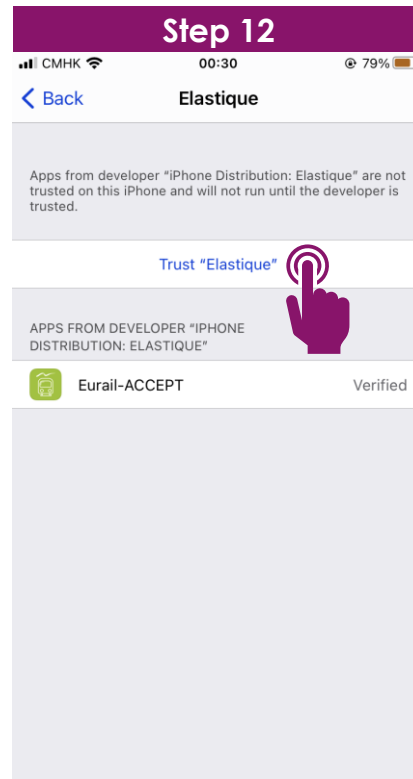
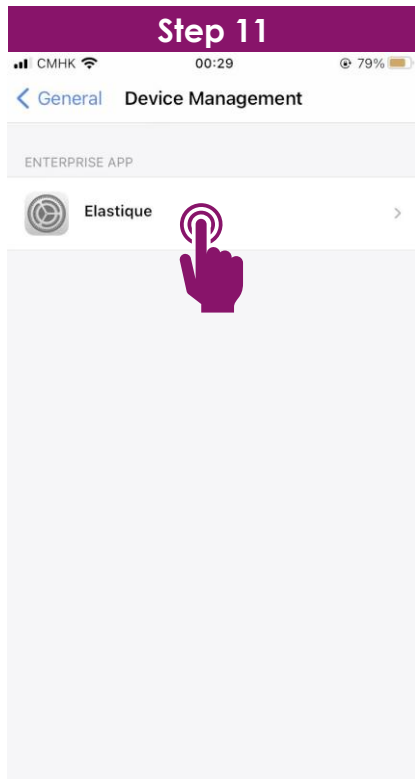


Step 11: Tap “Elastique”.

Step 12: Tap “Trust Elastique”.

Step 13: Tap “Trust”.

Step 14: Open the APP again.



Step 15: Tap “Get started”.

Step 16: Tap “Eurail Pass”. Tap several times of “Next”.

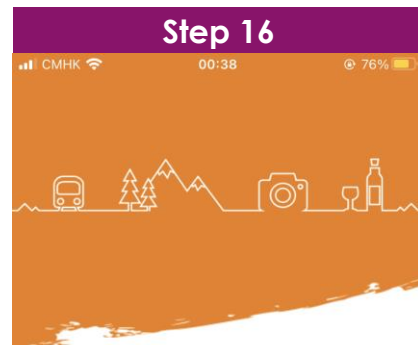
Step 17: Tap “Add mobile Pass”.

Step 18: Tap “Add your Pass”.



Welcome aboard!

Let's get you set up – it will only take a moment.



Which Pass?

Let us know which Pass you'll travel with and we'll find the information that's right for you.



[Tell me more](#)

You're all set!

Europe is at your fingertips! If you have a mobile Pass, you can add it now. If not, let's start planning your trip.

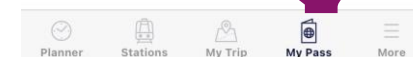


Add a mobile Pass to get started

Got a mobile Pass? We'll get you ready to travel in 3 easy steps:

1. Add your Pass
2. Connect a trip
3. Activate your Pass

Let's go!



