Introducing Online Railway Reservation System

Technology has transformed many aspects of life in the 21st century, including the way many of us make train reservations. For example, to make ticketing more convenient for travelers, Indian Railways has started an online reservation system, which helps us in booking tickets from the comfort of our homes or offices. While this is convenient for most people, it has made things particularly easy for people residing in remote locations.

The various advantages of using the online reservation system are as follows:

- Convenient – You can book or cancel your tickets sitting in the comfort of your home or office.
- Saves Time and Effort - You can save the time needed to travel to the railway reservation office and waiting in the queue for your turn.
- Towards a greener planet – Instead of printing your ticket you can also choose to travel with the SMS or soft copy of your booked ticket in your laptop or even on your mobile.

Reservation and cancellation of train tickets can be done using the official web site of IRCTC (Indian Railways Catering and Tourism Corporation Limited) which is www.irctc.co.in.

In this activity, you will access the IRCTC web site and will open an IRCTC account by registering yourself on the site. You will then use this account to book a railway ticket and also cancel a railway reservation that you have made.

Note: You will need to create an e-mail ID (account) for yourself before you can register and start accessing IRCTC account if you do not have one already.

Before you access the IRCTC site and create your account, take a moment to get familiar with the Intel® Education Help Guide. The Help Guide provides handy step-by-step instructions for common applications which might be helpful as you work.

Please refer to the card - How to Use the Help Guide.

Steps to create an IRCTC Account:

A. Opening the IRCTC site

1. Start the web browser. (See, Help Guide, Web Technologies Skill 1.1 or 3.1)
2. Click to place your cursor in the Address or Location bar. Type http://www.irctc.co.in/ (See, Help Guide, Web Technologies Skill 1.1 or 3.1). Note: Make sure that you type the web site address correctly since a typing error may take you to a different web site that does not work.

3. Press the Enter key on your keyboard or click the Go button. Then, wait as the web page loads on your computer. The web page looks as follows:

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B. Creating an Account

1. Click on the “Signup” link as shown in the picture above

2. On clicking it, you will be directed to the registration form as given below.
Note:
- Please enter correct values in the registration form as it is required to authenticate your account. (See the picture below)
- You should enter your correct and active e-mail ID and mobile no. as your login details, account activation and verification codes will be sent to your e-mail ID and an SMS will be sent in your mobile number.

**Individual Registration**

- Garbage/Junk values in profile may lead to deactivation
- Please use a valid E-mail ID and mobile number in registration.

Your user ID, password and an activation link will be sent to your registered E-Mail ID and mobile verification code will be sent to registered mobile number.

3. First start typing your “username.”
   Note: You can type any username of your wish. You can have your name, your birthday, favorite place or a combination of these as your username. The username should be between 3 to 10 characters. For example - shraddha24

   ![Username Example](image)

4. Select “Check Availability” option to check the availability of your username

   It often happens that there may be other people using the same username so it is important to check the availability of username. Every username must be unique. Click on “Check Availability” option, if the username you typed already exists, it will give you a message saying “User already Registered…Please choose a different Username…” You will then have to enter a different username.

   For example, typing username as “shraddha24”, gives you the “username unavailability message” as shown below:
In case this happens, enter a different username till you get a unique username.

5. Next, select a question from the Security Question box. Select the down arrow given in "Security Question" box and choose the security question you would like to answer.

Note: You will notice that for some boxes like gender, marital status, date of birth, occupation, nationality, city, state, etc. have a drop-down menu which allows you to select one option from several choices. Just click on the drop down arrow and select the option appropriate to you.

6. Type your answer in the “Your Answer” box.
If at a later stage you forget your password of the IRCTC account, then you will need to answer the security question correctly. Your answer would be matched with the information given by you during the time of registration. After verification of your identity (account information) by the IRCTC site, the new password will be provided to you.

7. Enter the other details required in the Registration form such as, First Name, Last name, Gender (whether you are male or female), Marital Status, Date of birth, Occupation, E-mail ID, Mobile number, Nationality etc.

8. Next, fill in the other details in the registration form, such as your residential address.
In Address column, write your house number or house name/street, enter your city, state, pin/zip, country, phone number, mark on “copy residence to office address” as “yes” if you want to give the same address as office address. Otherwise chose “no”, then you will have to fill your office address in the new space which will be generated on clicking “no”.

Choose options for “Other Services”. You may select “Yes” if you want to subscribe (receive) the said offers, otherwise select “No”. This is a subscription to special offers/commercial Promotions/Newsletters through e-mail and sms.

9. Enter the “Verification Code”. Next enter the security characters as displayed in the box.
Note: If you do not understand the characters written for the verification code for typing, you can select the “Click here for new Image” option to get a new character code. (shown above)

10. Then Click on “Submit”. On submitting the form, a message window will appear to re-confirm your e-mail id and mobile no. Check your e-mail id and mobile no. and click on “Ok”. (See the picture below)

11. Accept the “terms and conditions”. On selecting “Ok” in the message window, a new window with “Terms and Conditions” will appear. Select the “Accept” option.
12. On selecting “Accept” option, your registration form will be submitted completely and a window will appear with the “Thank you” message confirming your registration.

Thank you.  
You have been successfully Registered.

Your user id, password and activation link has been sent to your registered E-mail id and mobile verification code has been sent to registered mobile number. Please use the activation link and mobile verification code to activate your account.

C. Activate your Account

1. Now login into your “e-mail account”, and open the mail where your username and password has been sent from the IRCTC “ticket admin”.

Note: This is a system-generated mail and is not sent manually by any specific person. Please do not reply to this mail for any communication.

