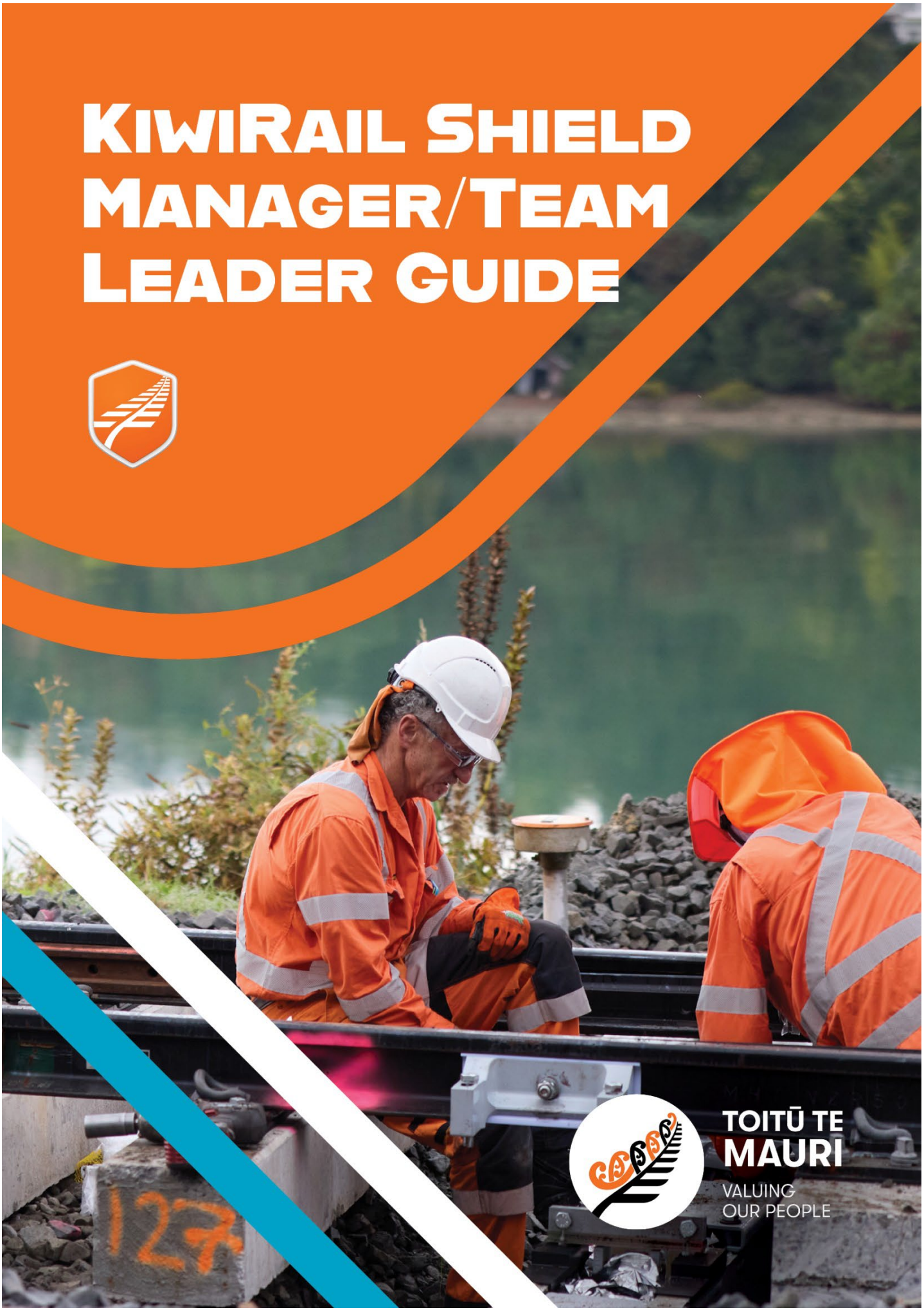
KiwiRail Shield Manager/Team Leader Guide



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Shield App User Guide – How To

