



*IRCTC Rail Connect Android App*

# **IRCTC RAIL CONNECT** **ANDROID APP**

## **USER GUIDE**

NOTE: Document is subject to change. Detailed terms and conditions available on  
IRCTC website [www.irctc.co.in](http://www.irctc.co.in)



## **INDEX**

<b><u>S. No.</u></b>	<b><u>Content</u></b>	<b><u>Page No.</u></b>
1	Launch Screen	3
2	User Registration	4-7
3	Login	8
4	Generate PIN	9
5	Login With PIN	10
6	Change PIN	11
7	Forgot Password	12-15
8	Dashboard	16
8	Left Main Menu Details	17
9	Master List	18
10	Ticket Booking	19-34
11	My Bookings History	35-39
12	PNR Enquiry	40-41
13	Failed Transactions	42
14	Steps to Cancel Ticket	43-45
15	Cancelled Tickets History	46
16	Steps to File TDR	47-54
17	TDR History	55-56
18	Ticket Refund History	57-58
19	User Profile page	59
20	Change Password Page	60
21	Contact Us Page	61
22	About Us Page	62
23	Terms & Conditions Page	63



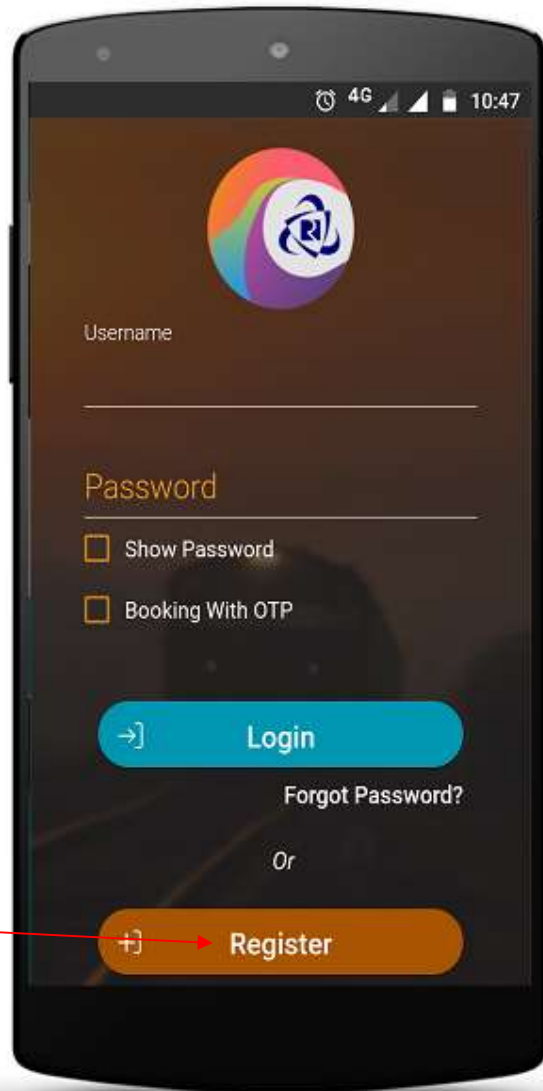
Launch Page

Tap here for reserved train bookings.





## User Registration



Tap this button to sign up or register a new account with IRCTC.



## User Registration Page 1

User provides the following details for registration

1. Username
2. Password
3. Confirm Password
4. First Name
5. Middle Name
6. Last Name
7. Date of Birth
8. Select Gender
9. Mobile No.
10. Email ID

4:06 PM 4G 35%

**USER REGISTRATION**

Username must contain 3 to 10 characters. Only letter, number and underscore are allowed.

Username

Password

Confirm Password

First Name

Middle Name

Last Name

Date of Birth (DD/MM/YYYY)

Male Female Transgender

Mobile No.

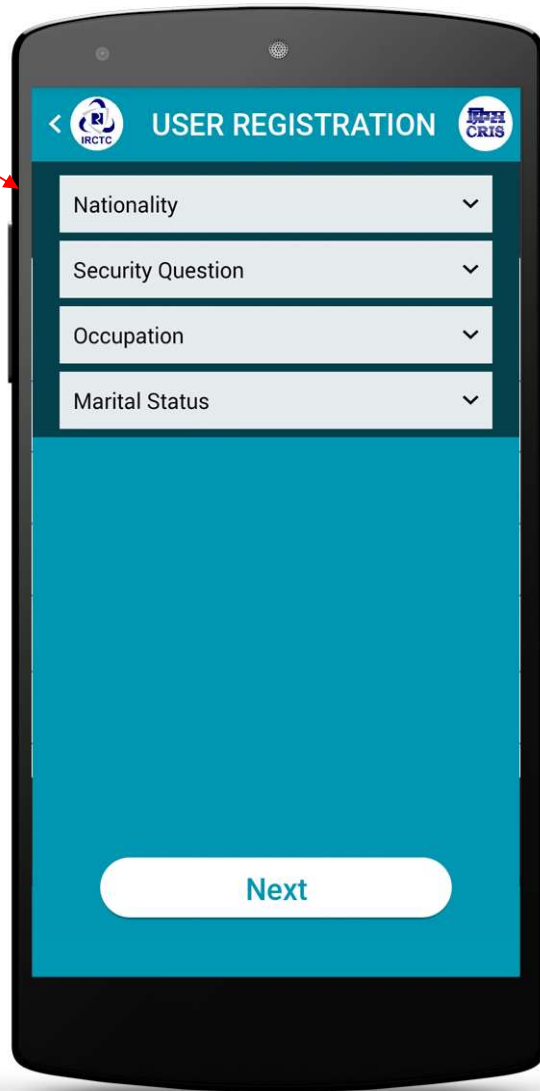
Email ID

Next



## User Registration Page 2

- 9. Nationality
- 10. Security Question
- 11. Occupation
- 12. Marital Status

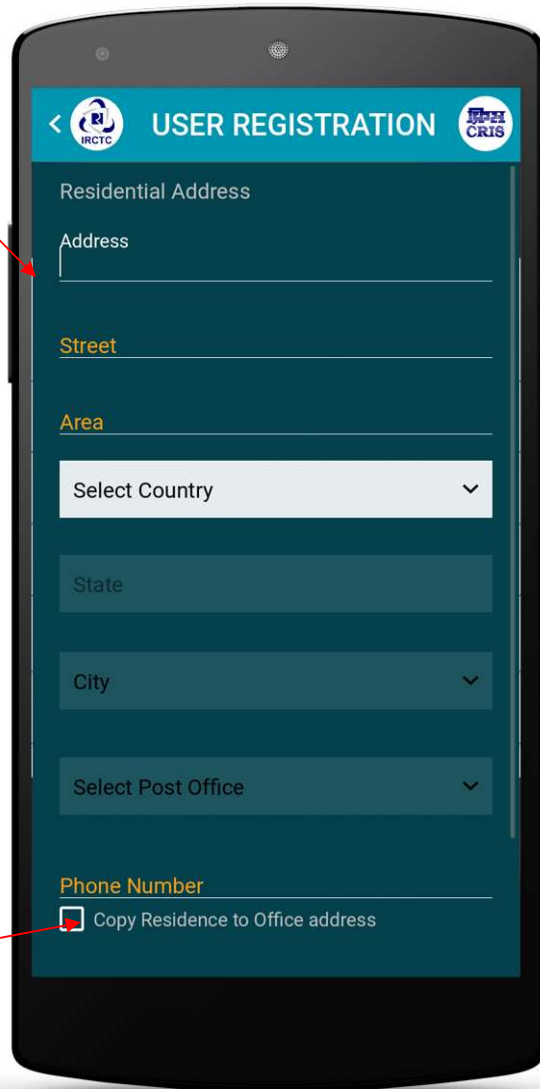




### User Registration Page 3

- 13. Address (Only Numbers & Alphabets up to 25 characters. No special characters.)
- 14. Street (Only Numbers & Alphabets up to 25 characters. No special characters.)
- 15. Area (Only Numbers & Alphabets up to 25 characters. No special characters.)
- 16. Country
- 17. State
- 18. City
- 19. Select Post office

Select this option if Residence address is same as office address.





## Login Page

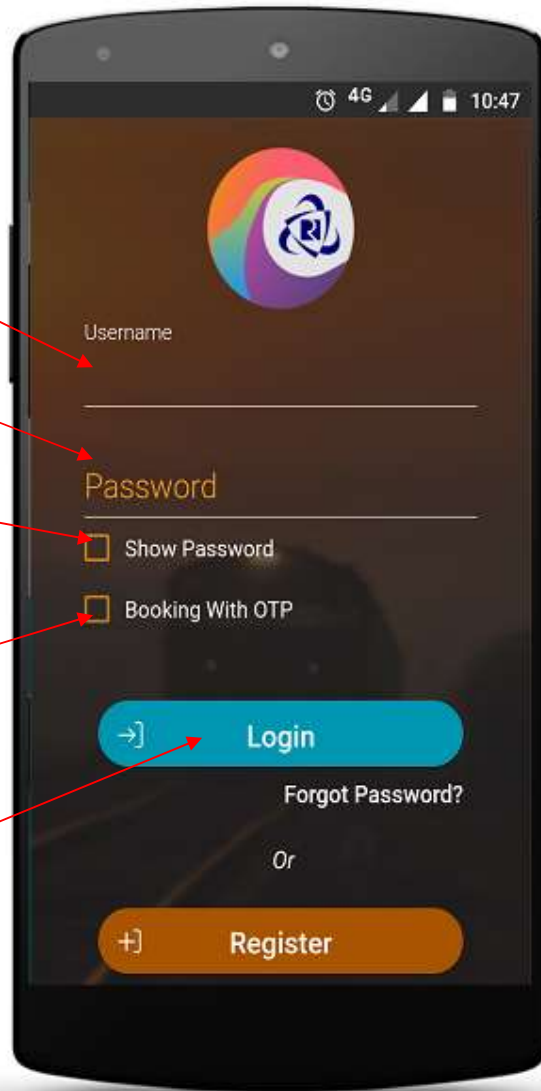
Enter your Username here.

Enter your Password here.

Tick this box if you want to make password visible.

Select "Booking with OTP" option here in case OTP based booking is to be done instead of CAPTCHA during booking.

Tap this button to Login with provided username and password.





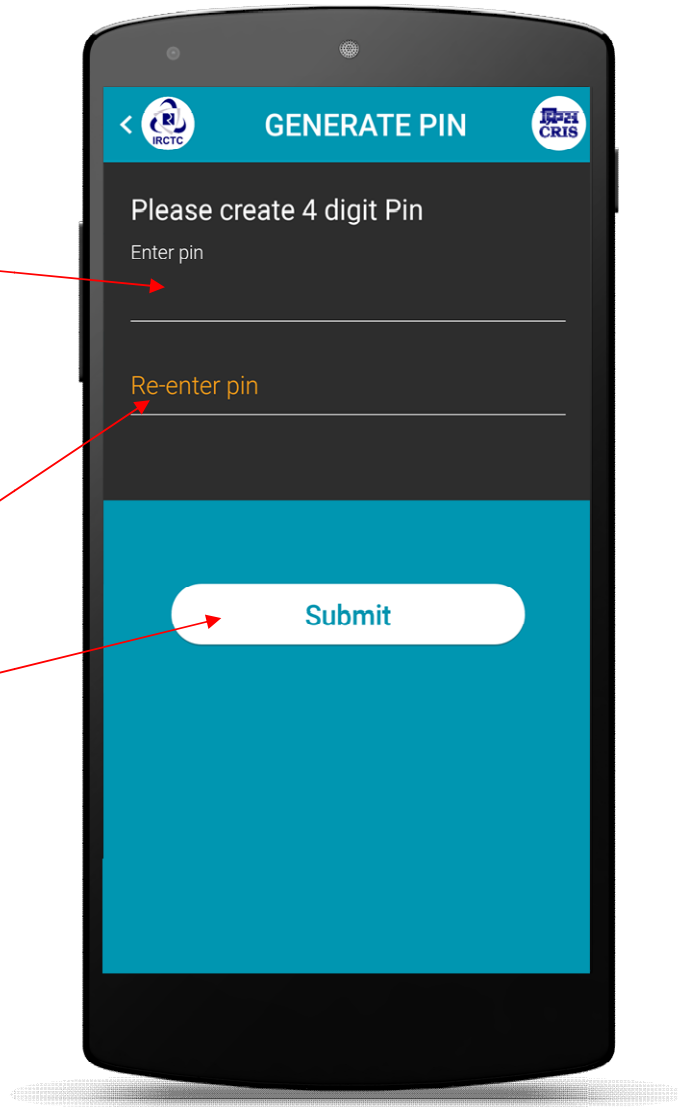


## Generate PIN Page (Already Registered Users After First Login)

On first login, create any 4 digit numeric pin of your choice and remember for all future logins into the app.

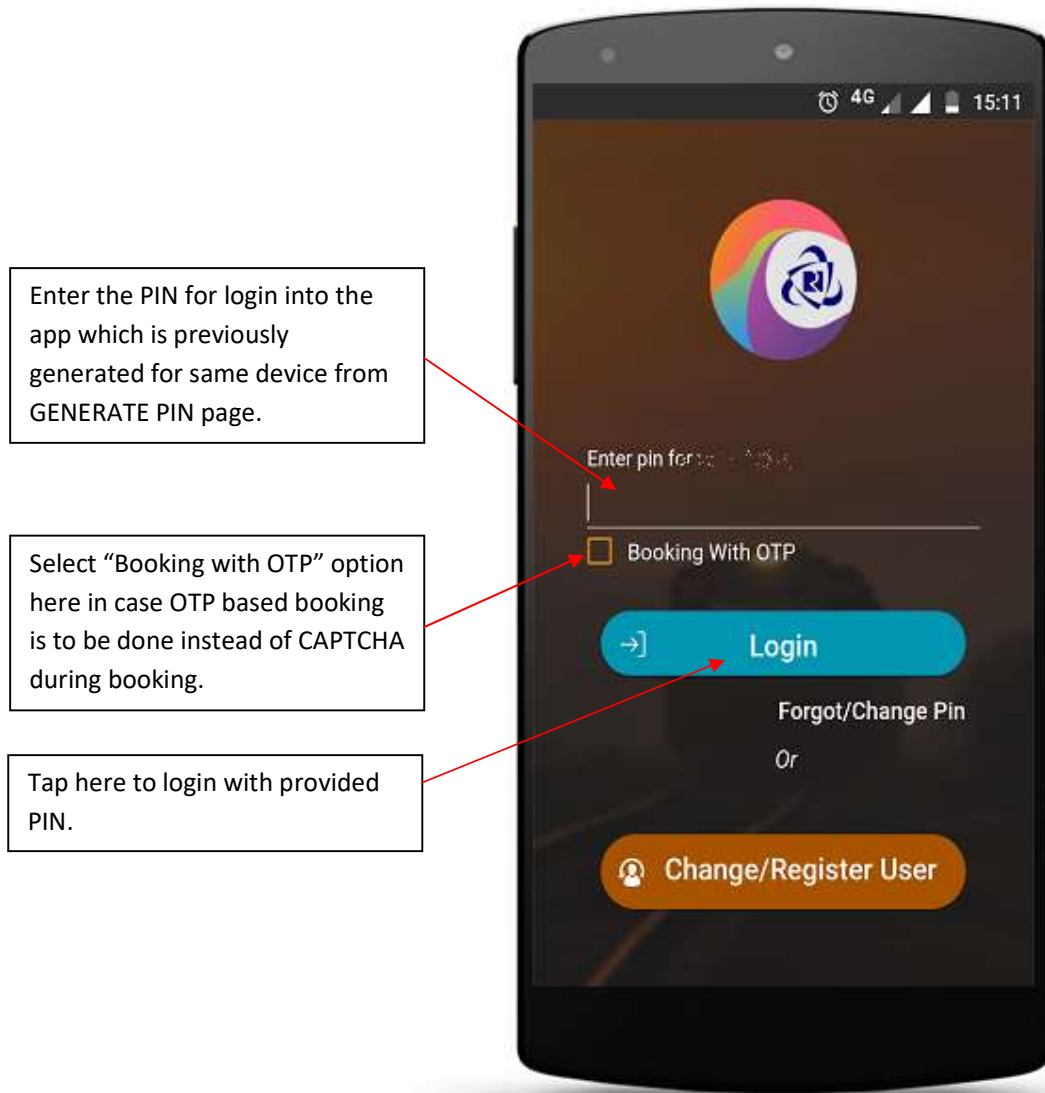
Re-enter the Pin.

