Please write a short (maximum 3 pages) user manual on how to plan a train journey from London to Birmingham at nationalrail.com. Your target audience are experienced computer/smartphone and internet users who are visiting the site for the first time.

User Manual for Planning your Train Journey from London To Birmingham at Nationalrail.com

National Rail is an umbrella organisation for main line, suburban and local train services in England, Wales, and Scotland. Nationalrail.com has been used to promote train travel since 1999 and has sold tickets since 2003. It is a portal that gives you a choice of different train providers.

Below is a manual on how you can plan your journey online from London to Birmingham.

If you prefer to make your bookings by telephone, call Bishop Trains, 01388 661 394. Phone lines are open 0900 - 1225 then 1300 - 1600, Monday to Saturday.

Trains to **Birmingham** depart from **London Euston** OR **London Marylebone**. You must complete the boxes in the dashboard **Book UK Train Tickets Today**.

The boxes highlighted in red need to be filled according to your journey requirement.
 To begin, fill in the **Departing from** to get a drop-down list and choose either **Euston** or **Marylebone** as below;

Next, fill in the **Travelling to** box and type in **Birmingham**. This will produce a drop-down list for the stations in Birmingham. We have picked **Birmingham New Street** as an example.

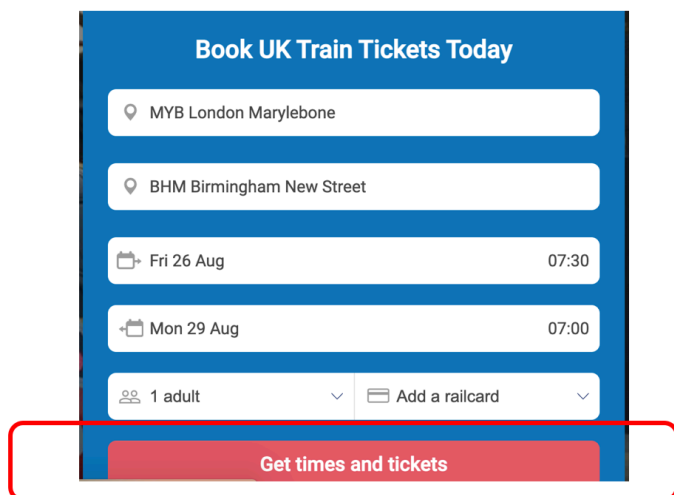

Defaults to day of your booking

Note that the date defaults to the date and time you're making your booking, so you will need to fill in your desired date. When you click on this box, it will pop up a calendar as below;
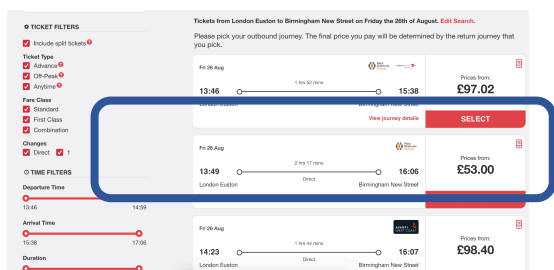
Choose your day in the calendar. You can choose **Departing after** or **Arriving before**. For example, if you wish to arrive before or after 07:30 hours, that will produce the journey times nearest your choice. Once you are satisfied with your Outbound journey, then Click **Ok** to go bring up the dashboard. Clicking on **Clear** will exit the calendar.

Now click **Add Return** to book your return journey. If you want a one-way ticket, you do not need to fill in the **Add Return**.
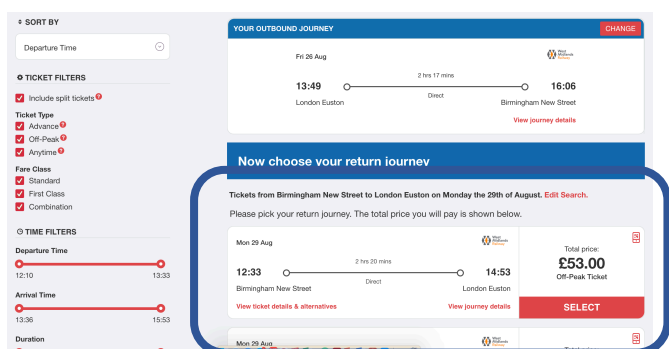
The next box is for the people going on the journey. If you click on the **1 adult** box, it will produce a drop-down list for the choice of travellers, **Adult 16+**, **Children.** Click on your preference(s) and then click Ok. If you have a railcard, click **Add a railcard** for a drop-down list. Once the boxes are populated, then click on **Get Times and Tickets**.

This will take you to a new window that displays the journey details for a choice of train providers and the cost. On the left is a filter that you can use to narrow your choice.   Next, click **Select** for your preference. In this example we have chosen the least expensive journey. **Select** pops up the Outbound journey date and time and you can view the journey details.   Then also gives you price options for your return journey below it.

Click **Select** for your return journey.

The next window is **Add To Basket.** Click this.

The following new pop-up box allows you to request seat reservations and how you collect your tickets - either at the station or e-tickets. Make your choice and then click **Continue**.

You will next get **Total to pay,** and a payment form below which you must fill in. Once completed, click on **Continue to Payment**.

Add your card details.

Once completed, you will get a reference number and also an email with your transaction details. If you chose e-tickets, then your tickets will be emailed to you as an attachment in pdf format.
Here is the link to a FAQ if you have further queries - https://www.nationalrail.com/faq/