



# Shield & Rules Application - Frequently Asked Questions



Q- Category	Question	Answer
Content	Can the Framework document and/or document outlining the Principles be added as a document/resource in Shield so they can be found easily?	Yes There will be a Supporting Documents section within Shield which will include this.
Content	If permanent rules and semi-permanent bulletins are in the app, when will special bulletins and other alerts be in the app?	This has not yet been agreed. These are just some of many future enhancements being considered for the Shield App.
Content	It was mentioned that Rule Number 1 is really important and should not be changed. Is this now covered within Principle 1 (Rail Personnel Safety)? They had made reference to the part about general public in the original Rule #1	During the transformation/review process, Rule 1 was determined not technically a rail operating rule, so it's been removed from the rules, but can be found in the framework introduction document
Content	Not all operational Documents are currently in Shield, when and what else will we get in Shield in the future	Following are not yet available but should be in the future: Daily Information and Special Bulletins, S & I Diagrams, Heat Restriction Advice, Locomotive Load Schedules, Rule of the Week, ROC Code Supplements (except ROC CS3.3), TARPS and Duty Cards
Content	Train Control Diagram or Graph what is correct term	Diagram is still the standard term across rules documents. RISSB term/definition: Train Control Diagram (graph) =A diagram showing operational information for a train control area. Also known as a Train Control graph.
Content	What data is KiwiRail holding for AOR and other non-KiwiRail staff? Who sees this data? What is the handover process of this information?	Only your immediate manager will see any detail, i.e., if you have read or acknowledged reading; - all other information will be shown only in numbers with no reference to the person.
Content	Where can the dangerous goods booklet which is the rail operating code cs3.3 be found?	The ROC and ROC Code Supplements will all be in Shield, although only ROC Sections 1-5 will be in Shield as part of the first phase of delivery, scheduled for April 2024. The ROC Code supplements are scheduled for a later release.
Content	Will KiwiRail provide a PDF version of the rule book as a backup in the initial stages?	In the initial stages you still have the rule books you have today, however all updates will be digital from go-live.
Content	Will there be any Rule associated content not in Shield (Asterixed items over time will be added)	Yes: Speed Restriction Advices, Daily Information and Special Bulletins*, S&I Diagrams*, Heat Restriction Advices, Locomotive Load Schedules*, Rule of the Week*, ROC Code Supplements (except ROC CS3.3)*, Tarps and Duty Cards*, Job Aids*
Functionality	Can there be an "auto-complete", or "suggested words" that could be added to the app when searching?	Not currently a feature but have noted the request.
Functionality	Contractors who need to use the app – how will we (KiwiRail) monitor who has checked and accepted rule alerts?	KiwiRail is able to check the acknowledgement for all users.
Functionality	When using the search function, if spelling or grammar is incorrect, or if any rule phrases have changed, how will this affect searching in Shield?	You should search based on key words not phrases. So just use words you know exist in the content. The search functionality has been enhanced to enable users to combine keywords and phrases. Wildcards is under consideration as a future enhancement.
Functionality	Will Forms be added to Shield under support documents?	Any documents could be added, Shield currently does not support the filling out of forms
Other	App failure, back up?	You do not need to back up the app or any of its data. If you lose the app, it can be reinstated and everything will flow back in.
Other	FRONZ & Heritage training – are KiwiRail going to be running these training sessions? Or will other people be involved in running training too?	Donald Ross is likely to be running training for FRONZ and we are working with Heritage on a plan for those organisations as well.
Other	Is there a call center? Are they 24/7?	During rollout there will be special support and then it will pass to the KR Service Desk
Other	What does support look like for externals (AOR, Martinus) post launch? Can they use the KiwiRail service desk?	Support is the same for all. Use KiwiRail Service Desk after Go-Live.
Other	What happens for contractors (ie not KR/AOR etc. on staff) who do not have a KR device. Will they at some stage get the Shield app too? Or just keep using the books?	Yes - Contractors will also be expected to use the Shield app. The only difference is that they'll need to download it to their own device.
Other	Who do we contact if we identify a problem with the APP?	Project at the moment (shield@kiwirail.co.nz) - KiwiRail Service Desk - After Go-Live
Other	Who is the owner of the rule content?	KiwiRail Industry Standards Team
Other	Will emergency services (police, ambulance, fire service) have access to the Shield app to check the operating rules?	Anyone can download the app to their device so in theory, yes. However these groups are unlikely to use the app as they have not been trained in the rail operating rules.
Sign In/User	Are we able to bulk add users to the Shield App?	No
Sign In/User	How do I get the app for my device/desktop	Shield App is available on App store and Google Play. For KR staff it will be pushed as a mandatory app to all KR Phones and iPads and will be available from MyApps for use on PC's.
Sign In/User	How does my assigned profile get added/changed?	After you have registered, you can manage your Personal profile in the app.



