

**User Guide of 12306 Website/App for Accredited
Personnel of Beijing 2022 Olympic and
Paralympic Winter Games**

January 2022

Part 1 Ticketing Service

1. Overview

The Beijing 2022 section of on the China Railway website (12306.cn) and mobile app is dedicated to providing high-speed railway (HSR) ticketing service to accredited participants of Beijing 2022 Olympic and Paralympic Winter Games. On the 12306 website/app, accredited users can book free round-trip HSR tickets between Qinghe and Taizicheng (Chongli)/Yanqing.

The ticketing service is bilingual (English and Chinese) and the 12306 app is accessible on both Android and iOS systems.

2. Download, Installation and User Guide of 12306 App

2.1 App Download and Installation

2.1.1 For Android and HarmonyOS Systems

Android and HarmonyOS users can search “12306” in the app marketplace to download and install the latest version of 12306 App.

2.1.2 For the iOS System

iOS users can download 12306 App from the App Store.

Search “12306” in App Store and click the download button to download and install 12306 App on your iPhone.

2.1.3 Download and Installation by Scanning the QR code

You can also download 12306 App by scanning the QR code below.



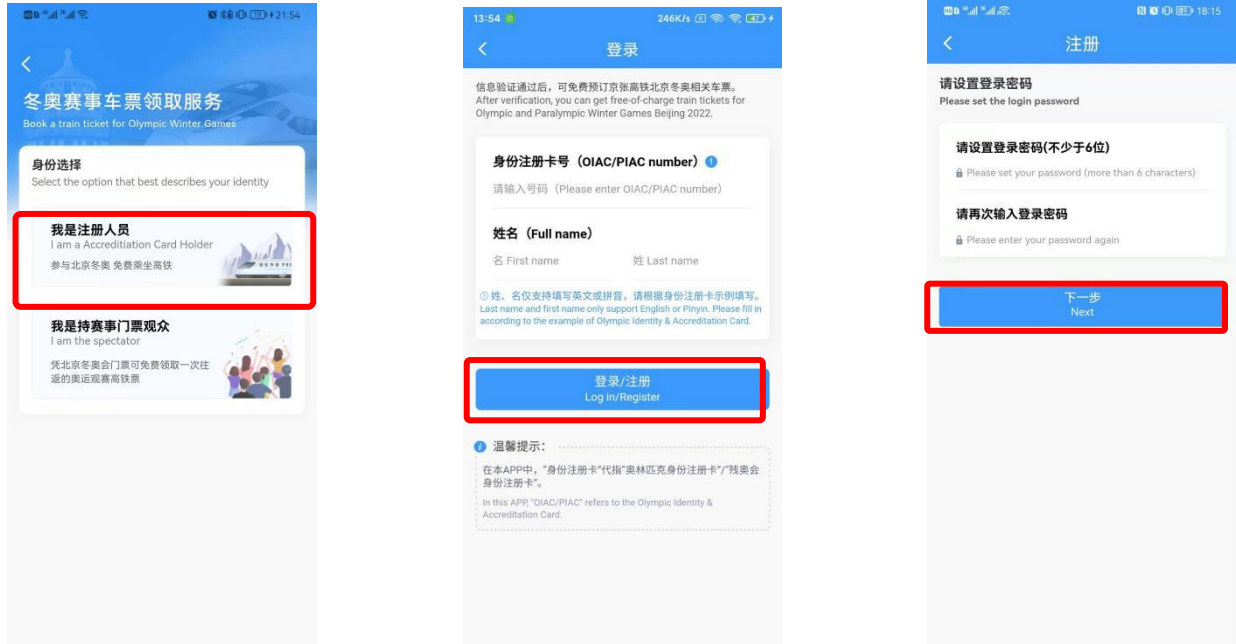
Scan the QR code to download 12306 App

2.2 User Guide for Accredited Games Participants

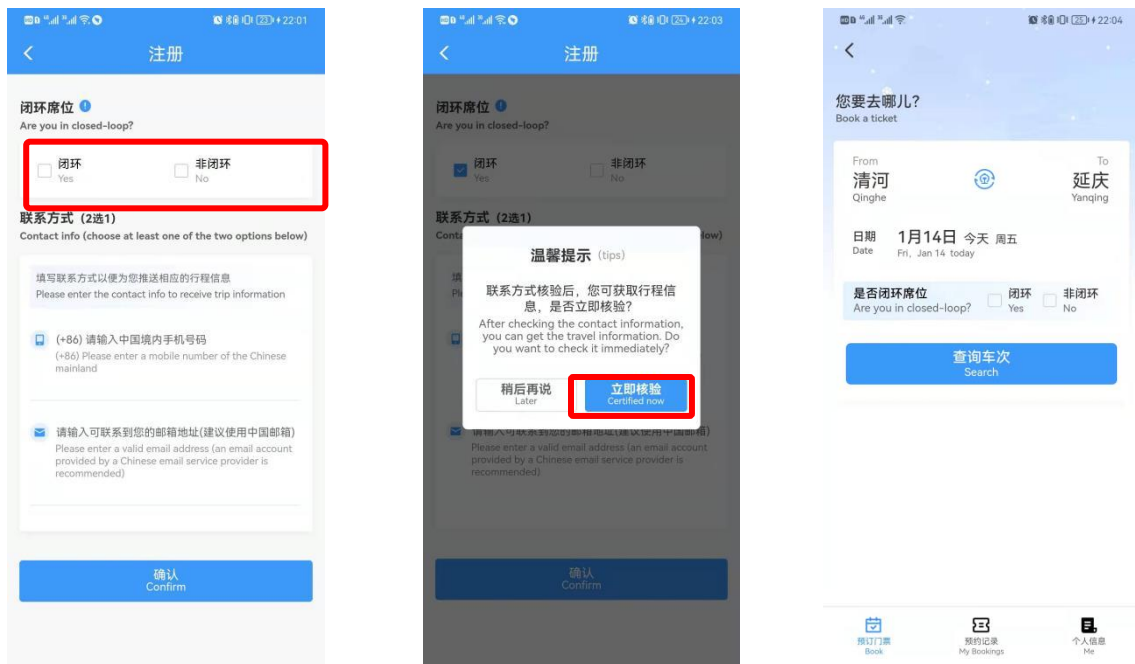
2.2.1 Registration

Please log in to the Beijing 2022 section of 12306 website or app using your OIAC (Olympic

Identity and Accreditation Card) or PIAC (Paralympic Identity and Accreditation Card) number and full name for verification and registration. Then choose your closed-loop management (CLM) status, fill in the contact information, and proceed to contact information verification.



