

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](tel:01388661394). 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;

The first screenshot shows the 'Book UK Train Tickets Today' form with the 'Departing from' field highlighted in red. The second screenshot shows the dropdown menu for 'Departing from' with 'marylebon' selected, and the 'Travelling to' field highlighted in red. The third screenshot shows the dropdown menu for 'Departing from' with 'euston' selected, and the 'Travelling to' field highlighted in red.

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.

The first screenshot shows the 'Book UK Train Tickets Today' form with 'MYB London Marylebone' selected in the 'Departing from' field, and the 'Travelling to' field highlighted in red. The second screenshot shows the dropdown menu for 'Travelling to' with 'Birm' entered, and the date/time selection field highlighted in red. A blue arrow points from the date/time field to a text box that says 'Defaults to day of your booking'.

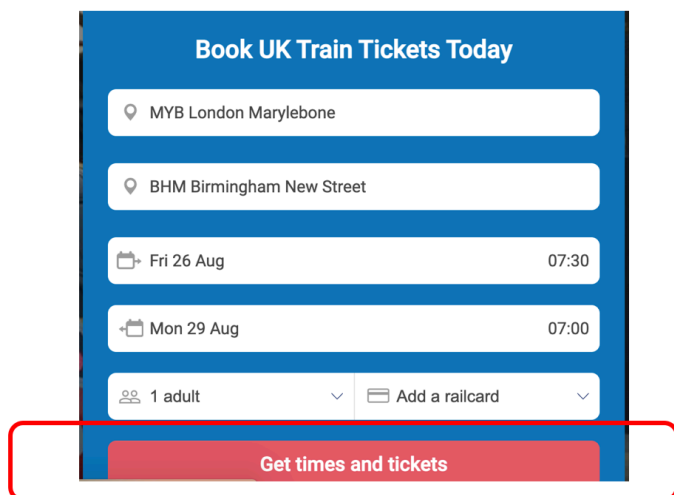
Note that the date defaults to the date and time you're making your booking, so you will need to fill in your desired date. When you click on this box, it will pop up a calendar as below;

The screenshot shows a calendar for August 2022. The date '25' is highlighted in red. Below the calendar, there is a section for 'Departing after' and 'Arriving before' with a time selection of '07:30'.

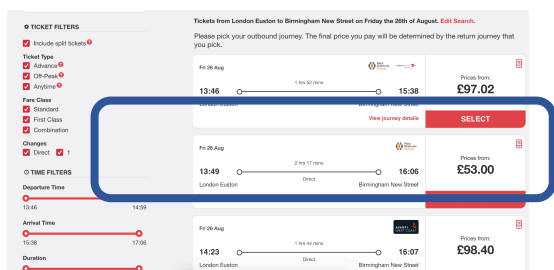
Choose your day in the calendar. You can choose **Departing after** or **Arriving before**. For example, if you wish to arrive before or after 07:30 hours, that will produce the journey times nearest your choice. Once you are satisfied with your Outbound journey, then Click **Ok** to go bring up the 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**.

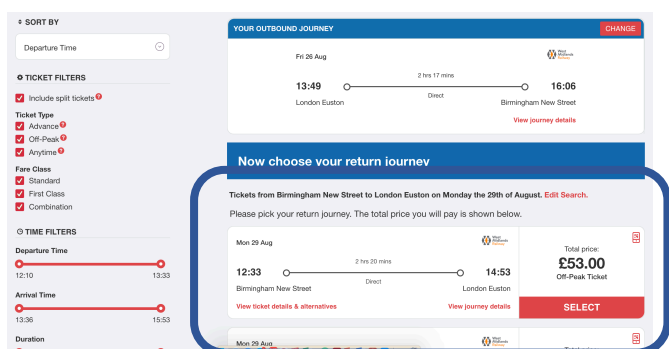
The next box is for the people going on the journey. If you click on the **1 adult** box, it will produce a drop-down list for the choice of travellers, **Adult 16+**, **Children**. Click on your preference(s) and then click Ok. If you have a railcard, click **Add a railcard** for a drop-down list. Once 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.

YOUR OUTBOUND JOURNEY

Fri 26 Aug

13:49 — 2 hrs 17 mins — 16:06

London Euston — Direct — Birmingham New Street

[View journey details](#)

YOUR INBOUND JOURNEY

Mon 29 Aug

12:33 — 2 hrs 20 mins — 14:53

Birmingham New Street — Direct — London Euston

[View journey details](#)

CHANGE

Total: **£53.00** 1 Adult & 2 Children

ADD TO BASKET

TICKETS

London Euston to Birmingham New Street £53.00

Super Off-Peak Return

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**.

Seating

☒ Request seat reservations

Coach	Seat Type	Direction	Position	Wi-Fi	Power
Any	Any	Any	Any	Any	Any

How to get your tickets

☒ **Use e-tickets to travel safely** Most Popular

We'll email your tickets instantly. You can print them off at home or use them on your mobile phone.

☐ **Collect from any station with a ticket machine**

You will need your collection reference and the credit/debit card used for this booking. Tickets will be ready for collection immediately after booking.

Total: **£53.00**

CONTINUE

1 adult 2 children

OUTBOUND: FRI 26 AUG 2022

13:49 London Euston — 16:06 Birmingham New Street

2 hrs 17 mins, Direct

RETURN: MON 29 AUG 2022

12:33 Birmingham New Street — 14:53 London Euston

2 hrs 20 mins, Direct

TICKETS

London Euston to Birmingham New Street £53.00

Super Off-Peak Return

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

Your trip to Birmingham New Street

£54.00

OUTBOUND: FRI 26 AUG 2022

13:49 London Euston — 16:06 Birmingham New Street

2 hrs 17 mins, Direct

RETURN: MON 29 AUG 2022

12:33 Birmingham New Street — 14:53 London Euston

2 hrs 20 mins, Direct

1 adult 2 children

e-tickets

We'll email your tickets immediately [How it works](#)

No seats reserved

Sit in any unreserved seat

Total to pay **£107.00**

Lead Passenger

Title First name Last name

Email

Confirm Email

Billing Address

Select Country

United Kingdom

Lookup address

Enter a postcode... **Find Address**

CONTINUE TO PAYMENT

Add your card details.

Card Number

Card Number

Expiry

MM/YY Security Code

Cardholder Name

Cardholder Name

PAY NOW

256-bit SSL encrypted

Security provided by Global Payments

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/>