Shield App – Manager/Team Leader Guide

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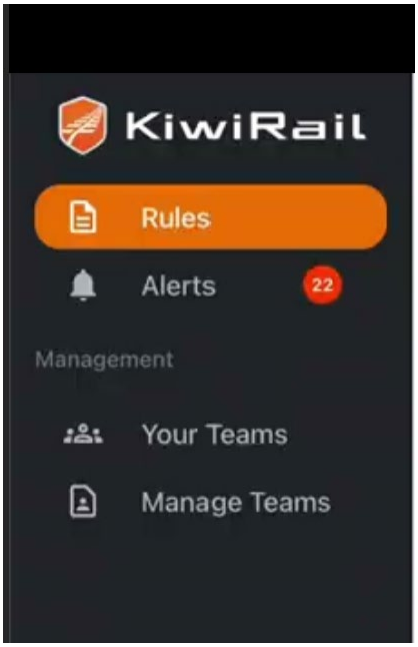
Introduction to Management in Shield

The Management section in the Shield app allows organisational managers and team leaders to manage teams. This includes the review of Alerts and Messages from team members.



Shield App User Guide – How To

Getting access to the Management section	To get access to the Management section, you must be set up as an organisational manager or as a team leader in the Shield app. **FOR KIWIRAIL STAFF:** • If you have staff reporting to you in myKR, you will automatically have access to Your Teams • If you are a team leader, or have people seconded to you but do not have direct reporting line access (e.g. ganger manager, responsible person in charge of a site), ask your manager to create a team with you as leader. You will then be able to view your teams. **FOR NON KIWIRAIL STAFF:** • Contact your organisation's org manager to be set up as an org manager or team leader. (If your organisation does not yet have an org manager set up, contact the Shield app admin (Shield@kiwirail.co.nz) and ask to be added as an organisation manager in Shield) • Once you have been granted org manager status, you will be able to create, edit and delete teams.

Definitions – roles and responsibilities	Admin • This is a group in KiwiRail that has the ability to create initial org managers Organisation ('org') manager • This role has the ability to create/edit/delete new org managers in their organisation and set up teams • The org manager also ensures that any exiting employees are off-boarded from the Shield app and any new employees are onboarded • We recommend that each organisation has at least two org managers (cover for leave etc). Best practice is to have at least one org manager per 250 employees using the app (i.e. for up to 250 employees, have 2 org managers, 500 employees – 3 org managers etc) Team leader • A team leader is someone that manages teams – either defined through the organisation hierarchy, or as someone that leads teams operationally on a day-to-day basis • Team leaders can view their teams and their safety related status

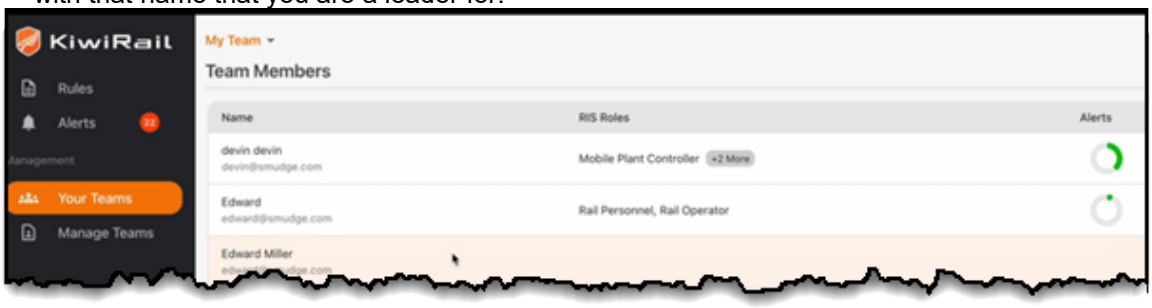
Your Teams

This section describes to functionality available in the Your Teams section of the Shield app.

Your Teams

Under the **Management** section, click on **Your Teams**.
The **My Teams** > **Team Members** will display as default.

