Website Address: http://www.12306.cn/mormhweb/

Briefly introduce 12306: this is the most famous website to buy train-tickets. It is officially supported by the government.

Here are some of the problems discovered.

1. The maintaining time (during which the website is out of service) is really long. From 23:00 P.M. to 7:00 A.M. everyday nobody could buy a train ticket here. As an official website of the government of China, this is not satisfying to the users. As is shown below, although there aren't many users at that time period, the website isn't available at night.
Severity Rating: 2

2. The interface of the main page simply ignored the principle of minimalism. It provides information far more than necessary, and it is really keen on putting advertisements on it. Not to mention that the information shown is not in an elegant way. It is by no means aesthetic, and the worst of all, it harms the principle of recognition. It makes it harder for users to get useful information at the first glance. Only the useless ads pop out.
Severity Rating: 2

3. The verification code (in Chinese: 验证码) vandalize the flexibility and usability of the webpage dramatically.

   Severity Rating: 3

   Here are a few of the examples:

1) This is what happened when you input your name and address and try to log-in.

验证码：　请点击下图中**所有的** *花轿*　　○ 刷新

验证码如何使用？

登录　　　快速注册

Shown in the above picture, the validation code asks you to click on all the bridal sedan chair (花轿) among all the pictures.

2) This is what happens when you book a ticket.

As is shown in the picture below (and above), it asks you to select all the rubber ball (皮球) and hat (帽子) in the pictures.

What's more, if you happened to make mistakes while selecting the pictures, you'll have to do it over and over again. There is no guarantee that the pictures are clear. Considering that there are always plenty of people buying them at the same time, the delaying caused by the validation code is likely to annoying the users.

However, it is understandable, for it is meant for reducing ticket resale. But as far as I know, it is somehow useless, and also, couldn't be the best solution.