Tap this button to Proceed.





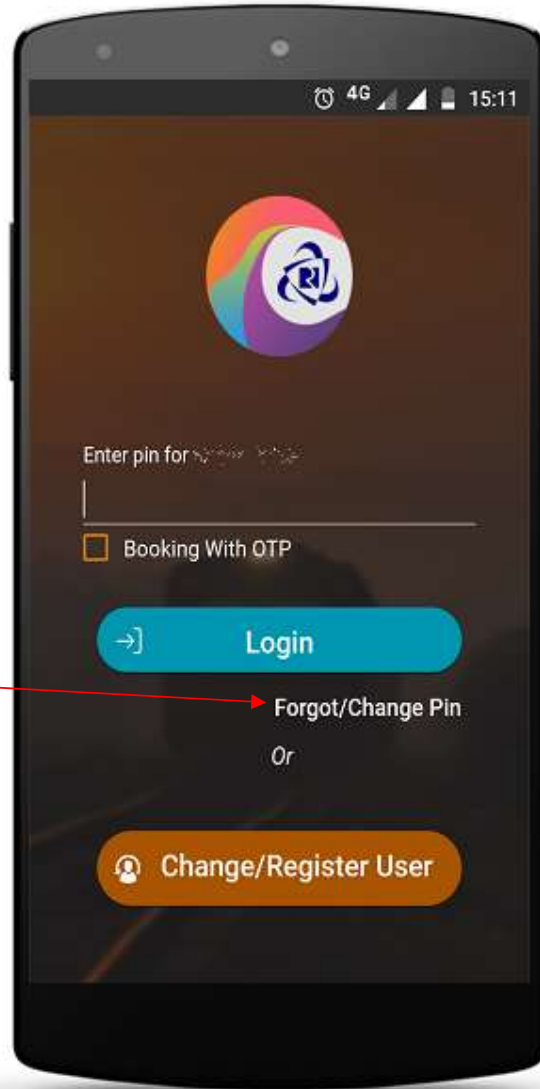
## Login with PIN (Already Generated PIN Users)





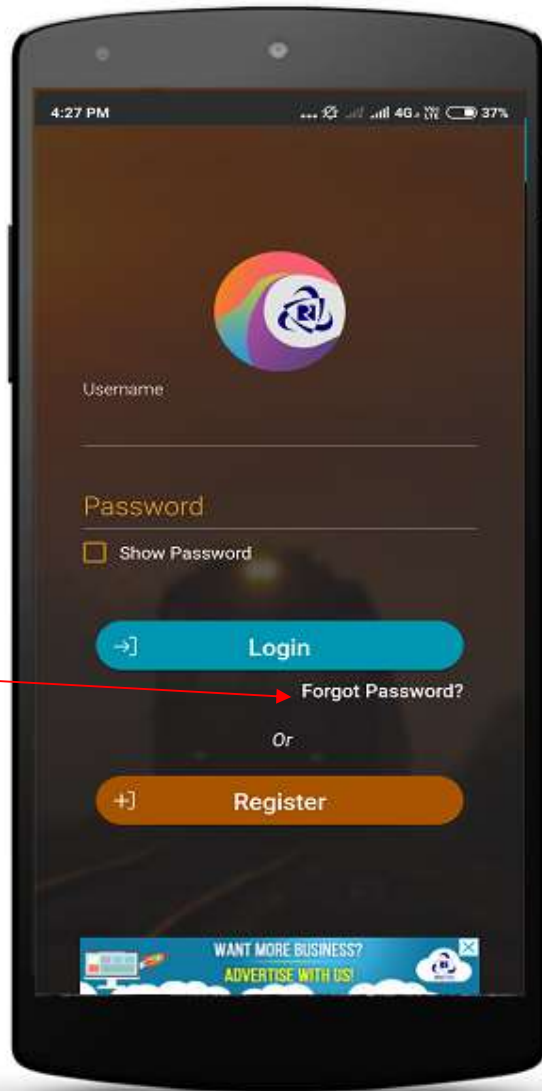
## Change PIN

In case forgot or want to change PIN, tap on "Forgot/Change Pin" and re-enter the password to generate new PIN in login page.





## Forgot Password



To reset/recover password, tap on "Forgot Password?"

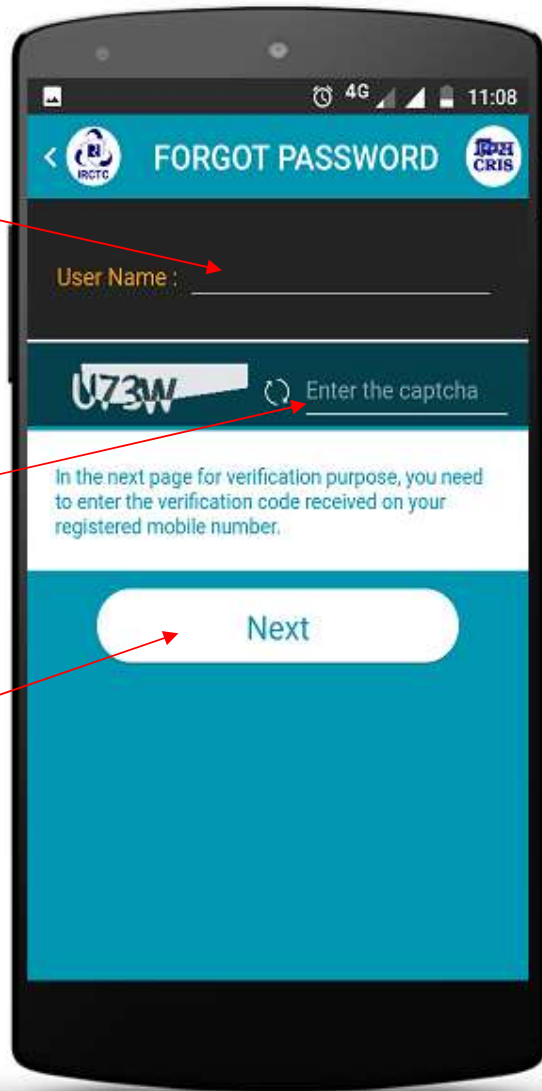


## Forgot Password (Page 1)

Enter user name.

Enter the captcha as shown.

Tap on this button to continue.





## Forgot Password (Page 2)

The screenshot shows the 'FORGOT PASSWORD' screen in the IRCTC app. The screen includes a back arrow, the IRCTC logo, and the title 'FORGOT PASSWORD'. Below the title, there is a 'User name' field with the text 'Yashwanth SURESH'. The main section is titled 'Enter mobile OTP' and includes a 'Resend OTP' button. A message reads: 'Please enter the OTP received via SMS at registered mobile number:'. There are two password input fields: 'New Password' and 'Confirm Password'. A 'Show Password' checkbox is located below the 'Confirm Password' field. A captcha image with the text 'TXYLAE' is shown with the instruction 'Enter the captcha'. At the bottom, there is a large 'Submit' button. Red arrows point from text boxes on the left to these specific elements on the screen.

Enter Mobile OTP sent on mobile number registered with IRCTC.

Enter new password.

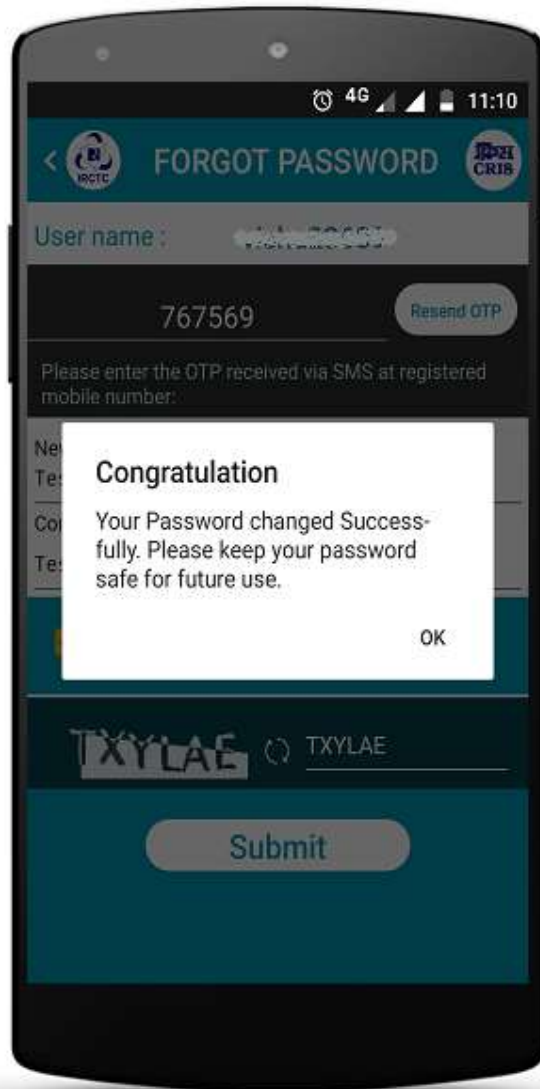
Re-enter new password.

Enter Captcha as shown

Tap on Submit button



**Forgot Password (Confirmation)**

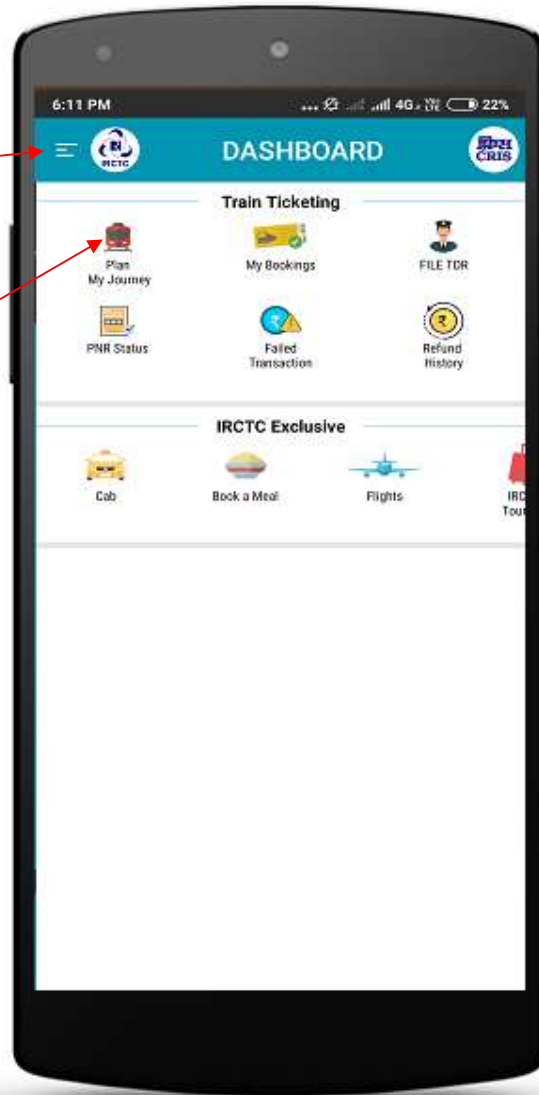




**Dashboard Page (After Successful Login)**

Tap on top left corner menu icon “≡” to view the menu options.

Tap here to plan your journey for train e-ticket new booking page.



