



**VIRTUÁLNÍ**  
KARTA

# Virtual Card



[eshop.virtualnikarta.cz](https://eshop.virtualnikarta.cz)

## 1) Visit [eshop.virtualnikarta.cz](https://eshop.virtualnikarta.cz) or open the Virtual Card mobile app

### 2) Register

- › Enter your email (this will be your username) and create a password.
- › Your password must be at least 8 characters long and contain at least one lower-case letter, one upper-case letter, and one number.
- › You'll receive a registration email in your inbox. Click on the link in the email to confirm your registration.

### 3) Sign in

- › Enter your email address and the password you created when you registered.

### 4) Personalise your account

- › If you only want to purchase single tickets for public transportation or events, skip down to Step 9. To purchase prepaid tickets, you first need to personalise your account.
- › Go to the menu option “My account” (“Profile” in the mobile app) and click on the Personalisation link (at the bottom of the page).
- › Enter your personal details. All fields are mandatory except your bank account number; use the calendar to enter your date of birth.

- › To personalise your account, you must upload an ID photo (maximum size: 5 MB). On your computer, simply drag your photo into the square on the right or upload it by clicking on the “Upload” button. If you’re on the mobile app, you can use your integrated camera.

## 5) Choose your identifiers

- › Decide whether you’d like to use the mobile app on your phone or your bank card when you are asked to present your ticket. You can change your identifier at any time.
- › If you’re using your smartphone, download the “Virtuální karta” app from Google Play or the AppStore and sign in using the same email address and password you entered when you registered. By downloading the app, it automatically becomes your identifier.
- › If you’d like your bank card to be your ticket storage device, click on the “Register New Card” button. You will need to have online payments enabled on your card. Complete the required fields as if you were making a standard online payment. Upon payment of CZK 1, your card will be activated as your Virtual Card identifier.

## 6) Check your ticket category

- › Go to the “My Profiles” page (on the mobile app, go to “Profile” and then select “My Profiles”). “Transferable / Time unlimited” is automatically activated – it’s the basic profile

that appears if you have not yet personalised your account (if you have not completed Step 4). Under this profile you can only upload a transferable prepaid pass which is not assigned to a specific person to your Virtual Card.

- › Once you personalise your account (complete Step 4), the “Adult / Time unlimited” profile will appear. Now you can upload your non-transferable pass, which will be assigned to your name.
- › If you are entitled to a reduced fare or travel free of charge, you will need to add a new customer profile. In this case, you will have to visit a PMDP Customer Service Centre (at Denisovo nábřeží 12 or at Klatovská 12, Pilsen) or a ticket sales outlet in Pilsen Region that offers this service to prove you are entitled to use this profile (present confirmation of your enrolment as a student, your disability (“ZTP”) card, or other).

## 7) Top up your pass

- › Open the menu option „E-shop“ (on the mobile app click “Basket” and then “Prepaid Ticket”).
- › Select the identifier type you activated in Step 5. If several are active, select the one that you would like to use when you are asked to present your ticket.
- › Now choose the passenger category, duration of the pass, and tariff (fare zones you will travel through). Click the “Next” button to advance to the next step.

- › You can skip the next step; Pilsen zone 001 is automatically selected.
- › In the third step, select the start date and end date for your pass. The number of prepaid days and price are calculated automatically.
- › In the next step, carefully check the summary of your order. If it is correct, click the “Pay” button. You can pay via bank transfer, payment card, or Apple Pay.
- › Select your preferred method and follow the payment instructions. After you make payment (immediate for online payments and Apple Pay; after payment is credited to the PMDP account for bank transfers), a receipt will be sent to your email and you will find the pass you purchased marked as “active” on the “Travel Passes” page (“Purchased” on the mobile app). Now you can travel with your new Virtual Card!

## 8) Changing an active pass

- › When you click “Show Details” for an active travel pass, you can see the expiry date and the identifier that has been assigned to the pass.
- › If you would like to change the identifier, click “Transfer Pass” and select another storage device for your pass. The change will be made within 60 minutes. You can change identifiers again at any time.

- › If you want to cancel your pass, you may up until the start date. Click the button “Early Termination”. In this case your bank account number must be entered in your profile (see Step 4) so we can send you a full refund.
- › If the start date has already passed and you want to invalidate the pass and request a partial refund, you will need to visit the PMDP Customer Service Centre (Denisovo nábřeží 12 or Klatovská 12, Pilsen) and explain the reason for your request.

## 9) Buy single tickets

- › Open the “Basket” on the mobile app to purchase single tickets.
- › When you click on “Single transport tickets/other”, a menu of ticket options will appear. Select the ticket you want to purchase according to the zones and time period you need.
- › When you click “Single tickets – region”, a search engine will open. Select the first stop and the final stop on your journey, the departure date, and the number of passengers. The travel period and price are calculated automatically.
- › Next, pay for the ticket online using your payment card or via Apple Pay. You’ll find your ticket under the “Purchased” icon. Clicking on it will open a QR code, which you can show when a ticket checker asks to see your ticket.