

User guide

Assistance services online request for people with disabilities

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Request application for assistance services

1. Login

To create an account, it is necessary to fill in the information about the user, as well as to accept the terms of use of the website and the GDPR policy.

After filling the information and validating it, select **Send**. The user will receive an account confirmation email together with the password required for login. Your account will become active only after you click on the link received in the email.

Users who have created their user account on the website of buying tickets in local traffic can also buy tickets in international traffic, without the need to create another account.

- Creating a user account on the page <https://bilete.cfrcalatori.ro>



The screenshot shows the login page of the CFR Calatori website. The header is dark blue with the CFR Calatori logo on the left, 'DOMESTIC TRAFFIC' in the center, and 'Support' and 'MY ACCOUNT Log in' on the right. Below the header, the page title 'Log in' is displayed. To the right of the title, contact information is shown: '+40731990129 (M-S 8-20)' and '@bileteonline@cfrcalatori.ro'. The login form includes a 'User (email)' field with a blue bar, a 'Password' field with a blue bar, and a checkbox for 'Remember my account'. A blue 'Log in' button is positioned below the fields. Below the button, there are links for 'Register as a new user!' and 'Forgot your password?'. At the bottom of the form, there is a 'SECURED BY SECTIGO' logo.

Register

+40731990129 (MS 8-20)
@bileteonline@cfrcalatori.ro

Create an account and easy buy online tickets

First name *

Last name *

Email *

Phone number *

Password *

Password confirmation *

I want to receive SMS updates regarding my orders

I accept the privacy policy *

I accept the terms and conditions *

I would like to receive occasionally promotional offers from CFR Călători by email

Submit



After submitting the register form (by pressing the "Submit" button), you will receive an email with a link (on the email address declared in this form). Be aware that your account will become active only after you click on the link from the received email.

If a user has forgotten his password, it is necessary to fill in the Username (email) field and click on **Send**. If the username is valid, a new password will be sent to the specified email address.

If you want to change **user account data**, you can do it in the **Change account data** window. After updating the information, click on **Save changes**.

To change the password, access **Change password** window, where the fields: Old password, New password and Confirm new password will be filled in. After filling and validating the fields, select **Change password**.

2. Conditions to request PRM assistance

- In order to benefit from the PRM assistance services on the railway, it is necessary **to request them no later than 36 hours before the date of travel**, specifying all the necessary details (identification data, disability, necessary services, etc.).
- To place an online order, you must log in as a user.
- PRM assistance can be requested with or without login.
- **Connecting to the web page** - The user accesses the page <https://bilete.cfrcalatori.ro>, then clicks the window “**PRM Assistance**”.

The screenshot displays the 'Itineraries + buy' section of the CFRCalatori website. The search interface includes fields for 'From' (Departure station), 'To' (Arrival station), and 'Departure date' (17/09/2024). Below these are buttons for 'The previous day', 'Tomorrow', 'Show the advanced fields', and 'Search'. A 'Trains schedule today' section lists various routes such as 'Train itineraries Bucuresti Nord - Constanta' and 'Train itineraries Constanta - Bucuresti Nord'. To the right, an 'Info' section contains a grid of service options, each with a 'Continue' button: 'Itineraries + buy tickets', 'Buy season ticket', 'My train', 'Departures/arrivals', 'PRM assistance' (highlighted), 'Orders', and 'Register students online tickets'. The PRM assistance option includes the text: 'Do you need assistance getting in train or in the station? Complete a PRM assistance request.' At the bottom, there are logos for 'SOLUTII ONLINE A UTILIZATORILOR CCFR' and 'SOLUTII ONLINE A UTILIZATORILOR CCFR'.

- Filling the online form opens the following page:

The screenshot shows the 'PRM assistance' page on the CFRCalatori website. The page title is 'PRM assistance'. It contains four main sections, each with a 'View' or 'Add' button: 1. 'Buy an online ticket with PRM assistance included' with a 'View' button. 2. 'View one PRM request' with a 'View' button. 3. 'New PRM request for a ticket that is existing or to be brought later' with an 'Add' button. 4. 'View all PRM applications' with a 'View' button. The page also features a navigation bar at the top with 'DOMESTIC TRAFFIC' and 'Plan your journey' options, and a contact information section at the bottom right.

3. Methodology for the registration of assistance services request for people with disabilities

1.1 Filling the request, without seats reservation

When PRM assistance is needed for an existing or future ticket, click on "Add".

