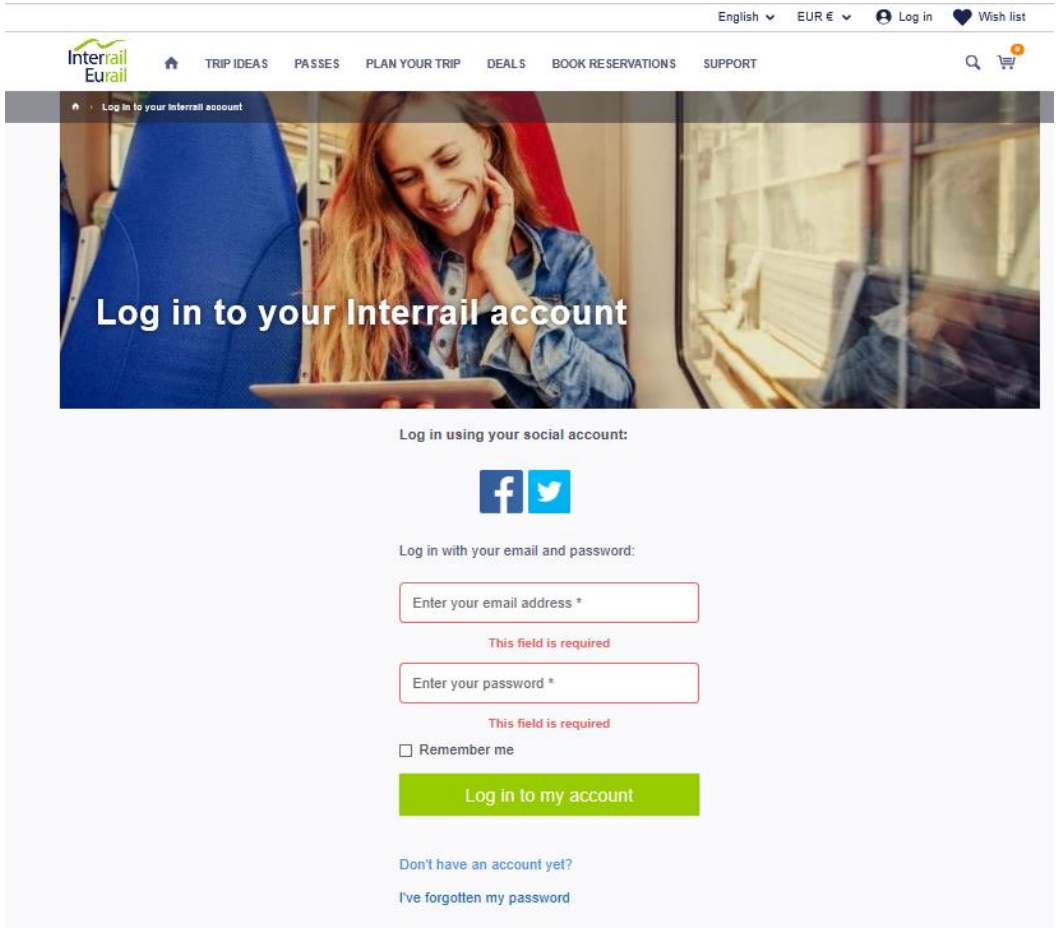
Self-Service How-To Guide

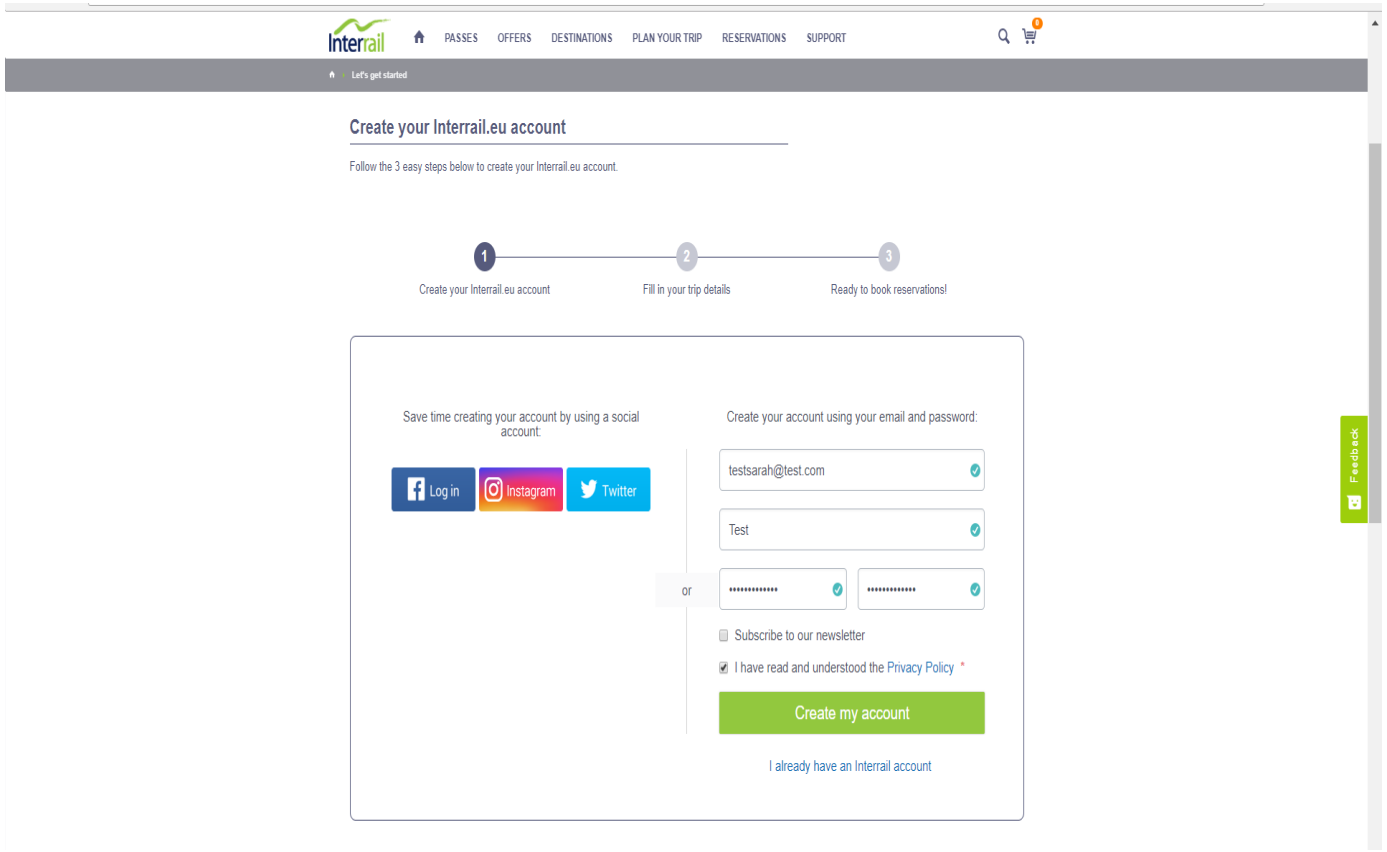
Please log in with the same account you used to order your Pass.



- You can log in with your social account, or with your existing Eurail / Interrail account.
- If you're already logged in, simply click on "BOOK RESERVATIONS" on the top of the page.
- Then on next page where it asks if you have an Interrail or Eurail Pass, please click "Yes"
- If your Pass was purchased via another company, please click on "Don't have an account yet?" to create one.