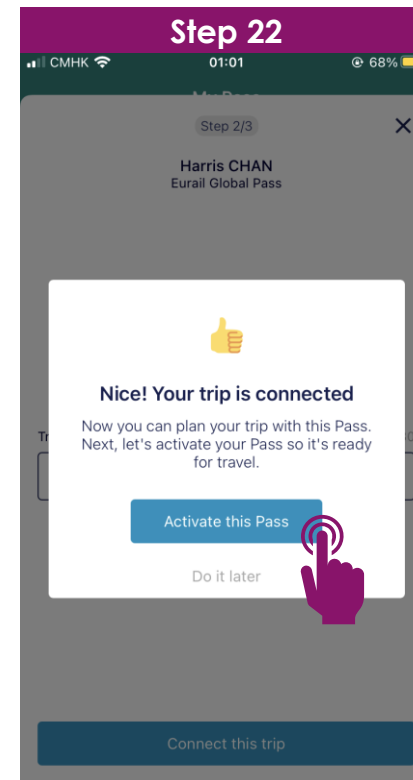
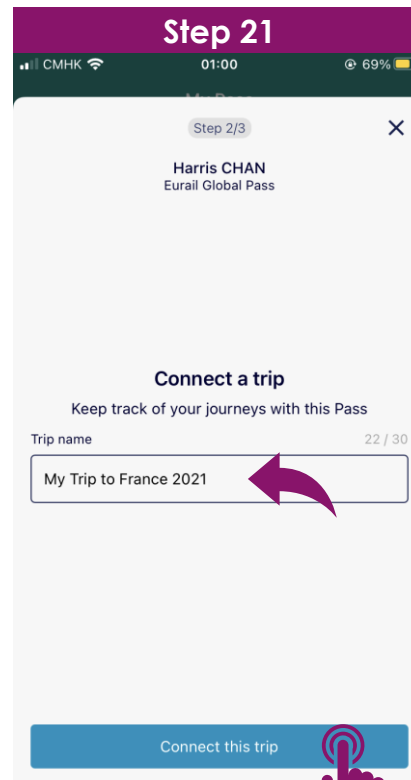
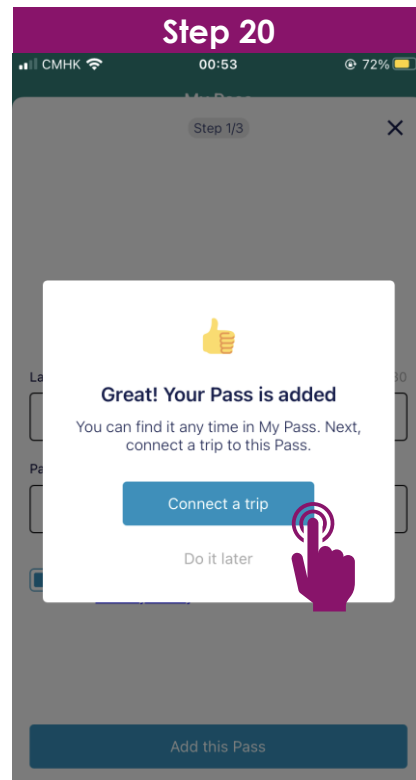
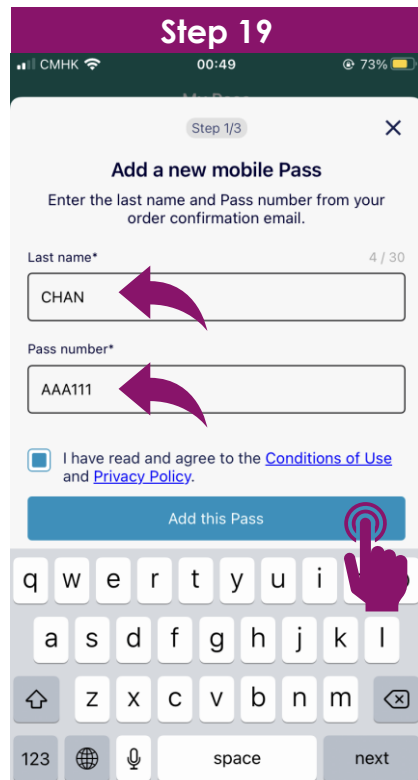
Step 19: Enter Last name and Pass number (previously generated or obtained from local sales team).

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”.

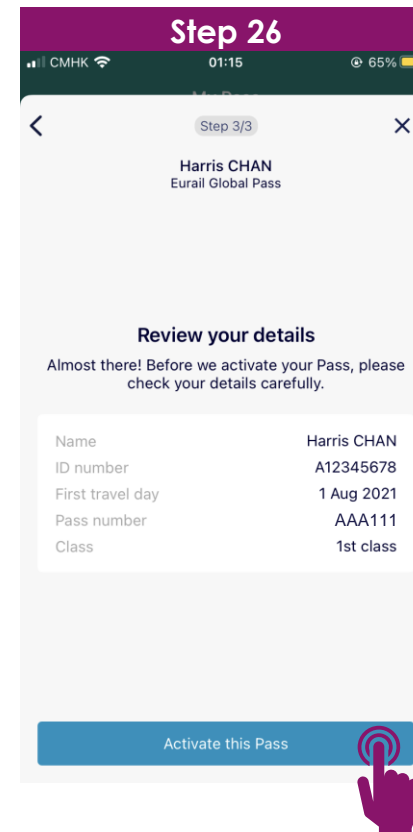
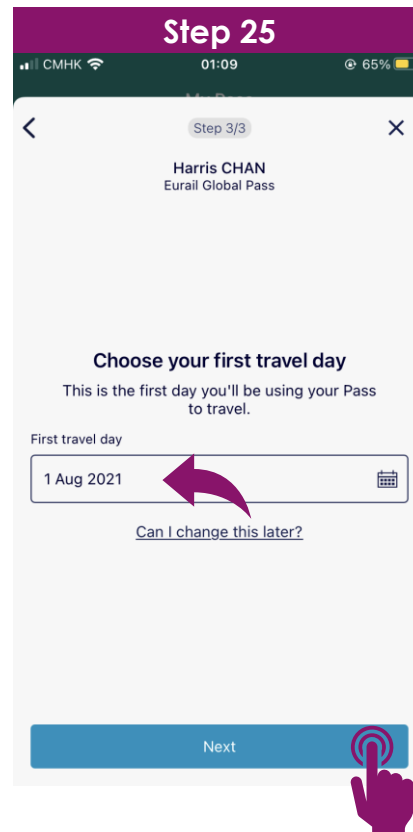
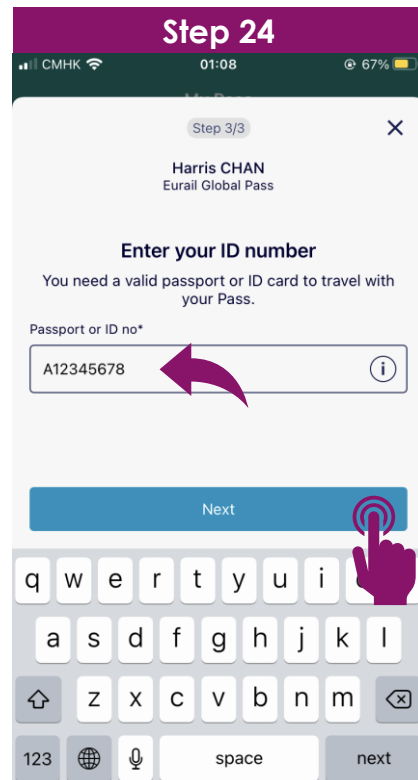
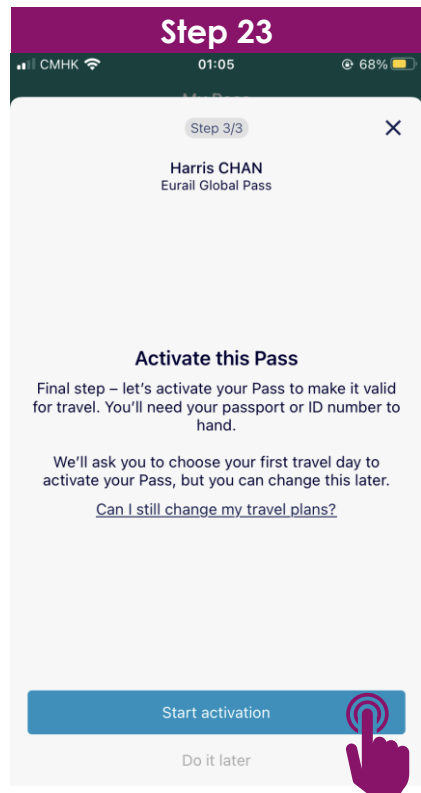


