

KiwiRail Shield User Guide PRIVATE SIDINGS



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Shield App User Guide – How To



This guide covers accessing and using the Shield application.
The application is used to access the Rules & Procedures required to Access the Rail Corridor.

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Registration & Sign In

<p>Introduction</p>	<p>The Shield App is accessible from multiple devices in either a Web App (Browser Access) or a downloadable App for Apple iOS or Android.</p> <p>You only need to register once, and this registration holds across all forms of the Application.</p>
<p>Mobile Device Initial Connection</p>	<p>A good connection is essential for the initial download of all content. Best to be Wi-Fi or excellent 4/5G. This applies to any new device you sign in with. Subsequent connections are not critical as only small amounts of data for additions, changes and Alerts. Even on a good connection the initial download can take 20 minutes or more. During this time not all content will be available and searching and display will be SLOW. Best to leave the device downloading until it stops syncing. (The iOS spin image stops, or Android Count has gone away.)</p> <p>DO NOT CLOSE APP OR LET SCREEN BLANK DURING INITIL SYNC. THIS STOPS SYNC</p> 
<p>Browser Types & OS versions</p>	<p>The browser based web app has been tested on the 3 most common browsers, Edge, Chrome & Safari. It is expected to work fine on others. The mobile App requires Apple iOS v 14 or later or Android V8 to 14.</p>
<p>Apple & Android Download</p>	<p>The Shield App is available free on Apple App Store or Google Play. Search for “KR Shield” (You may need to scroll down)</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="874 752 1102 819"> </div> <div data-bbox="1134 752 1493 887"> </div> </div> <div style="display: flex; justify-content: space-around;"> <div data-bbox="874 831 1102 898"> </div> </div> <p>Apple Link: https://apps.apple.com/nz/app/kr-shield/id6474792172 Android Link: https://play.google.com/store/apps/details?id=nz.co.kiwirail.rules</p>
<p>Web Link</p>	<p>https://shield.kiwirail.co.nz Note: KR Staff can access this from MyApps</p>
<p>Sign Up</p> <p>Click Sign up now</p> <p>Step1: If not already pre-populated, enter your email address and click Send verification code.</p> <p>This will send a code to your email address. Note: This may take up to 2 minutes (Check Junk & Spam)</p> <p>Step2: Enter the code that has been emailed and click Verify code</p> <p>Note: If you have not received the code within a few minutes, check/fix your email address and click Send new code</p> <p>Once verified you can now complete the rest of the form.</p>	<div data-bbox="1114 1099 1469 1480"> </div> <div data-bbox="1106 1496 1465 1787"> </div>

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<p>Roles</p>	<p>You can tick as many roles as are applicable. A role is neither a Job Title nor Position description, but more an indicator of a functional Position.</p> <p>Roles Described: Review the Roles Described Guide. LINK</p> <p>The selected Roles determine alerts that come to an individual's device.</p> <p>Once form completed, Click Continue</p> <p>Note: Private Siding Companies select "Rail Personnel"</p>	
<p>Sign In</p>	<p>KIWI RAIL, AOR AND TRANSDEV STAFF</p> <p>Must use: "Sign in with your organisation account" buttons.</p> <p>Note: You may be asked to enter your standard business credentials in the next step.</p> <p>ALL OTHER USERS Sign in with email and password you set up during the registration process. Enter your Registered Email and password and click the Sign in button.</p>	
<p>Sync</p>	<p>When you have a data connection the Mobile App will sync any new data and Alerts. Initial sync can take up to 30 minutes but after that is only updates so quicker and less data. Sync progress can be seen by tapping Sync Icon.</p> <p>This will display a list of syncing items and their sync status.</p> <p>Note: There are specific instructions related to Audio Sync detailed in the Audio section of this guide</p>	