Self-Service How-To Guide

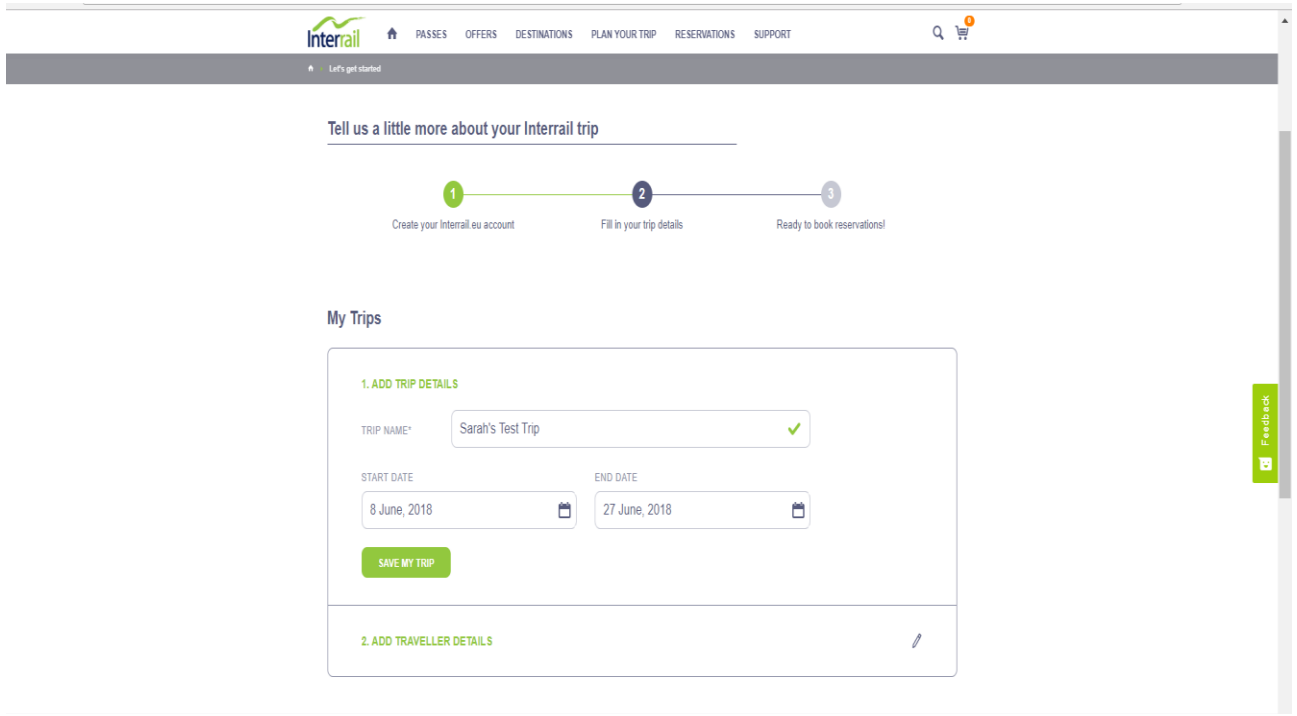
Creating a new account



- Fill in the requested details and click “Create my account”

Self-Service How-To Guide

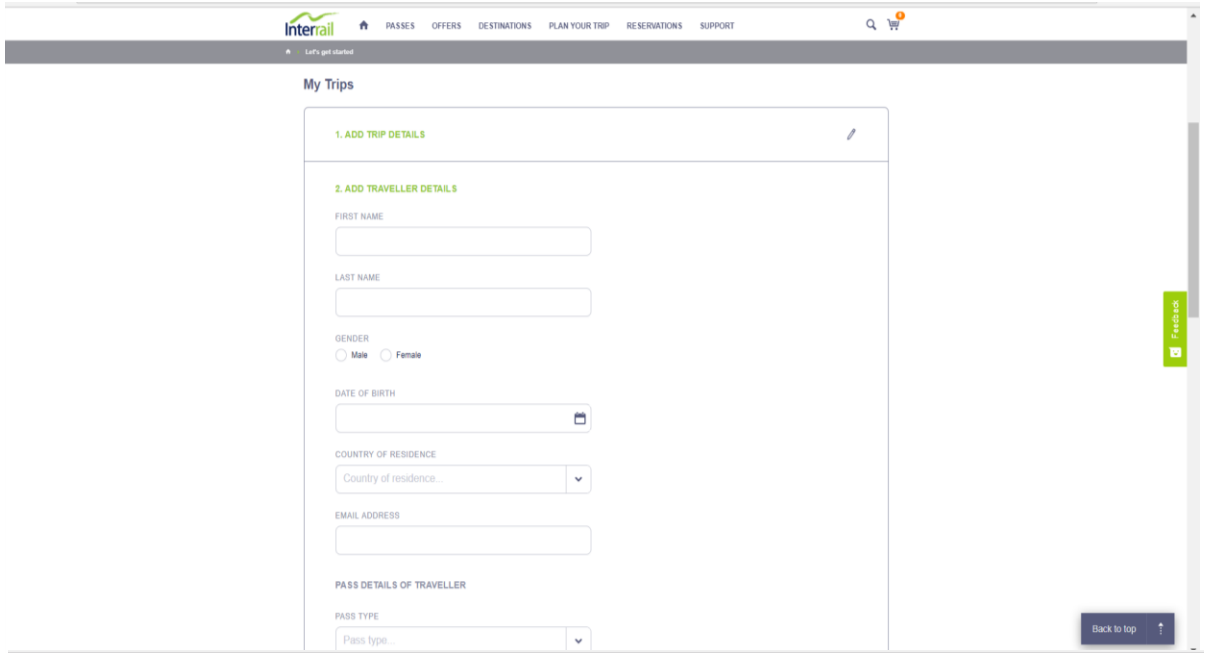
Creating a Trip

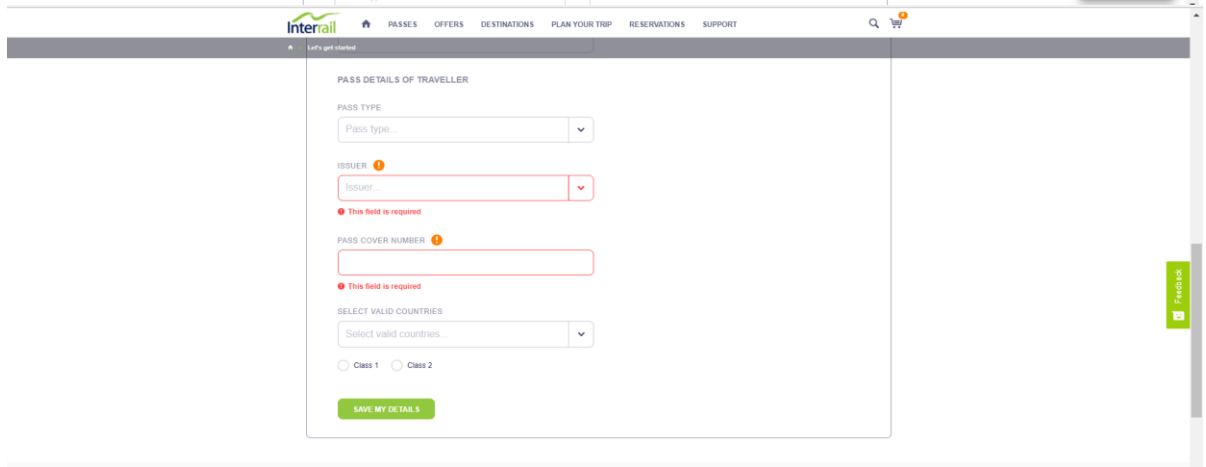


- Enter a trip name, start and end date and click "Save my trip"