New PRM request for a ticket that is existing or to be bought later

Fill out a PRM application if you already have a ticket (online or at the ticket office) or if you want to buy a ticket at the ticket office later.

Add

- **Disability** (choose the type of disability from the list)



The screenshot shows a web interface for "PRM assistance". At the top right, there is contact information: a phone icon with the number "+40731990129 (M-S 8:20)" and an email icon with "bileneonline@ofcalatori.ro". Below this is a "Steps" progress bar with four stages: "1. Disabilities and needed services" (highlighted in blue), "2. Contact data", "3. Ticket info", and "4. Request confirmation". Underneath the progress bar, the question "What kind of disability do you have?" is followed by three radio button options: "Motor disability", "Mental disability", and "Visual disability".

- Depending on the disability, select/fill in the information requested by the form (way of walking, services provided, number of luggage, weight, other details if applicable – by selecting the desired box, details), click on – **Next step**.

Steps

1. Disabilities and needed services

2. Contact data

3. Ticket info

4. Request confirmation

What kind of disability do you have?

- Motor disability
 Mental disability
 Hearing disability
 Visual disability

Mode of travel:

- No wheelchair
 With unfoldable wheelchair
 With foldable wheelchair

The weight of the wheelchair is:

Offered services:

- Boarding and disembarking of luggage, if necessary
 Boarding and disembarking the non-folding wheelchair with a passenger
 Boarding and disembarking the non-folding wheelchair, without a passenger
 I want special PRM seats in the wagon

Number of luggages:

Mentions:

[Next](#)

- **The contact details** of the disabled person or the attendant (where applicable) click the button – **Next step**.

PRM assistance

+40731990129 (M-S 8-20)
@bileteline@cfrcalatori.ro

Steps

1. Disabilities and needed services

2. Contact data

3. Ticket info

4. Request confirmation

[Show details](#)Autocomplete with the account data: [Import](#)

First name:

Last name:

Phone number:

Email:

[Next](#)

Disability card number (facultative):

Personal assistant name (facultative):

Personal assistant phone number (facultative):

Number of assistants (facultative):

• **Ticket purchase options****I will buy a subsequent ticket in domestic traffic** – click on **Next Step**

Steps

1. Disabilities and needed services

2. Contact data

3. Ticket info

4. Request confirmation

Show details

Ticket details

If you also want to purchase an online ticket, please [buy the ticket initially](#), and in step 7 'Passenger data' you can check the PRM assistance option. At this time, the facilities offered by law 448/2006 are not available online.

- I have a domestic ticket bought online
- I have a domestic ticket bought from the ticket office
- I will buy a domestic ticket soon
- I travel in international traffic

Next

To plan a trip, go to **Routes** page where you will fill in the departure/arrival station, the date of travel, by selecting from the calendar, then click on **Search**, redirecting you to the page where you can select the **train** you want to travel by. If you want a round trip, select the round trip ticket offer, the traffic class, after filling these steps the PRM request is displayed with all the selected details, to fill in the PRM assistance request after a prior check of the selected services, click on **Send**.

PRM assistance

+40731990129 (M-S 8-20)
@bileteline@cfcator.ro

1. Disabilities and needed services

2. Contact data

3. Ticket info

4. Request confirmation

First name:

Last name:

Phone number:

Email:

Disabilities:

→ Motor disability

Needed services:

→ Boarding and disembarking of luggage, if necessary

I have a wheelchair: unfordable

Wheelchair weight: <100 kg

Train

19/09/2024 14:40 București Nord

IRN 346

2nd class (reserved seat)

Coach - Place -

20/09/2024 01:07 Arad

Passengers

(adult)

Stations services:

București Nord:

→ Assistance for persons with reduced mobility (PRM)

→ Folding wheelchair (PRM)

→ Ramp (PRM)

📍 Meeting point : Shift Manager - Counter 27

Arad:

→ Assistance for persons with reduced mobility (PRM)

📍 Meeting point : Hall of ticket offices Counter no. 5

Meeting point in the departure station:

Sef Tura - Ghiseul 27

Meeting time:

19/09/2024 14:10:00

You can buy the ticket until:

18/09/2024 14:40:00

Date and time until cancellation is possible:

19/09/2024 14:40:00

Send

You will receive the PRM assistance request with the requested details on the e-mail provided at login.



