RAIL EUROPE

Eurail Mobile Pass Guide
2022

**Internet connection is required for the application.**

Step 1: Download the Rail Planner App
Download the Rail Planner App on APP Store Google Play.

Step 2: Add your Pass to the APP
Load & add your Pass to the APP with internet connection.
- Open the App, tick the box and tap "Get started"
- Choose "Eurail Pass" and tap "Next"
- Tap "Add a Pass" and select "Mobile Pass"
- Enter your Last Name and 6-digit Pass number
- Tap "Add this Pass"
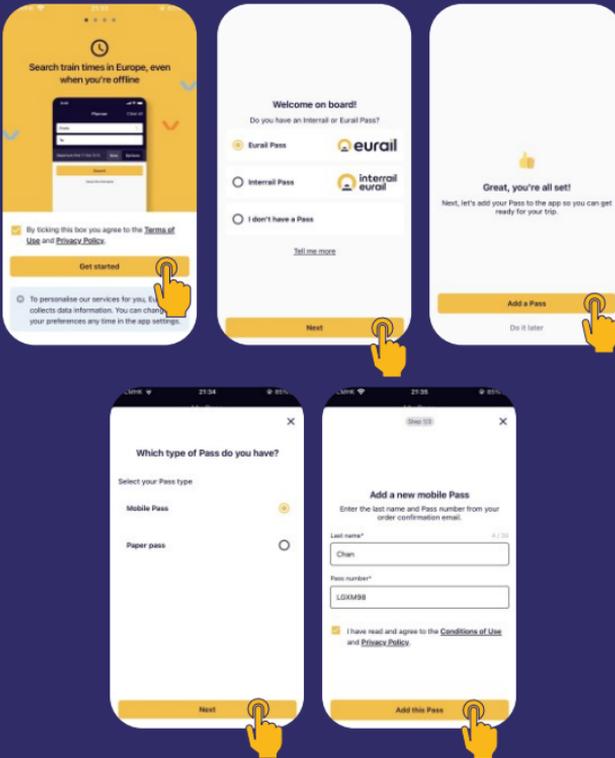
Travelling as a group?
You can add many Passes to your device. Just remember that you can't move your Pass onto another device once it's activated for travel. If you're travelling as a group with multiple Passes on one device, you'll all need to travel together on all journeys.

Travelling with children?
Each Child Pass should be added to the same device with at least one Adult Pass, as Child Passes aren't valid without an Adult Pass. Children aged 0-3 can travel with you for free without their own Pass.

Step 3: Connect a trip to your Pass

Connect a trip to your Pass with internet connection. A trip would be an e-folder storing your multiple train journeys. 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.

- Tap "Connect a trip"
- Enter a trip name as you like and tap "Connect this trip"
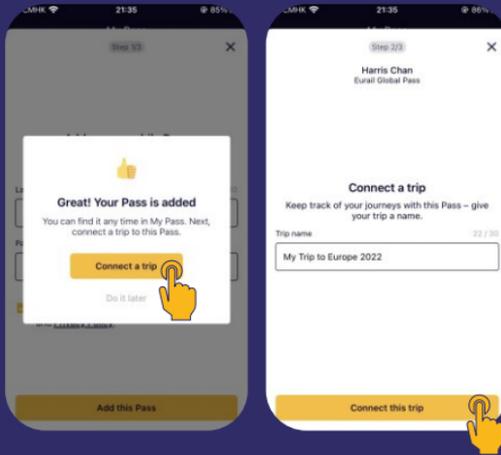
Step 4: Activate your Pass

Activate your Pass with internet connection.

- Tap "Activate this Pass" and "Start activation"
- Enter your passport number and tap "Next"
- Choose your first travel day (you can change it later – you can cancel your first travel day any time before the start of that day 00:00 CET)
- Review your details and tap "Activate this Pass"
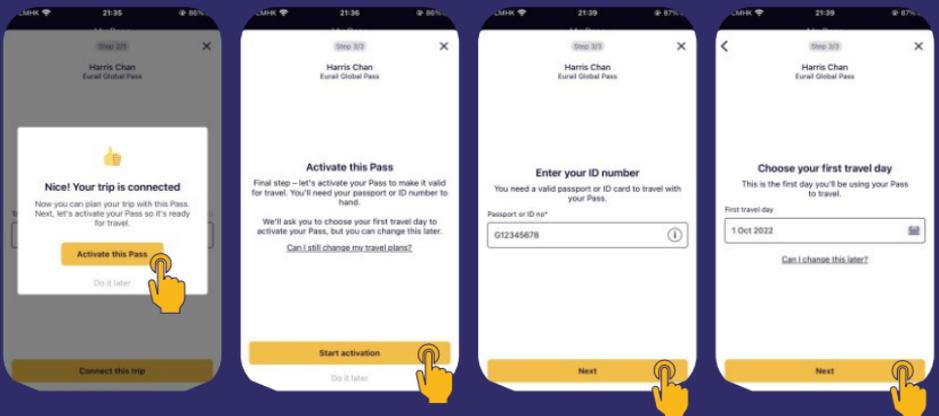
Step 5: Plan a journey, Save it to My Trip & Add it to your Pass