Enter OIAC/PIAC number, full name, and password for registration

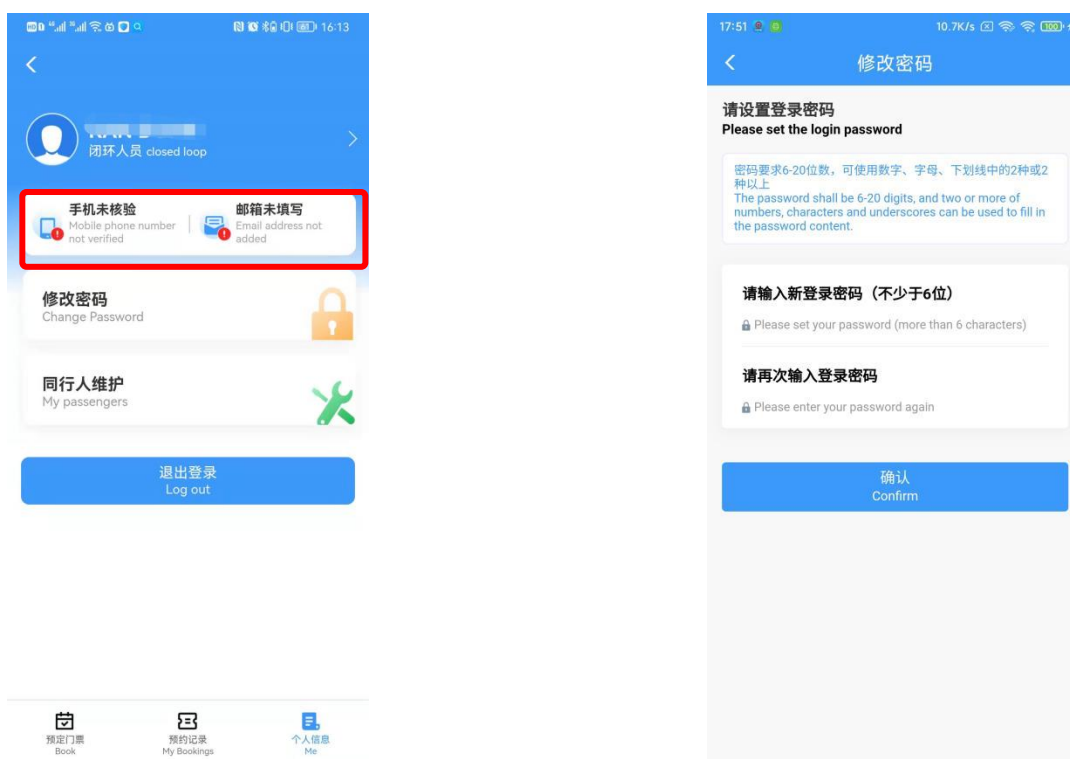


Finish the user registration by choosing your CLM status and providing your contact information before proceeding to book tickets

You may provide either your mobile number or email address as contact information and choose whether to verify it. The verification result will not affect the booking process. For those whose contact information has been verified, a booking notification containing ticket information will be sent upon booking completion via SMS (only in Chinese) or email (only in English).

2.2.2 Change Password

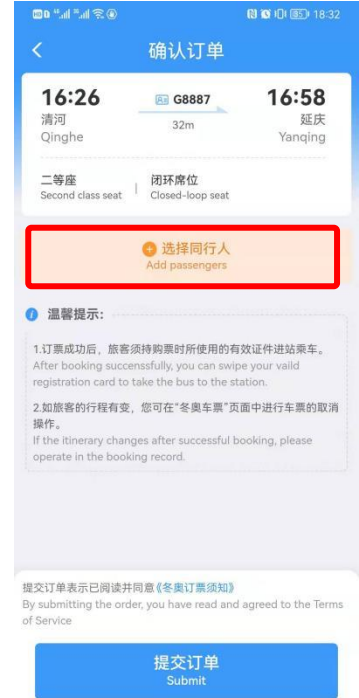
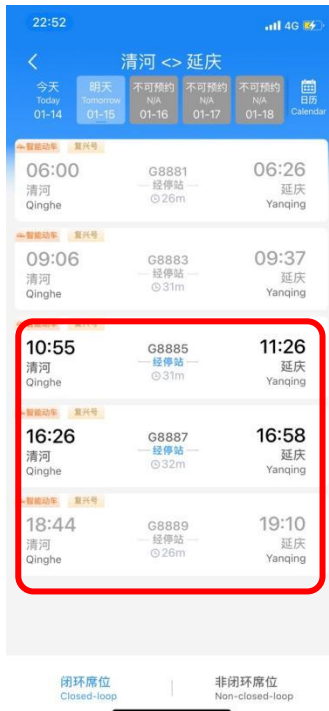
After registration, you can change your CLM status, contact information and password in “Me” section.



2.2.3 Ticket Booking

After registration and verification, you can book round-trip HSR tickets for trips between Qinghe and Taizicheng (Chongli)/Yanqing. Closed-loop passengers and non-closed-loop passengers cannot book the same train.

The tickets are open to booking starting at 16:00 five days prior to the departure date. Please take the seat as indicated on the train ticket. Each accredited passenger can book only one outbound trip ticket and one return trip ticket per day.