4. There are more flexibility problems (perhaps also related to freedom problems).
   The system is designed in such a way so that you'll have to buy ticket one by one (except that you're bringing kids with you, see the entry on the right side of the bar with label "添加儿童票", it means "adding tickets for children"). If you want to sit close to your friends or relatives that travel with you, you'll have to come up with specific solutions, such as buying tickets as early as possible, for if there're many people booking ticket, there's no guarantee that you could grab tickets for seats located together.
   Severity Rating: 4
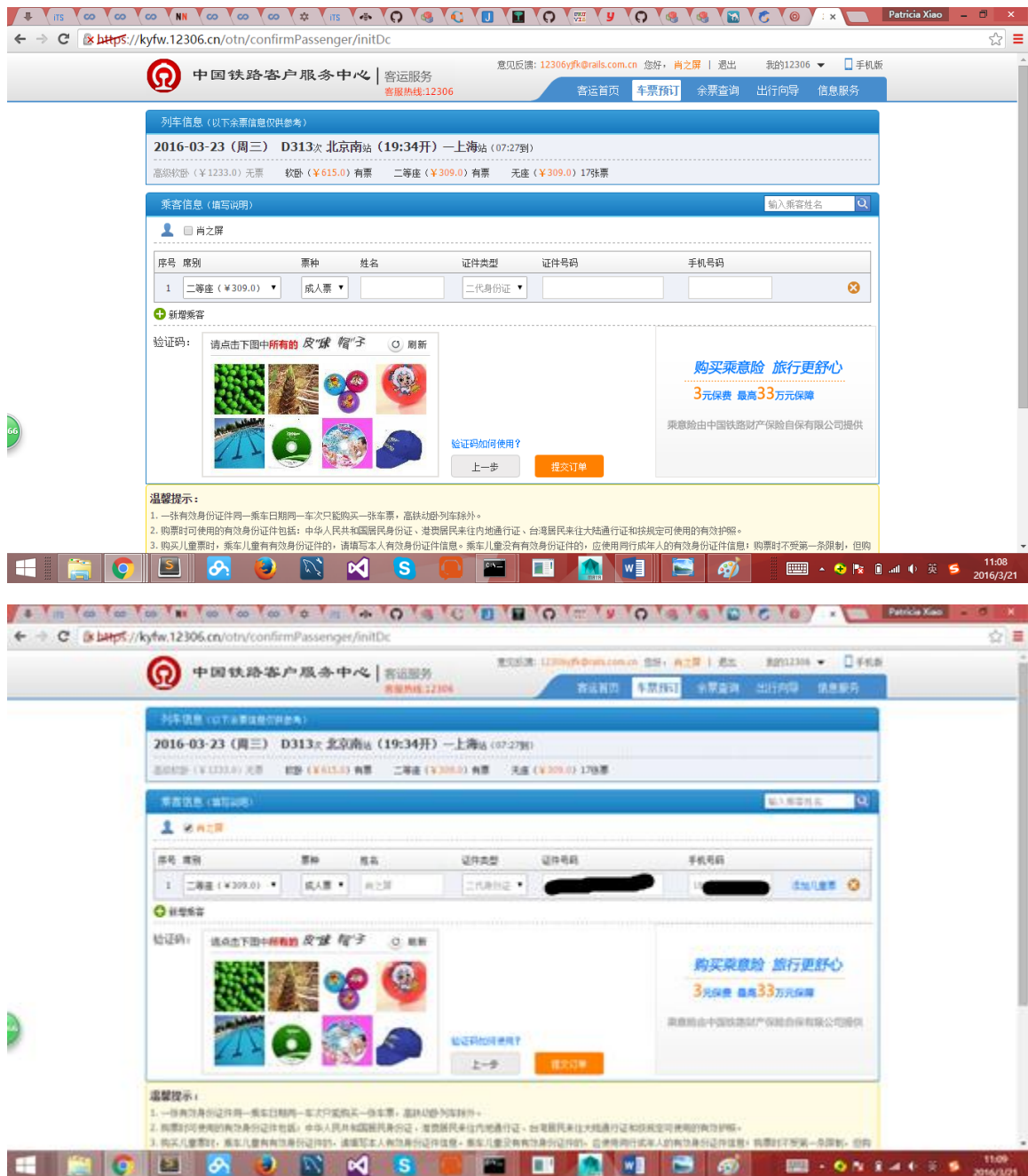
5. Still using the above two screen shots.
   There are more problems than flexibility. This problem could be categorized into
   Mapping, Help or Freedom. After you log in, you could see only one checkbox of your
   own name. You could only check the checkbox and let the system automatically fills in
   your personal information. You can never fill in the blanks one by one by typing
   something in.
   The reason why I say that it is a mapping problem is that, the design makes you feel as if
   you could buy a ticket for anyone else. There is a small search-box on the right saying

that "输入乘客姓名" (input the name of the passenger), but I tried my friends' names and the result is empty.

I have no idea if it actually works but I failed to find out how to use it. I have to say that there must be some problems with Help.

Severity Rating: 4

6. There are also problems with Error Preventing and Error Recovery. When pressing Backspace on the keyboard by mistake, the website, like many others, would go back to the previous page. That is understandable, but when you press forward again, you'll lose part of the information you previously input about the ticket you'd like to buy.

