

# Checking in

You must always check in using your (single-use) OV-chipkaart before boarding the train. You can check in at one of the gates or posts at the entrances to the stations, on the platforms or in the areas leading to the platforms. Simply hold your card against the card reader on the post or gate to your right. You will hear one beep when the card reader has processed your card. Checking in at the card reader also opens the gate, if one is present. Your journey with NS can now begin.

## Minimum balance on your OV-chipkaart

Once you check in, your OV-chipkaart becomes a valid ticket for train travel. The minimum balance on your OV-chipkaart is € 10 if you have an NS season ticket or joint journey discount and € 20 otherwise. If you have NS Flex or a Trein Vrij or OV Vrij season ticket, it's easy to travel on account and you don't need to have a minimum balance on your OV-chipkaart.

If you want to be sure that the balance on your personal OV-chipkaart is always high enough, register for automatic top-ups via [ns.nl/en/ov-chipkaart](https://ns.nl/en/ov-chipkaart). When a card reader registers that your balance is below € 0, a pre-set amount that you have chosen in advance will be immediately added to your OV-chipkaart and deducted from your bank account.

## Where can you check in?

You will find card readers at two locations: in the station concourse if it has one, or otherwise on the platform. We have placed them along the routes to the platforms where possible so you will virtually always find one as you are walking to your train. Please note: you can only enter or exit through gates marked with a green arrow. A red cross on the gate means that you cannot use it.

At some stations, it is possible to travel with more than one railway company. You should always make sure to check in and out using the card readers or gates for the carrier you are travelling with. Sometimes there are extra card reader posts at the platform that you can use to get directly from a bicycle storage facility to the station, for example. There are also wider gates for people travelling with a bicycle, baby stroller or wheelchair. For more information about checking in and out, please go to [ns.nl/checking-in](https://ns.nl/checking-in).

### **What if the gate doesn't open?**

If you can't get the gate to open, check first to see if there is an NS employee nearby. If you can't find someone, you can always request help via the NS Service Pole near the gate. If you press the 'info' button, you will be put through to an NS employee.

### **International travel**

If you are travelling outside the Netherlands, you cannot check in using your OV-chipkaart. Instead, scan the square barcode on your e-ticket at the gates featuring the 'scan ticket' symbol. See [nsinternational.nl](https://www.nsinternational.nl) for more information.

### **Online tickets**

If you have purchased an online ticket and have either printed it or downloaded it as a mobile ticket to the NS app on your smartphone, you no longer have to check in with your online ticket. Use the square barcode on your online ticket to open the access gates at the NS station. Make sure that you choose a gate with a barcode reader. These are the gates that have a "scan ticket" picture displayed on the right-hand door of the gate and an illuminated panel on the right-hand side of the entrance to the gate.

You can purchase an online ticket by going to [ns.nl/products](https://www.ns.nl/products). You can also find more information there.

### **Have you checked in successfully?**

You will hear one beep when you check in and two when you check out. If you aren't sure, hold your card up to the same post again within 100 seconds to view your current status.

### **Seeing someone off or making a purchase**

You can use your OV-chipkaart to enter and leave the station free of charge (provided you leave within one hour), if you want to see someone off on their journey or buy something at the station, for example. You will not be charged in any way. Depending on the season ticket that you have, either € 10 or € 20 will be deducted as you go in; when you exit through the gates, the check-in will be cancelled and the deducted amount refunded.

### **Changing trains/connections**

If you are changing to another NS train, you do not have to check in and out with your OV-chipkaart. You just get off one train and board the next one. If you will be transferring to a different form of public transport after your journey with NS (such as the bus, metro or another rail carrier), you must first check out with NS (the same way you do at the end of every train journey) and then check in with the other carrier. Don't forget to check out again at the end of your journey!