Step 23: Tap “Start activation”.

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”.

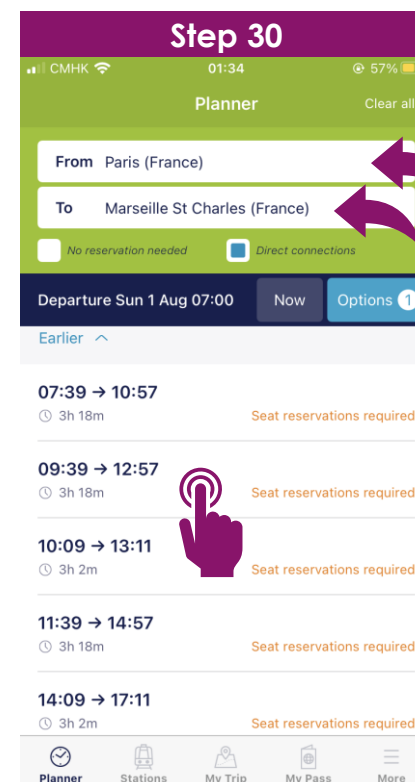
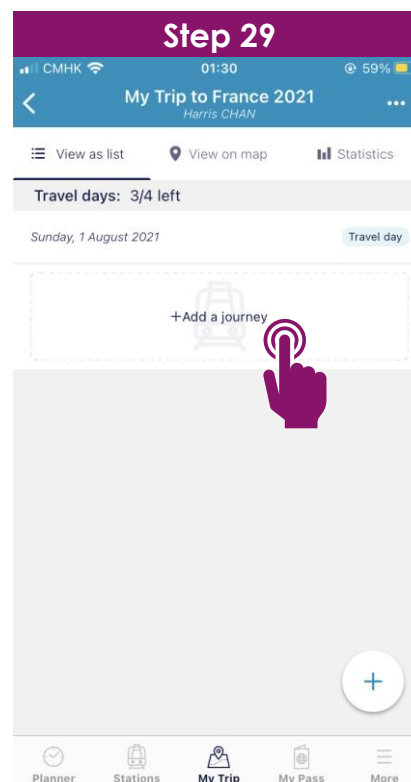
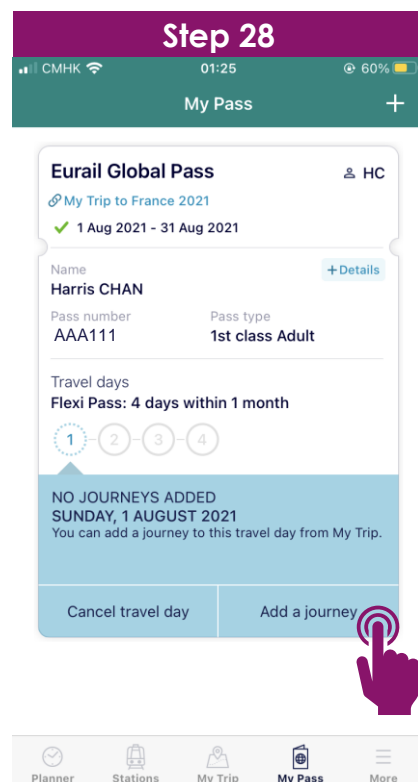
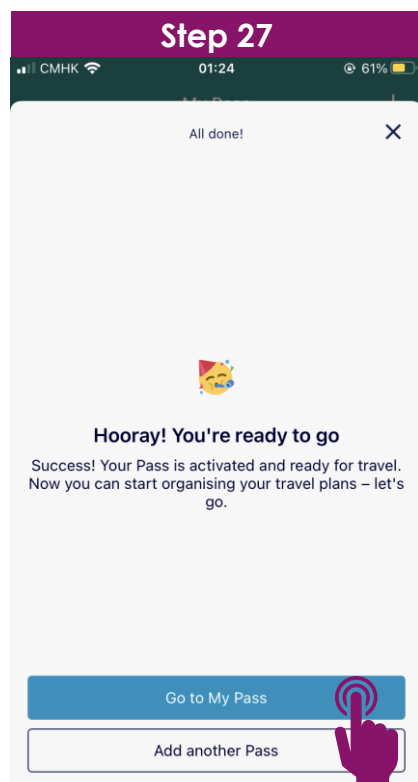


Step 27: Tap “Go to My Pass”.

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.



EURAIL MOBILE PASS TRIAL EXPERIENCE - BASIC APPLICATION.