What's more, you'll never get to the confirm-passenger page again by pressing on "→" .
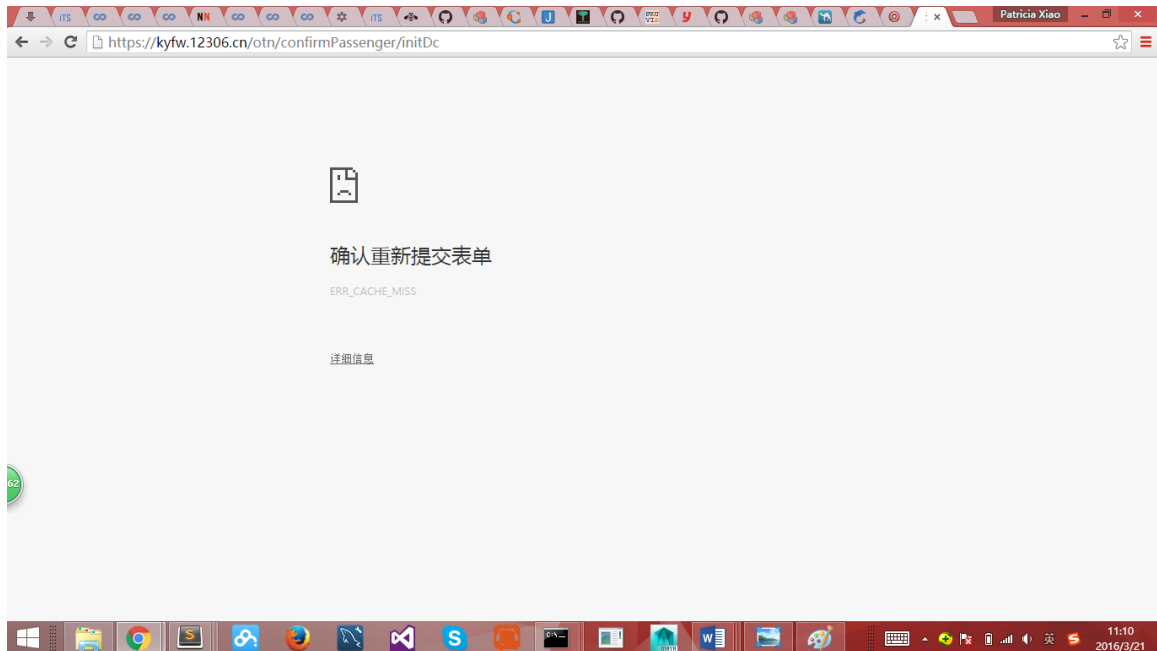
It is quite obvious that this could easily cause you troubles.
Severity Rating: 4

7. There are more problems. As you can see, there is NO entrance to submit your personal questions. There are only "常见问题" (common questions) for help, but unfortunately there aren't many of them. Once you have something to ask, you don't know what to do. The common solution would be google it, instead of asking for help on the official website.
Severity Rating: 2

中国铁路客户服务中心 | 客运服务

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客服热线:12306

客运首页   车票预订   余票查询   出行向导   信息服务

您现在的位置：客运首页 > 信息服务 > 常见问题 > 售票窗口购票

常见问题

| 车票 | > |
| 购票 | ⌄ |

售票窗口购票

自动售票机购票

电话订票

互联网购票、换票

改签、变更到站	>
退票	>
特殊旅客服务	>
携带品和行李	>
进站乘车	>
特殊情况	>
客运服务	>

1. 在售票窗口购买实名制车票时，可以使用哪些身份证件？

　　在铁路售票窗口购票时，可以使用居民身份证、临时身份证、户口簿、旅行证、军人保障卡、军官证、武警警官证、士兵证、军队学员证、军队文职干部证、军队离退休干部证、按规定可使用的有效护照、港澳居民来往内地通行证、往来港澳通行证、台湾居民来往大陆通行证、大陆居民往来台湾通行证、外国人居留证（含外国人永久居留证）、外国人出入境证、外交官证、领事馆证、海员证、外交部开具的外国人身份证明、地方公安机关出入境管理部门开具的护照报失证明、铁路公安部门开具的乘坐旅客列车临时身份证明等24种，1.5m以上16岁以下未成年人有效身份证件还包括学生证。

　　为了提高购票速度，建议中国公民使用居民身份证购票。

2. 我可以帮别人购买车票吗？

3. 在乘降所（无人售票的车站）如何购票？

4. 在铁路售票窗口购买火车票时，如何支付票款？

5. 旅客在售票窗口购票时需要注意什么？

6. 旅客保管车票时需要注意什么？