Plan a train journey, save journey to "My Trip" and add journeys to your Pass and ticket of that travel day with internet connection. Reservations are compulsory for most high-speed trains and all overnight trains in Europe. Reservations are not included in your Eurail Pass. If reservations are required on your train journey (marked with "seat reservation required"), you will need to book and pay for a seat reservation separately in advance at the departure train stations or via your pass sellers.

- Go to "Planner" on the bottom menu, and plan & search a train journey
- Choose your preferred train journey
- Tap "save journey" to save it to "My Trip"
- Go to "My Trip" on the bottom menu
- Add your preferred journeys to your Pass and the ticket of that travel day
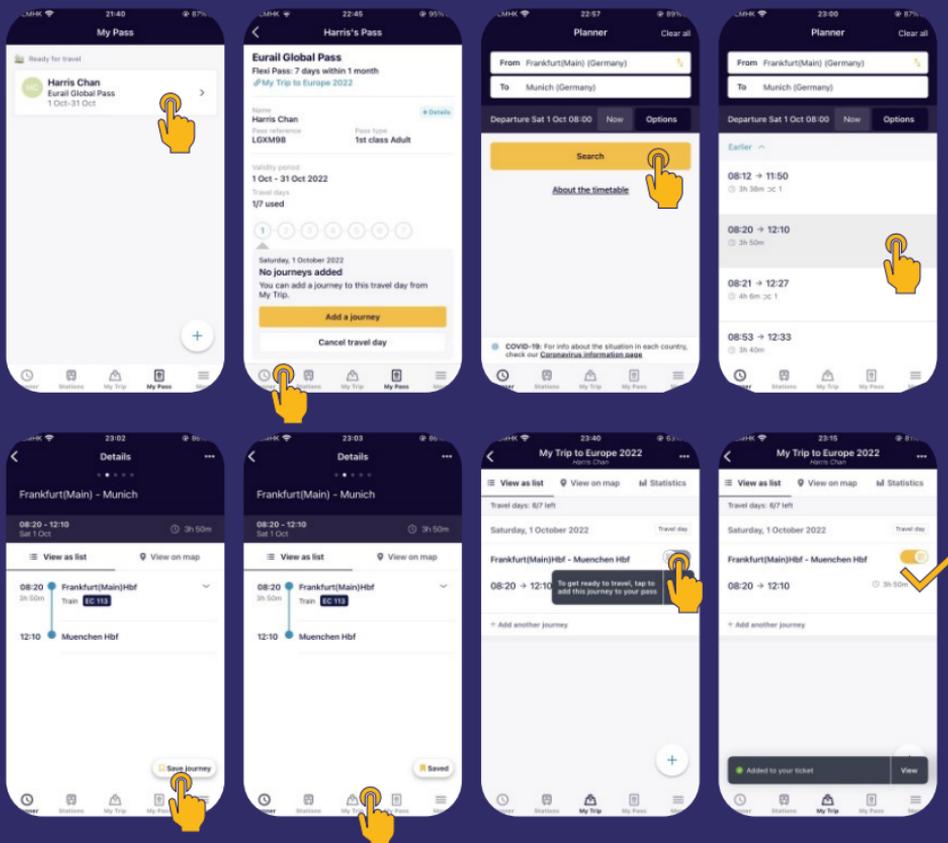
Step 6: Show your ticket of that travel day

Show your ticket of that travel day for inspection with internet connection. You can also use the QR code on your ticket to open the gates at some stations. Remember, each travel day has a separate ticket. The ticket inspector will scan the QR code and check whether the train journey you are on has been added to your ticket. They will also check your seat reservation, personal information and may ask to see your passport.

Reservations are compulsory for most high-speed trains and all overnight trains in Europe. Reservations are not included in your Eurail Pass. If reservations are required on your train journey (marked with "seat reservation required"), you will need to book and pay for a seat reservation separately in advance at major train stations or via your pass sellers.