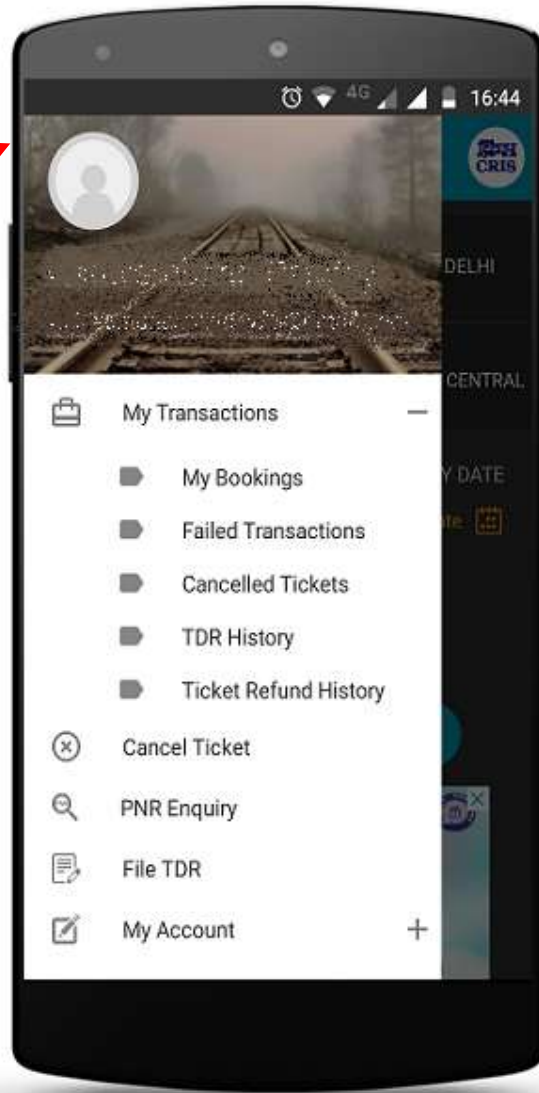




## Left Menu Options

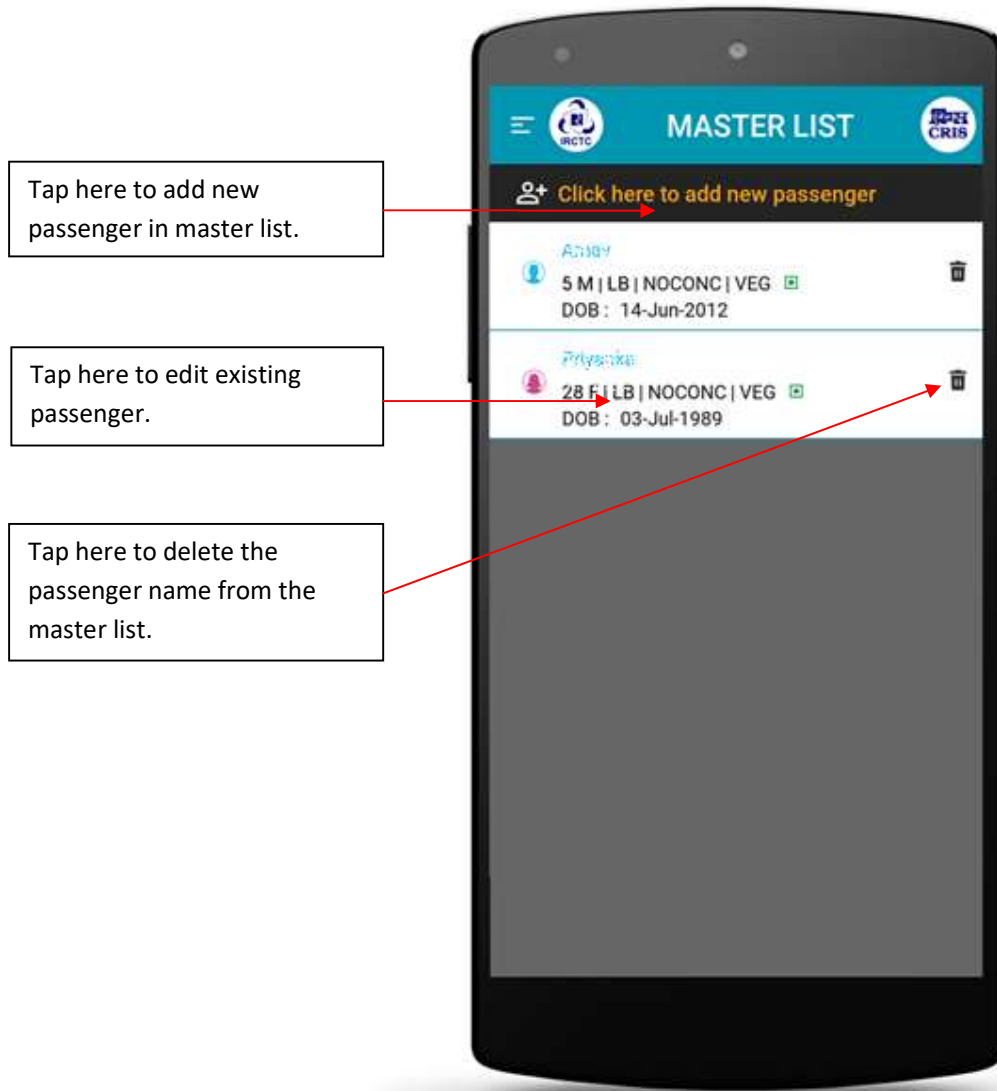
Tap on top left corner menu icon “☰” to view the following options:

1. New Booking
2. My Transactions
  - My Bookings
  - Failed Transactions
  - Cancelled Tickets
  - TDR History
  - Ticket Refund History
3. Cancel Ticket
4. PNR Enquiry
5. File TDR.
6. My Account
  - Profile
  - Manage Master List
  - Change Password
  - Aadhaar KYC
7. More
  - Vikalp For System Ticket
  - About Us
  - Contact Us
  - Rate Us
  - Terms and Conditions
  - About IRCTC e-Wallet
8. Book/Cancel Meal
9. Logout





## Master List (To Add Frequent Travelling Passengers)





## New Booking Page

Tap here to enter "From" or source station.

Tap here to enter "To" destination station.

Tap this toggle button to swap the 'From' and 'To' stations.

Select checkbox to include trains that runs on other day then selected date.

Select checkbox for Special concession Booking.

Tap here to display calendar for selecting specific future journey date other than "TODAY" & "TOMORROW".

Tap this button to search trains.





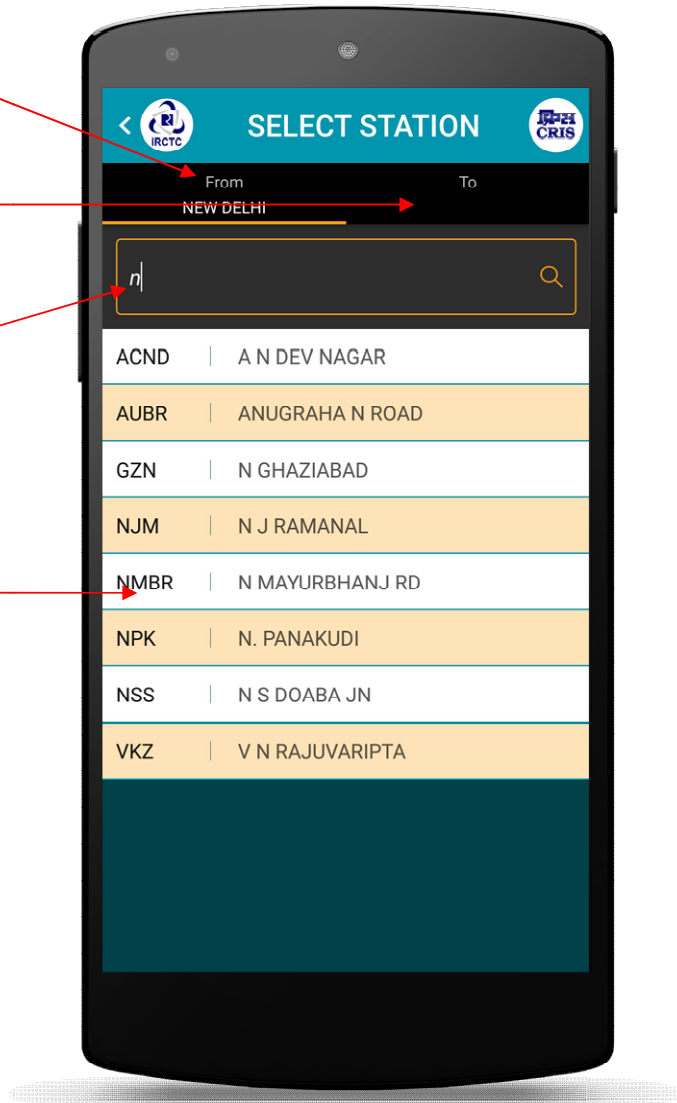
## Select Station Page (“From” & “To” station selection)

Select From i.e. Source station.

Select To i.e. Destination station.

After typing the initial letters of the station name suggestion for station list will be populated.

Desired station can be selected by tapping on the list.





## Train List Page

Tap here to see available trains on next day.

Tap here to modify date of journey.

Tap here to see available trains on previous day.

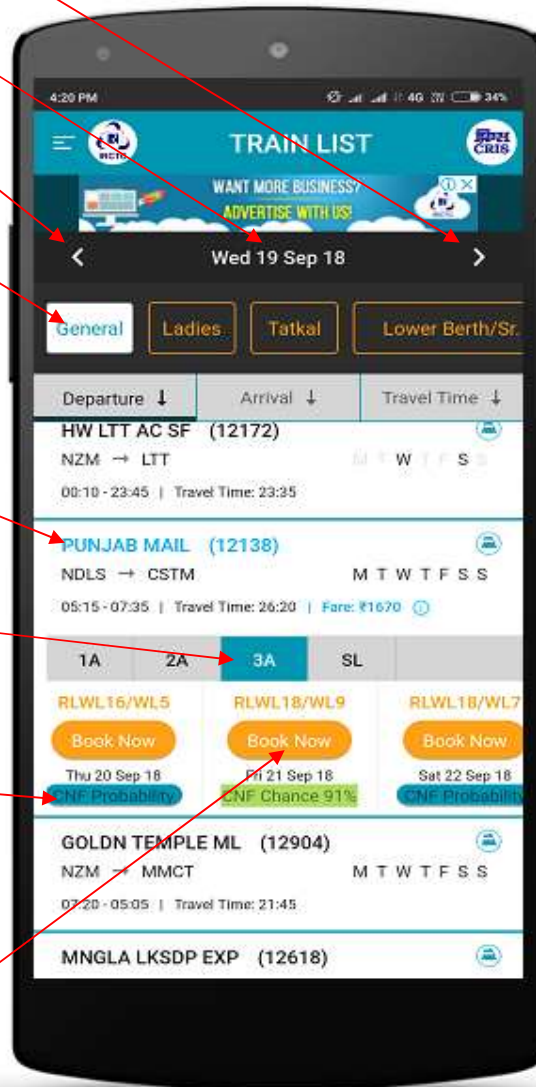
Tap here to select Quota. Scroll left or right to see all available quota options. (GENERAL, LADIES, SENIOR CITIZEN, TATKAL, PREMIUM TATKAL, DIVYAANG)

Tap here to select the train.

Tap on class to view seat availability.

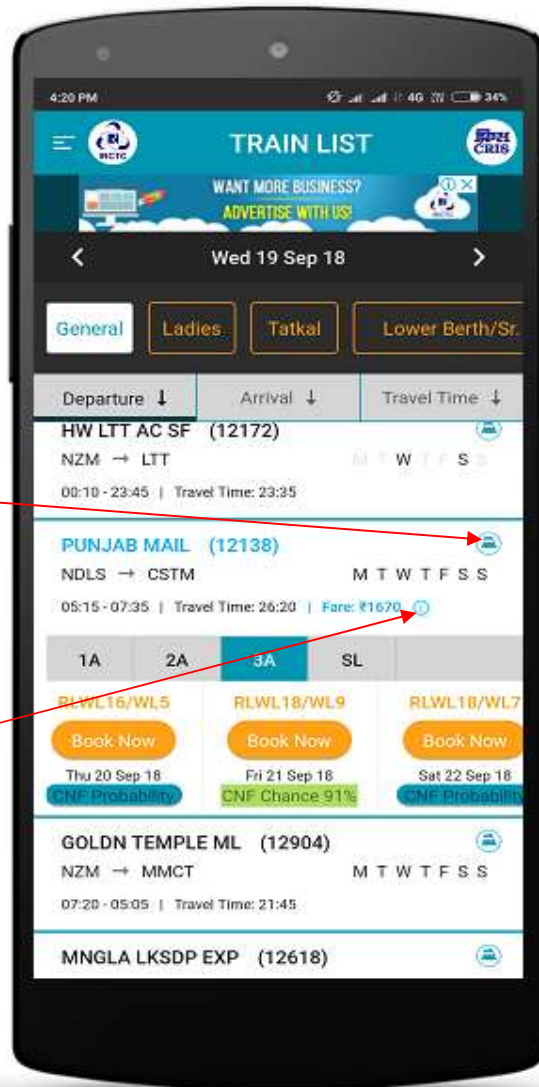
Tap here to see the probability of confirmation of Waiting List Ticket

Tap on **Book Now** to continue booking ticket.





## Train List Page (Route Map & Fare)



Tap on this icon to view the route map of the selected train.

Tap on this icon to see the selected class's fare details.



## Route Map Page

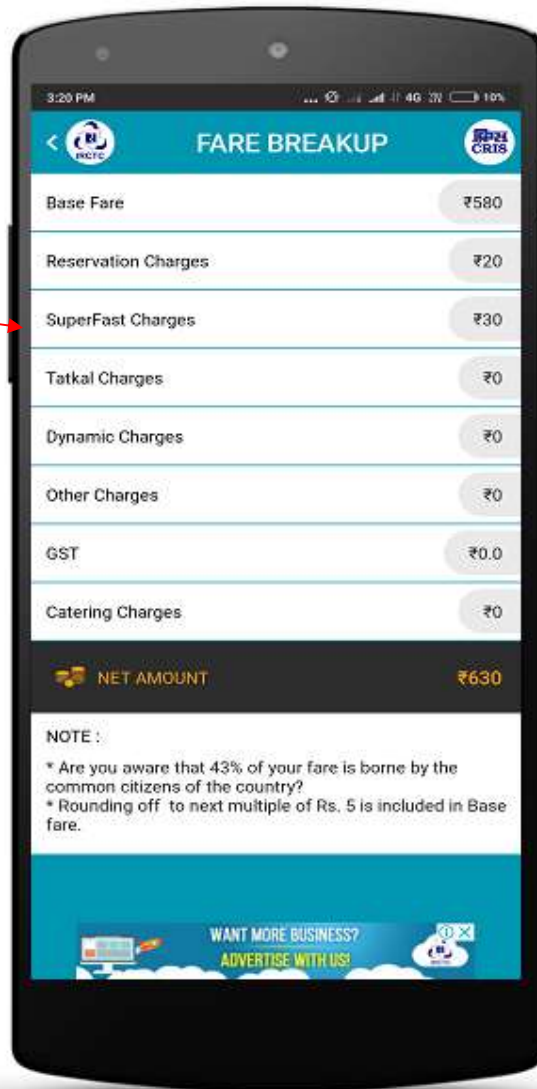
Route details of the train selected by the user on 'Train List' page.





## Fare Breakup Page

General fare breakup details in the selected class of the train.







## Add Passenger Page

Tap here to add the passenger from the master list of the passenger.

Tap to add passengers of 5 years and above age.

Select Yes or No option to avail Travel Insurance.

Tap to add child passengers below 5 years age.

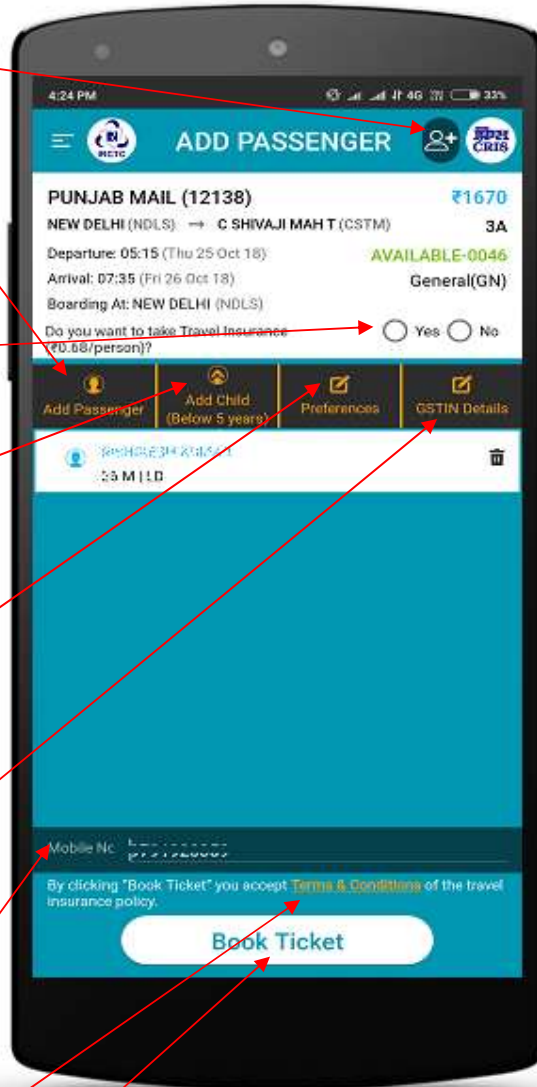
Tap to open the journey preferences page. Boarding point change option, reservation choice(lower berth), coach preference, book only confirm, etc. can be added from here.

Tap to Add GSTIN Details if Available

Enter mobile number in which the booking SMS, cancellation SMS and final seating confirmation (if applicable) related SMS would be

Tap here to view 'Terms and Conditions' of travel insurance policy.