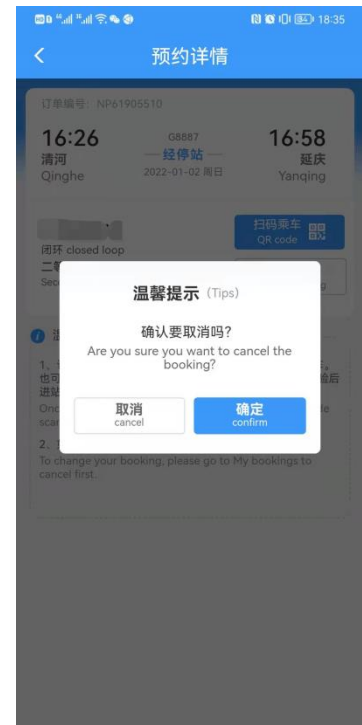
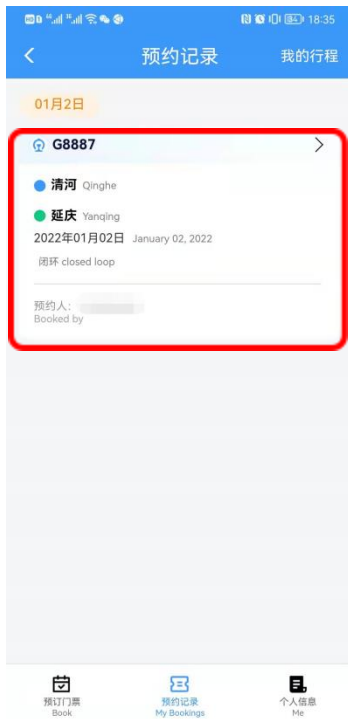


Please follow your transport entitlements below when booking train tickets.

- a. Accredited personnel with transport code T1: business-class, first-class, and second-class seats.
- b. Accredited personnel with transport code T2: first-class and second-class seats.
- c. Accredited personnel with transport codes T3, TA, TF, TP: second-class seats.
- d. Accredited personnel with transport code TM: multi-functional and second-class seats.

2.2.4 Ticket Cancellation

You can cancel the reserved tickets before train departure, unless the ticket has been checked at the boarding gate or the train has departed.



2.2.5 Check-in

- a. If you are in the closed-loop areas of the train station, you can show the QR code on the 12306 app to pass the auto boarding gate and proceed to the boarding platform by following the closed-

loop flow line.

b. If you are in the non-closed-loop areas, you need to present both the QR code and your OIAC/PIAC. OIAC/PIAC verification machines, similar to those at Games venues, are used to verify identity.

At the Qinghe station, accredited personnel's tickets and OIAC/PIAC must be verified through the manual gate. After verification, you can enter the station's waiting area and have your QR code scanned to take the train.

At Yanqing and Taizicheng station, you can directly enter the waiting area and take the train through the manual gate after having your OIAC/PIAC checked.

Those whose identities cannot be verified will be denied access to the train.

You can check your ticket reservations on "My Bookings" page. Click the "QR code" button and use the code to check in and board the train.



3. User Guide of the 12306 Website

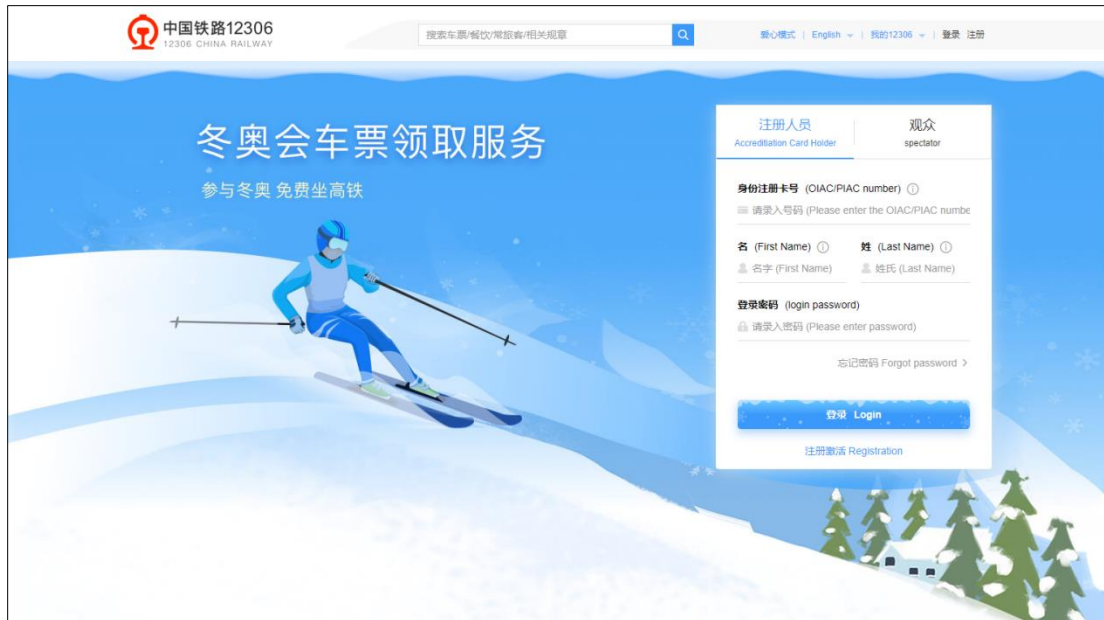
Accredited personnel can visit www.12306.cn, the only official website for booking free-of-charge

Beijing-Zhangjiakou HSR train tickets for the Games.

3.1 User Guide for Accredited Personnel

3.1.1 Registration/Login

Please log on the website and register by providing the information required.



Once registration is complete, you will be redirected to the login page.

中国铁路12306
12306 CHINA RAILWAY

爱心模式 | English | 我的12306 | 登录 | 注册

注册激活 (Registration activation)

*联系方式核验后，系统将为您推送相应的行程信息。请确保您所预留的手机号/邮箱信息填写正确，您所预留的联系方式将作为找回密码的主要依据！
Upon verification, you will receive your trip information. Please make sure the mobile number/email address is correct, as you will need it to reset your password.

基本信息 (Passenger information)

* 身份注册卡号 (OIAC/PIAC number)

名 (First Name)

姓 (Last Name)

联系方式 (Contact Information)

* 国内邮箱 (China mainland email address)

[切换手机](#)
(Use mobile phone number instead)

密码设置 (Password)

* 设置登录密码 (Please set your login password)

* 请再次输入密码 (Please enter the password again)

闭环席位 (Closed-loop related)

* 请选择闭环席位 (Are you in closed loop)

闭环(Closed-loop) 非闭环(Non-closed-loop)

重置信息 (Clear all)
确认 (Confirm)

3.1.2 Forgot Password

Click the “Forgot Password” button to reset your password.

