

Guide to the "Můj vlak" Application

The "Můj vlak" (My Train) application from České dráhy (Czech Railways) is a comprehensive tool designed to make your travel maximally easier. Thanks to it, you have everything from journey planning to your ticket on your mobile phone.

I. Basic Functions and Installation

You can download the application for free from Google Play or the App Store. It is designed to provide you with all the information and services you need for train travel.

What will you find in the application?

- **Connection Search:** Quickly find out when and from where your train departs.
- **Online Ticket Purchase:** Easily buy domestic tickets, seat reservations, and supplementary services.
- **Virtual Tickets:** All your documents are securely stored directly on your mobile as a QR code.
- **Onboard Portal:** Track the train's current location, delays, and information on carriage order.
- **Notifications:** Receive alerts for transfers, route changes, or approaching departure times.
- **In Karta Management:** You can transfer your plastic In Karta (discount card) to a virtual one and utilize your discounts.

II. Guide to Ticket Purchase

The most common use of the application is the quick purchase of tickets. The procedure is intuitive and simple:

1. Enter the Route and Passengers

- Open the application and on the main **Connections** screen, enter **From** and **To** where you will be travelling. You can also use automatic station suggestions.
- Select the **Date** and preferred **Time** of departure/arrival.
- Enter all passengers for whom you are purchasing tickets (**Adult**, **Child**, etc.). If you have an In Karta or other discounts, be sure to enter them so the price is calculated correctly.

2. Select a Connection and Supplementary Services

- The application will display an overview of all available connections, including the price.
- Select the connection that best suits you.
- In the connection details, you can choose the ticket type and add a seat reservation (**místenka**). On long-distance trains, you can often select a specific seat directly from a graphic train map.
- Add any supplementary services, such as a ticket for a bicycle or a dog.

3. Complete the Order and Payment

- Enter the passenger's first and last name (the name of just one of you is enough if you are travelling together – this person must then present an ID document on the train). The electronic ticket is tied to your person.
- Enter your e-mail address to receive the purchase confirmation.
- Select the payment method: most commonly by payment card (via a secure gateway), Google Pay, Apple Pay, or using ČD Credit.
- After payment, the ticket is automatically saved to the **Tickets** section in the application, and you will also receive it via e-mail.

4. Presenting the Ticket

- During inspection on the train, open the **Tickets** section and show the conductor the QR code on the display.
- Show the conductor your identity document (or virtual In Karta) so they can verify the ticket belongs to you.

III. Tracking Your Journey and Stations

The Můj vlak application can do much more than just sell tickets.

1. Track Your Train (Train Section)

- **Onboard Portal:** You can continuously track where your train is located, what the next stations are, and what the estimated time of arrival is.
- **Carriage Order Information:** Find out the order in which the carriages are running (e.g., where the dining car, quiet compartment, 1st class, or spaces for bicycles/strollers are). This information is available for most long-distance trains.
- **Notifications:** Set up alerts for an approaching transfer or a delay to your train so you can arrive at the station calmly and on time.

2. Station Overview (Station Section)

- Here you can search for any station in the Czech Republic.
- The current departure and arrival boards will be displayed with information on platforms, tracks, and any delays.
- Find out what services the station offers (ticket office opening hours, barrier-free access, refreshments).

3. Account Management and In Karta

- You can log into your ČD account in the application menu.
- Transfer your plastic In Karta to a virtual In Karta, which speeds up both purchasing and check-in on the train (you do not have to show the plastic card).
- You have an overview of the validity of your discount applications.