

Myki FAQs

Easy English



What is a Myki card?



A Myki is a card that you use to travel on public transport in Victoria. It can be used on a bus, train, tram and VLine train.

It is how you pay for your ticket. You keep the card to use again and again.



Where can you buy a Myki card?

You can buy a Myki card from



- a train station



- on a bus



- at a newsagency



- at 7-Eleven



- online on the PTV website.

A Myki card costs \$ 3 for concession or \$ 6 for full fare.

For more information about prices and places to buy a Myki visit the [Tickets & Fares](#) page.

Where can I use a Myki Card?



You can use a Myki card on most bus, train, tram or VLine train lines in Victoria.

There are some regional bus and trains that do not use Myki.



What is a Myki Access Travel Pass?



A Myki Access Travel Pass is a Myki card that lets you travel for free. You do **not** have to Touch on or Touch off.

You can get a Myki Access Travel Pass if you

- have a permanent disability or mental illness
- cannot Touch on and Touch off by yourself
- can use a bus, train or tram by yourself, without any help
- live in Victoria.

An Access Travel Pass card has your name and photo on it.



Take your Access Travel Pass card with you every time you go on a bus, train or tram. Show your card to public transport staff when they ask. Show your card when you go through Myki gates.

To get an Access Travel Pass fill in an [application form](#) or call the Public Transport Victoria (PTV) call centre on 1800 800 007 between 6 am – midnight on Monday to Sunday.

For more information visit the [Access Travel Pass](#) website.



How do I put money on a Myki card?

You can put money into your Myki account



- at a train station using a Myki machine



- asking a bus driver when you get on a bus



- at 7-Eleven



- online on the [PTV website](#).

There are 2 types of Myki accounts

- Myki Money
- Myki Pass

A Myki Pass may save you money if you travel a lot.

For more information about how to put money on a Myki card go to [Myki Top Up](#).



How much money does it cost to catch the train?



If you go into the City by train for a whole day, and you travel in Zone 1 and 2, you will pay about \$ 8.60 .

If you have a concession Myki card it will be about \$ 4.30 .

For prices go to [Myki Tickets and Fare Pricing](#).

How do I use a Myki card?

Make sure you have money in your Myki account before you get on a bus, train or tram.



Touch on

When you get on a bus, train or tram

- put your Myki card onto a Myki reader
- wait to hear the beep noise or see the lights flash green or red.



A red light with 2 beep noises can mean you do not have enough money on your Myki card. You will need to add money to your account. You can get a fine if you do not have enough money to pay for your bus or train trip.



Touch off

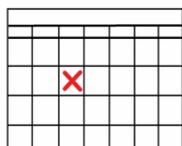
When you get off a bus, train or tram

- put your Myki card onto a Myki reader
- wait to hear the beep noise or see the lights flash green or red.

This tells the Myki card to stop charging you money.

Learn more about how to use [Myki equipment](#).

Do Myki cards expire?



Yes, they expire every 4 years.



Should I register my card?

You can register your Myki card. This means it will have your name and contact details on it.

You can

- set up your Myki to add money into your account automatically
- see how much money is in your Myki account
- see the details of where you got on and off the bus and train
- ask for a new Myki card when it expires
- manage more than one Myki card
- get a new Myki card if your old one is lost or stolen. The money you had on the old Myki card will go on to the new Myki card.



To register go to [Register Your Myki](#) or call the Public Transport Victoria (PTV) Call Centre on 1800 800 007.



What happens if I lose or damage my card? Or my details change?

If your Myki card is stolen or you lose or damage it you will have to buy a new one.

Registered Myki cards

If you lose or damage your registered Myki card you will get a new card and the money you had on your old card will be put on your new card.



It is important to tell PTV that you have lost your card or it has been stolen as they will block your card so no one else can use it.



If your contact details change you can update your address or phone number on your [MyMyki account](#) page which is on the internet.

For more information go to [Replacing Myki cards](#) or call the Public Transport Victoria (PTV) call centre on 1800 800 007 between 6 am – midnight on Monday to Sunday.

YouTube Video information

Video 1

Getting started on public transport in Victoria

Read [text transcript](#)

Video 2

What ticket do I need to travel on public transport in Victoria?

Read [text transcript](#)

Video 3

Help when I'm travelling on public transport in Victoria

Read [text transcript](#)



Original document can be found here:

<https://static.ptv.vic.gov.au/PTV/PTV%20docs/Ticketing/1517439989/Your-go-to-guide-for-myki-2018.pdf>

More information

Myki information available in other languages

<https://www.ptv.vic.gov.au/languages/>



Translating and Interpreting Services

Call 13 14 50

Ask them to call Public Transport Victoria
on 1800 800 007



National Relay Service

Call 133 677 for TTY / voice calls

or

1300 555 727 for Speak and Listen

TTY users can also call us directly on
03 9619 2727



Website

<https://www.ptv.vic.gov.au/tickets/myki>



Phone Public Transport Victoria call centre

1800 800 007

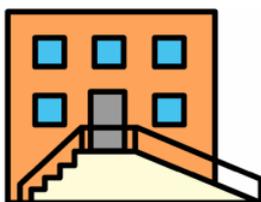
6 am – midnight Monday to Sunday



Email

Click on [Contact Us](#)

and submit an enquiry form



Address

Myki Mailbox

GPO Box 4318

Melbourne VIC 3001

You can ask questions about Myki at your local
manned [train station](#).