I have an online ticket for domestic traffic



I have a ticket from the ticket counter in domestic traffic

When you have a ticket bought from any railway station or online, you must correctly enter **the ticket series and the departure time** of the train or the first train on the route if you are traveling by several successive trains.

PRM assistance

+40731990129 (M-S 8-20)
@biletonline@cfrcalatori.ro

Steps

1. Disabilities and needed services
2. Contact data
3. Ticket info
4. Request confirmation

Show details

Ticket details

If you also want to purchase an online ticket, please [buy the ticket initially](#), and in step 7 "Passenger data" you can check the PRM assistance option. At this time, the facilities offered by law 448/2006 are not available online.

- I have a domestic ticket bought online
- I have a domestic ticket bought from the ticket office
- I will buy a domestic ticket soon
- I travel in international traffic

Online ticket Id

Info

12233063

Departure hour and minute of the first train

Info

15

27

Next

- For the online ticket (you can find the ticket ID series and time according to the example below)

View ticket

+40731990129 (M-S 8-20)
@biletonline@cfrcalatori.ro

Operations for the ticket 12233063

Type: Standard tickets/offers
Bought on 23/09/2024
From București Nord
State: Paid

Journey on 23/09/2024
To Craiova



- View as PDF
- Modify the ticket
- Invoice
- Invoice storno
- Travel withdrawal
- Back at Itineraries + buy