中国铁路12306
12306 CHINA RAILWAY

爱心模式 | English | 我的12306 | 您好, 陆桂鹏 | 退出

密码找回 (Reset password)

填写账户信息

Enter your account information

1

设置新密码

Set a new password

2

* 身份注册卡号 (OIAC number)

名 (First Name)

姓 (Last Name)

* 国内邮箱 (China mainland email address)

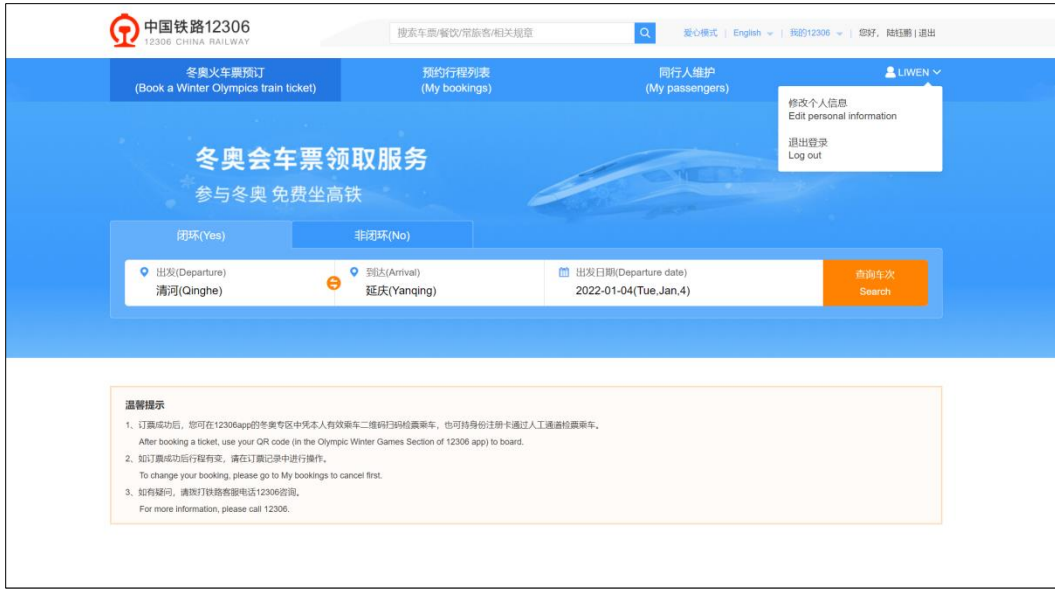
[切换手机](#)
(Use mobile phone number instead)

下一步 (Next step)

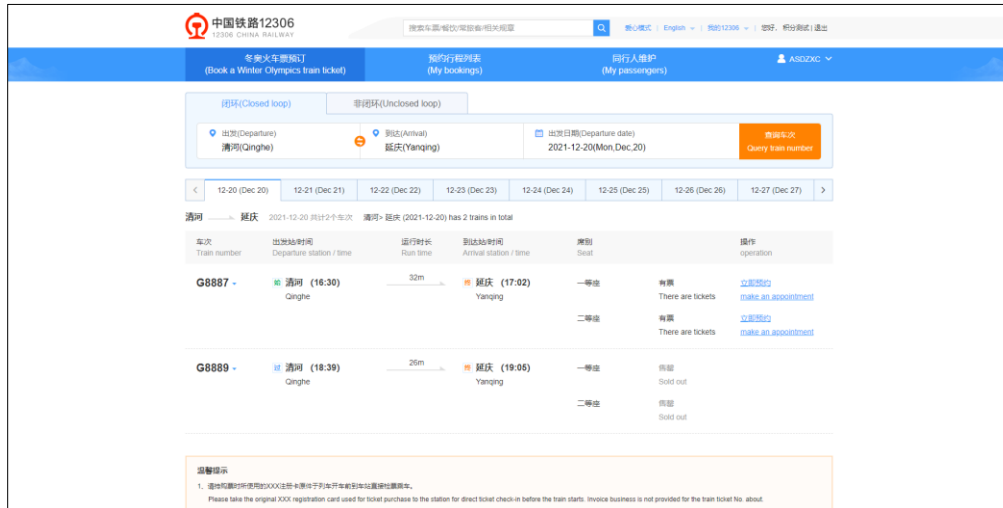
3.1.3 Ticket Booking

The booking policy on the 12306 website is the same as that on the 12306 app. (See Section 2.2.3 for more details.)

a. You can search for available trains on the “Book a Winter Games Train Ticket” page according to your CLM status, together with the departure station, arrival station, and travel date.



b. You can proceed to select the seat by clicking the “Book” button on the right.



c. On the confirmation page, you can select your accompanying passengers, and click “Submit” to confirm.

中国铁路12306
12306 CHINA RAILWAY

搜索车票/餐饮/票务/相关规章

个人中心 | English | 我的12306 | 您好, 陆陆陆 | 退出

冬奥火车票预订 (Book a Winter Olympics train ticket) | 我的行程列表 (My bookings) | 同行人员维护 (My passengers) | LIWEN

列车信息 (Train information) 以下余票信息仅供参考 The remaining ticket information is for reference only

G8887 2022年01月04日 周二 (发车) 清河站 (16:26) 32分 延庆站 (16:58)
Tue, Jan 04 2022 (Departure) Qinghe 32m Yanqing

二等座 15 张 second class seat 15 tickets

乘客信息 (Passenger information)

