



Frequently Asked Questions (FAQs)

What is CTrail eTix?

CTrail eTix is CTDOT's mobile ticketing app for CTrail Hartford Line, CTrail Shore Line East, and connecting New Haven Line trains operated by Metro-North Railroad. The app is available in the [Apple App Store](#) and [Google Play](#).

What train service tickets can I purchase with CTrail eTix?

The CTrail eTix app allows you to purchase tickets for:

- CTrail Hartford Line
- CTrail Shore Line East
- Connecting travel on the New Haven Line (Metro-North) when part of a trip that includes CTrail service

However, tickets for travel exclusively between Metro-North stations (i.e., trips that do not involve a CTrail connection) are unavailable through the CTrail eTix app. For such trips, please purchase your tickets directly from Metro-North.

How to Purchase and Use Tickets with the CTrail eTix App

1. **Download the App:** Install the CTrail eTix app on your smartphone from the [Apple App Store](#) or [Google Play Store](#).
2. **Create an Account:** Open the app and sign up using your email address. You'll receive a confirmation email; follow the instructions to verify your account.
3. **Purchase Tickets:**
 - Log in to your account.
 - Select your origin and destination stations.
 - Choose the ticket type (One-Way, Ten-Trip, Weekly, or Monthly) and quantity.
 - Enter your payment information (credit/debit card, Apple Pay®, or Google Pay®).
 - Confirm the transaction.
 - Find purchased tickets stored in the "Use Tickets" section of the app
 - A receipt will be sent to your registered email address.
4. **Ticket Activation and Use:**

- Before boarding, open the app and navigate to “Use Tickets.”
- Select the ticket you wish to use and tap “Activate.”
- Show the activated ticket to the train conductor upon request.
(Screenshots of tickets not valid)
- Once activated, tickets are stored on your device and can be displayed without an internet connection.
- *Note:* One-Way and Ten-Trip tickets expire 180 minutes after activation. Weekly and Monthly tickets remain active until their respective expiration dates.

What payment types are accepted by CTrail eTix?

You can purchase CTrail eTix tickets using Apple Pay®, Google Pay®, or a credit or debit card, including Visa®, Mastercard®, Discover®, and American Express®.

How do train conductors inspect and validate my mobile ticket?

Train conductors will scan all CTrail Hartford Line eTix mobile tickets using a handheld scanning device. Please have your mobile device ready to display your activated mobile ticket(s) for validation when prompted by the conductor. NOTE: Screen captures of tickets are not accepted.

Can I pay for station parking using CTrail eTix?

You can only purchase daily parking at Berlin and Wallingford stations using the CTrail eTix app.

Are Monthly Plus Bus tickets available for purchase in the CTrail eTix app?

Yes, customers purchasing monthly train tickets can choose to add Monthly Plus Bus tickets for travel only on local buses. Simply show your Monthly mobile ticket to the bus operators when boarding.

Can I use my pre-tax commuter benefits to purchase my tickets with CTrail eTix?

Yes, you can use your employer-issued store-value card, which works like a credit card, to purchase tickets on the app.

Will CTrail eTix store my credit card information?

After completing a ticket purchase, you'll be prompted to save your card details. If you opt in, your card information is securely saved and stored. You can select your saved card for future transactions without re-entering your payment details. To manage your stored

cards, navigate to the “Manage Cards” section under the *CTrail* eTix menu, where you can view or remove saved cards anytime.

Why does the *CTrail* eTix app ask to access the camera on my device?

CTrail eTix requests access to your device’s camera to generate dynamic images within your mobile tickets. Your activated ticket displays a live image from your device’s camera to ensure it is valid and activated.

Do I need to activate my monthly or weekly mobile ticket each time I travel?

No, once activated at the start of their validity period, monthly and weekly *CTrail* eTix tickets remain active until expiration. Simply show the activated *CTrail* eTix ticket on your screen when prompted by the conductor.

How do I use my *CTrail* eTix ticket when I transfer trains?

When you purchase a One-Way or Ten-Trip ticket, you’ll receive separate mobile tickets for each part of your journey. Remember to activate and show your ticket on each train.

If you’re using a Weekly or Monthly ticket, you’ll receive one mobile ticket that covers your entire trip.

Can I purchase and use multiple *CTrail* eTix tickets on my smartphone when traveling with others?

Yes, you can purchase and store multiple mobile tickets for others in your travel party in your *CTrail* eTix account.

- On the activation screen, you can select and activate multiple tickets of the same fare type and for the same travel segment.
- Once activated, you can display each ticket to the train conductor by swiping across your smartphone screen over the ticket name at the top.

Important Notes:

Ten-Trip Tickets are non-transferable and are intended for individual use only. Each person must have their own Ten-Trip Ticket. You cannot purchase more than one **Weekly or Monthly** ticket of the same fare type and for the same travel segment within a single *CTrail* eTix account. Each traveler must have an account to purchase and use these tickets.

Can I deactivate my mobile ticket if it was activated by mistake?

No, once activated, a ticket cannot be deactivated. You should only activate your ticket before boarding the train.

Do mobile tickets expire?

Yes, all CTrail mobile tickets expire based on the following criteria:

- If you purchase a ticket and don't activate it, it will expire based on a predetermined validity period as outlined in the CTrail [Refund Guidelines](#)
- If you purchase a ticket and activate it, it must be used within 180 minutes (3 hours). After this time, the ticket automatically expires and will not be available in the CTrail eTix app.

Can I get a refund for an unused mobile ticket purchased through the CTrail eTix app?

Yes, you can request a full refund for a mobile ticket if it has not been activated and the refund is initiated on the same calendar day of purchase, before 11:59 PM Eastern Time.

How to Request a Refund:

1. Open the CTrail eTix app and navigate to the "Use Tickets" screen.
2. Select the ticket you wish to refund.
3. Tap the red "Refund" button and confirm your request.

Once processed, the refund will be credited to the original payment method, and a receipt will be sent to your registered email address.

Important Notes: Activated tickets are not eligible for refunds. If the "Refund" button is not visible, the ticket may not be eligible for a refund through the app.

For assistance with refund requests beyond the same day of purchase or for other inquiries, please contact CTrides Customer Service between 8 AM and 5 PM via phone, text, or chat at ctrides.com/contact-us

What happens if my device's battery dies before I show the train conductor my mobile ticket?

You must purchase a ticket from an alternate means, either onboard (possibly subject to a higher fare) where available, or from a CTrail Ticket Vending Machine before boarding the train.

What happens if I lose my mobile device or get a new device?

If you lose the mobile device on which you had CTrail eTix installed or purchase a new

device, your *CTrail* eTix account remains active. Once *CTrail* eTix is downloaded to your new device, all tickets stored in your account remain available (during their respective validity periods) for use from that device.

Can I use my mobile ticket if I lose cellular service while on the train?

You can still activate and display mobile tickets stored in your *CTrail* eTix account. However, it's important to purchase your mobile tickets before boarding the train, as cellular service is required to complete the purchase.

Who do I contact if I have technical difficulties with the *CTrail* eTix app?

Please call Customer Service at 1-877-287-4337.