Welcome to the new Gautrain website

- Register your Gautrain card
- Reload value to your card or purchase a product
- View your transaction history
- Card expiry
- Plan your trip
Register your Gautrain card

Register on the site to add your Gautrain card in order to access features like:

- Reloading value to your card
- Purchasing a product
- Check card expiry date
- View transaction history
- Block card
- Manage your profile
- Submit a refund request
Register your Gautrain card

Sign in and activate your account

- Once you have registered you will need to sign in and activate your account.
- You will be prompted for the One Time Pin (OTP) that was sent to your phone.
- The OTP will be valid for 5 minutes only.
Register your Gautrain card

Linking your Gautrain card

- Once your account is activated you will need to link your Gautrain Transit- and payment cards.
- Link these by clicking Add new card and completing the form.
- Set your Home- and Work Address under My profile.
- You also have an overview of your balance, pending reloads, products, remaining trips and card expiry date.
Reload value to your card or purchase a product

- To reload your card, simply add the value and click Add to cart if you would like to add other products, or Proceed to checkout if you are done.
- You can also add additional products or block cards.

Select your reload amount

Reload value: R 100.00

Purchase Product

Select Product

From: Centurion
To: Sandton
Transit card: 328 x00003
Product: Wastebag Product
Amount: R 481.00

Add to cart Proceed to checkout
View your transaction history

- Have an overview of your travel history – this can also be exported as a CSV or PDF file
- Log and manage your claims

Travel History

Submit Claim

By submitting this claim, you are requesting us to refund the remaining value on your Gautrain Card into your bank account as detailed below. This card will be blocked and will no longer be usable after submitting this claim. If you use this card before your claim is processed, this claim will be declined.

- Bank:
- Bank account number:
- Branch code:
- Account type:
Card expiry

- If your card expires on or before 31/12/2017 you will see an Expired Card refund button.
- If you have no pending transactions or a positive balance you will be able to submit a Claim.
Plan your trip

1. Select your Origin and Destination
2. Change your transport preferences
3. View train schedules
4. View detailed trip instructions, durations and fares – including other forms of public transport

Copyright © Gautrain 2017
Plan your trip

1 Select your Origin and Destination

There are three easy ways you can plan your route

- Click on the Origin or Destination options to expand the Gautrain Station options available to choose from.
- You can also use your current location to plan your route from. Please ensure your phone’s GPS location services are switched on.
- Or type in the address you would like to use, to start planning your trip.

When you opt to use Parking by selecting the tick box, your Trip Cost will be updated automatically.
Plan your trip

2 Change your transport preferences
   • Select the preferred transport options. Your trip cost will then be updated automatically.
   • You will also have an overview of train schedules.
   Please remember to save changes you have made to your trip settings.

3 View the train schedules
   • View train departure and arrival times of your selected Origin and Destination options