Self-Service How-To Guide

Creating a Trip

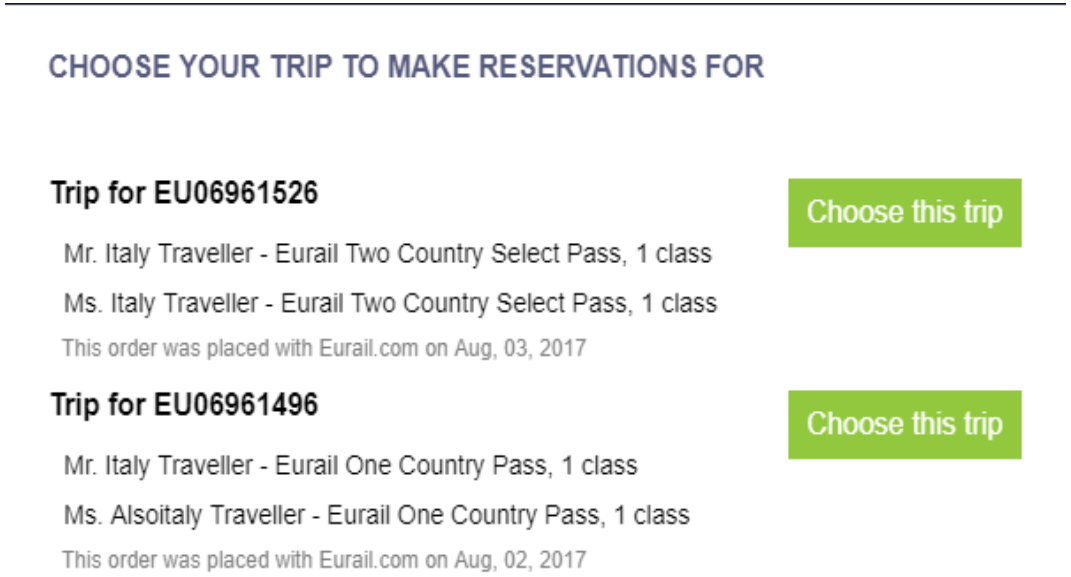




- Enter the traveller details
- The Issuer can be found on the Pass, and the Pass Cover Number can be found on the travel diary.
- You can click the orange ! at each box and a window will pop up with pictures to show where you can find these details.

Self-Service How-To Guide

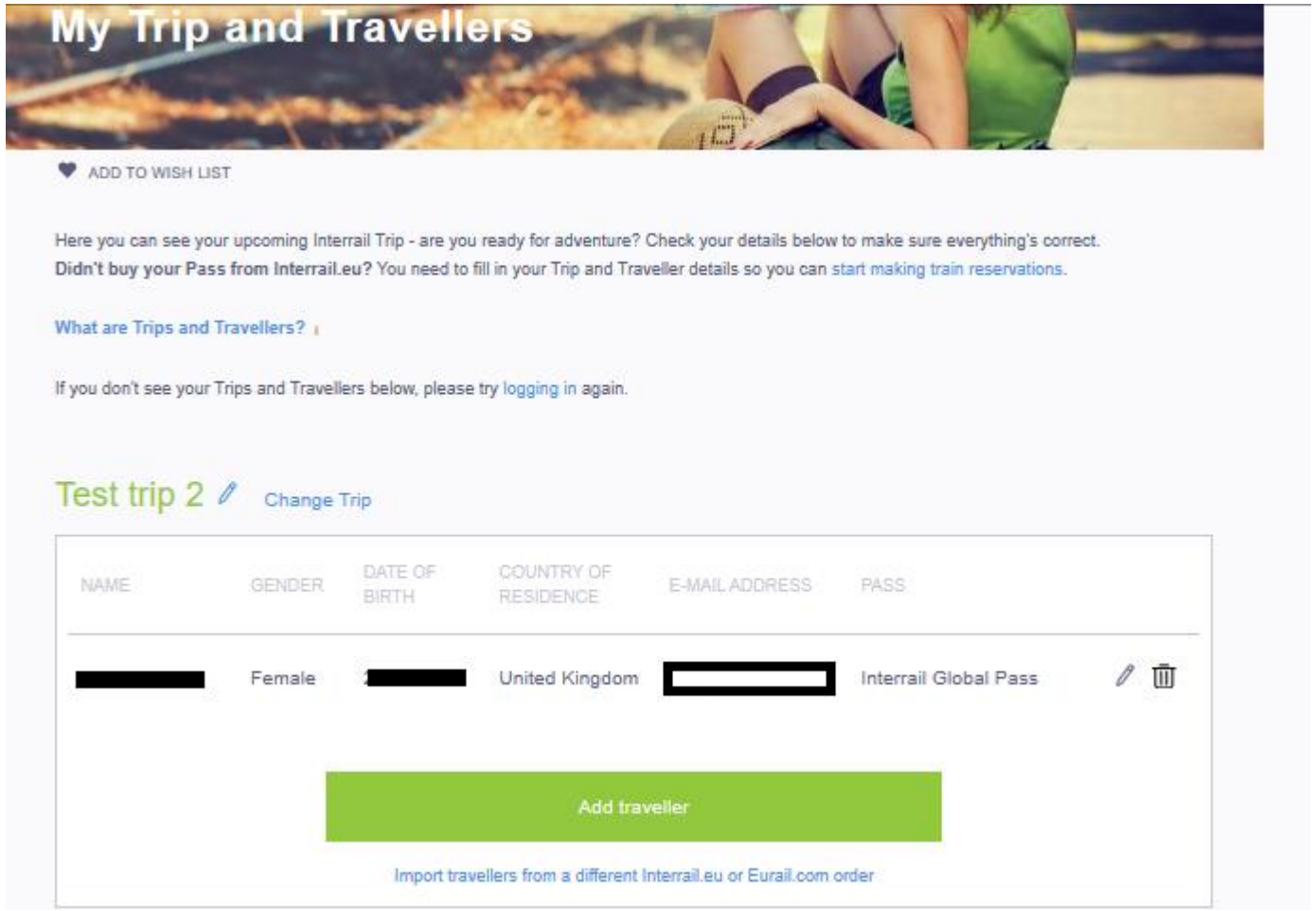
Choosing a trip if you have more than one



- If you have multiple Pass bookings (Trips) active in your account, a pop-up will appear and allow you to select the relevant trip for reservations.
- This pop up will usually appear whenever you want to check your "Trips and travelers" page, "Reservations overview" page or make a reservation in self service.