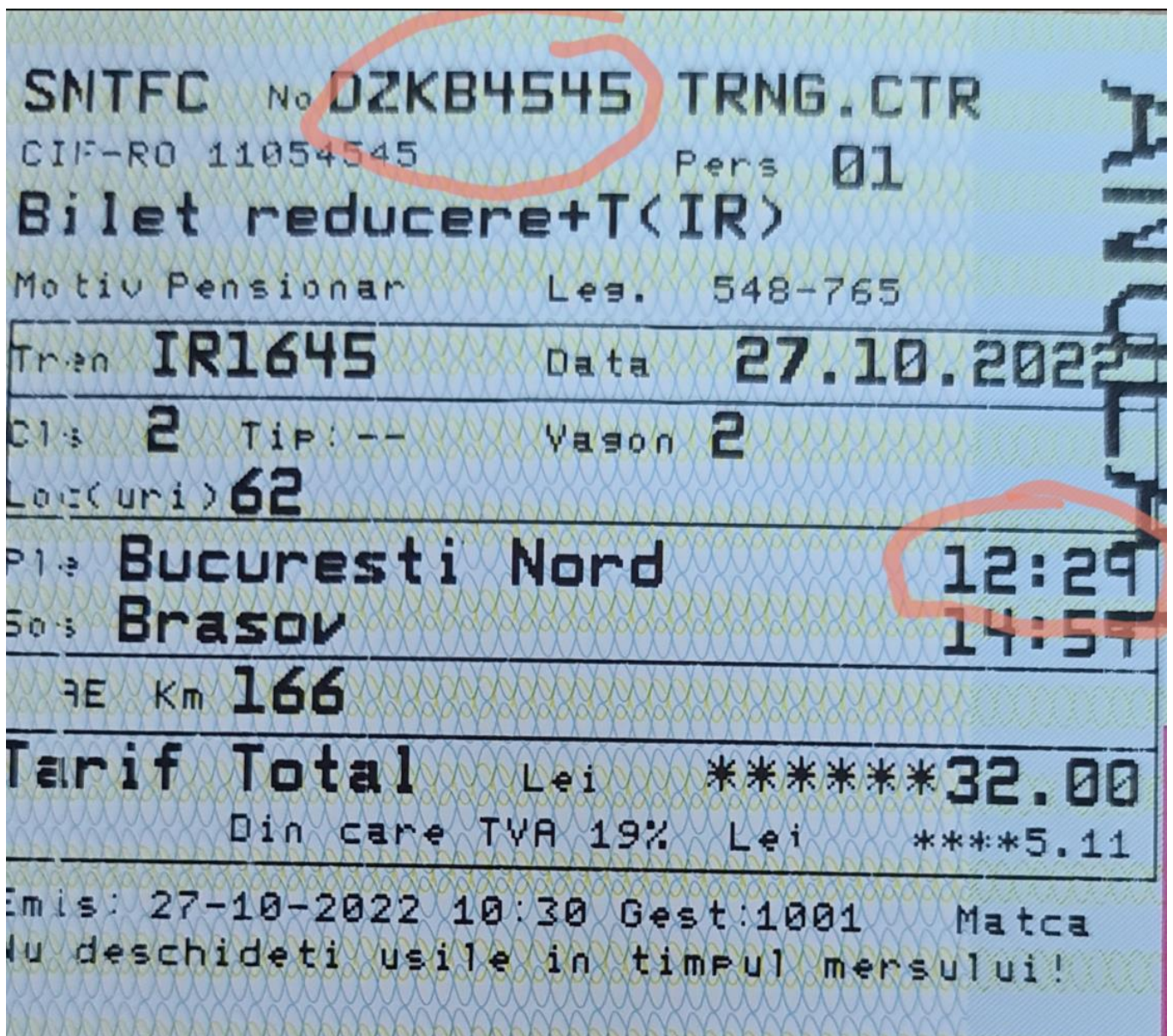
Trains

- 23/09/2024 15:27 București Nord
- IR 1835
- 2nd class (reserved seat)
- # Coach 2 Place 68
- 23/09/2024 19:10 Craiova

Passengers

Iuliana Costea (student, A00001234)

- For the electronic ticket (the ticket series and time can be found according to the example below)



You will be redirected to the PRM assistance insurance application completion page after a prior check of the selected services, press the button – Submit. You will be forwarded to the checkout page of the PRM assistance request after a prior check of the selected services, click on **Send**.

PRM assistance ☎ +40731990129 (M-8 8-20)
@bileteonline@ctfcalatori.ro

1. Disabilities and needed services 2. Contact data 3. Ticket info **4. Request confirmation**

First name: Iuliana
Last name: Ivan
Phone number: 0747113148
Email: iulianandreea06@gmail.com

Disabilities:
→ Motor disability

Needed services:
→ Boarding and disembarking of luggage, if necessary
I have a wheelchair: unfoldable
Wheelchair weight: <100 kg

Ticketid: 12233064

Trains

- 25/09/2024 05:05 Bucuresti Nord
IR 72
2nd class (reserved seat)
Coach 2 ☒ Place 28
- 25/09/2024 08:37 Craiova

Passengers
Adriana Ion (adult)

Stations services:

Bucuresti Nord:
→ Assistance for persons with reduced mobility (PRM)
→ Folding wheelchair (PRM)
→ Ramp (PRM)
📍 Meeting point : Shift Manager - Counter 27

Craiova:
→ Assistance for persons with reduced mobility (PRM)
→ Folding wheelchair (PRM)
📍 Meeting point : Public Relations Office

Meeting point in the departure station:
Sef Tura - Ghiseul 27

Meeting time:
25/09/2024 04:35:00

Date and time until cancellation is possible:
25/09/2024 05:05:00

Send

You will receive the PRM assistance request with the requested details on the e-mail declared at login.

I travel in international traffic

The departure/arrival station in international traffic, the date of travel, the hour, the minute, the train, the coach and the seat will be filled in from the list.

If you have a ticket in international traffic and you want PRM assistance in domestic traffic as well, then click on **Add a new train to the trip - Next step**. After filling in these steps, you must fill in the PRM assistance request after a pre-check – **Send**.

PRM assistance +40731990129 (M-S 8-20)
biletonline@cfcalatori.ro

Steps

1. Disabilities and needed services
2. Contact data
3. Ticket info
4. Request confirmation

Show details

Ticket details

If you also want to purchase an online ticket, please buy the ticket **locally**, and in step 7 'Passenger data' you can check the PRM assistance option. At this time, the facilities offered by law 448/2006 are not available online.

I have a domestic ticket bought online
 I have a domestic ticket bought from the ticket office
 I will buy a domestic ticket soon
 I travel in international traffic

Train #1

Departure station	Station departure date	Train departure hour and minute
Bucuresti Nord	24/09/2024	18:15
Arrival station	Station arrival date	Train arrival hour and minute
Budapest	24/09/2024	08:50
Train number	Service	Coach and place numbers (separated by)
472	2nd class (reserved seat)	1 22

Train #2

Departure station	Station departure date	Train departure hour and minute
Departure station	24/09/2024	0 0
Arrival station	Station arrival date	Train arrival hour and minute
Arrival station	24/09/2024	0 0
Train number	Service	Coach and place numbers (separated by)
Train number	2nd class (reserved seat)	Coach Place

[Remove intermediary station](#)

[Add intermediary station](#)

[Next](#)