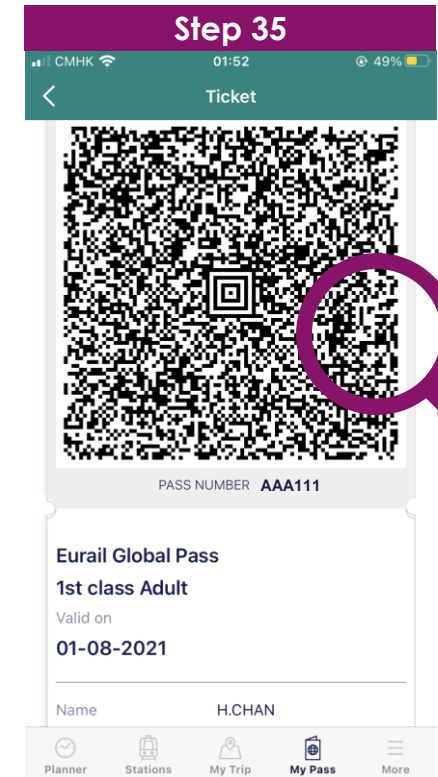
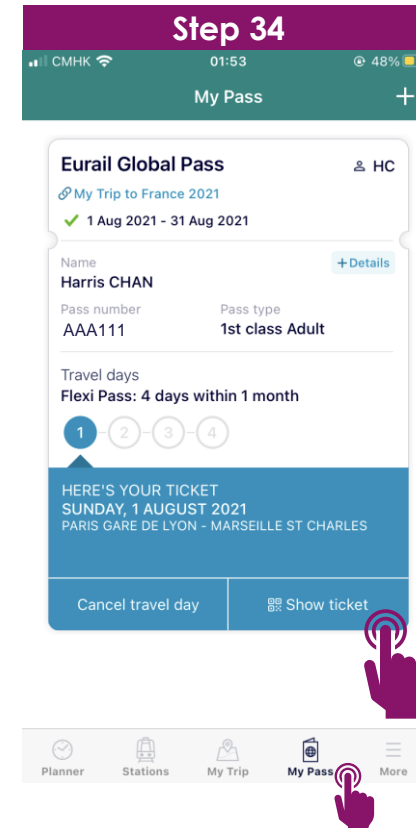
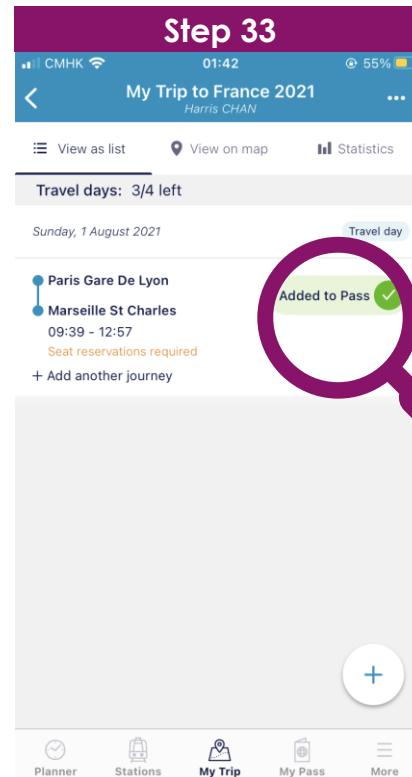
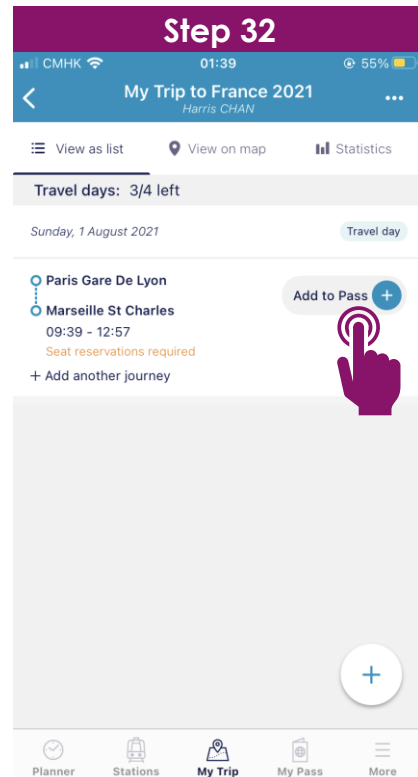
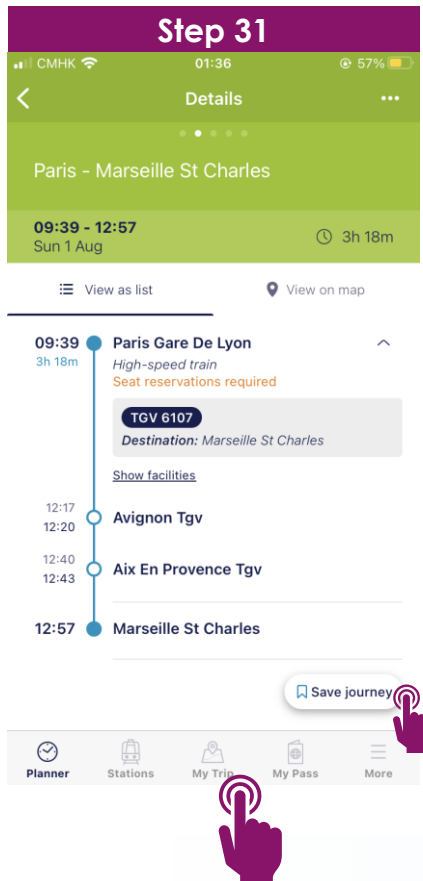
Step 31: Tap “Save journey” to your trip. Click “My Trip”.

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.