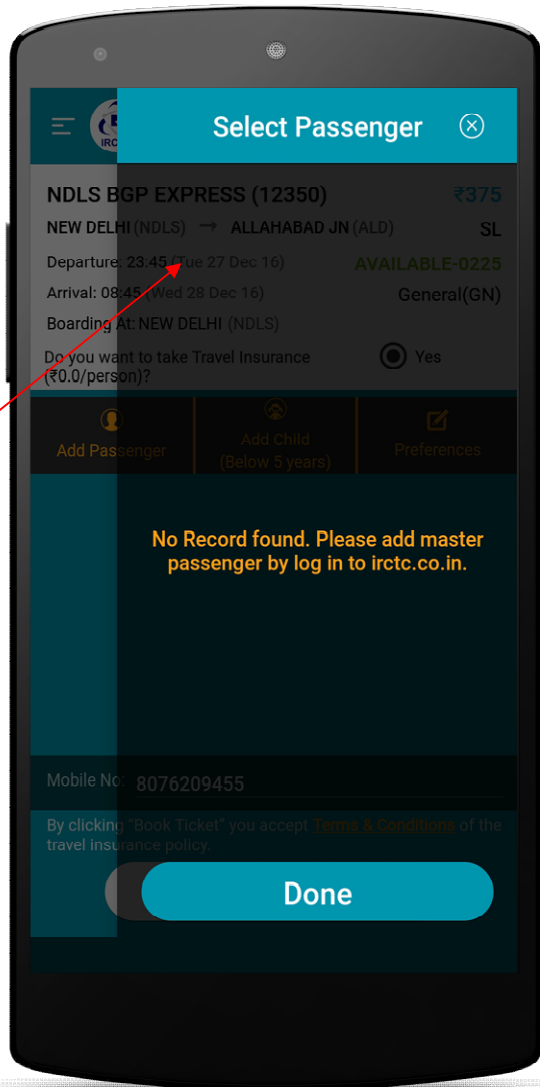
Tap this button to proceed for booking.





Select Passenger Page (from Master List)

Select the passengers from the master passenger list. You can add frequent travelling passenger details in master list from left menu under 'My Account' section.





## Preferences Page

Tap here to select/change the boarding point. (Note: Boarding point can be changed only once)

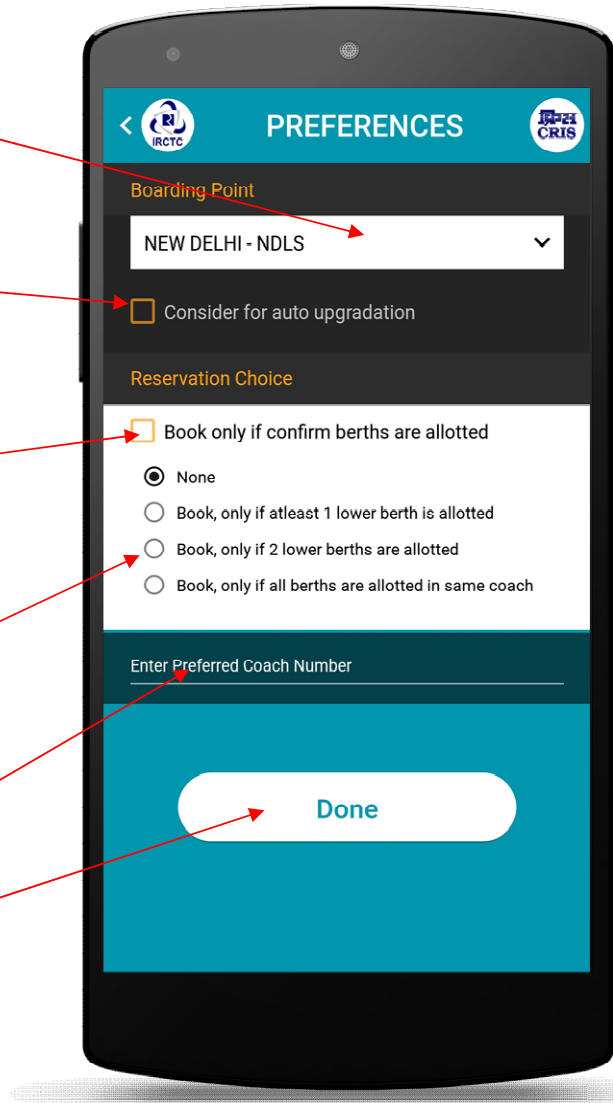
Select this option to consider for auto upgradation facility.

Select this option to continue booking only if confirm seats\berths are allocated.

Select from these options if you want any specific condition like lower berth, same coach, etc.

Enter Your Preferred coach number, if the booking has to be done in a particular coach only.

Tap to proceed.





## Passenger Details Page

Tap "<", to go back and navigate to Add passenger page.

Enter passenger Name in the field provided.

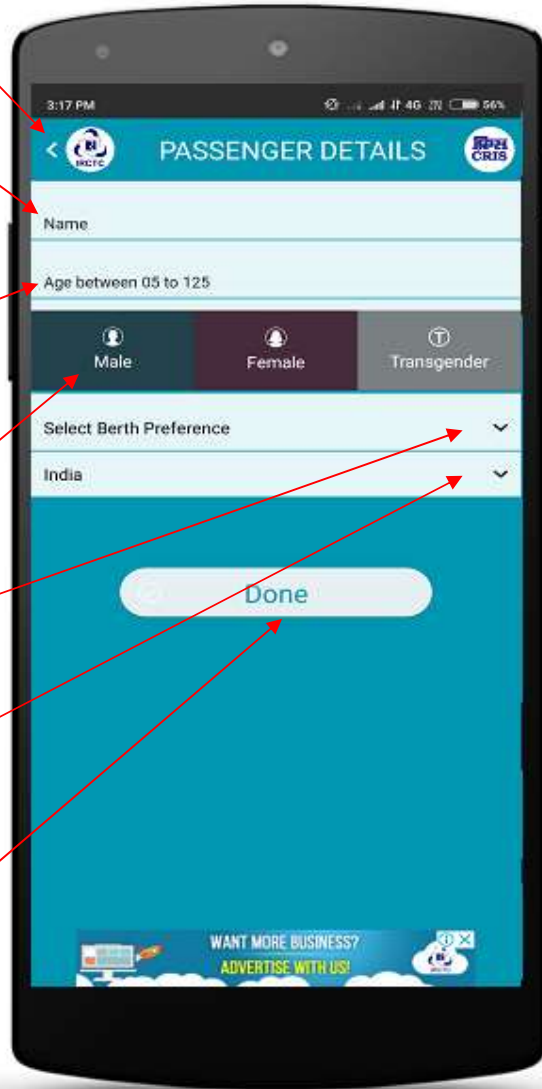
Enter passenger Age in the field.  
Note: If Female passenger age is 58 or above and male is 60 or above, user needs to check senior citizen options to avail senior citizen discount

Select Gender (Male or Female or Transgender)

Tap to select the berth preference from the list.

Tap to select the Country from the list. Foreign nationals need to enter passport number.

Tap on "Done" to navigate to add passenger page to add/modify more passengers.





## Add Passenger Page (After adding passengers)

Select Yes if Passenger wants Travel Insurance, else select No.

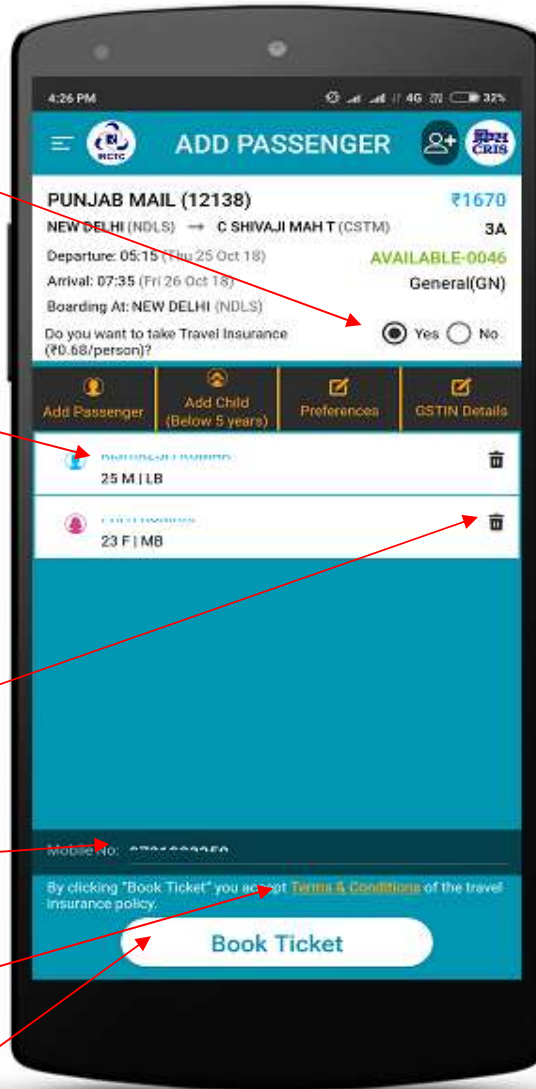
Passenger Details are listed whichever applicable as:  
Name  
Age Gender | Senior Citizen | Berth Preference | Food Preference  
To edit the passenger details tap on Passenger name.

Tap to delete the passenger from passenger list.

Enter passenger mobile number on which booking SMS will be sent.

Tap here to view 'Terms and Conditions' of travel insurance policy.

Tap to continue booking ticket with added passengers.





## Payment Details Page

Train details, source/destination & boarding station, class, departure/arrival time, availability and

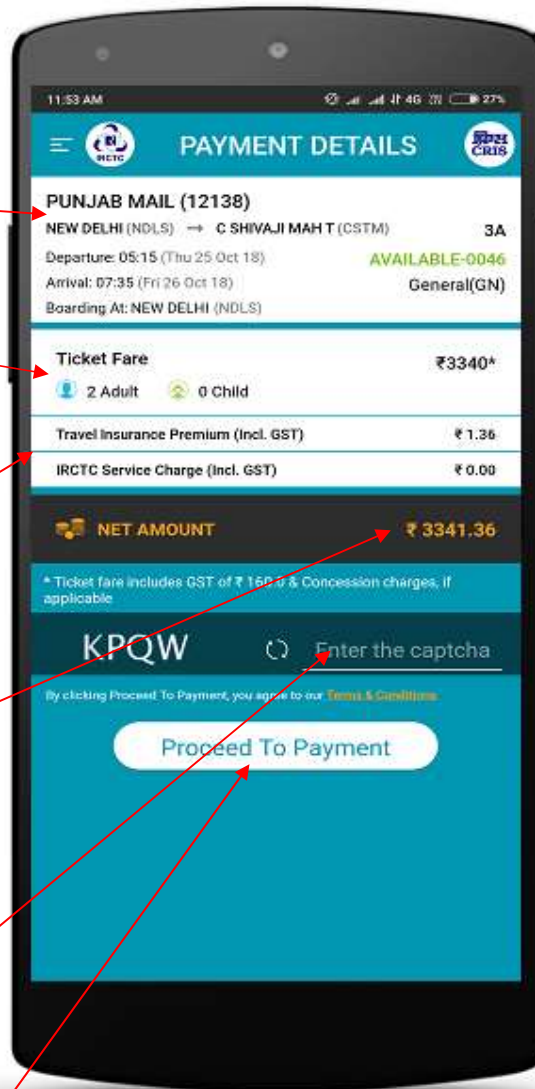
Passenger count & fare details are displayed here.

Applicable travel insurance premium and IRCTC service charge is displayed here. These amounts are inclusive of GST.

The Net Amount which is the total of Ticket fare, Travel insurance premium and IRCTC Service charges are displayed here.

Enter the CAPTCHA as shown in image to continue booking. For users, who have selected "Booking with OTP" option during login will get an OTP on mobile and same needs to be entered here instead of CAPTCHA on this page.

Tap on "Proceed to Payment" to navigate to "Make Payment" page.

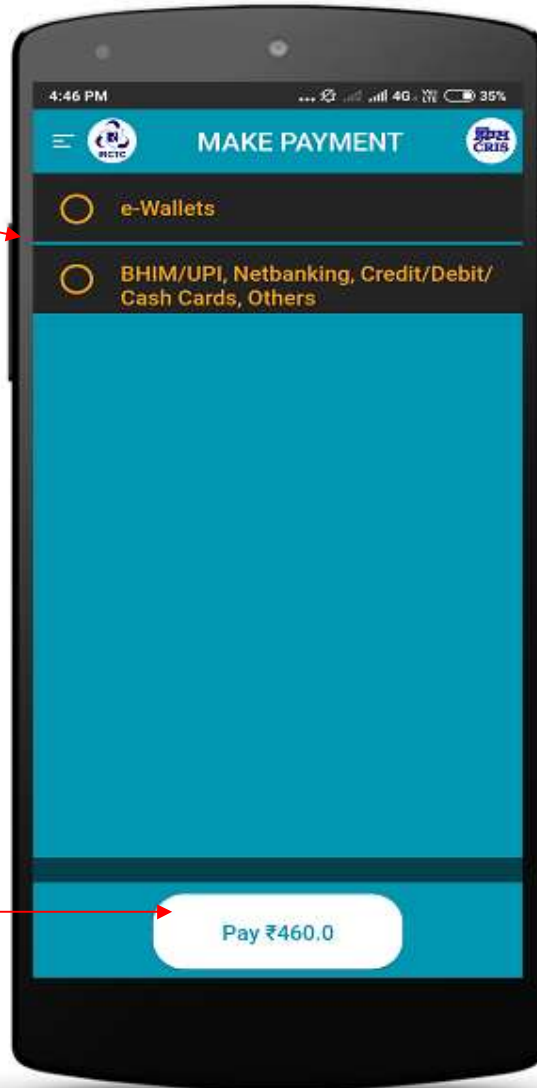




## Make Payment Page

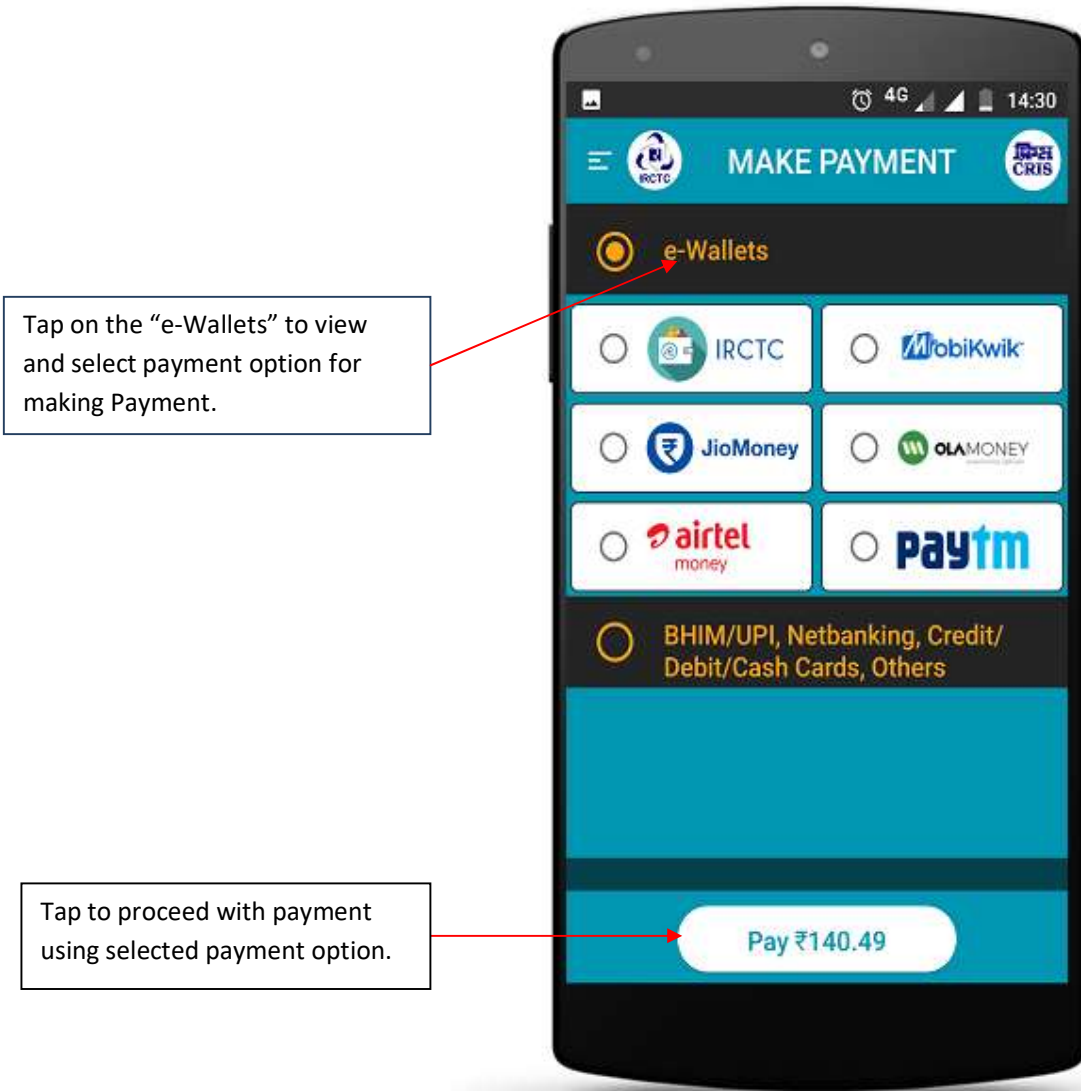
Tap on the particular payment option for making Payment.