PRM assistance +40731990129 (M-S 8-20)
biletonline@cfcalatori.ro

1. Disabilities and needed services 2. Contact data 3. Ticket info 4. Request confirmation

First name: [redacted]
Last name: [redacted]
Phone number: [redacted]
Email: [redacted]

Disabilities:
→ Visual disability

Needed services:
→ Boarding and disembarking of luggage, if necessary
→ Accompanying to disembark from the train and until the exit of the station

International ticket

Trains

- 26/09/2024 18:15 Bucuresti Nord
Train 472
2nd class (reserved seat)
Coach 1 Place 22
- 27/09/2024 08:50 Budapest

Stations services:

Bucuresti Nord:
→ Assistance for persons with reduced mobility (PRM)
→ Folding wheelchair (PRM)
→ Ramp (PRM)

Budapest:
→ Missing information about PRM services

Passengers
(adult)

Meeting point in the departure station: Sef Tura - Ghiseul 27 Meeting time: 26/09/2024 17:45:00

Date and time until cancellation is possible: 26/09/2024 18:15:00

[Send](#)

You will receive the PRM assistance request with the requested details on the e-mail provided at login.

1.2 Filling in the service request and seat reservation

WARNING! When purchasing the ticket online, you do not benefit from the discount based on Law no. 448/2006, and the reserved seats are random (they do not offer seats for people with motor disabilities)

"Buy + Add" when PRM assistance and purchasing ticket are intended.

PRM assistance

[General information about PRM assistance](#)

[PRM assistance functionality user manual \(only in Romanian\)](#)

Buy an online ticket with PRM assistance included

Fill out a PRM application while buying an online ticket. At step 7 "Passenger data", choose PRM assistance options. At this time, the facilities of law 448/2006 are available only at the ticket office.

Buy + Add

- In the **Station** field, enter the departure/arrival station from the list
- In the **Data** field, select the traffic date from the calendar
- Click on **Search**

- The intended train will be chosen by clicking on **Buy**
- The traffic **Class** will be chosen according to the train composition - go to "**Next Step**" window
- **Select passengers** will choose the number of passengers ("Adult" will be selected by accessing + , if you also have an attendant/attendants also in the field - Adult, 1,2... attendants will be added by clicking on +) - **Next step**
- It will inform you about the **Price** of the ticket "**You have to pay**" - **Next step**
- **Login** through the user and password declared when creating the account - **Login - Next step**
- Your selection in the field **Confirm selection - Confirmation of selection was successful!** – **Next step**
- In the **Passenger data** field, enter the applicant's name/surname and check the box - **PRM Assistance**

Itineraries + buy

+40731990129 (M-S 8-20)
@bileteonline@ctfcalatori.ro

From

To

Departure date

Trains schedule today

- [Train itineraries București Nord - Constanța](#)
- [Train itineraries Constanța - București Nord](#)
- [Train itineraries București Nord - Cluj-Napoca](#)
- [Train itineraries Cluj-Napoca - București Nord](#)
- [Train itineraries București Nord - Iași](#)
- [Train itineraries Iași - București Nord](#)

- [Train itineraries București Nord - Brașov](#)
- [Train itineraries Brașov - București Nord](#)
- [Train itineraries București Nord - Timișoara Nord](#)
- [Train itineraries Timișoara Nord - București Nord](#)
- [Train itineraries București Nord - Craiova](#)

Info

<h4>Itineraries + buy tickets</h4> <p>If you want to find the trains from a station to another, you're on the right page. Select the stations, travel date and press "Search". Choose a train and buy the ticket.</p> <p><input type="button" value="Continue"/></p>	<h4>Buy season ticket</h4> <p>Do you frequently travel the same route? Choose the weekly or monthly season tickets and you can travel with discounts of up to 50% compared to the daily purchase of a ticket.</p> <p><input type="button" value="Continue"/></p>
<h4>My train</h4> <p>If you travel on a specific train and you want to find the stopping times in stations or the real-time data (delays), go to this page.</p> <p><input type="button" value="Continue"/></p>	<h4>Departures/arrivals</h4> <p>Do you want to find out all the trains coming and going from a specific station? Go to this page.</p> <p><input type="button" value="Continue"/></p>
<h4>PRM assistance</h4> <p>Do you need assistance getting in train or in the station? Complete a PRM assistance request.</p> <p><input type="button" value="Continue"/></p>	<h4>Orders</h4> <p>Access all your online orders and manage them easily.</p> <p><input type="button" value="Continue"/></p>

Buy tickets

+40731990129 (M-S 8-20)
@bileteonline@ctfcalatori.ro

Steps

1. Itineraries
2. Classes and offers
3. Type of passengers
4. Prices
5. Account
6. Confirmation
- 7. Passengers data**
8. Paying

The current selection is from **București Nord to Sibiu**, for 26/09/2024, with departure at 09:57 and arrival at 15:39.
For filling the passengers data form, the remaining time is 14 min 17 sec.