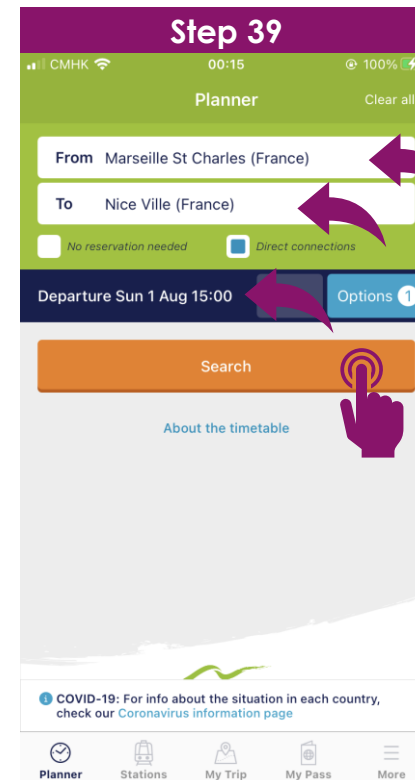
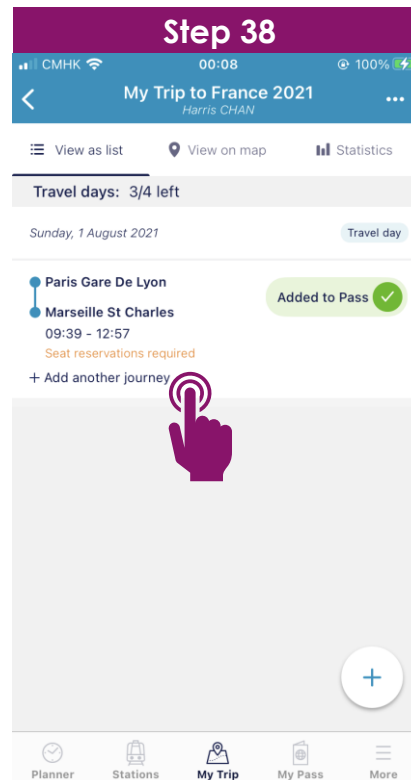
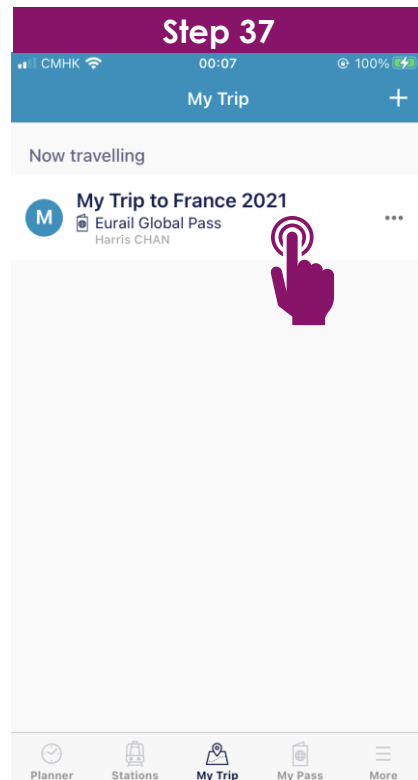
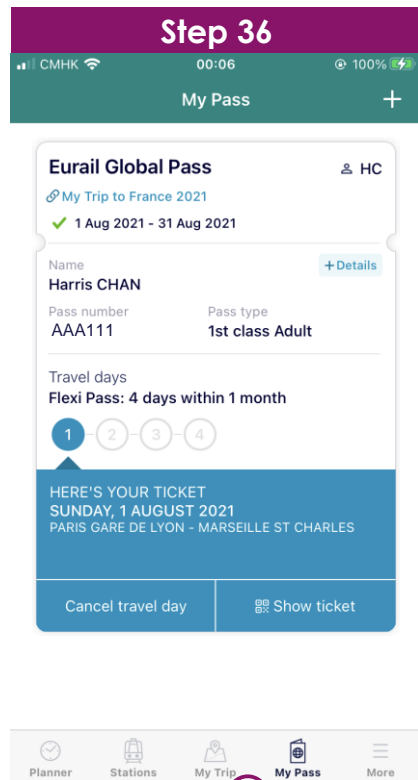


Step 36: Tap “My Trip”.

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.



EURAIL MOBILE PASS TRIAL EXPERIENCE - ADD JOURNEY MANUALLY.