Self-Service How-To Guide

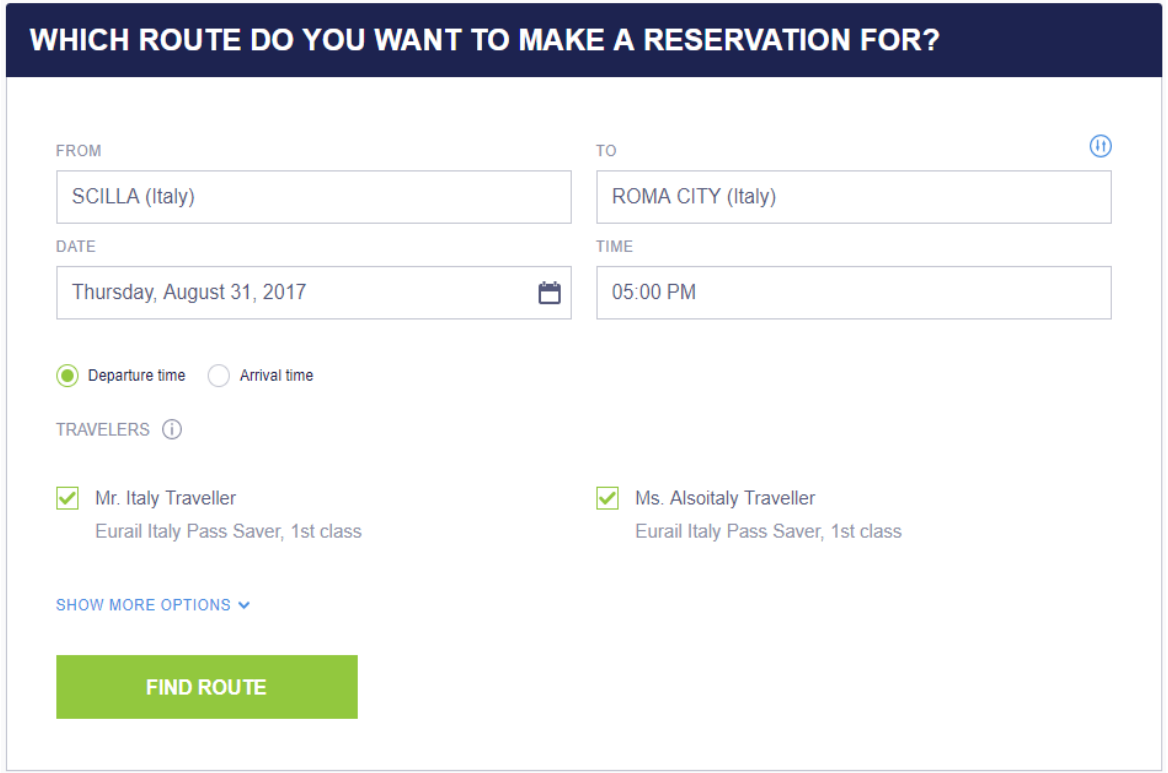
Importing a traveller



- You can use the blue "Import Travellers" button to pull in information directly from your account.
  - A small window will pop up and you need to enter the e-mail address that was used to purchase the pass and the order number. Then click "Import" and all the travelers linked to that e-mail address and order number will be added to your current trip
- If you want to add a traveller from a different order or if a traveller's pass was purchased from another website, you can enter their details in with the green "Add Travelers" button. A new page will appear where you will need to fill in all the details of the traveler.

Self-Service How-To Guide

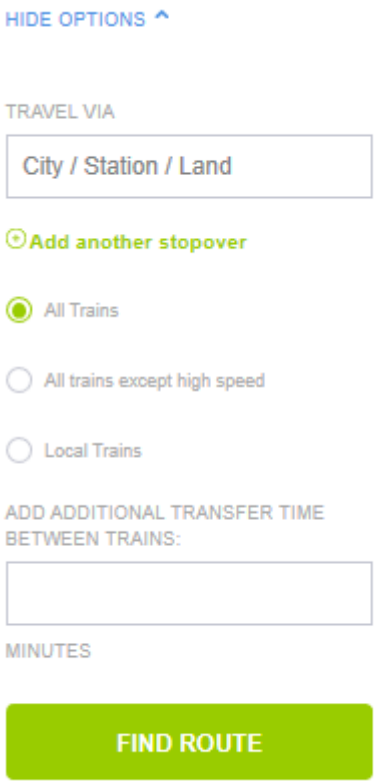
Book Reservations - Searching for a train journey



- To make sure that you are in the correct page : please click "Book Reservations" in the top menu bar of the page.
- Enter your starting location and destination (autocomplete will help with spelling).
- Select your date and time of travel—you can set either Departure or Arrival times. **Please note that times are set by 12 hour AM/PM.**
- By default all travelers on the booking are selected. You can deselect a traveler as required. At least 1 traveler must be ticked in order to show a price/add a train to cart.