乘车人 + 添加同行人员 (Add passenger) 已选择闭环 座席 The closed loop seat has been selected

YUZAQING 80****17 闭环人员(Closed Loop) 交通权限: [T] Gmaes Stakeholder Transport System	SAITORYOTARO 80****49 闭环人员(Closed Loop) 交通权限: [T] Gmaes Stakeholder Transport System	YANGLIPEGN 80****46 闭环人员(Closed Loop) 交通权限: [TM] Gmaes Stakeholder Transport System	ZHAGNZHIQIANG 80****47 闭环人员(Closed Loop) 交通权限: [TS] Gmaes Stakeholder Transport System	LALOVICENAD 80****23 闭环人员(Closed Loop) 交通权限: [TM] Gmaes Stakeholder Transport System
CHENGYING 80****34 闭环人员(Closed Loop) 交通权限: [TS] Gmaes Stakeholder Transport System	LIUYU 80****30 闭环人员(Closed Loop) 交通权限: [TS] Gmaes Stakeholder Transport System			
DUANRAN 80****29 非闭环人员(Unclosed Loop) 交通权限: [TS] Gmaes Stakeholder Transport System	LIWEN 80****45 非闭环人员(Unclosed Loop) 交通权限: [TS] Gmaes Stakeholder Transport System			

您当前选择的座席为闭环动车二等座席位。以下人员闭环类型或交通权限不符合本次乘坐要求。
The seats you have selected are closed-loop second class seat, which cannot be booked for following passengers given their closed-loop status or transport rights.

最多可增加200名同行人员。每次预约最多选择30名; 可通过使用注册卡ID添加同行人员。
A maximum of 200 fellow travelers can be added, and a maximum of 30 can be selected for each appointment; Fellow travelers can be added by using a registration card ID.

提交订单表示您已阅读并同意《冬奥订票须知》 By submitting an order, you have read and agreed to the 《winter olympics booking instructions》

上一步 (Previous step) | 提交订单 (Submit)

3.1.4 Ticket Cancellation

After booking confirmation, you can check the ticket details in “My Bookings”. You can cancel the ticket before train departure.

(Book a Winter Olympics train ticket) | (My bookings) | (My passengers)

冬奥火车票订票(My bookings) | 我的行程(My tips)

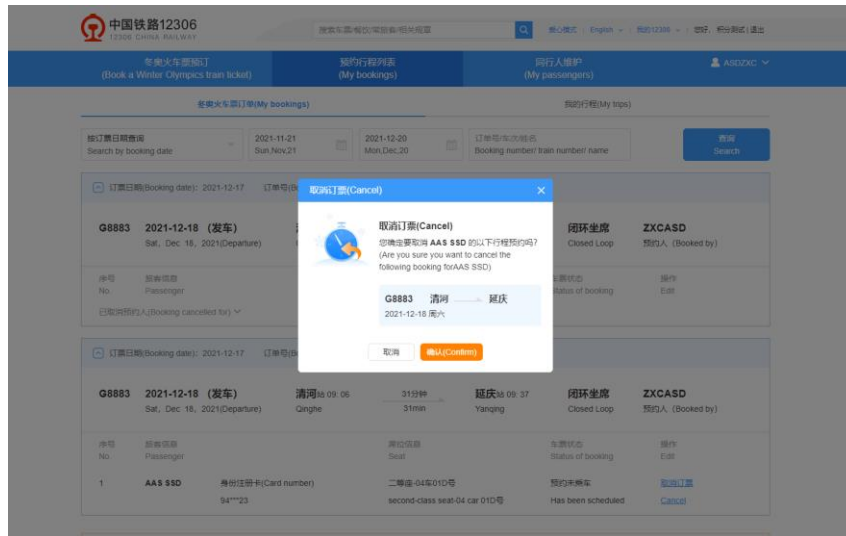
预订日期查询 Search by booking date: 2021-11-21 Sat, Nov 21 - 2021-12-20 Mon, Dec 20 | 订单号/车次/姓名 Booking number/train number/name | 查询 Search

订票日期(Booking date): 2021-12-17 | 订单号(Booking number): NP0010100

G8883	2021-12-18 (发车) Sat, Dec 18, 2021(Departure)	清河站 09:06 Qinghe	31分钟 31min	延庆站 09:37 Yanqing	闭环座席 Closed Loop	ZXCASD 预订人: (Booked by)
序号 No.	旅客信息 Passenger	席位信息 Seat	车票状态 Status of booking	操作 Edit		
1	ZXC ASD 身份证注册卡(Card number) 91****56	二等座-04车011号 second-class seat class seat-04 car 011号	已取消 Has been scheduled			

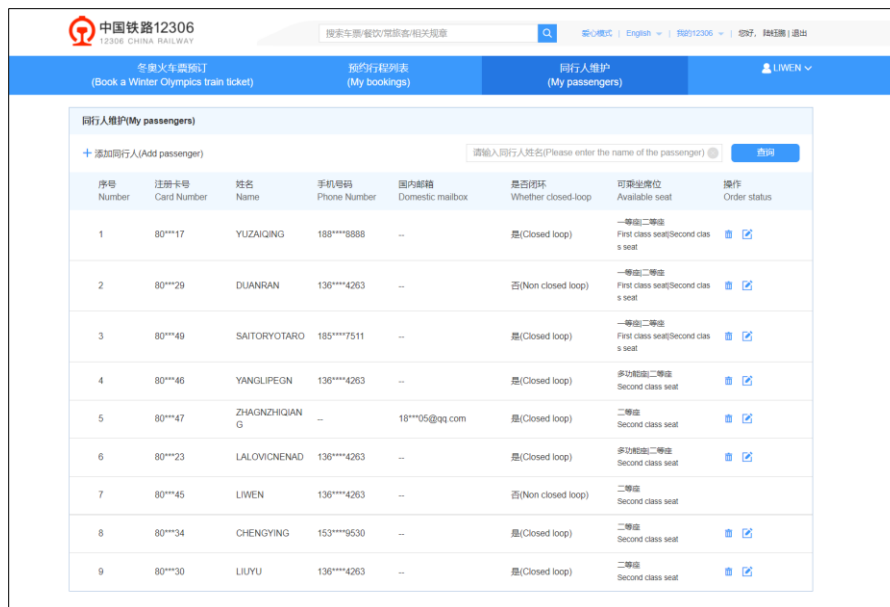
订票日期(Booking date): 2021-12-17 | 订单号(Booking number): NP0010100