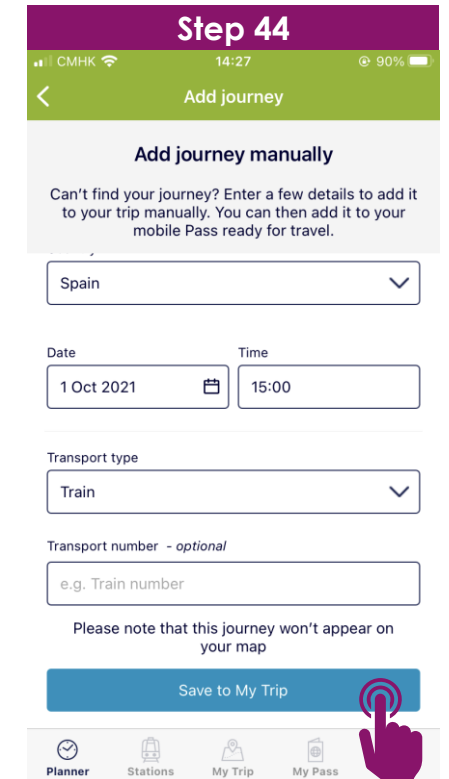
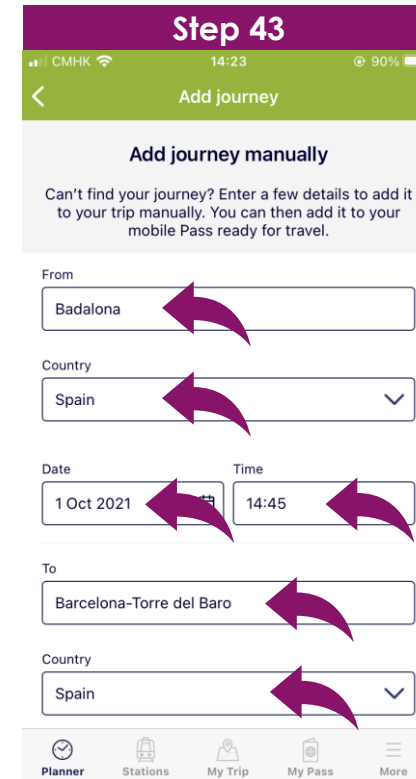
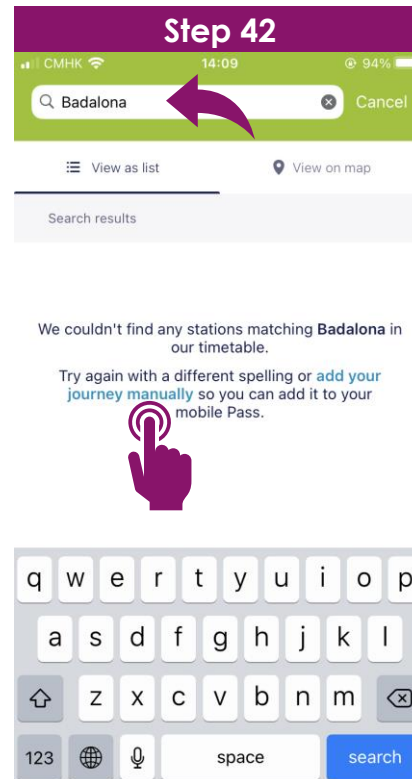
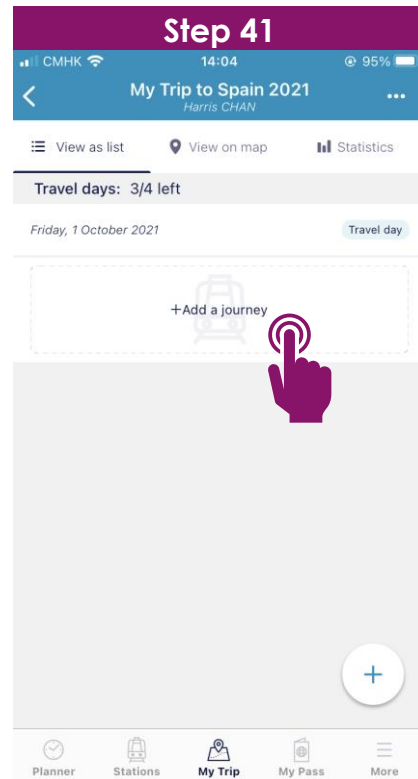
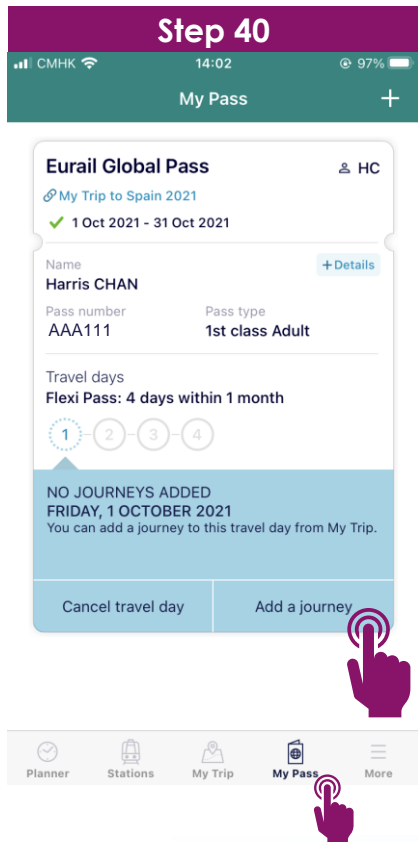
Step 40: Tap “My Pass”. Tap “Add a journey”.

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.