Self-Service How-To Guide

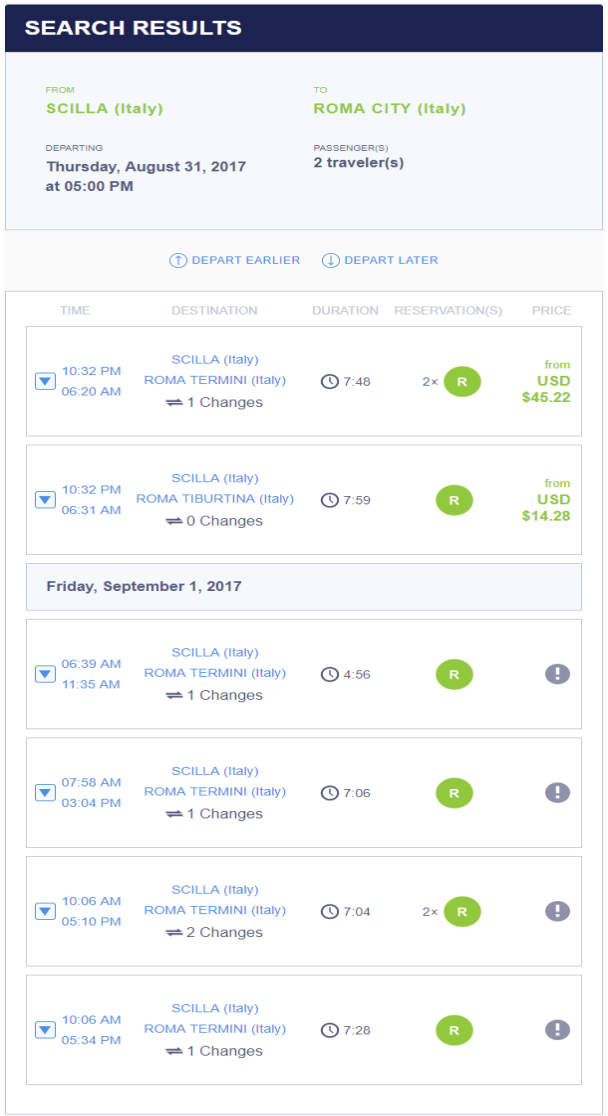
Show more options



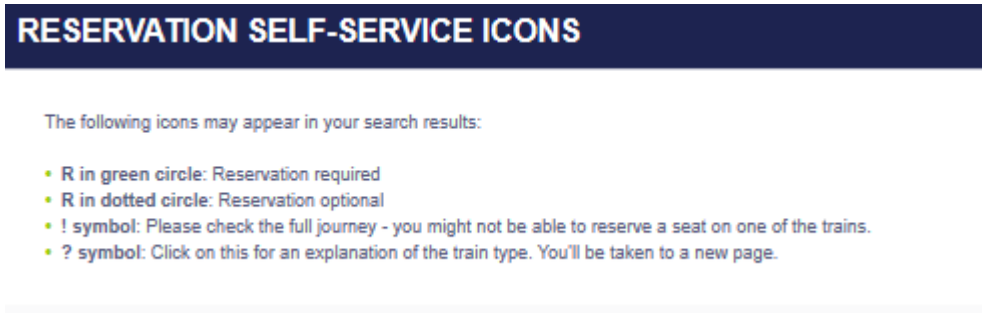
- If you click "Show more options", you can choose which type of trains to search for, any city/station or land that you want to travel in between/via, and adding additional transfer times between trains if more than 1 train is required for your journey.
- For example, if you wanted to travel from London to Hamburg, you may require at least 1 change in Paris or Brussels. The trip planner will give you the fastest possible journey to travel from London to Hamburg but it may give you a journey with a 5 minute change in Paris, which is not enough time.
  - If you would prefer to travel via Brussels and not Paris, you can put Brussels in the "Travel via" box. (autocomplete will help with spelling).
  - We recommend a transfer time of at least 20 minutes between trains. If you enter 20 in this box and leave Brussels in the "Travel via" box and click "Find route", the search results will give you journeys with a transfer time of a minimum of 20 minutes via Brussels.

Self-Service How-To Guide

Search results will be displayed in chronological order.



- The icons will specify if the route requires reservations.

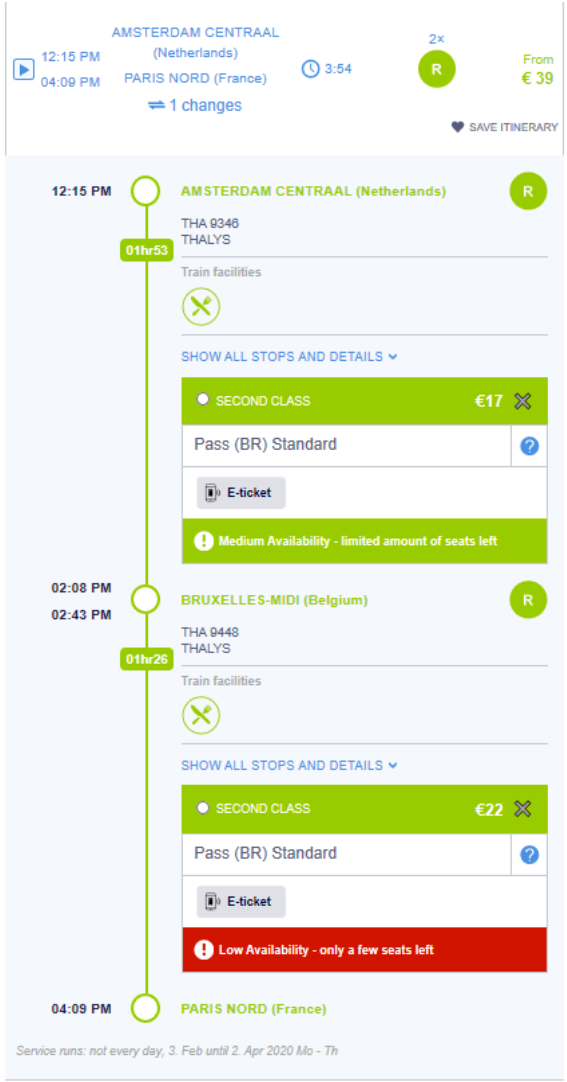


- Results display key information, such as number of changes, duration and cost.
- Click on the downwards arrow on the left to expand each trip and see more details.

Eurail Interrail Eurail

Self-Service How-To Guide

When reservations are possible, the price per reservation will appear

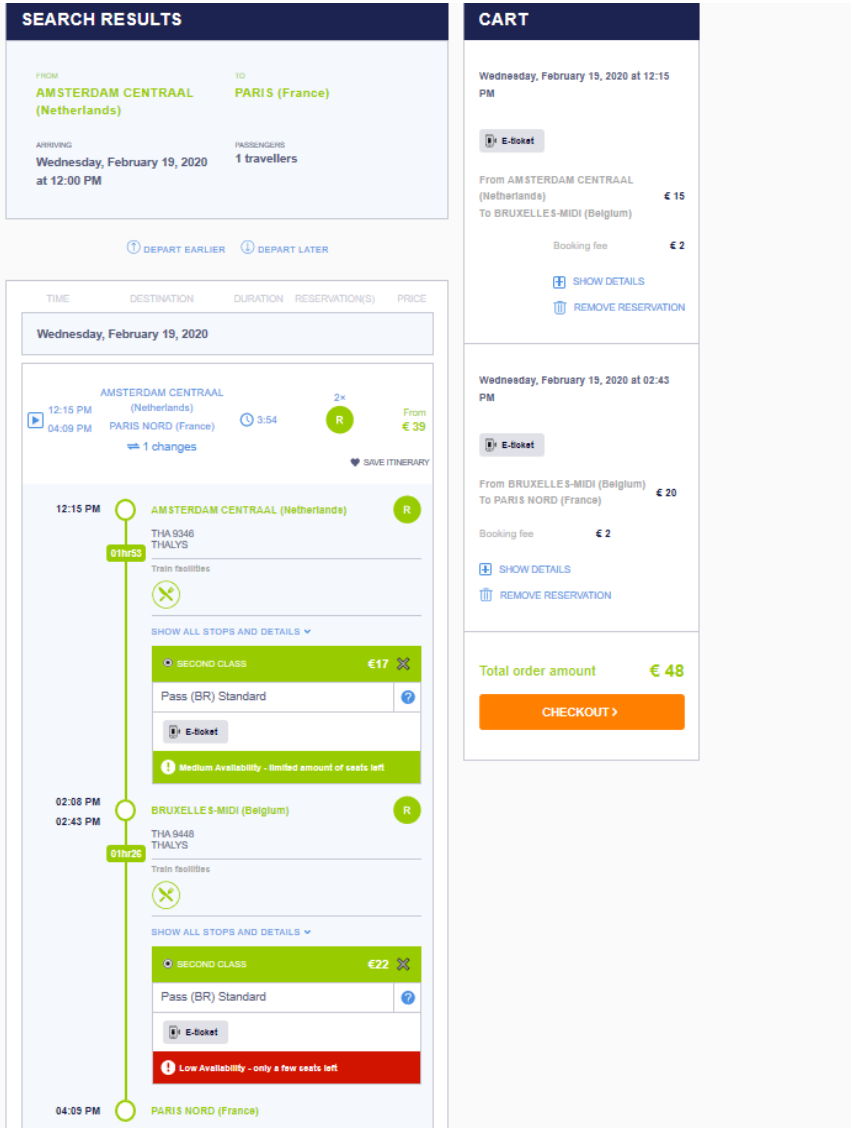


- If there are multiple reservation options, simply click on the downward arrowhead beneath the price for the a drop down list.
- The add to cart button will appear at the bottom of this journey only when you click on “Second class” for at least 1 train.
- Note that it shows whether the reservation will be issued as an E-ticket or Paper ticket. The issuing type cannot be changed and is set depending on which train journey you are booking.
- First Class Pass holders can make reservations for any Class. Second Class Pass holders will only see Second Class options