- For KiwiRail staff only – you will see **My Team**, which replicated from myKR.
- For all other organisations – you will only see a 'My Team' if an org manager has created a team with that name that you are a leader for.



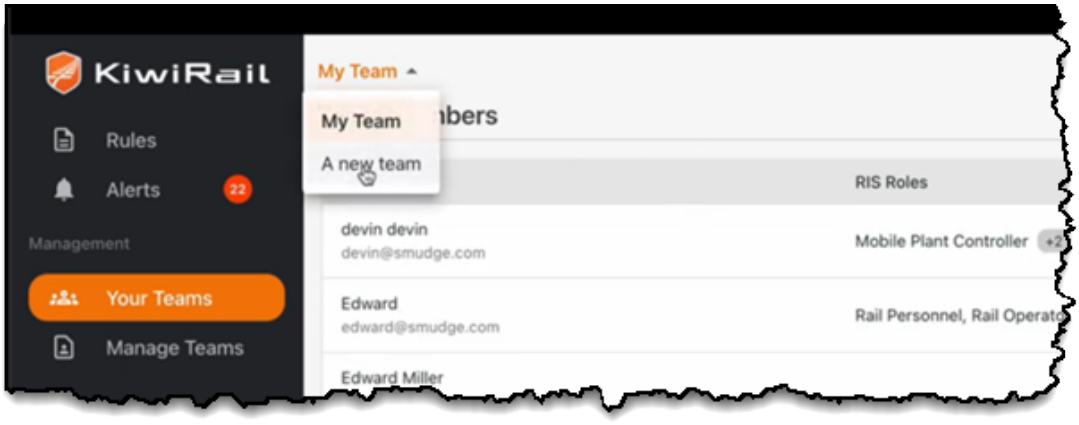
This will display for each team member:

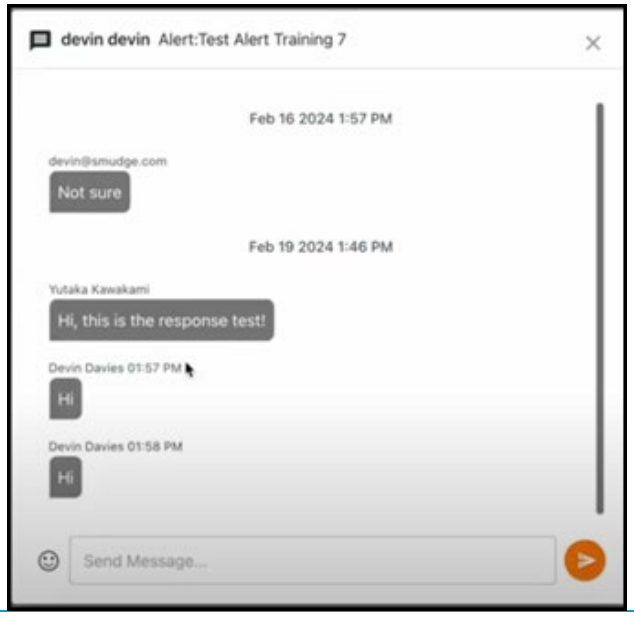
- Name and email address.
- Roles that have been assigned to them at first sign on [Is this the correct definition of RIS Roles].
- Alerts – a graphical indicator of where the person is at with acknowledging alerts they have received. The green shows the percentage of alerts that the team member has acknowledged. If a question mark appears, the team member has not registered to Shield yet.

You can sort by **Name**, **RIS Roles** and **Alerts** by clicking on the arrow that will appear to the right whenever you hover on the text.

View your other teams

If you are a leader of more than one team, you click on the arrow to the right of **My Team**.
Click on a different team name to see the details of that team.



View alert status	Click on a team members name to view the status of individual alerts they have been sent. If there is a • green tick, they have acknowledged the alert. • Red cross, they have not acknowledged the alert and may not be operating under the latest safety information/ practices. This **MUST** be addressed as soon as possible.
View alert messages	If a team member has created a message on an alert, you can view all messaging by clicking on the symbol to the right (1) >. 

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