The information will be verified in the train

#1 Ticket adult

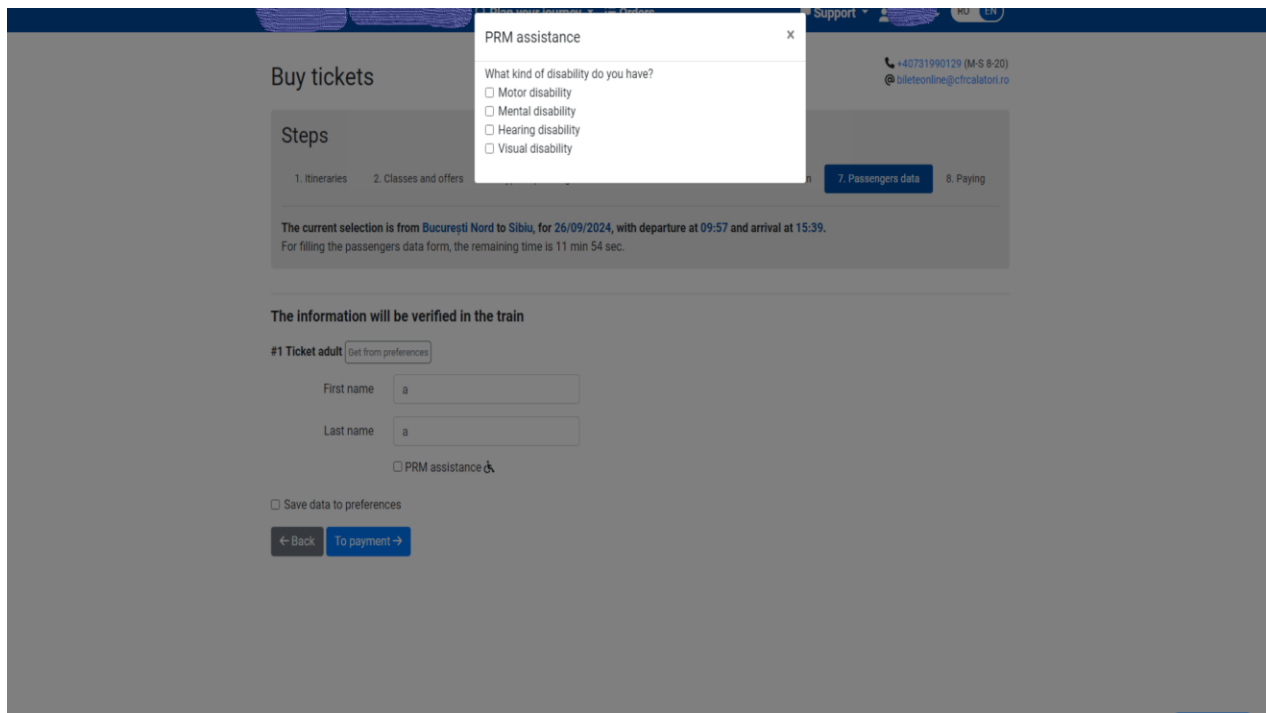
First name

Last name

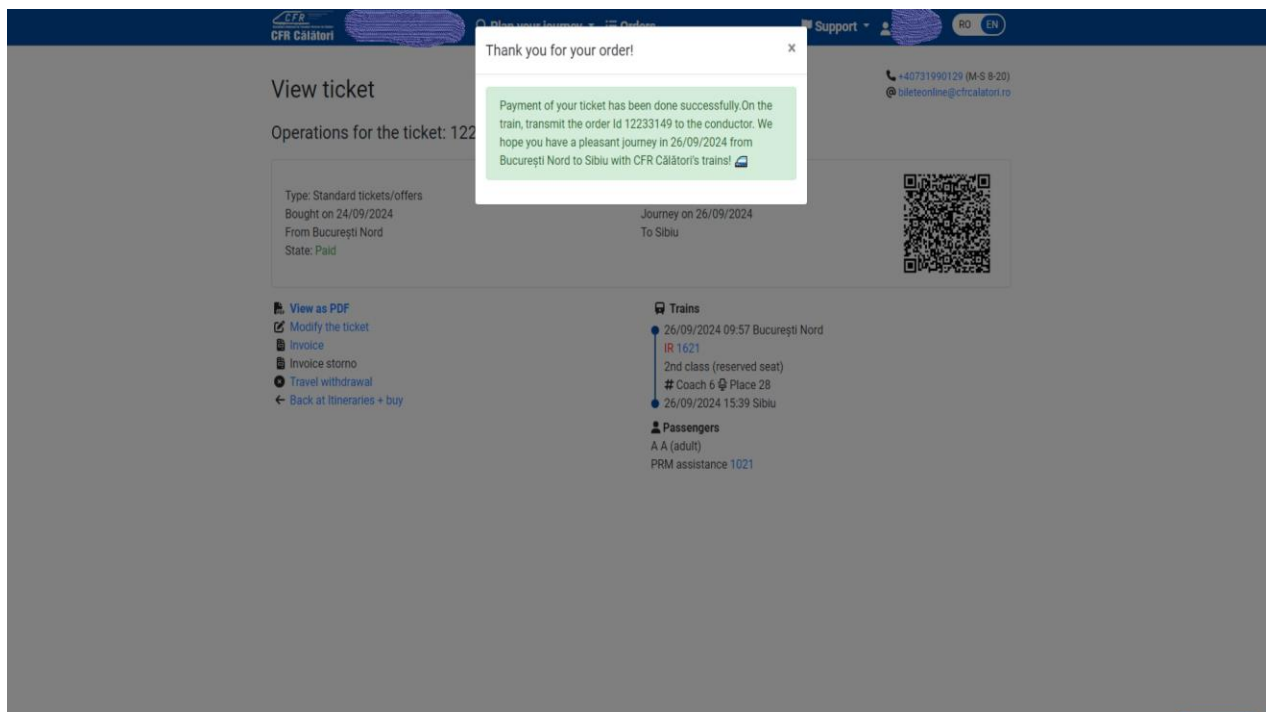
PRM assistance

Save data to preferences

- In the **PRM Assistance** field, select the disability, way of walking, services provided, number of luggage, other details if applicable – select **Add**.



- Select the field **To payment**, directing you to the online ticket payment, where you will receive, on the email declared at login, the online ticket, the online payment confirmation and the PRM assistance request with the requested details.



In all the cases listed above, the applicant will receive on the email address declared, a message with the registration number of the request and password to check the status of the PRM request.

2. Request status check

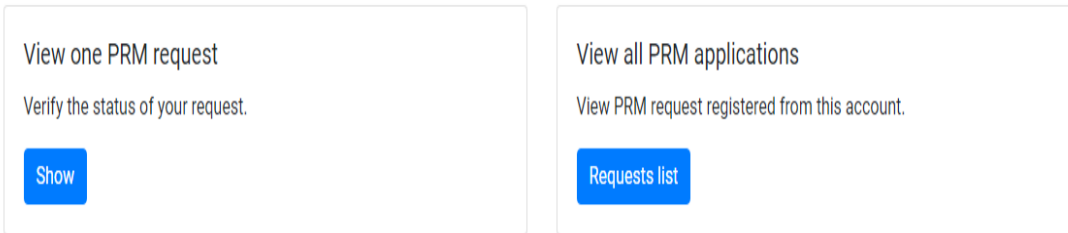
With the data received by email, namely: request number and password, the applicant can find out the request status.

A request can have the following status:

- Processing, *the request was registered and given to CFR Călători officials for analysis*

- Approved, *the request has been approved*
- Cancelled, *the request was NOT approved (cancelled by the applicant or the CFR Călători officials)*

“**Check request**” from *My Account* menu bar, then “*PRM Assistance*” window opens



In **Individual request view** window, the applicant will enter:

- The number received on the request registration email
- User email
- Password received by email

When the requests are *Processed*, **Approved**, the applicant will receive by email the confirmation of the requested assistance/or other relevant data regarding the PRM assistance services.

View all requests will display all requests entered by the applicant from the user account.

3. Cancel request

A request can be cancelled at least 12 hours before the beginning of the trip.