Tap to proceed with payment using selected payment option.





## Make Payment Page (e-Wallets)



Tap on the “e-Wallets” to view and select payment option for making Payment.

Tap to proceed with payment using selected payment option.





**Make Payment Page (BHIM/UPI, Netbanking, Credit/Debit Cards, Others)**

Tap on “BHIM/UPI, Net banking, Credit/Debit /Cash Cards, Others” to view and select payment option for making payment.



Tap to proceed with payment using selected payment option.



## Booking Details (ERS) Page

You can see your PNR number in this page.

Scroll Up/Down to see the full passenger/ticket details.

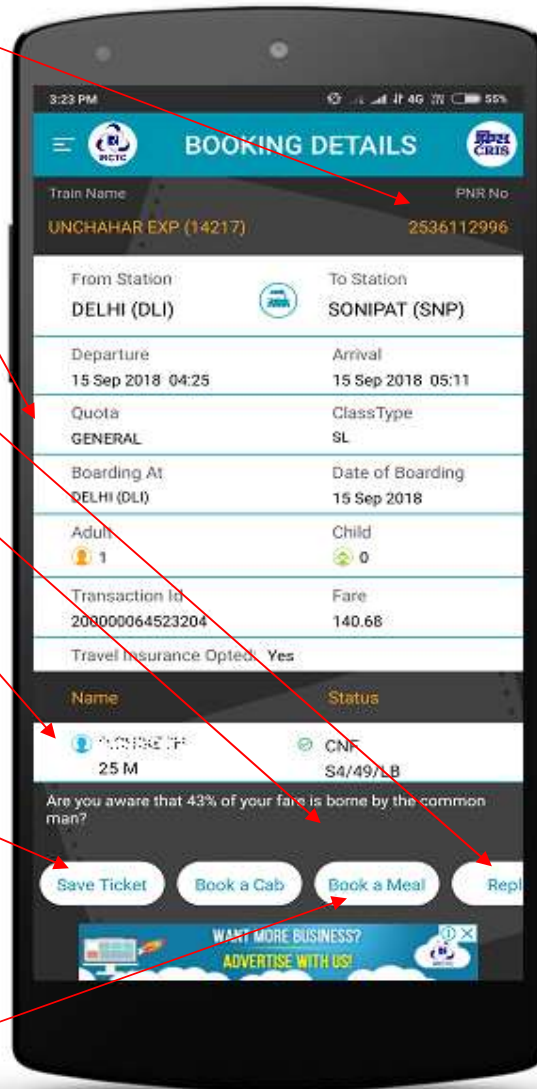
You can book another ticket on tap of this button.

Scroll and tap on 'My Bookings' to see ticket booking

You can see Passenger Details and Current seat Status.

Tap on 'Save Ticket' to save your ticket details in mobile device.

Tap to "Book a Meal" to book meal/food for your journey.





## My Bookings Page

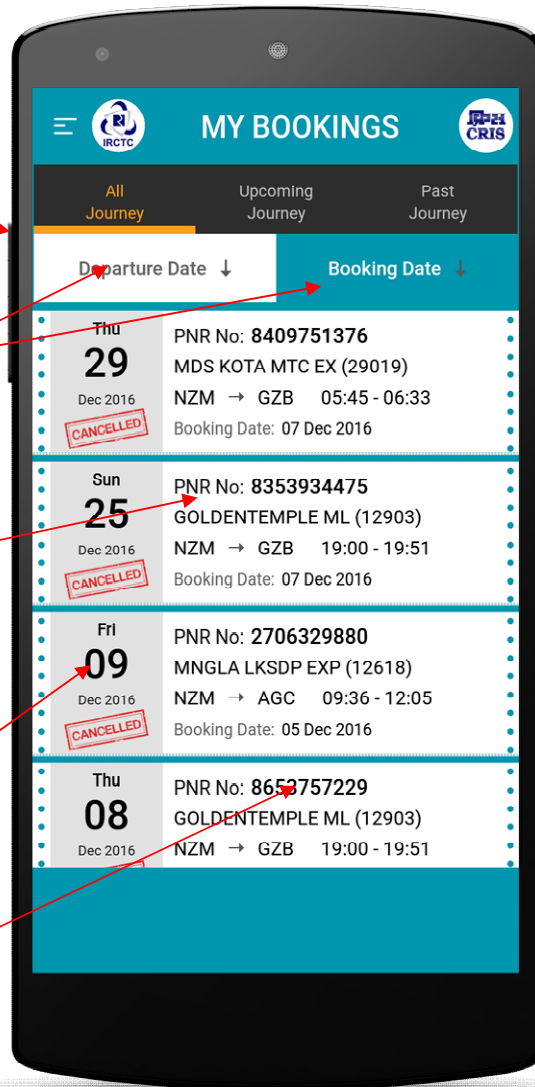
List of PNRs booked by user is displayed here.

Tap to sort the PNR/trips list depending on Departure date or Booking date.

PNR details including train details, Station code, Arrival and Departure time with booking date are displayed here.

Date of Journey for each trip is displayed here.

Tap on specific PNR No to see more details and options.





## My Bookings Page (Details after tapping PNR Number)

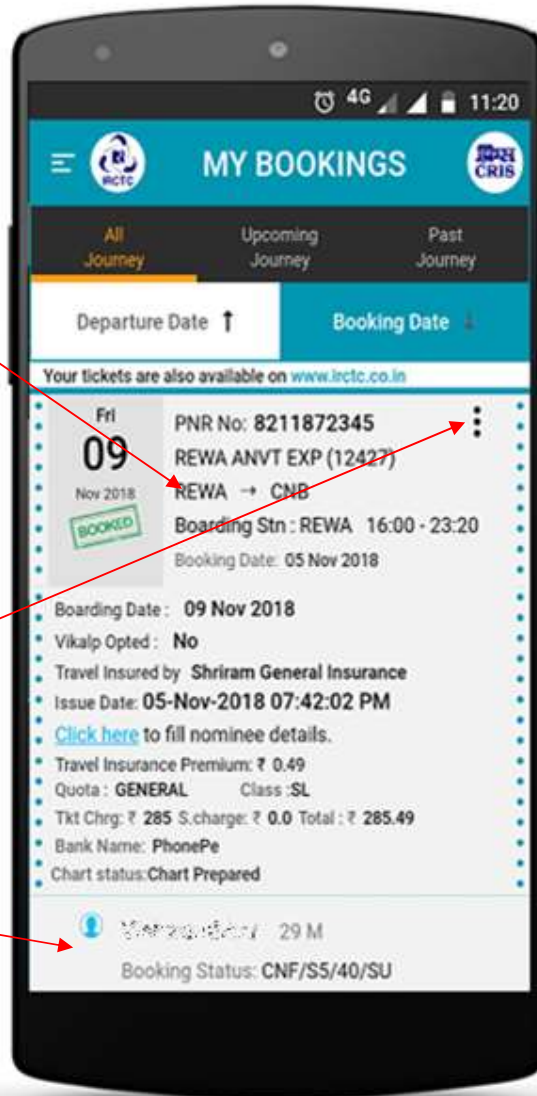
Below mentioned fields are displayed in selected PNR expanded section:

1. Vikalp Opted
2. Travel Insurance Policy opted
3. Travel Insurance by
4. Issue Date for travel insurance
5. Link to fill nominee details
6. Quota
7. Class
8. Ticket charges
9. Bank Name
10. Chart Status (Available after tapping 'Current Status' button from overflow options menu.)

Options menu is available by tapping here.

Following passenger wise details are also displayed:

1. Passenger Name Age Gender | Food Preference
2. Booking status and ticket status.
3. Current Status (Available after tapping 'Current Status' button from overflow options menu.)
4. Policy No.





## My Bookings Page (Overflow Menu)

Tap here to see the overflow menu options to view/save ticket, current status, cancel ticket, to opt Vikalp (alternate) train and change boarding point for selected PNR number.

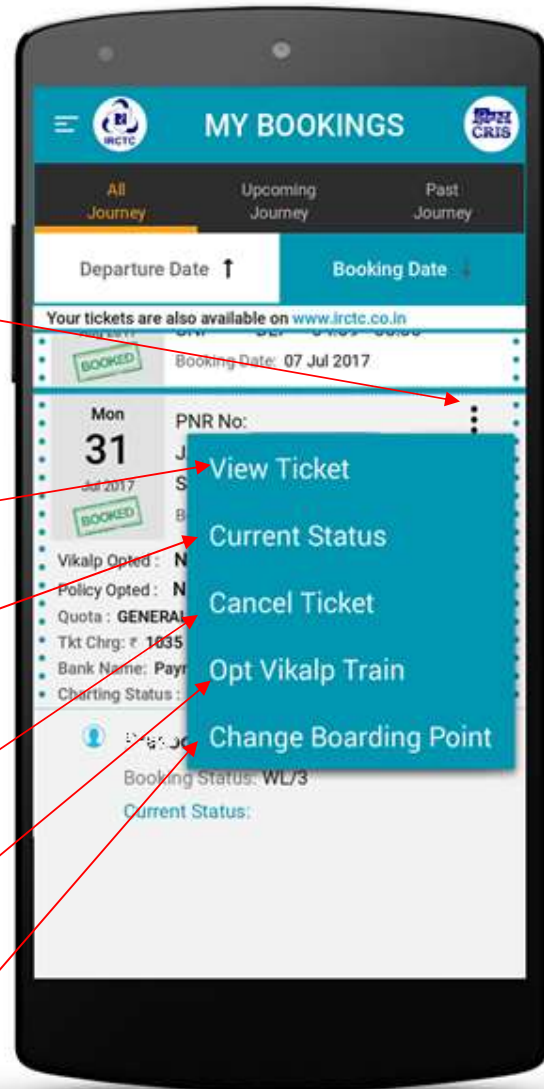
Tap here to view/save ticket.

Tap here to view current Status of selected PNR.

Tap here to cancel Ticket.

Tap here to choose Opt Vikalp Train option.

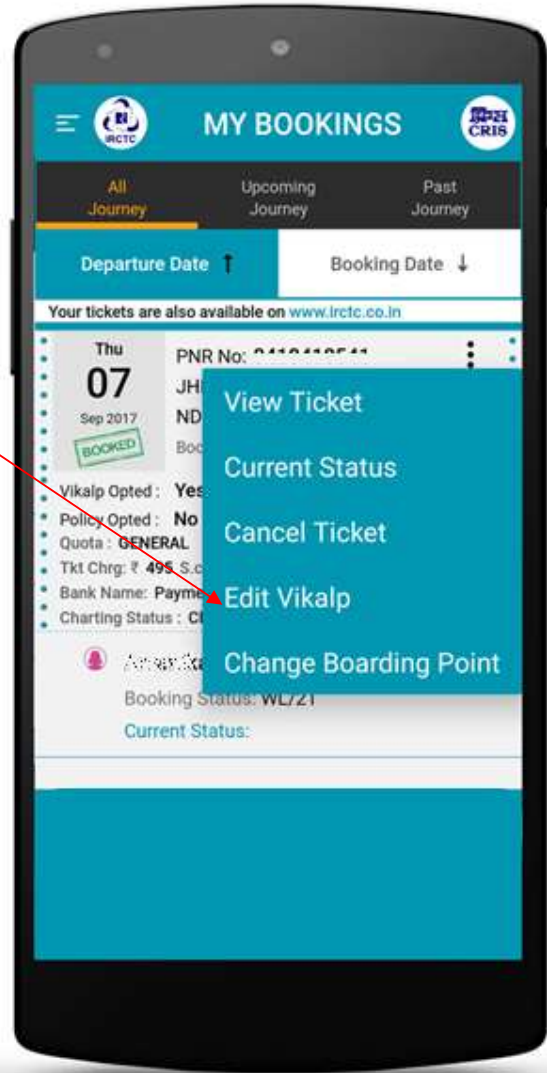
Tap here to change Boarding Point.





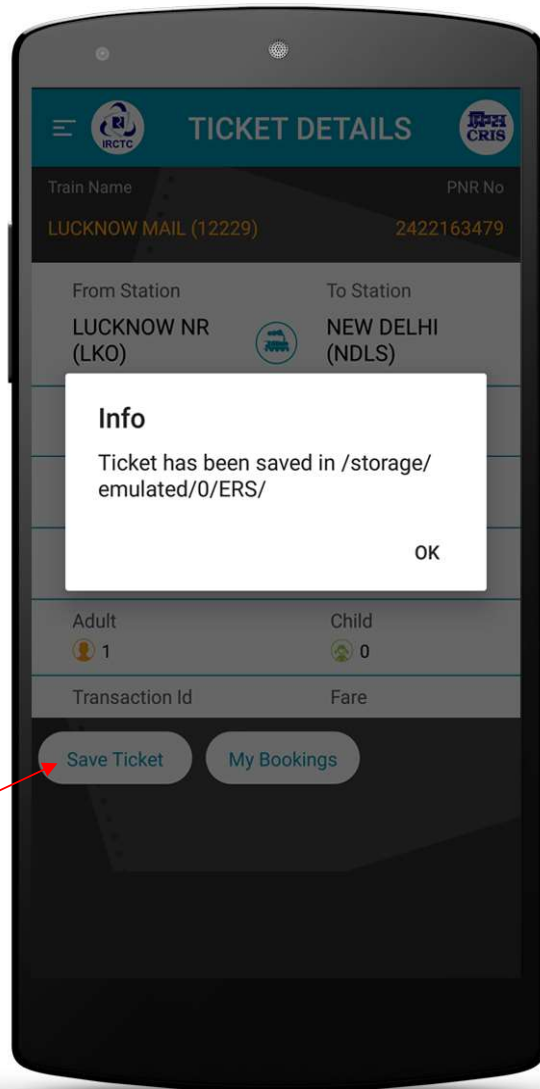
## My Bookings Page (Overflow Menu for Editing Vikalp Option)

Tap here to Edit Vikalp train options only once after booking.