Eurail Interrail Eurail

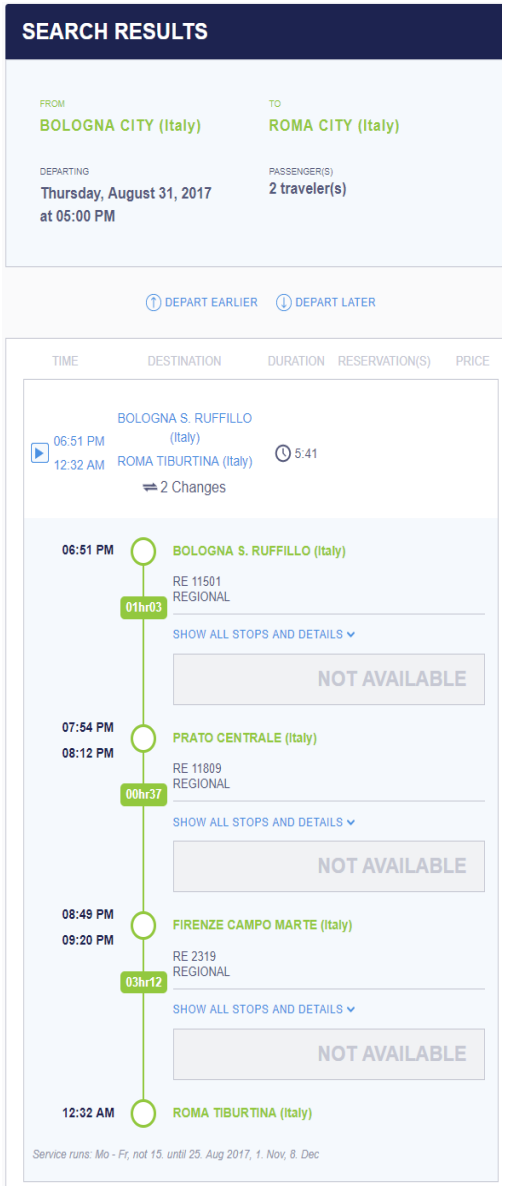
Self-Service How-To Guide

Cart



- In this example, the chosen journey consists of 2 trains. If you need to book both trains, you need click both “Second class” tabs and add both trains to cart.
- You can check what you have added to cart in the “cart” window next to the search results. **<u>If you are using a mobile device, the cart is on the bottom of the page.</u>**
- All trains are shown separately. Please check that the trains in your cart are correct before clicking “Checkout”.

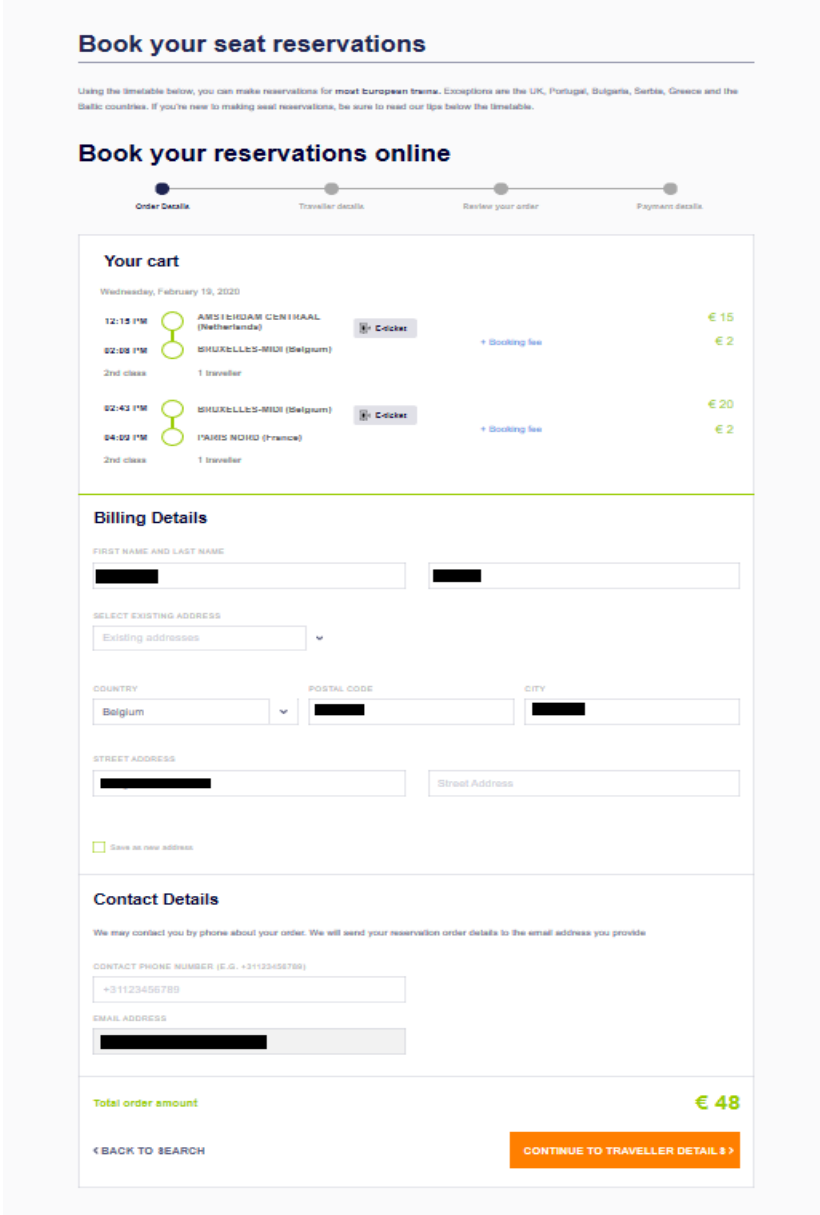
Self-Service How-To Guide



- Not all trains require reservations.
- In rare cases a train may have reached the reservation limit. In these cases, “Not Available” will appear.