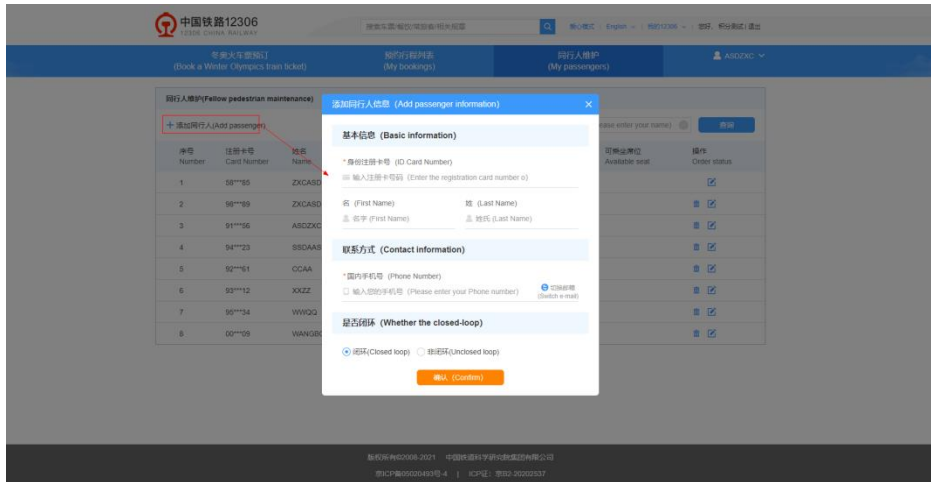
G8883	2021-12-18 (发车) Sat, Dec 18, 2021(Departure)	清河站 09:06 Qinghe	31分钟 31min	延庆站 09:37 Yanqing	闭环座席 Closed Loop	ZXCASD 预订人: (Booked by)
序号 No.	旅客信息 Passenger	席位信息 Seat	车票状态 Status of booking	操作 Edit		
1	AAS BSD 身份证注册卡(Card number) 94****23	二等座-04车011号 second-class seat class seat-04 car 011号	预订中 Has been scheduled	取消订票 Cancel		



3.1.5 Edit Passengers

You can add, edit, and delete passengers in the “My Passengers” section.





4. Print the Games Commemorative Tickets and E-Ticket Itinerary

During the Games service period, you can print the commemorative tickets or e-ticket itinerary at Qinghe, Yanqing, and Taizicheng stations.

- a. For closed-loop accredited personnel, please enter the order number and OIAC/PIAC number on the special ticket vending machine to print the commemorative tickets or e-ticket itinerary.
- b. For non-closed-loop accredited personnel, please provide the order number and the OIAC/PIAC number at the dedicated counter in stations to print the commemorative tickets or e-ticket itinerary.

5. Passenger Service Hotline

Tel: +86 10-12306

Part 2 Station Access and Train Boarding

1. Passenger Flow Lines

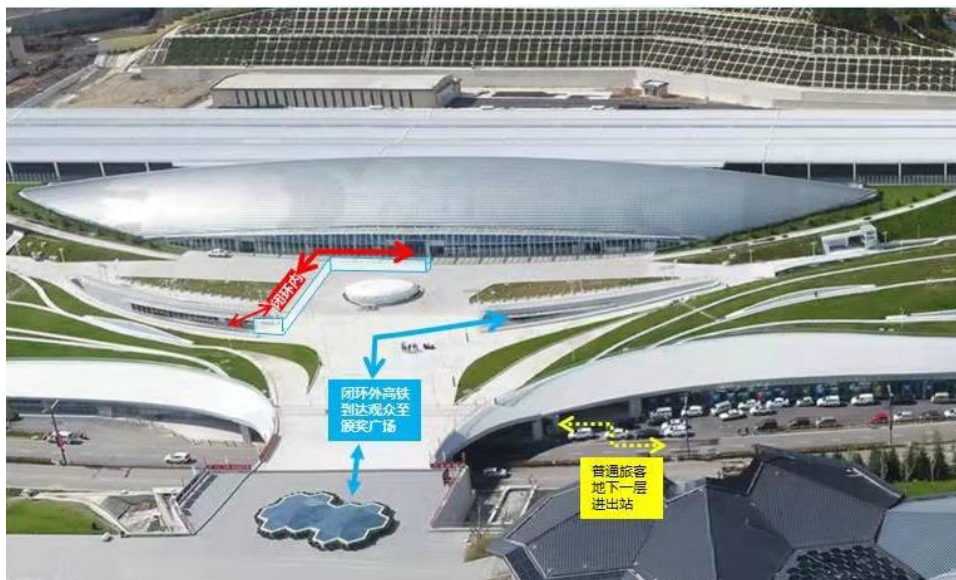
During the Games Time, to separate closed-loop personnel from non-closed-loop personnel, the stations and trains are subject to closed-end management, with designated stations, platforms, trains, carriages, and staff for closed-loop personnel. The closed-loop personnel may enter and leave the station through the dedicated passage.

1.1 Taizicheng Station

1.1.1 Dedicated Closed-Loop Flow Lines for Special Accredited Groups including Beijing 2022 Workers

Entrance Route: drop-off area – dedicated passage on the west side of Platform 1 - Platform 1 - waiting at the athlete service centre – boarding

Exit Route: Platform 1 - dedicated passage on the west side of Platform 1 – pick-up area - leave the station



Closed-Loop Passenger Flow Line

1.1.2 Closed-Loop Flow Lines

Entrance Route: drop-off area - dedicated area on the east side of the underground transfer centre

- escalator on the east side of station square - station square - security check and temperature measurement at Entrance 2 - ground waiting room - check ticket at Gate 2 - entrance passage - Platform 1 - dedicated carriages

Exit Route: dedicated carriages - Platform 1 - entrance passage - ground waiting room - exit at Entrance 2 - station square - escalator on the east side of station square - dedicated area on the east side of the underground transfer centre - leave the station by bus

1.1.3 Flow Lines for Non-Closed-Loop Personnel and Ticketed Spectators (Not open to ordinary passengers)

Entrance Route: drop-off area - Entrance 1 - underground waiting room - ticket check gate - escalator - entrance passage - platform