**Ticket Details Page (View Ticket/Save ERS)**



Tap here to save the ticket details in mobile device.

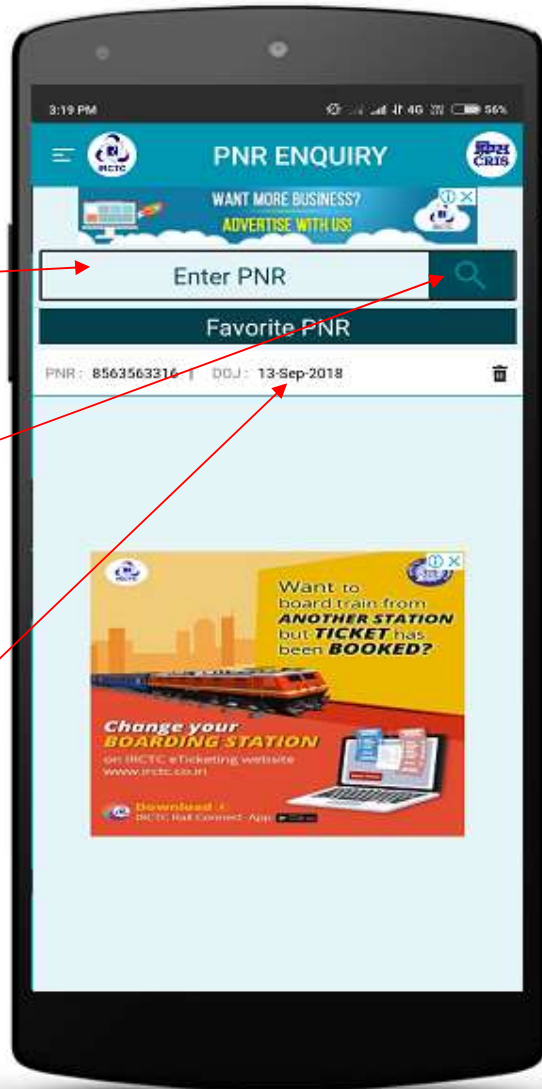


## PNR Enquiry

Enter PNR number to see the current status of any Railway PNR.

Tap here to fetch details.

Favourite PNR list is available here and can be used to quickly check PNR status without retyping.







## PNR Enquiry (Details)

4:34 PM

PNR ENQUIRY

WANT MORE BUSINESS?  
ADVERTISE WITH US!

2610750406

Tue  
06  
Nov 2018

PNR No: 2610750406  
HWH DURONTO EXP (12274)  
NDLS → HWH  
Quota : GN Class : SL  
Total : ₹ 1245  
Charting Status : Chart Not Prepared

Passenger 1  
Booking Status: CNF/S2/70/UB  
Current Status: CNF

Favorite PNR

PNR : 8563563316 | DOJ : 13-Sep-2018

क्या आपने PNR के लिए  
TDR आवेदन किया है?  
TDR दावे की प्रगति की  
जानकारी यहाँ प्राप्त की

Tap on Heart Symbol at Right side of PNR to add under Favourite PNR list.

Passenger wise Booking and Current Status are displayed here.

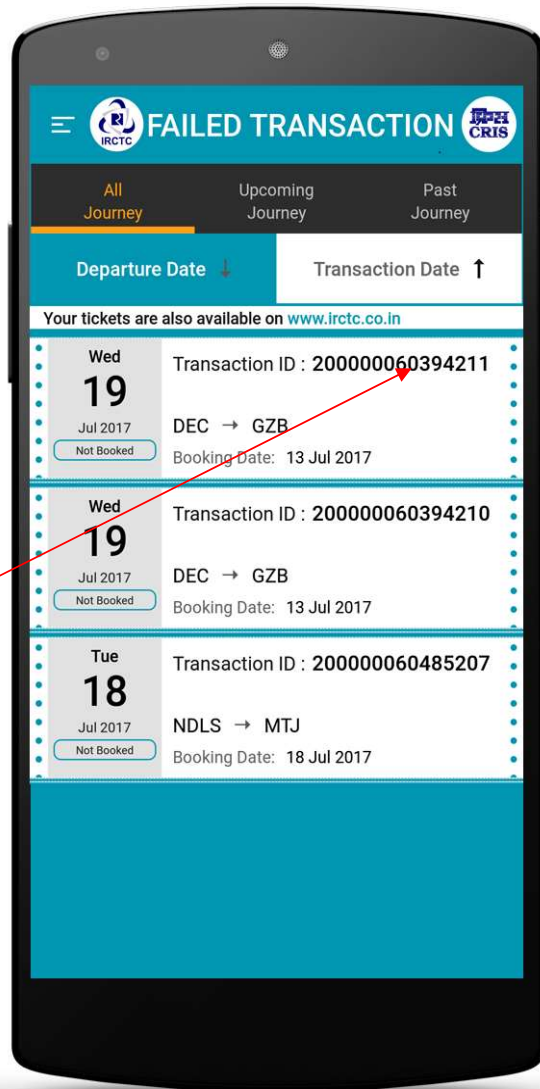
Tap on delete Icon to Remove PNR of Passed Journey.



## Failed Transaction Page

All your pending or failed transactions are listed here.

Tap on transaction id to view transaction status details.



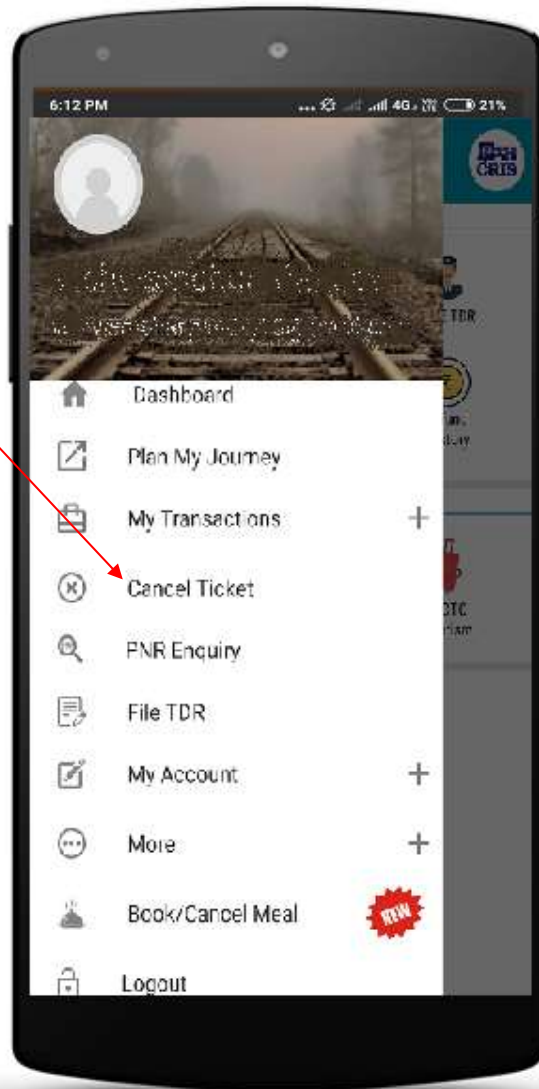


## Steps to Cancel Ticket:

### 1. Left Menu Page

Tap on **Cancel Ticket** option to cancel ticket before the final chart preparation.

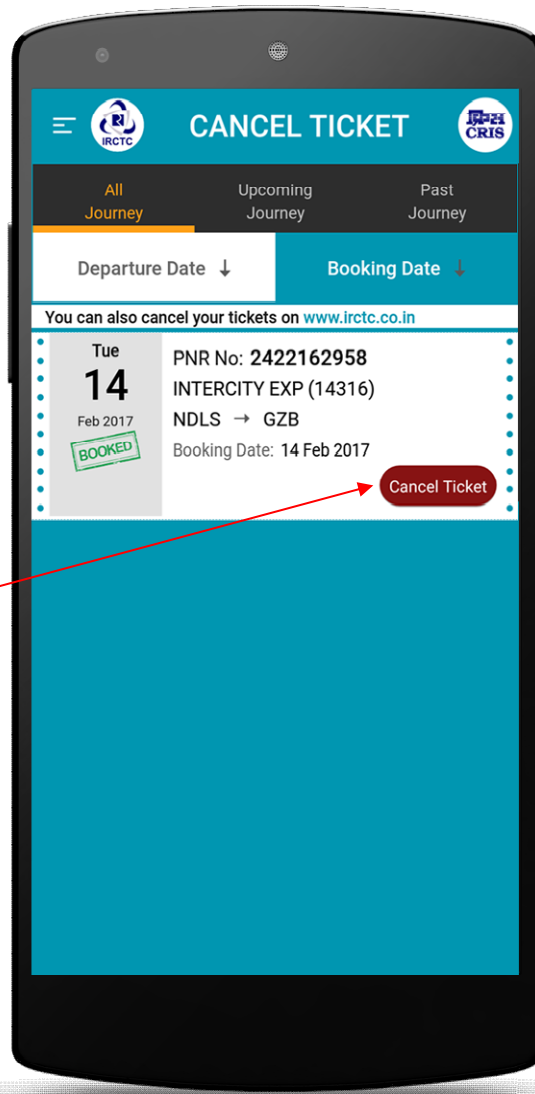
Note: Please refer latest railway refund rules for applicable refund amount.





Steps to Cancel Ticket:

2. Cancel Ticket Page



Tap on **Cancel Ticket** Option to proceed for cancellation of the ticket/passengers.



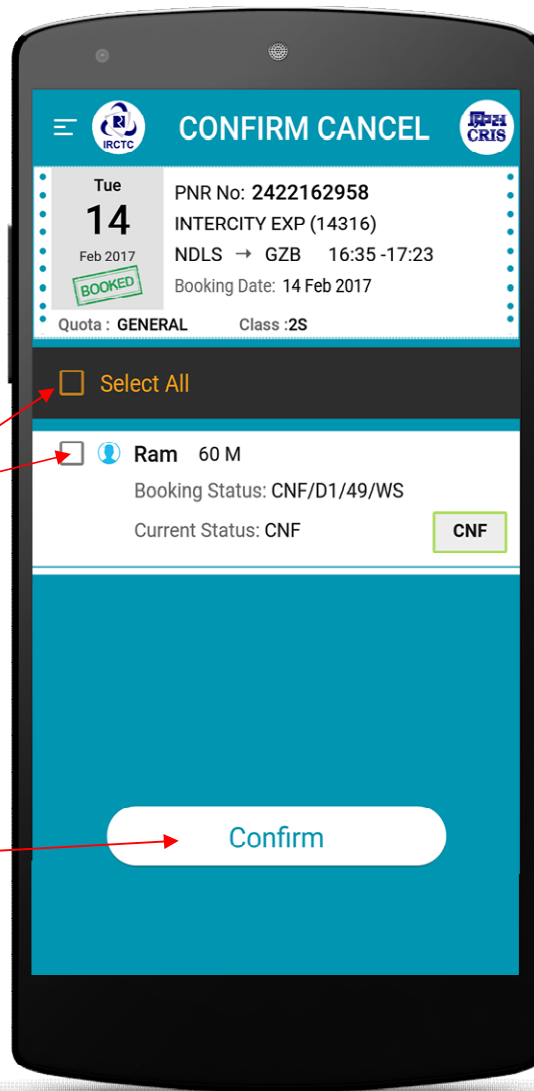
## Steps to Cancel Ticket:

### 3. Confirm Cancel Page

Please check the details before proceeding further for cancellation from here.

Select all or specific passengers to cancel full ticket or specific passengers respectively.

Tap on this button to cancel.





## Cancelled Tickets History



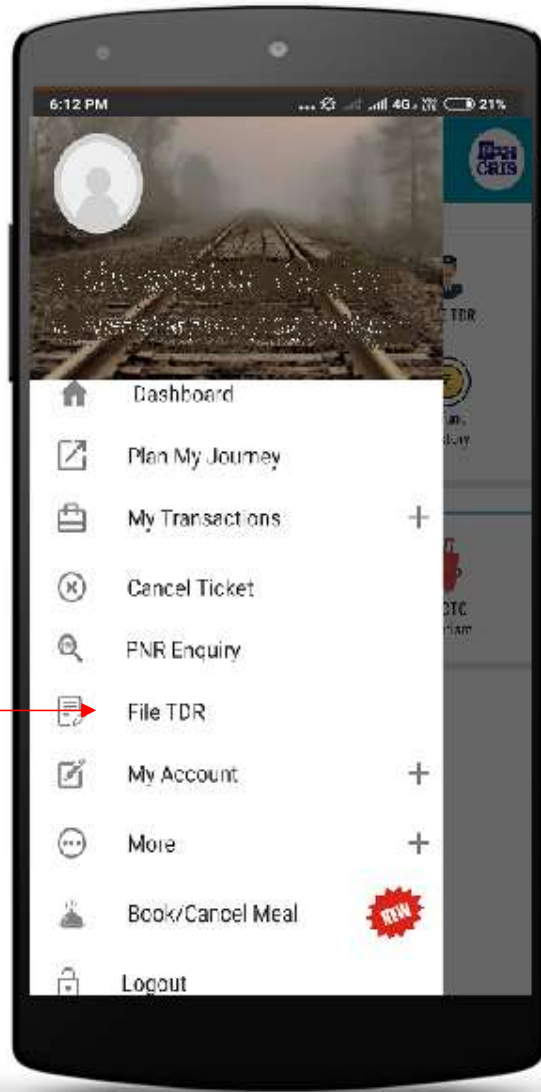
All your cancelled ticket details are listed here.

Tap on Cancellation id to view cancel ticket details.



## Steps to File TDR:

### 1. Left Menu Page



Tap on **File TDR** Option to File TDR for the ticket after the final chart preparation.

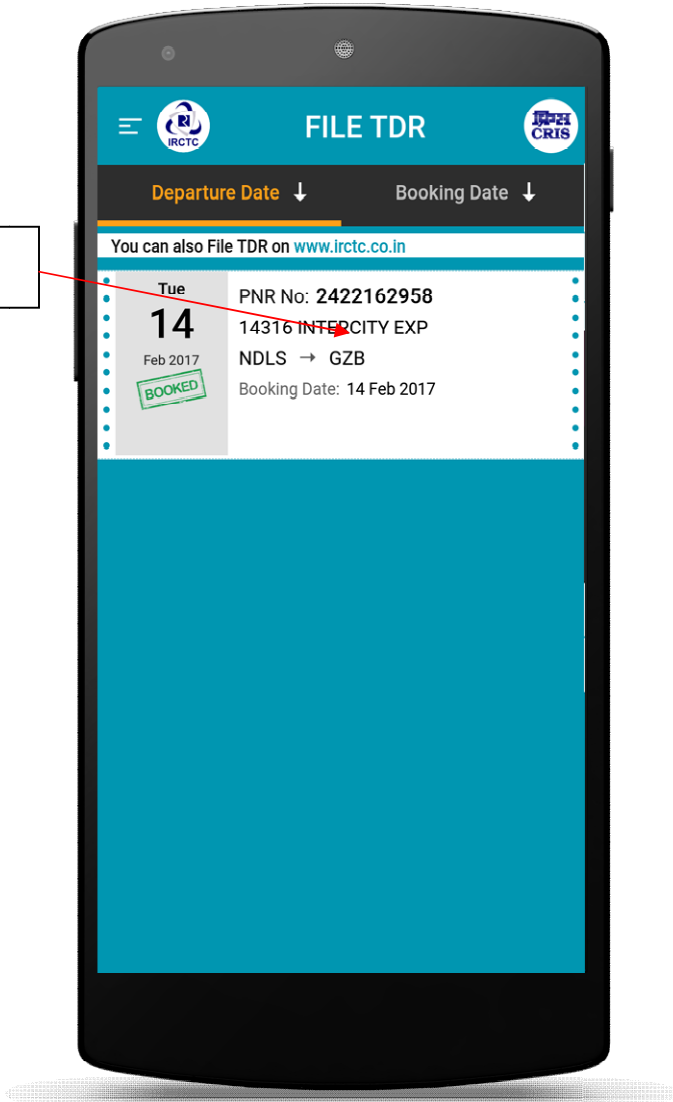
Note: Please refer latest railway refund rules.