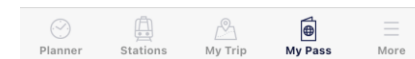
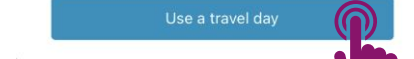
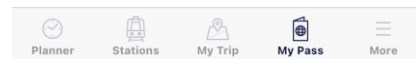
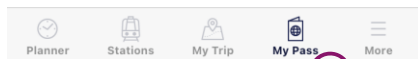
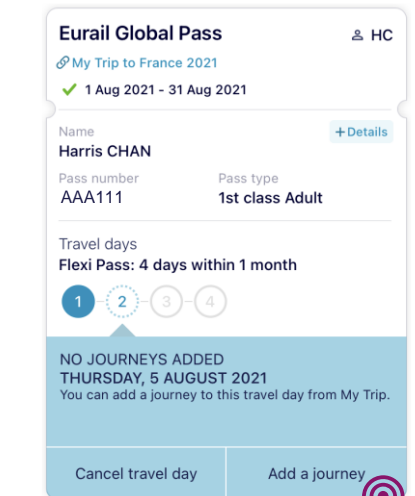
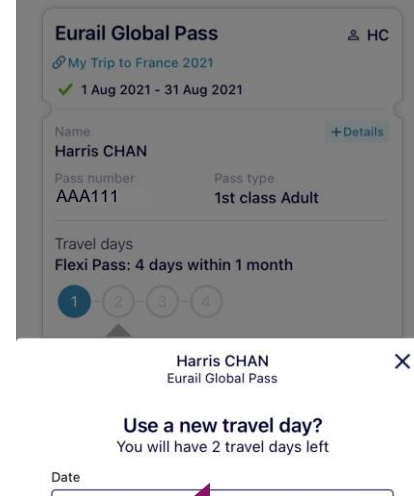
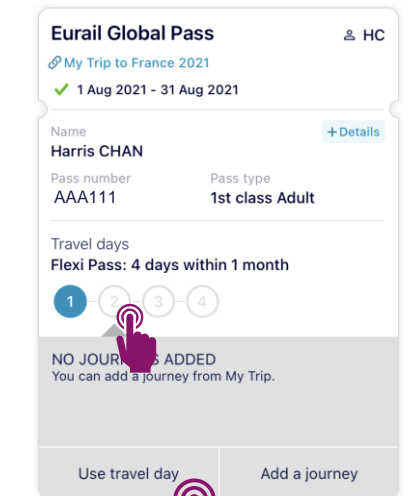
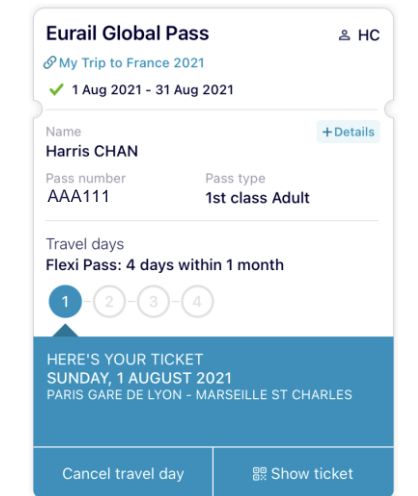


Step 45: Tap “My Pass”.

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”.

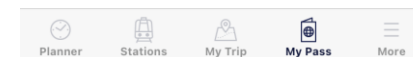
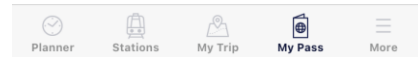
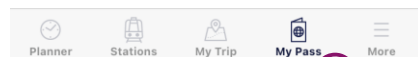
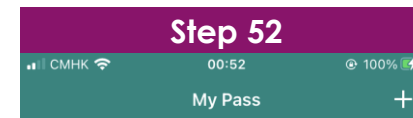
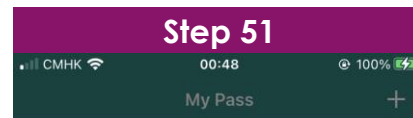
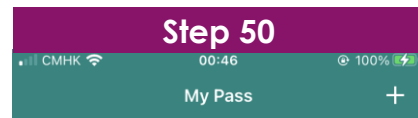


Step 49: Tap “My Pass”.

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.

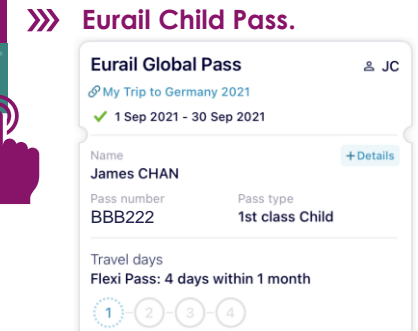
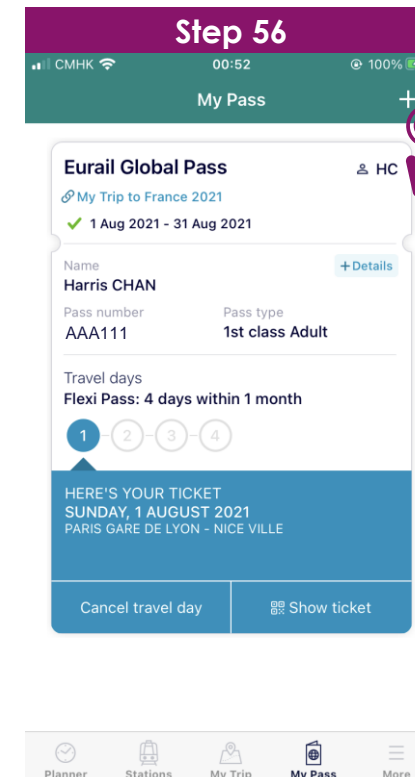
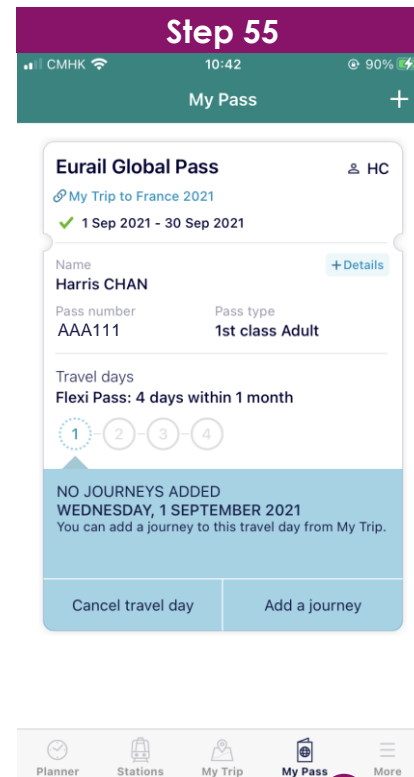
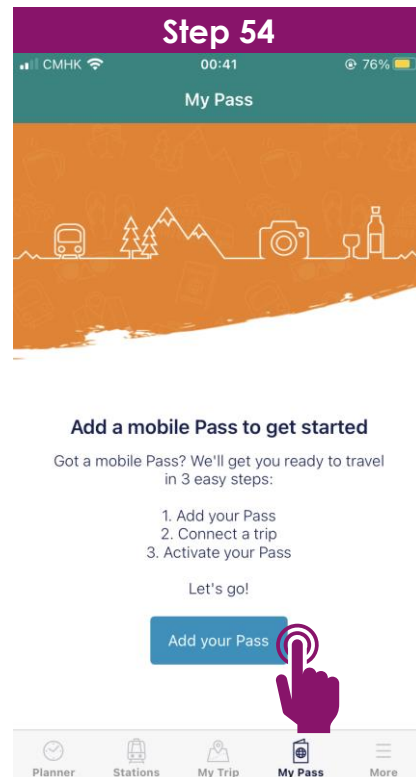
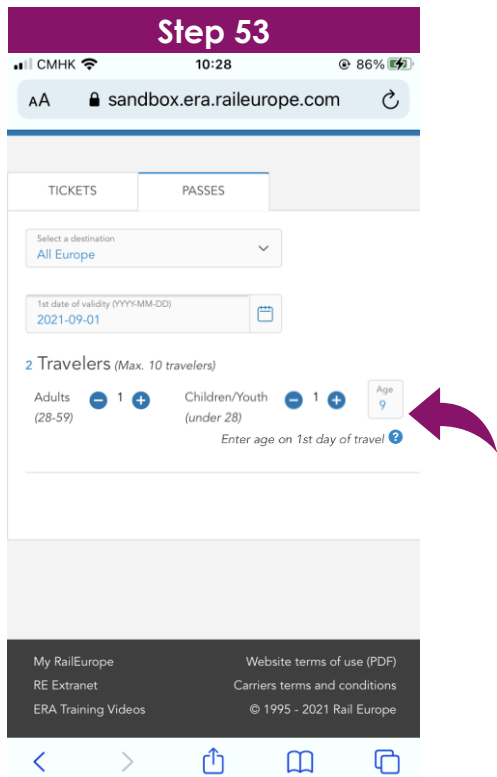