Exit Route: platform - exit passage - exit gate - underground transfer centre

1.2 Qinghe Station



Closed-Loop Personnel Flow Lines

1.2.1 Closed-Loop Personnel Flow Lines

Entrance Route: drop-off area - north passenger platform - security check and temperature

measurement - wait at the comprehensive service centre - ticket check gate – boarding gate (3-6B)
 - entrance escalator – platform (3-6) - carriage

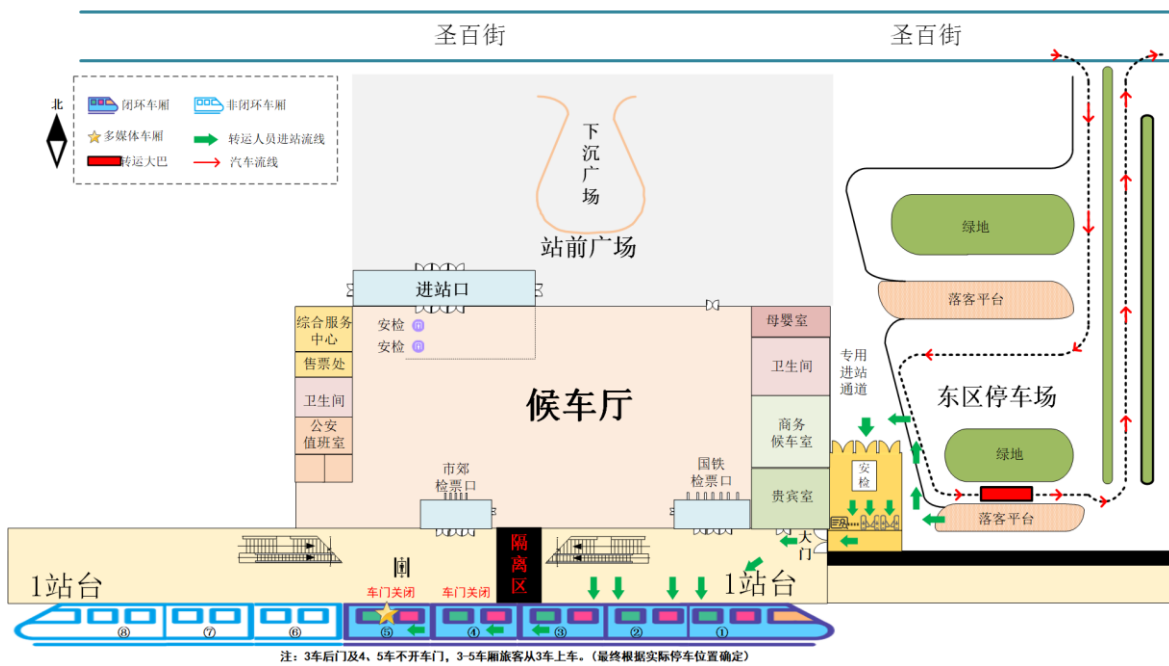
Exit Route: platform (3-6) - platform escalator (3-6B upward) – ticket check gate (3-6B) - north passenger platform entrance - north passenger entrance – pick-up area

1.2.2 Non-Closed-Loop Personnel Flow Lines

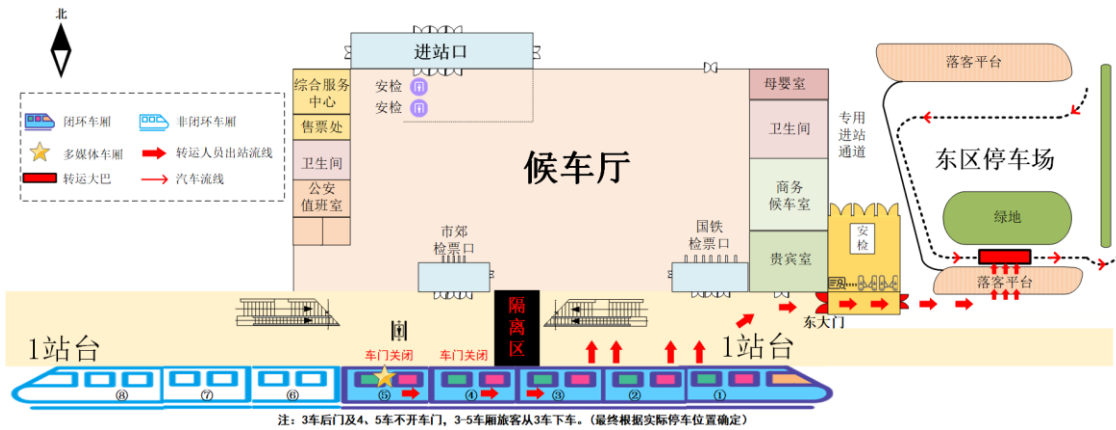
Entrance Route: security check, temperature measurement, and ticket check - waiting area - ticket check gate (1-8A) (suburban trains use the same entrances as underground suburban trains) – platform (1-8) - boarding

Exit Route: platform - underground exit passage - exit

1.3 Yanqing Station



Closed-Loop Personnel Entrance Route



Closed-Loop Personnel Exit Route

1.3.1 Closed-Loop Personnel Flow Lines

Entrance Route: drop-off area - east parking area - security check at waiting area for closed-loop personnel - wait at the comprehensive service centre - ticket check gate - east gate - Platform 1 - carriages for closed-loop personnel – boarding

Exit Route: carriages for closed-loop personnel - Platform 1 isolated area - east gate - dedicated passage - east parking area – pick-up area

1.3.2 Non-Closed-Loop Personnel Flow Lines

Entrance Route: entrance - security check - ticket check gate (at the west side of the waiting area) - Platform 1 – designated non-closed-loop carriages

Exit Route: non-closed-loop carriages - non-closed-loop area of Platform 1 - escalator at the west side of the platform - exit passage - exit

3. Service Facilities



The coating of the Beijing Winter Olympics train “Auspicious Snow Ushers in Spring” features ice, snow and the colour blue on both ends. The white ribbons fly backward from the middle of the train head, as if dancing in the wind. The looming 24 snowflakes symbolise the 24th Winter Olympics, highlighting the Olympic theme.