- Go to "My Pass" on the bottom menu and tap "Show ticket" under that travel day
- Roll down and check carefully whether the train journey you are on has been added to your ticket of that travel day. If not, top "edit journeys" and add your preferred journeys to your pass and the ticket of that travel day
- Show the QR code on your ticket of that travel day for inspection

Why do I get an error (e.g. "Go online and try again", "Your details don't match" and/or "Something went wrong") when I add the Pass to the APP or activate the Pass? What should I do?

You might see an error for a few reasons:

- Poor internet connection: It looks like you're offline. The procedure required good internet connection. Please check your internet connection and try again.
- Wrong last name: It looks like you're entering first name, given name, full name or last name with typo error. Please enter your last name (i.e. surname/family name) from your order confirmation.
- Wrong pass number: It looks like you're entering booking no., booking ref., order no., confirmation no., voucher no., PNR or pass number with typo error. Please enter 6-digit pass number from your order confirmation.
- Incompatible calendar type: It looks like the calendar type on your device is incompatible with the APP. Please choose Gregorian calendar and try again.
  Go to Settings ▸ General ▸ Language & Region ▸ Calendar
- The Pass is already added to a device: If the Pass was already added and activated on a device, it cannot be added to a second device.
- The Pass has expired: The Pass is being added after its activation period is over, or after its validity period has expired.
- The Pass has been cancelled: It looks your Pass was cancelled. Please contact the pass seller you bought from.

What does the validity of 1-month and 2-month mean?

- The validity of 1-month means: e.g. 1/1 - 31/1; 1/2 - 28/2 (common year); 1/2 - 29/2 (leap year); 1/4 - 30/4; 15/1 - 14/2; 20/5 - 19/6 and so on (subject to your first travel day).
- The validity of 2-month means: e.g. 1/1 - 28/2 (common year); 1/1 - 29/2 (leap year); 1/4 - 31/5; 15/1 - 14/3; 20/5 - 19/7 and so on (subject to your first travel day).

What is a travel day? How long does a travel day last?

A travel day is considered to be a calendar day. It lasts from 00:00 AM (midnight) to 23:59 PM Central European Time (CET) on the same calendar day in which you can travel on trains with your Pass. Please note that some European countries do not observe CET. Finland,

Estonia, Latvia, Lithuania, Romania, Bulgaria and Greece are all one hour ahead (CET+1). 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.

When traveling on a night train that leaves on one day and arrives the next, without changing trains after midnight, you only have to spend 1 travel day: the day of departure. If you do change trains after midnight, you have to spend 2 travel days.

Can I choose another first travel day that is different from the date selected during booking? Can I choose another date as my first travel day that is earlier or later than the date selected during booking?
Yes, you can activate the Pass and choose any day that is within 11 months from the date of purchase as your first travel day during pass activation on the Rail Planner APP. The date you selected during booking doesn't matter.

Can I add many other companions' passes (incl. Child Pass) to my device? How can I do? How do I use a Child Pass?
You can add as many Passes (incl. Child Pass) 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. If you're planning to split up later, each traveller should add and activate their Pass on their own mobile 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.

A Child Pass needs to be activated in the same way as a regular Pass and should be added to the same device with at least one Adult Pass, as Child Passes aren't valid without an Adult Pass. The Child Pass should always have its own trip and tickets for inspection on the train. Please be aware that a Child Pass and an Adult Pass should have the same country of residence, otherwise they cannot be added to the same device. Children aged 0-3 can travel with you for free without their own Pass.

Follow the initial steps to add your own Pass first, then you can:
- Go to "My Pass" on the bottom menu
- Tap "<" on the top-left corner

- Tap "+" to add a new mobile Pass to your device
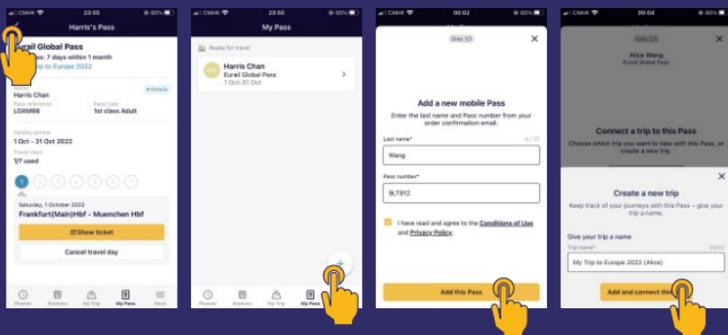
Why can't I add a journey to my Pass and ticket of that travel day?
- Your Pass is not valid on that travel day. Change the date of this journey to add it to your Pass.
- This journey overlaps with another journey added on that travel day. It looks like you will be on another train at this time. Please edit that journey first.
- That travel day is not activated/used with internet connection. Please check your internet connection and try again.

What should I do if I can't find my journey and/or stations in Planner?
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.