

Shield App and Rules Help – Follow this process



| | Sign In | How To | Content | Application | Escalations | Teams | |
|-------------------------|--|---|---|--|---|-----------------------|-------------------------|
| KiwiRail | KR Service Desk | | | | | KRSDesk/ Shield@ | KiwiRail |
| Auck OneRail | AOR Service Desk | Guides/FAQ/ CA/Shield@ | Guides/FAQ/ CA/Shield@ | | | AOR Service Desk | Auck OneRail |
| TransDev | TransDev Service Desk | | | | | TransDev Service Desk | TransDev |
| Heritage | KR Service Desk | Guides/FAQ/ CA/Shield@ | Guides/FAQ/ CA/Shield@ | Guides/FAQ/ /KRSD | Shield@ | Own Org Mgr/ Shield@ | Heritage |
| Other Partners | | | | | | Own Org Mgr/ Shield@ | Other Partners |
| Contractors to KR | KR Service Desk | Guides/FAQ/ CA/Shield@ | Guides/FAQ/ /Shield@ | | | KR Service Desk | Contractors to KR |
| Contractors to Partners | | | | | | Partner Service Desk | Contractors to Partners |
| Other | | | | | | KRSDesk/ Shield@ | Other |
| | KR/AOR/TransDev use Single Sign On so not managed in app. Each organisation uses their standard logins. Cannot use password reset. | Everything excluding: Sign-in/up and Teams related. These are handled as per those support channels | Content Queries Issues searching Content not as expected Cannot find Content FAQ Refer to "Shield - New Terms and Content" Guide | App Known Issues Will be slow till initial content data is downloaded (Refresh finished) Content will be missing till initial download/refresh finished | Teams Issues Cannot see "Your Team" option Team Members missing Cannot add Teams Teams FAQ - Answers KR - only those with direct reports will see "Your Team". Org Managers can add Teams and assign to mangers | | |

KRSD = KiwiRail Service Desk 0800 427 3147

KR Staff ask SYNAP or log a ticket

All other Issues or not sure – email: Shield@kiwirail.co.nz