If you purchased online tickets in domestic traffic, a request for the refund of the ticket price will also be submitted by:

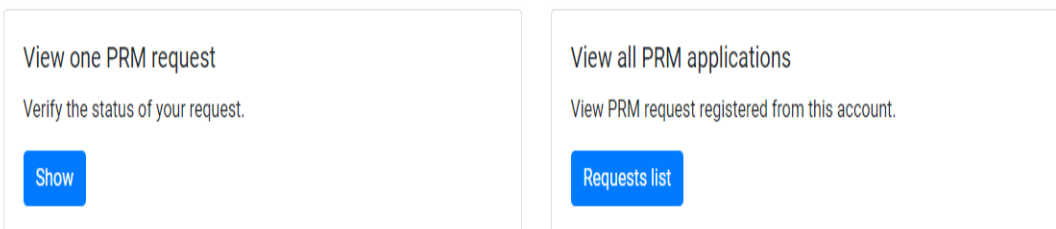
- **Login- Commands** (on the top bar of the screen), **List of tickets**, select online ticket **ID** from the left side of the screen, cancel trip.

If the requested assistance services are to be cancelled, then the passenger can click on “*Cancel request*” as follows:

Directly from the email declared at login

The system displays all information about the entered PRM request, including the status of the request. If you access the following link to view the request on the website: [Click here](#)“, the request can be cancelled by clicking **Cancel request**.

From My account, “PRM Assistance“, view individual request/all requests



View individual request

- ***Cancel request***, enter request ID, email, the code received on the declared email.

The screenshot shows a web interface titled "View PRM request". In the top right corner, there is contact information: a phone icon with the number "+40731990129 (M-S 9-20)" and an email icon with the address "bileteonline@ctrcalatori.ro". The interface is split into two columns. The left column is titled "Search based on Id" and contains a text input field labeled "Id request" and a blue "Access" button below it. The right column is titled "Search based on access code" and contains two text input fields, one labeled "Email" and one labeled "Access code", with a blue "Access" button below the second field.

You can find it on email as:

111 registration number request has been successfully submitted! Its status is Approved. You can still check any changes of the request status by logging in with your email and password: **999933**. Thank you for your order!

View all requests

- Click on ***List of requests*** to **Cancel a request**.

After opening the list of requests entered, the applicant will choose the request to be cancelled with the registration number received on the declared email.

111 registration number request has been successfully submitted! Its status is Approved. You can still check any changes of the request status by logging in with your email and password: 999933. Thank you for your order!

For any of the PRM request cancellation you choose, you will automatically receive the message by email: Request with registration number 111 has been cancelled. Thank you!

The screenshot shows a web interface for a PRM request. A modal dialog box titled "Confirm the action" is open, asking for confirmation to cancel the request. The background page displays the details for PRM request 1021, including the applicant's name, contact information, and travel itinerary.

Confirm the action

Do you confirm that you want to cancel the PRM request?
You can cancel the PRM request until 26/09/2024 09:57.

After cancelling the PRM application, the train ticket will continue to be valid.

Drop the request

PRM request 1021

Drop the request
Back to List of PRM applications

Request date: 24/09/2024
From București Nord
Status: Approved

First name: a
Last name: a
Phone number: 0747113148
Email: Iuliana.Ivan@cfrcalator.ro

Disabilities: → Motor disability
Needed services: → Boarding and disembarking of luggage, if necessary

TicketId: 12233149

Trains

- 26/09/2024 09:57 București Nord
 - IR 1621
 - 2nd class (reserved seat)
 - # Coach 6 Place 28
- 26/09/2024 15:39 Sibiu

Passengers

a a (adult)

Stations services:

București Nord:

- Assistance for persons with reduced mobility (PRM)
- Folding wheelchair (PRM)
- Ramp (PRM)
- Meeting point : Shift Manager - Counter 27

Sibiu:

- Assistance for persons with reduced mobility (PRM)
- Meeting point : Office of Information

Meeting point in the departure station: Sef Tura - Ghiseul 27
Meeting time: 26/09/2024 09:27:00

Date and time until cancellation is possible:

1.3 No Login

In this case, you can only submit a PRM assistance request with all the details required by the application (name, surname, telephone number, email address) where you will receive all the details, the PRM request status and ticket ID, after which you will purchase the tickets, usually from the departure station, at least 12 hours before the travel date.

Ticket ID from which you will purchase tickets can also be sent to another station only by a written request made by the applicant under „**Remarks**” field.

If the applicant wants to buy online tickets and also to enter a PRM request, the system will not allow this only if the applicant has a login account.