Self-Service How-To Guide

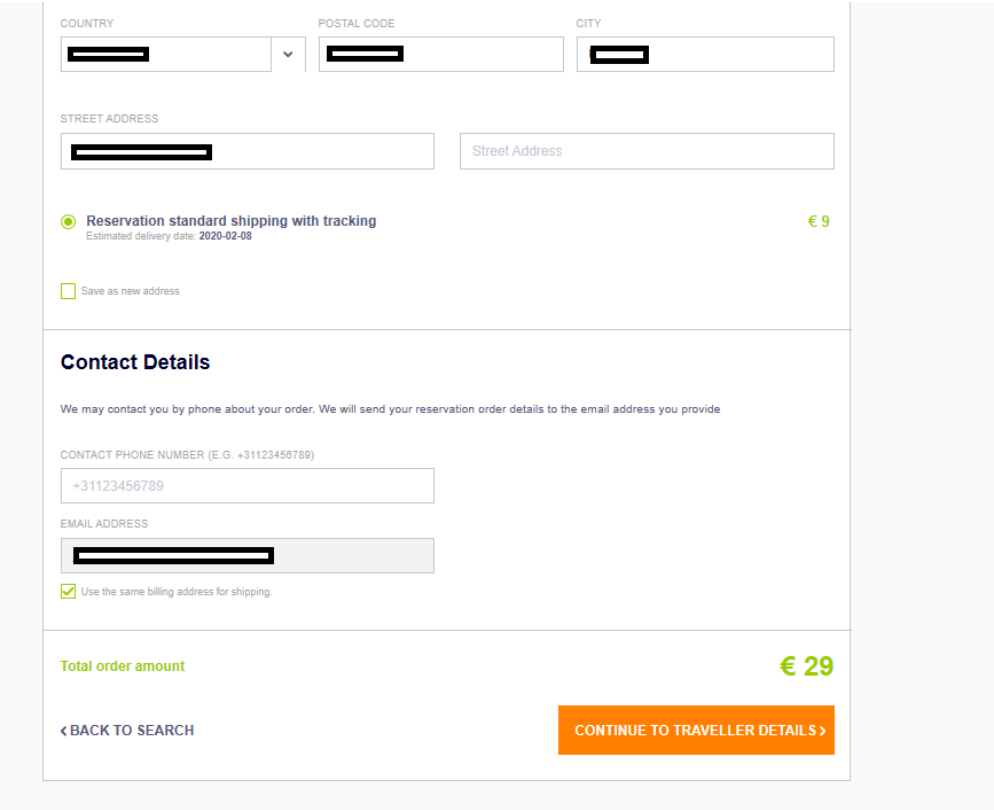
Checkout



- After clicking "Checkout" in the cart area, you will be taken to the billing page, where you need to enter the billing details, or shipping details if your order contains a paper ticket reservation.
- In the case of an order consisting of only e-tickets, once you fill in the billing details and your phone number, you can click on "Continue to traveller details".

Self-Service How-To Guide

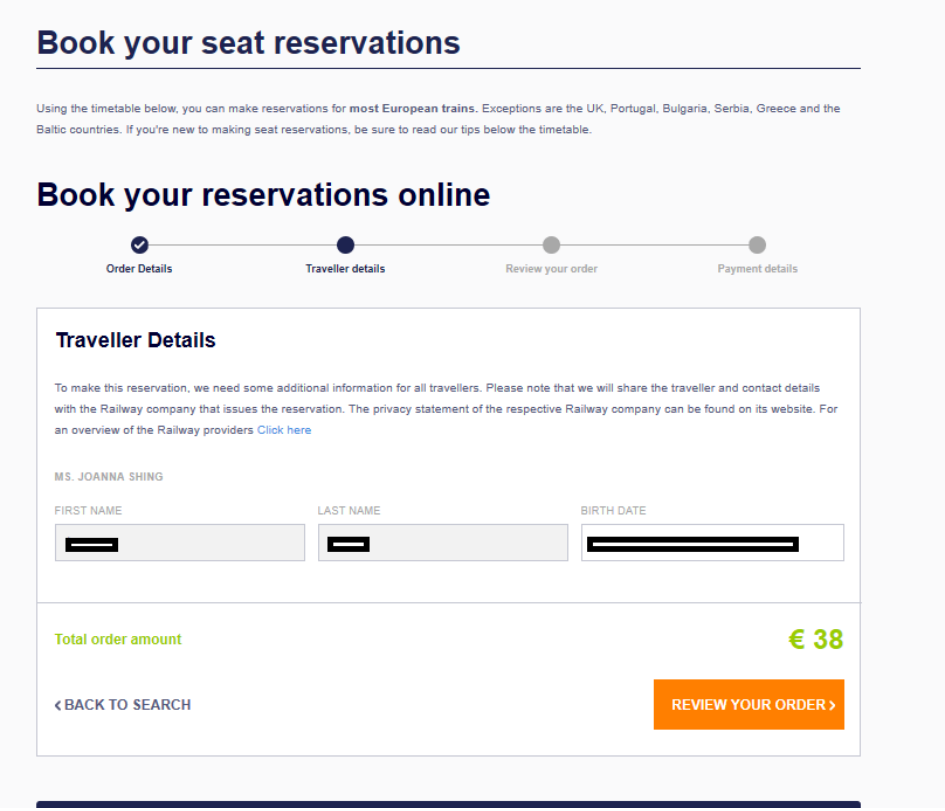
Checkout for order containing paper reservation tickets



- If the order consists of at least 1 paper ticket, you will be asked to enter the shipping address for this ticket, instead of the billing address. It will also show you a price for the shipping and an estimated delivery date.

Self-Service How-To Guide

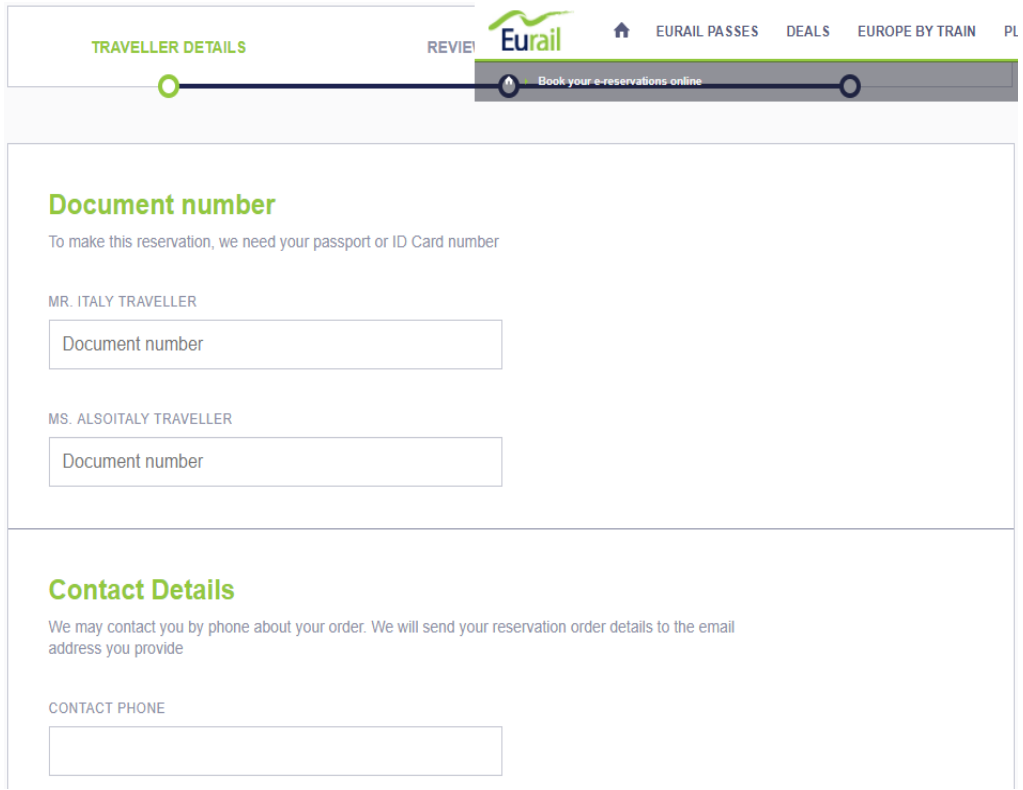
Traveler details



- When you click "Continue to traveller details", you will be shown the First name, Last name and Birth date for all travellers. You can edit the Birth date here if it was incorrectly entered previously.