Ordinary Business-Class Seat



Business Class Carriage



Smart

Business-Class Seat



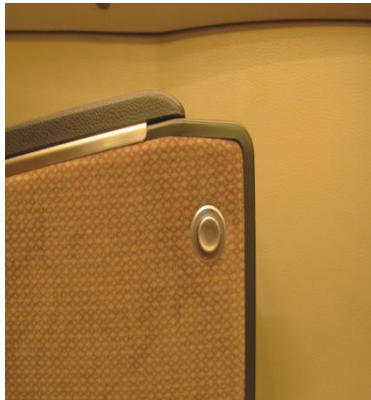
Service Button Panel

Wireless Charger

The business-class seat can be adjusted 90-180 degrees and rotated 360 degrees. You can use the adjustment button at the inner side of the seat to adjust your seat. Behind the seat armrest is a reading lamp, and below a foldable tray table.



First-Class Seat



Backrest Adjustment Button



Charger

The first-class seat backrest angle can be adjusted with the adjustment button.



Second-Class Seat



Foldable Tray Table

The second-class seat backrest angle can be adjusted with the adjustment button (or handle).



Dining Bar

The dining bar is located at the 5th carriage, serving drinks, snacks, nutritional pre-packaged meals, etc.



Toilet Button



Toilet Seat Cover in Accessible Toilet



Emergency Call Button



Flush Button



Baby Care Table

The accessible toilet is located at the 4th carriage and equipped with the baby care table, the emergency `call button, toilet seat covers, etc.



Emergency Braking



Emergency Escape Window and Emergency Hammer

Do not move or press fire extinguishers, fire alarm buttons, emergency brake buttons and handles, and other safety equipment unless in case of emergency. In case of emergency escape and evacuation, you may use the emergency hammer to break the emergency escape window in the carriage after the train has stopped.



Water Dispenser



Washbasin

Washbasins and water dispensers are available in each carriage, serving hot and cold water for passengers.

4. Precautions

4.1 Prohibited and Restricted Items

In accordance with the *Regulations on the Administration of Railway Safety*, other laws and

regulations issued by the State Council of the People's Republic of China, the following items are prohibited and restricted on board to ensure public security and passenger safety at railway stations and on trains:

4.1.1 Following types of guns, bullets and their main components are prohibited: pistol, rifle, sub-machine gun, machine gun, baton gun, other military guns, and their matched bullets; air gun, scattergun, sporting rifle, anesthesia gun, other civilian guns, and their matched bullets; prop gun, imitation gun, starter pistols, steel ball gun, fire extinguishers and other types of guns; samples and replicas of above items.

4.1.2 Following explosive articles are prohibited: bomb, illuminating projectile, napalm bomb, smoke bomb, signal shell, tear shell, gas bomb, grenade, hand grenade, and ammunitions; explosive, detonator, blasting fuse, detonating fuse, blasting agent, igniter, and other explosive equipment; shell, firework, firecracker, cherry bomb, pulling firecracker, igniting material for starting gun and other kinds of fireworks; black powder, smoke powder, fuse, and other firework products; samples and replicas of above items.

4.1.3 Following weapons are prohibited: dagger, triangular files (including those for mechanical processing purpose), flick knife with a self-locking device, backsword, double-edged knife, and other controlled knives; kitchen knife, table-knife, slaughter knife, axe, and other edged or blunt tools which may threaten passengers' safety; police stick, tear gas weapon, defibrillator, stun gun, nail gun, defence equipment, bow, crossbow, etc.

4.1.4 Flammable and explosive materials are prohibited: hydrogen, methane, hexane, butane, natural gas, ethylene, propylene, ethyne (soluble), carbonic oxide, liquefied petroleum gas, freon, oxygen (except for medical oxygen in bags), water gas, and other compressed or liquefied gas; gasoline, kerosene, diesel, benzene, ethyl alcohol (alcohol), acetone, diethyl ether, oil varnish, solvent, retinol, flammable liquid and other materials containing flammable solvent; red phosphorus, flash powder, solid alcohol, celluloid, blowing agent H and other flammable solids; yellow phosphorus, white phosphorus, nitrocellulose (including film), oil paper and its products as well as other self-ignite articles; potassium, sodium, lithium, calcium carbide, magnesium aluminium powder which may burn in moisture circumstances; potassium permanganate, potassium chlorate, sodium peroxide, potassium peroxide, lead peroxide, peracetic acid, hydrogen peroxide, and other oxidising agent or organic peroxides.

4.1.5 Toxic, corrosive, radioactive or infectious articles are prohibited: cyanide, arsenic, selenium

powder, phenol, and other highly toxic chemicals or pesticide like tetramine; sulfuric acid, hydrochloric acid, nitric acid, sodium hydroxide, potassium hydroxide, battery containing potassium hydroxide, acid or alkali, mercury, and other corrosive articles; radioisotope and other radioactive substances; hepatitis B virus, anthrax bacillus, tuberculosis bacillus, AIDS virus, and other infectious pathogens; other dangerous articles that cannot be identified.

4.1.6 Following articles that may harm train operation security or public health safety are prohibited: magnetic solid materials which may cause signal interference, articles with strong pungent or stink smell, live animals (except for guide dogs), items that may damage or contaminate stations, train service facilities, or spare parts, etc.

4.1.7 Following items are allowed to carry in reasonable quantities or capacities: nail enamel, delusterant or hair dye no more than 20 millilitres; cold perm, mousse, hair gel, insecticide, air freshener, and other self-excited pressure vessels no more than 120 millilitres; two boxes of safety matches and two ordinary lighters at most.

4.1.8 Other prohibited and restricted articles carried by passengers shall be handled in accordance with laws, administrative regulations, and rules issued by the People's Republic of China.

4.1.9 Illegal carrying of the above items shall be handled in accordance with laws and regulations of the People's Republic of China.

4.2 Epidemic Prevention and Control

For the safety and health of all Games participants and local residents, please strictly follow *The Playbook* (V2) while at the railway station and on the train, including keeping your wear on, having your body temperature taken, and following the instructions of staff in case of emergency.