Steps to File TDR:

2. File TDR Page

Tap on the ticket to File TDR.



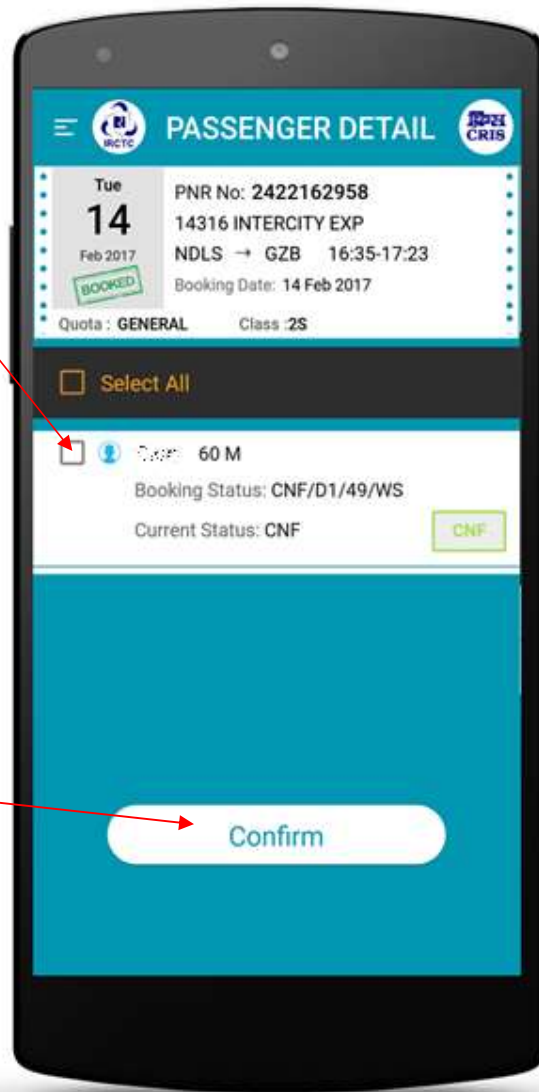




## Steps to File TDR:

### 3. Passenger Detail Page

Check this box to select the passenger to File TDR.



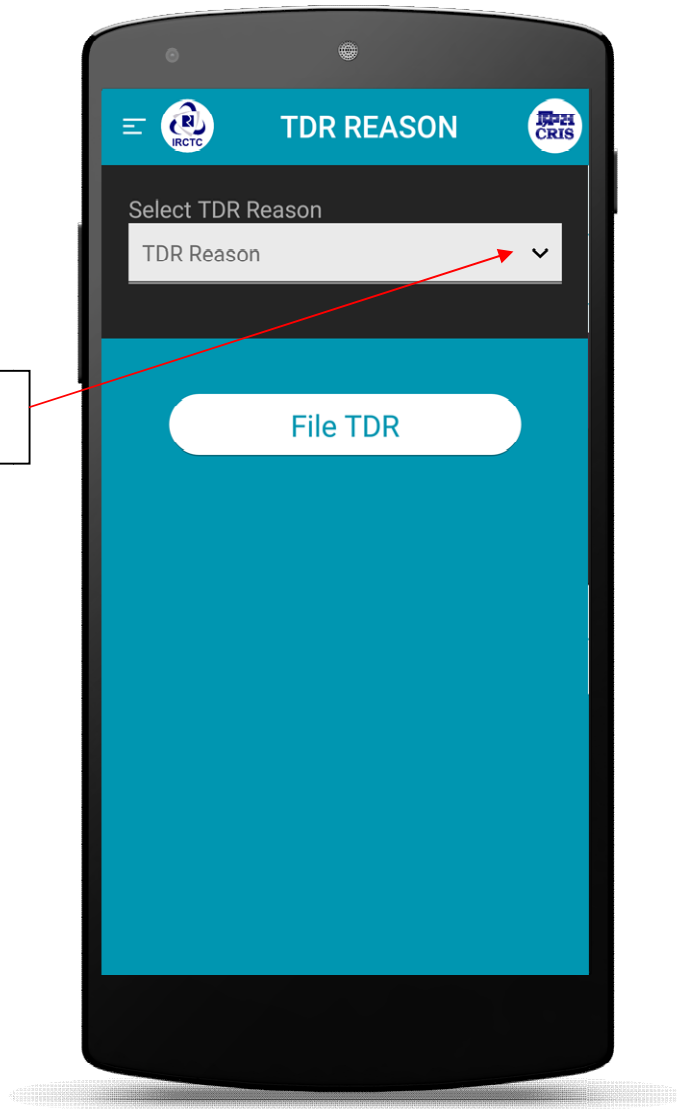
Tap on this button to continue filing TDR.



**Steps to File TDR:**

**4. TDR Reason Page**

Tap on this button to choose the reason for filing TDR.

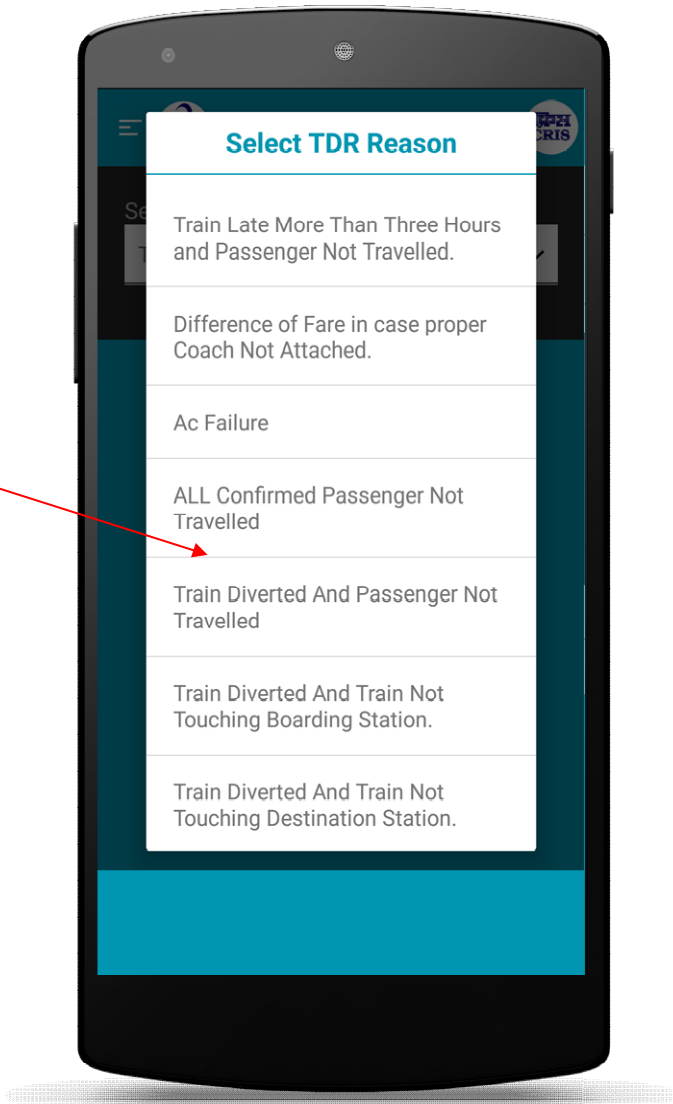




**Steps to File TDR:**

**5. TDR Reason Page (Select TDR Reason)**

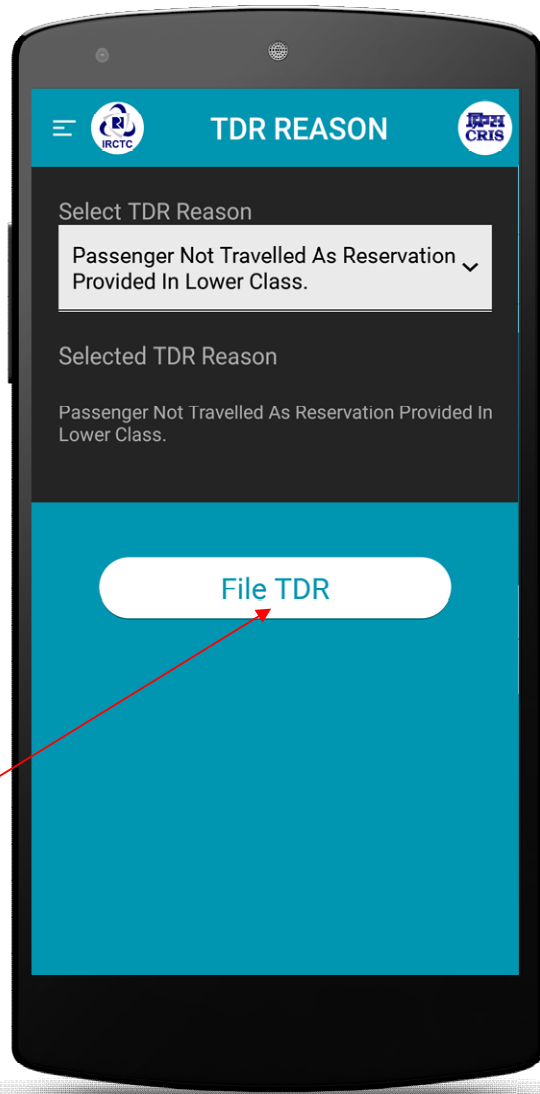
Tap to choose from the reasons for filing TDR.





**Steps to File TDR:**

**6. TDR Reason Page**



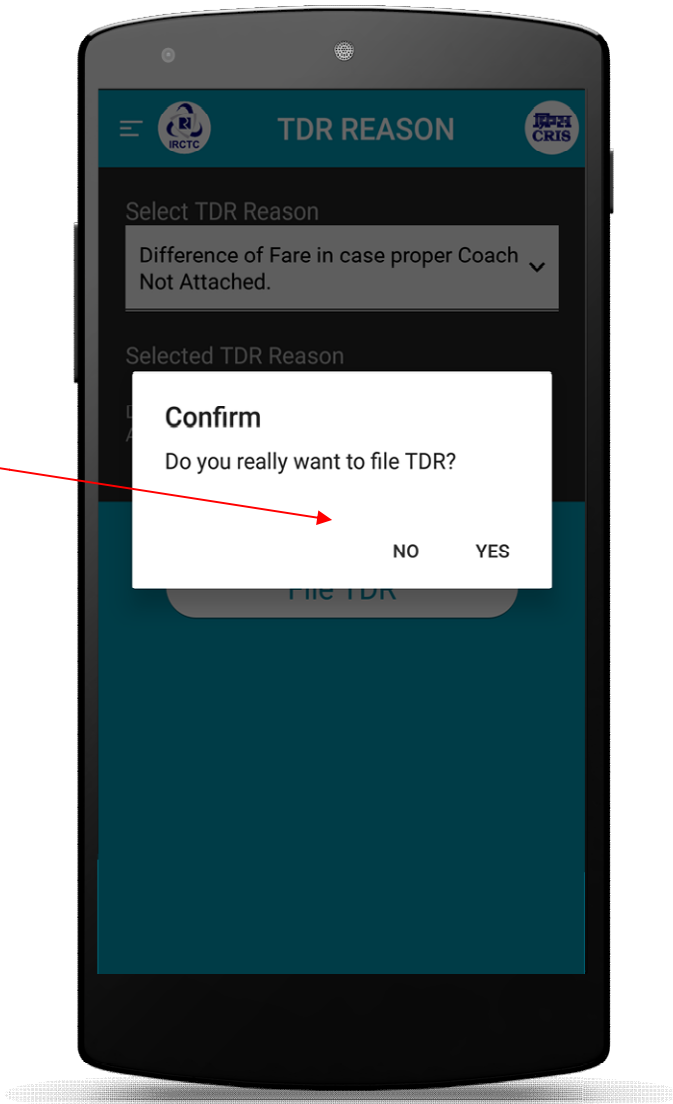
Tap on this button to file TDR with the selected reason.



**Steps to File TDR:**

**7. TDR Reason Page (Confirmation Popup)**

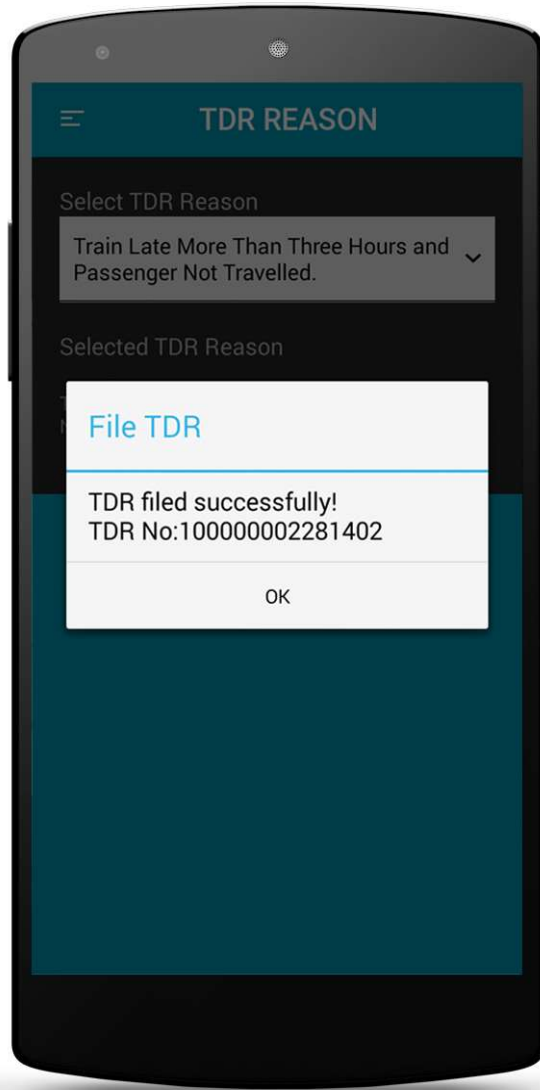
It is a confirmation message: Tap 'Yes' if you want to file TDR and 'No' if you don't want to file TDR.