Self-Service How-To Guide

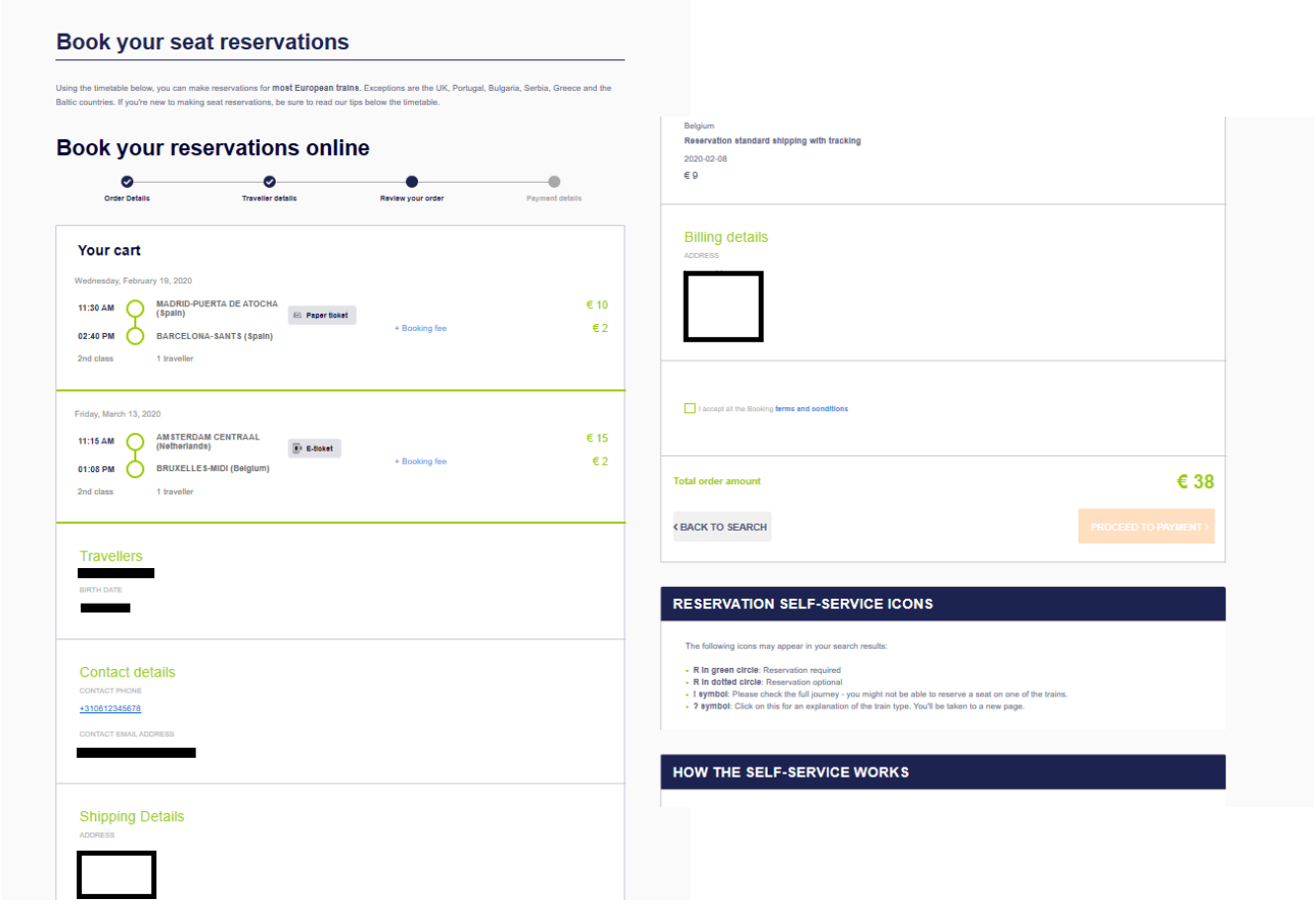
Travel documents



- Please note that all Night and Cross Border Trains require Passport/Travel Document ID numbers to complete your booking.
- These details will appear on your e-reservation ticket.
- Please then click “Review your order” to continue

Self-Service How-To Guide

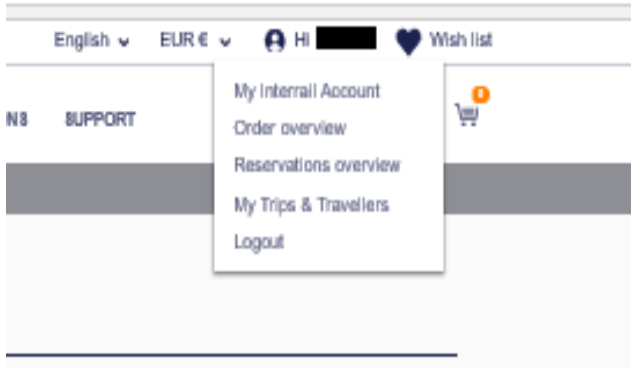
Order overview



- During the review of your order, you will get the opportunity to review the final costs and confirm the information that will be printed on the e-reservation ticket.
- Finally, please review and accept the Terms & Conditions to proceed to the payment stage. Tick the box "I accept all the Booking terms and conditions" and the orange "Proceed to payment" button will be clickable.
- In the next page you will be asked to enter your payment details.
- Once payment is completed you will receive a purchase confirmation e-mail with your e-tickets and invoice.
- Paper tickets will be shipped to you by post and once this has been processed for shipping, you will receive another e-mail with the track and trace link for the delivery.

Self-Service How-To Guide

Review reservations



- To review your reservations, go to your account by clicking on your name on the top right corner of the page. “Hi ….” And you will get the following options. To view your reservations, click on “Reservations overview”.
- You can see your Pass orders by clicking on “Order overview”.

Self-Service How-To Guide

Terminology: Get to know your Italian trains!

ITALIAN DAY TRAINS

Please note that not all options are available on every train

Business	1st class
Business area silenzio	1st class silent carriage
Standard	2nd class
Servicio 1 classe/ Servicio 2 classe	1st class/ 2nd class
IC 1 classe/IC 2 classe	1st class/ 2nd class
Frecciargento 1 classe/2 classe	1st class/ 2nd class
Frecciabianca 1 classe/ 2 classe	1st class/ 2nd class
Frecciarossa 1 classe/2 classe	1st class/ 2nd class

The search results are pulled directly from the railway carrier. This means that the Train Types will be displayed in their native language.

Don't worry, we've translated them for you so you know what you're booking!

Eurail Interrail Eurail

Self-Service How-To Guide

Terminology: Get to know your Italian trains!

ITALIAN NIGHT TRAINS

Please note that not all options are available on every train

Cuchette 6/ C6 - donna	6-bed couchette female only
Cuchette 6/ C6 – promiscuo/mixte	6-bed couchette female only
Cuchette 6/ C6 - intero	6-bed couchette for a group of 6
Cuchette 4/ C4 - donna	4-bed couchette female only
Cuchette 4/ C4 – promiscuo/mixte	4-bed couchette mixed gender
Cuchette 4/ C4 compart. - intero	4-bed couchette for a group of 4
Cabine 3/ T3/ compartimento 3 letti - uomo	3-bed sleeper male only
Cabine 3/ T3/ compartimento 3 letti - donna	3-bed sleeper female only
Cabine 3/ T3/ compartimento 3 letti - intero	3-bed sleeper for a group of 3
Cabine 2/ posto doppio/compartimento 2 letti - uomo	2-bed sleeper male only
Cabine 2/ posto doppio/ compartimento 2 letti - donna	2-bed sleeper female only
Cabine 2/ posto doppio compart. / compartimento 2 letti - intero	2-bed sleeper for a group of 2
Cabine 1 - posto singolo/intera	1-bed sleeper
Cabine premium 1 pers entière/intera	1-bed sleeper with shower/wc
Cabine premium 2 pers entière/ intera	2-bed sleeper with shower/wc
ICN 2 classe	2nd class seat

Eurail Interrail Eurail