2. In the mail, there will be a link named “Please Click Here to activate your account”. You can click on this link directly or you may copy another long link.
given just below it and paste this link in a new browser to activate your IRCTC account. On selecting the link “click here” in mail, it will open a window where you need to fill your “verification code” sent to you through SMS on your mobile number. The Verification webpage will look as follows:

Note: In case you have not received the verification code in your mobile, then you can select the “Click Here” option given on the “Mobile verification” web page to re-send mobile verification code on your mobile number. Alternatively, you can also change your mobile number and then re-send the verification code.

3. After submitting the above page, your mobile number will be verified and your account will be created. Close the window and return to the home page to login into the IRCTC account.

Note: At the IRCTC Home page, you may also lookup the “User Guide” for more help.
D. Booking a ticket

1. After you login using the ID and password created, the home page is the “Plan my travel” page. On the top left hand corner you can see the boxes where you will have to fill the “To” and “From” Station and the date of journey for ticket booking as shown in the picture below.

2. Enter the first three or more letters of the “From” station and similarly for the “To” station and choose the required station from the list of suggested stations. Then enter the date of travel in the next text box and click on “Find Trains” as shown in the next figure.
3. You will be shown a list of trains that match your criteria to choose from as shown below.

4. Click on the circle corresponding to the train and the class of travel you need the ticket for. In this example, we have selected the 2-Seater class for
Janshatabdi express which departs at 2:35 pm and arrives at 7:05 pm as shown in the picture above.

5. As soon as you select a circle, the top right panel will show the available seats that can be booked.

6. Click on “book” link in the same panel to start the booking process for that particular train and class.

7. You will reach the ticket booking page that looks as follows:

8. Scroll down while filling all the required details as shown in the picture below for each passenger (Name, Age, Sex, and Birth Preference). At the bottom of the page, enter the verification code given in the box into the space below the box as shown in the picture below. Then press the “Go” button.
9. You will reach the “make payment” page. Click on the “make payment” button and wait for the page to load.

10. You will reach the “payment options” page. There are various modes by which you can pay for the booked ticket like Debit Cards, Credit Cards, Cash Card, and net banking, etc. In this activity we will use the “Credit Card” option. So click on the tab named “Credit cards” to see an option of cards (as shown in the following picture). Choose any one of the options as applicable to your card. Here we click the circle in front of the first option “Visa/Master (powered by HDFC bank)” and wait for the page to load.

11. You will reach the “payment” page. Enter your card details in the appropriate columns at the bottom of the page as shown in the figure below and press the “Buy” button
12. You will be taken to the Credit cards transaction password page where you have to enter the correct password and press “Enter.” Congratulations! You have successfully booked a ticket. (You will also receive a copy of the ticket at your mail address.)

E. Printing your ticket

1. Once you have booked the ticket, you will be taken to a “booking confirmed” page, where your ticket along with seat number will be displayed. You will also get the message given below with options to print your ticket in English or Hindi.
F. Printing/ Cancelling a ticket

1. Log in to the IRCTC web site at any point of time before your journey to print or cancel your ticket.

2. In the Home page, you can click on “My transactions” on the left hand side and click on “Print e-ticket” or “Cancel E-ticket/Refund” to enter the Booking history page as shown in the picture below:

Here you can click on “print ERS (English)” or “print ERS (Hindi)” buttons to print your e-ticket (as shown above)

Note: Although you can take a printout, it is possible to travel with only a soft copy of your ticket. Towards saving paper and contributing to an environment friendly cause, IRCTC appeals to passengers to avoid printing tickets and travel using the SMS sent on their mobile or with the electronic ticket on their laptops/ipads.

Important

- E-ticket passenger is permitted in the train against a berth/seat only when his name appears in the reservation chart failing which he can be treated as a passenger travelling without ticket.
- The accommodation booked is not transferable and is valid only if one of the ID card noted above is presented during the journey. The passenger should carry with him the Electronic Reservation Slip print out. In case the passenger does not carry the electronic reservation slip, a charge of Rs.50/- per ticket shall be recovered by the ticket checking staff and an excess fare ticket will be issued in lieu of that.
- E-ticket cancellations are permitted through www.irctc.co.in by the user. In case e-ticket is booked through an agent, please contact respective agent for cancellations.
- If the name of the passenger does not appear on the chart, the passenger should not board the train as he/she will be treated as a passenger without ticket and dealt accordingly.

For cancellation and Refund

Passenger should access the website www.irctc.co.in only for cancellation as no cancellation is permitted at railway counters for electronic tickets.

Please note that the provision for specifying ID proof at the time of booking an e-ticket has been dispensed with. The accommodation booked is not transferable and is valid only if one of the passenger booked on an e-ticket in a transaction presents any of the five identity cards (Voter identity card/Passport/ Pan card/Driving license/Photo id card of Central/State Government issued to their employees) during train journey in original and same will be accepted as proof of identity failing which the passengers will be treated as travelling without ticket and shall be dealt with as per extant Railway Rules.
3. You will be taken to a password confirmation page where you have to enter your password again.

4. You will now reach the booking history page. Here you can choose the ticket that you want to print out or cancel. If you want to take print out, click on the circle in front of the ticket you want to print and press “Print E-Ticket” button.
5. If you want to cancel the ticket, click on the circle in front of the ticket you want to cancel and press “Cancel E-Ticket” button and wait for the page to load.

6. In the following cancellation page, choose the passenger whose ticket you want to cancel (by checking the box under “select for cancel” column for the corresponding passenger) as shown in the figure below and click the “Cancel Ticket” button. It will ask for a confirmation to cancel the ticket. Please select “Yes” to confirm.

7. In the screen that appears after cancelling is shown below. You can take a printout of the cancelled ticket by clicking the “Print ERS” button. The cancelled ticket screen also displays the amount of money that will be refunded to your account.

G. Sign out of your IRCTC account

Click on the Sign out button on the top right corner of the IRCTC page.