## Shield & Rules Application - Frequently Asked Questions



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Sign In/User	If additional roles are selected or removed in the filter AFTER registration – will alerts come through based on those changes? Or is it only for the roles selected at registration?	Any changes to the Role or Active locations filters apply the next time you logout and log in again.
Sign In/User	Is the ability to change the role filters available in web & phone versions	These can be changed in any version of the app. However changes to the Role or Active locations filters apply the next time you logout and log in again.
Sign In/User	Lost passwords/ username how do they get reset?	KR, AOR and Transdev use their corpportae credentials to access Shield. For everyone else there is a Lost Password process back to your email account.
Sign In/User	New device/ re-issued device how does the user get to the site.	Shield App is available on Apple App store and Google Play. For KR staff it will be pushed ry app to all KR Phones and iPads and will be available from MyApps for use on PC's. Other organisations like AOR and Transdev are also likely to push
Teams	For non-KiwiRail users (E.G. AOR, Martinus etc.), how will the Manager process work? i.e. – how to identify who is a manager and who their team members are. Is this a manual process?	Registration has a two-level organisational structure for non-KiwiRail users: managers and users. The first manager is assigned upon creation and later this manager can invite other users and assign a manager role.
Teams	People in my team are not very tech-savvy. Can they stick with the physical rule book?	No. Staff will be trained on using a device. If staff are physicaly unable to use a device, their teammates will need to assist them.
Teams	What is the 'Teams' function for, on the Shield App?	For Line Managers to see who in their teams are accessing/acknowledging rule alerts and other content, or who need help.
Technical	How many devices can a single user install?	As many as you need
Technical	Systems and lost access, what is the back up?	The rules are in the app on the device. Updates and alerts will happen when the device is connected. However as each device independantly has the app with the rules, there are ineffect hundreds of copies available.
Technical	We often work in black spots without internet coverage. Will the app still work without internet connection?	Yes, the rules are in the app on the device. Updates and alerts will happen when the device is connected
Technical	What does data useage like for those who will need to download/upload any content updates or alerts once they get back into cell reception (if WIFI isn't available)?	When the Mobile App is first installed a copy of all data is progressively installed with it. This is then updated to current data and is best compleeted attached to Wi-Fi. Ongoing updates and alerts will just be new data and small amounts.
Technical	When accessing the web version on a phone device, the train control phone isn't visible in portrait mode (but will show when turned to landscape)	We will review however screen resolution, screen size and accessibility settings, all have an impact on what can be seen on screen. This sometimes means that the expected sizing is not apparent. Moving to Landscape will often resolve these issues.
Technical	Who will own/hold/store data about my use of the Shield app?	KiwiRail will store data about who uses App, when and how. Includes your name and email. When you first log into Shield app, you will be asked to acknowledge this before using. Info will be used for reporting only and you will be asked before sharing.
Technical	Will staff need to update their passwords each year?	KiwiRail, Auckland One Rail and Transdev will have have their individual company login button and use their existing company credentials. For all other users, no the password does not expire.
Technical	Will the Shield app be updated with new technology like ECTS?	Yes
Technical	Will there be hyperlinks in the alerts?	It is intended that hyperlinks will be in alerts, pending successful testing.