Step 53: Make sure a Child Pass is placed together with Adult Pass in the same order.

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.

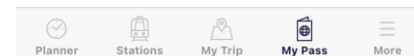
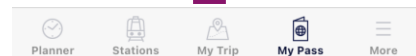
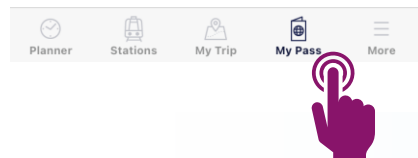
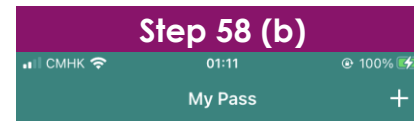
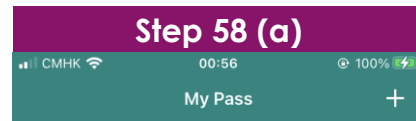


Remarks: Each Pass (incl. Child Pass) needs its own trip, so if you've got a few Passes on your device, you'll need a separate and an individual trip for each Pass.

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.

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”.

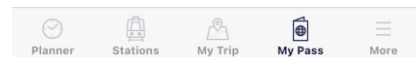
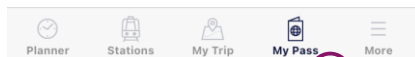
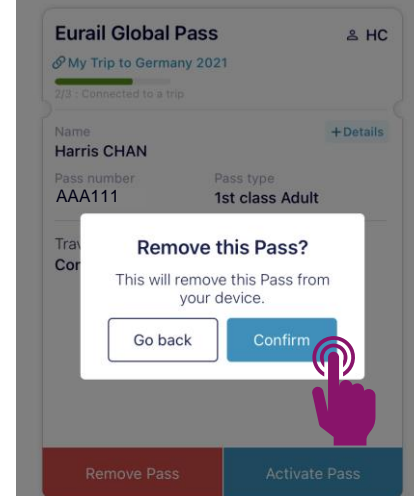
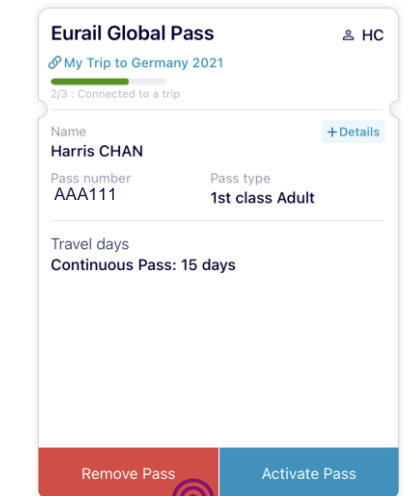
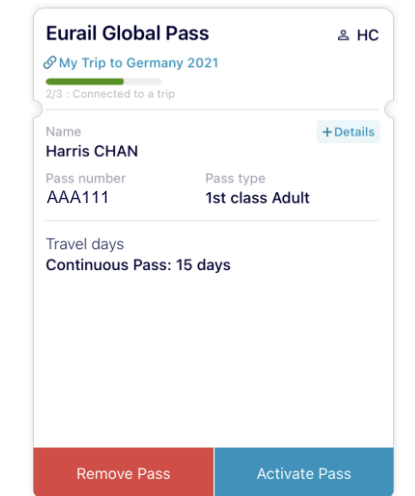
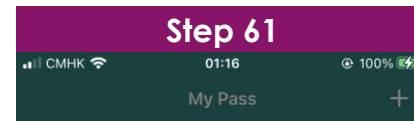


EURAIL MOBILE PASS TRIAL EXPERIENCE - REMOVE PASS.

Step 59: Tap “My Trip”.

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

Step 61: Tap “Confirm”.



- **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.

- **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 (point-to-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