**Steps to File TDR:**

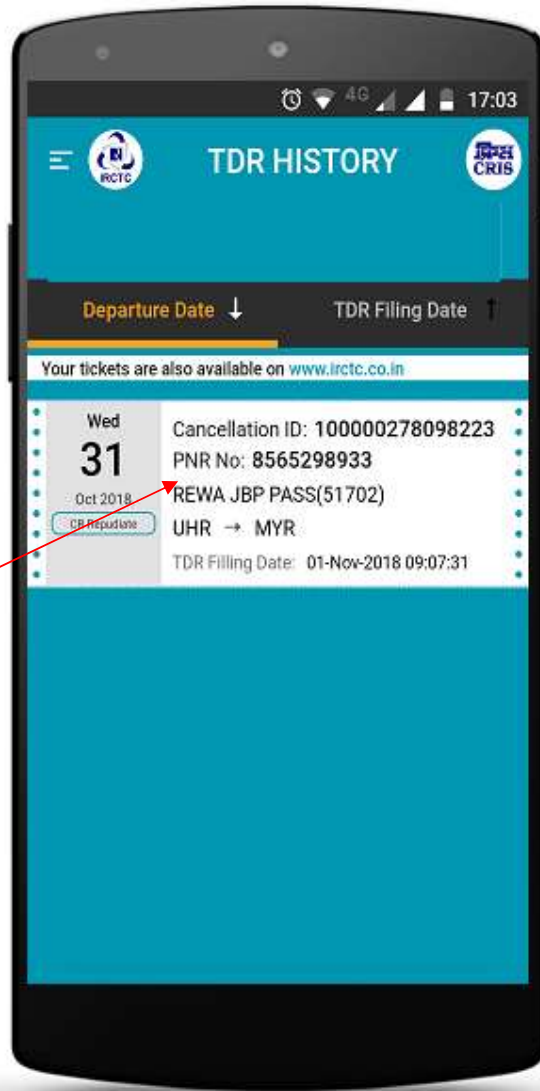
**8. TDR Reason Page (TDR Filed)**





## TDR History Page

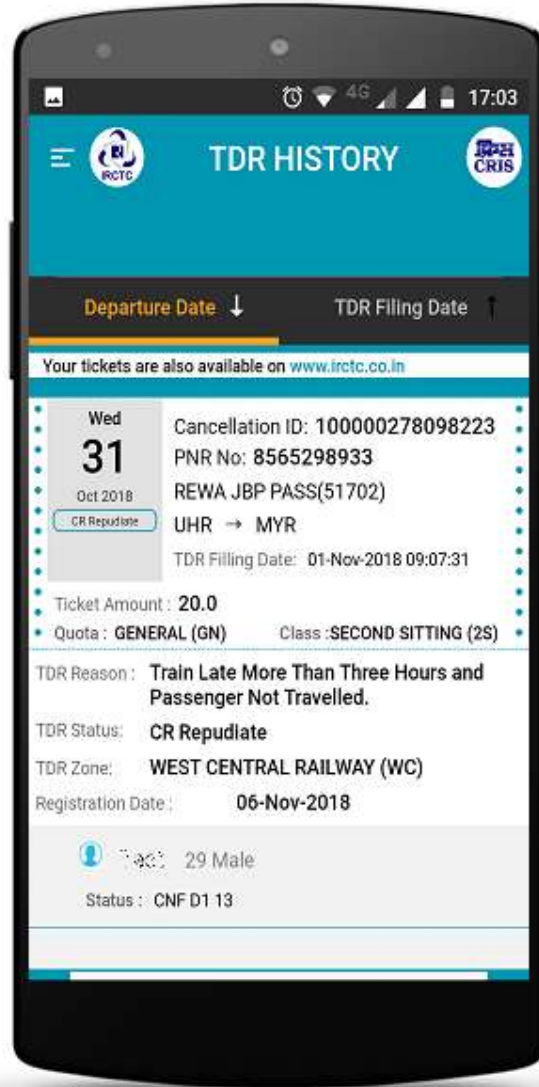
Tap on **TDR History** option in left menu to check History after filing TDR for the ticket.



Tap on specific PNR No to see more details.



## TDR History Page (Details)



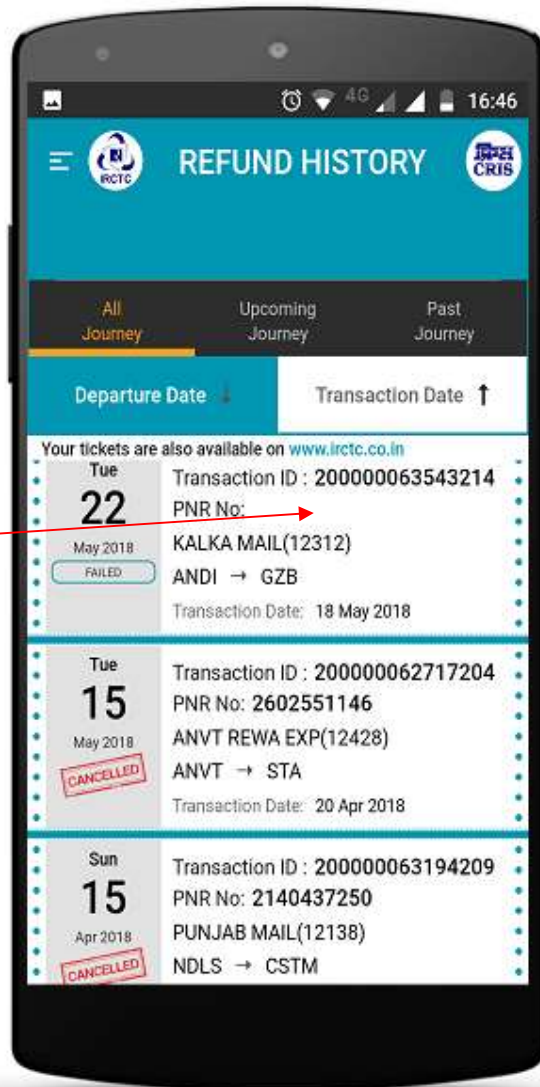




## Refund History Page

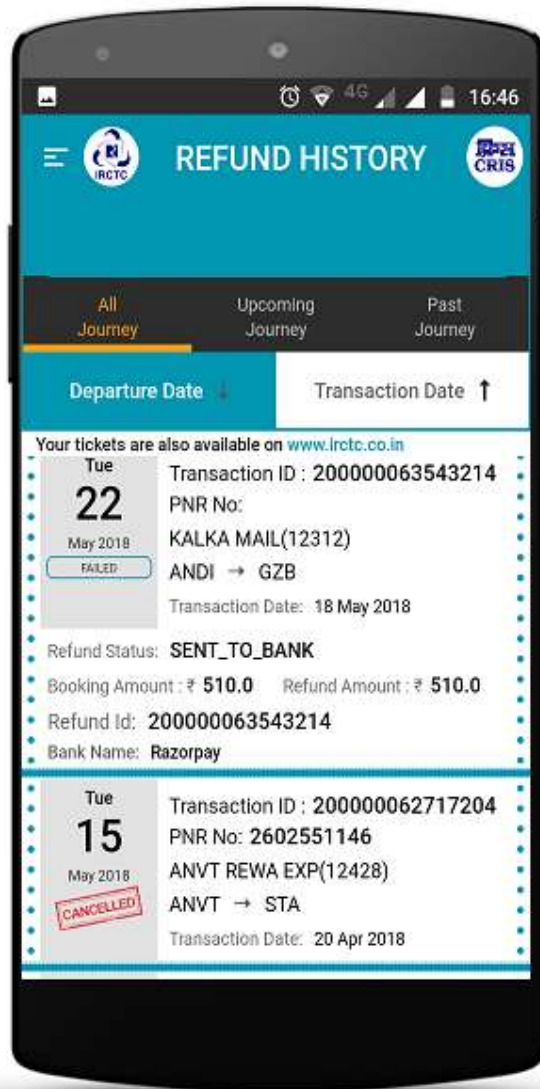
Tap on Ticket Refund History in left menu to check Refund History.

Tap on **Any transaction** from list to view more refund details.





## Refund History Page (Details)



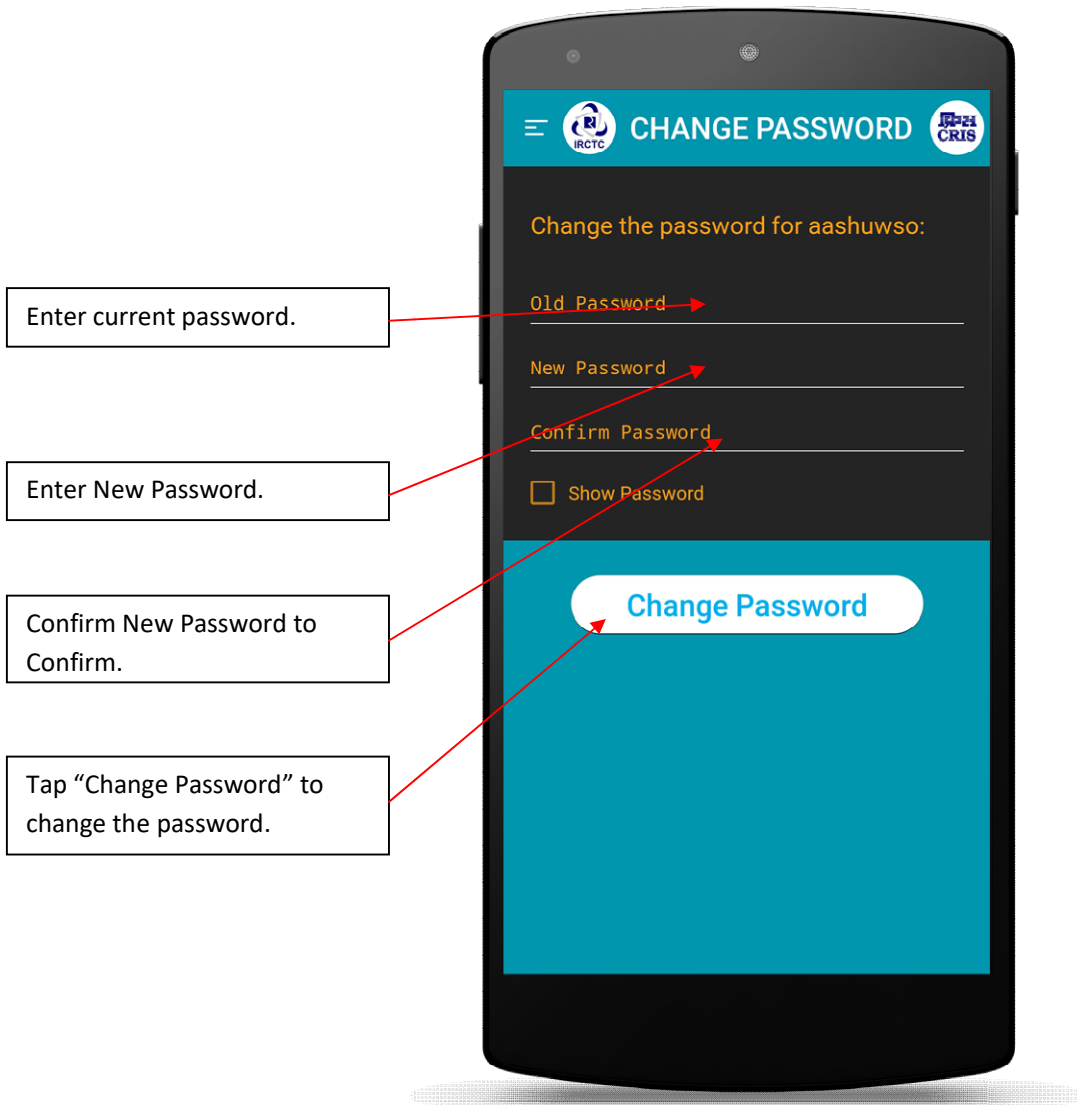


User Profile Page



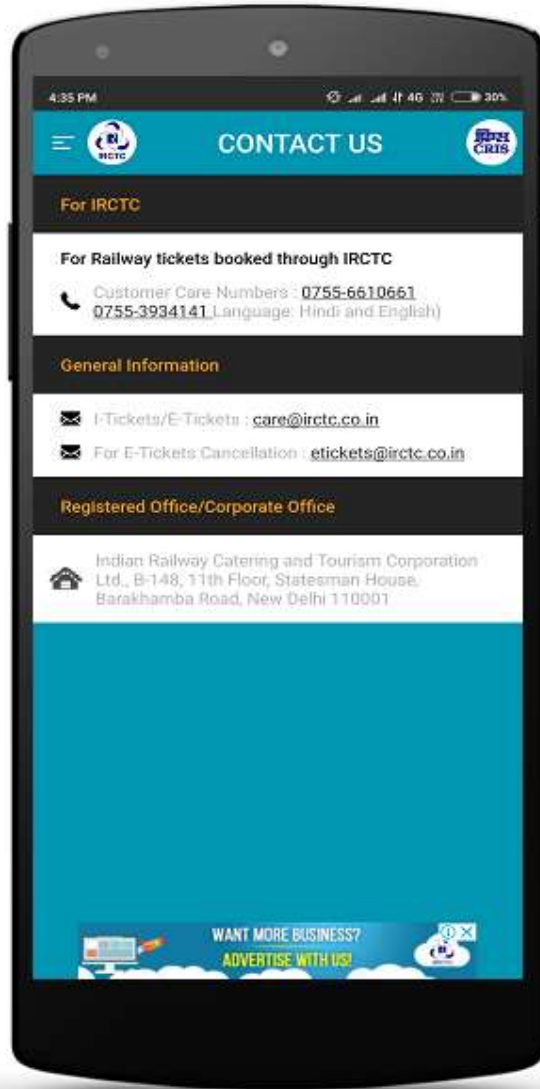


## Change Password Page





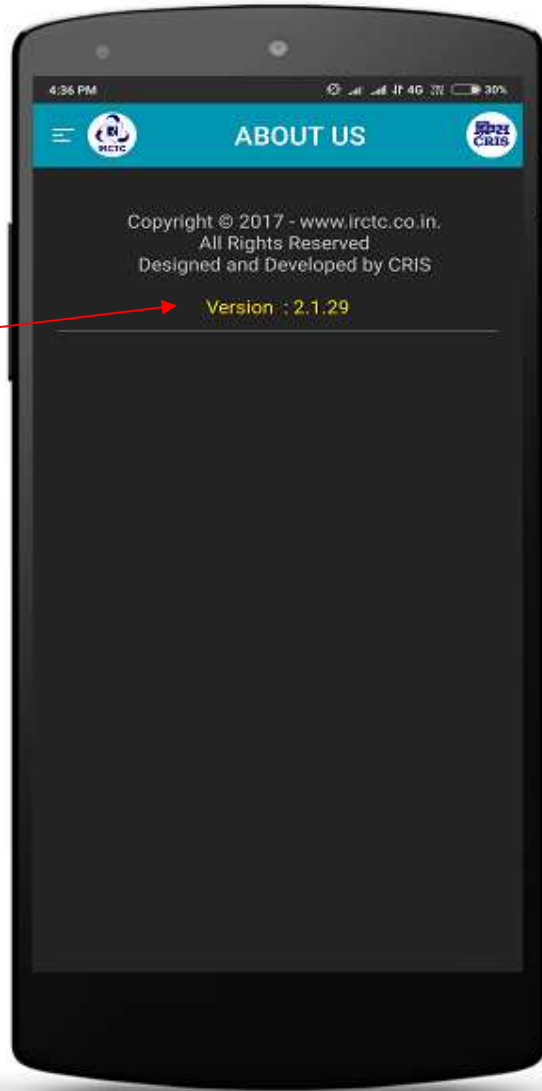
Contact Us Page





## About Us Page

Mobile app's latest version number is displayed here.





Terms & Conditions Page

