

# myki FAQs

Getting around on public transport using myki

## What is myki?

myki is the re-usable smart card ticketing system that stores money to pay for public transport fares on metropolitan Melbourne's train, tram and bus network. myki can also be used on V/Line commuter train and bus services in Seymour, Ballarat, Bendigo, Geelong, the Latrobe Valley and Warragul.

## How does myki work?

myki works by being 'touched on' and 'touched off' when using public transport. To 'touch on' commuters must hold their myki card on the myki reader and wait until it reacts (usually with a beep). The myki reader will display the current myki balance together with the message 'touch on successful'. The same process is followed for 'touching off'.

By touching on and off, myki automatically calculates the cheapest fare for your journey.

## Where can I get a myki?

myki can be purchased at Public Transport Victoria (PTV) Hubs, ticket windows at premium stations and V/line commuter stations that are staffed, on board buses, and online at [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au). Only full fare myki's are available from myki machines.

There are around 800 myki retailers including all 7-Eleven stores. To find the one closest to you use the locator tool at [www.ptv.vic.gov.au/tickets/myki/buy-a-myki/myki-retail-outlets](http://www.ptv.vic.gov.au/tickets/myki/buy-a-myki/myki-retail-outlets).

## I am from interstate or overseas, what should I buy?

The myki Explorer Pack is ideal for interstate or overseas visitors. The pack includes:

- A myki smartcard pre-loaded with enough value for one day of travel in metropolitan Melbourne.

- Maps of the train and tram networks, and the central city area.
- Special offers from 16 popular Melbourne and regional attractions with information on how to get there by public transport.
- A souvenir wallet.

The myki Explorer Pack is available for \$15 (full fare) or \$7.50 (concession and child visitors). You can buy a myki Explorer Pack at SkyBus terminals at Melbourne Airport and Southern Cross Station, PTV Hubs and the concierge desk at many hotels and accommodation providers.

## What is a myki starter pack?

A myki Starter Pack is a preloaded myki that is available for purchase at selected regional Australia Post outlets in towns that use myki on the bus network.

## Do I need to register my myki and if so how?

No, but you will get the most out of your myki if it is registered. You can automatically top up your myki money, as well as track your movements and charges.

By registering your myki you can protect your balance should your card become damaged, lost or stolen.

To register your card visit:

[www.ptv.vic.gov.au/tickets/myki/manage-your-myki-online/](http://www.ptv.vic.gov.au/tickets/myki/manage-your-myki-online/) and follow the prompts. If you have a negative amount on your card it cannot be registered.

## How do I put money on my myki?

There are a number of ways you can put money on your myki. This is also referred to as 'topping up'.

- You can instantly top up your myki at retailers, myki machines at train stations, ticket windows at

premium stations, PTV Hubs, some tram stops and buses.

- Online (and if your myki is registered you can set your myki to top up automatically).
- Via the PTV Call Centre

When you top up online, have an automatic top up amount set or use the PTV Call Centre you will need to allow 90 minutes for the payment to be processed.

## What's the difference between myki money and a myki pass?

### myki Money

myki money is the amount of cash stored on your myki card. This means you 'pay as you go' and a fare will be deducted only when you touch on and off.

### myki Pass

A myki pass allows you to pre-pay your travel by nominating a number of days and the zones in which you will travel. Prices vary depending on the number of consecutive days purchased, however this is more cost effective than purchasing myki money for people who regularly use public transport.

It is important to note that even when you have a pass you must still touch on every time you use public transport.

## Which to choose; myki money or myki pass?

myki money should be used if you do not travel on public transport on a regular basis whereas a myki pass is best suited to those travelling on public transport on a regular basis.

## How do I check my myki money balance?

You can check your balance through:

- myki machines including myki check machines.
- Retailers—simply ask the retailer for a balance.
- The myki reader screen when you touch on and off.
- Logging into your account online.

## Do I have to touch off on trams?

Only when your whole trip is in Zone 2.

## What about the Free Tram Zone?

A free tram zone was introduced in central Melbourne at the start of 2015. This area allows commuters to move about the CBD for free. If you are travelling into central Melbourne from outside the free tram zone however you must still touch on. Similarly if your journey will take you outside of the free tram zone you must also touch on (and touch off if your journey ends in zone 2).

If you are travelling solely within the free tram zone you do not need to touch on or off.

## The machine won't recognise my card, what do I do?

This can occur for a number of reasons:

- You may not have touched on correctly - myki is designed to be held steady on the reader, not swiped.
- You are attempting to touch on while your myki is otherwise obscured i.e. your myki is still in your purse or wallet. Once your myki is not obscured try touching on again.
- Your card may also be damaged, faulty or have been blocked. If this is the case you can contact PTV for a replacement or go to a PTV Hub for a replacement card and to organise a balance transfer from your old myki to your new one.

## What if my card is lost or stolen?

If your card is registered, simply notify PTV on 1800 800 007 and they will freeze the account and transfer the money onto a new card. If the card is unregistered you cannot recover the myki money.

## Do I ever lose the money on my myki card?

No, however a card can become inactive if you top up and then don't use the card for 90 days – this is known as dormancy. This will only happen when your myki has been topped up electronically, that is via the PTV Call Centre or online.

To reactivate your card you can:

- Interact with the myki system more than 24 hours ahead of your planned trip. This can be done by touching on and off or by obtaining a balance from a retailer or myki check machine.

- Top your myki up with cash at the time of your journey. This will enable you to travel while the existing balance will reactivate in 24 hours.

## Does my myki card expire?

A myki card expires after four years, at which point you can transfer the existing balance on to a new myki. If your card is registered, myki will contact you with a notification and instructions. If the card is not registered, call PTV (1800 800 007) for more information.

## Will they put myki machines on trams and buses?

You can top your myki up to the value of \$20 on buses. While there are no plans to put myki machines on trams there are a number of myki machines at accessible tram stops across the network.

## Where can I get more information?

For more information contact:

Public Policy and Corporate Affairs  
Royal Automobile Club of Victoria (RACV)  
550 Princes Hwy  
Noble Park North VIC 3174

Email: [care@racv.com.au](mailto:care@racv.com.au)  
Web: [www.racv.com.au](http://www.racv.com.au)  
Phone: (03) 9790 2863

You can also visit the PTV website at [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au) or call PTV on 1800 800 007.

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