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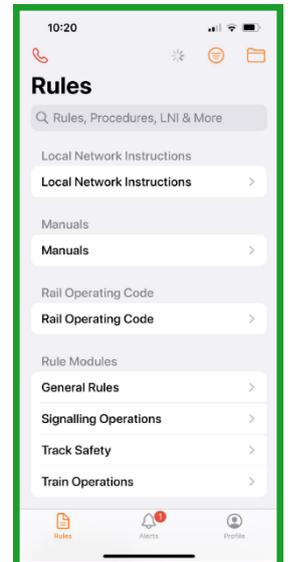
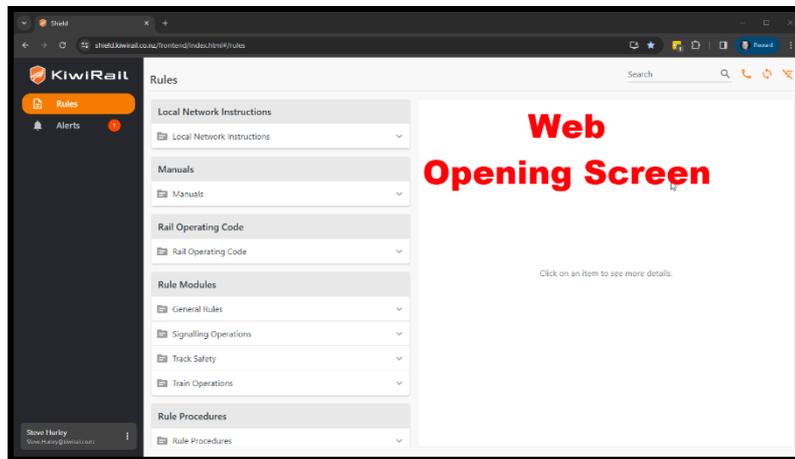
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Navigation and application Icons & Elements

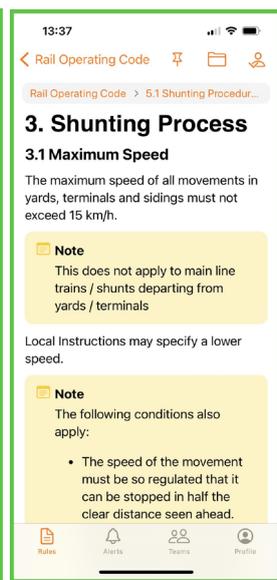
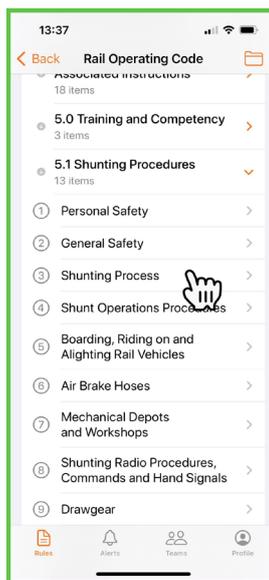
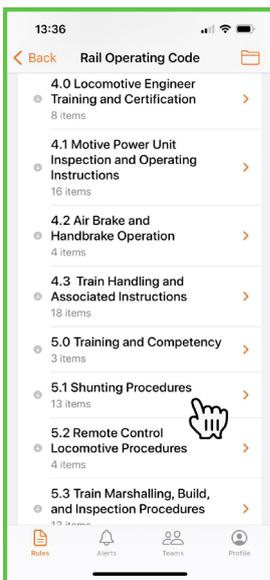
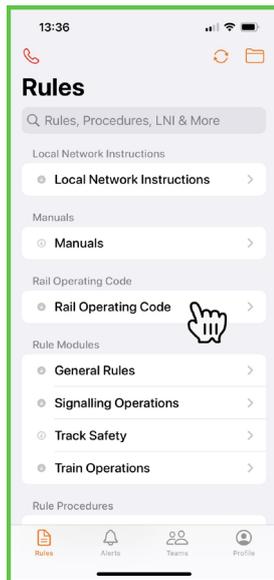
Web App versus Mobile App

Navigation in Mobile App and Web App is different. This is mainly when accessing each area of the app. Once you are in Alerts or Rules or Team, they are similar. For the purposes of this guide, we have mainly used screen shots from the Mobile app, however where there is a significant difference, we will show both. Web with a Black Border and Mobile with a Green Border.



Drilling down

Tap or click on the item name to open that item. Drill down further, by tapping the Unit name and then again to view content.

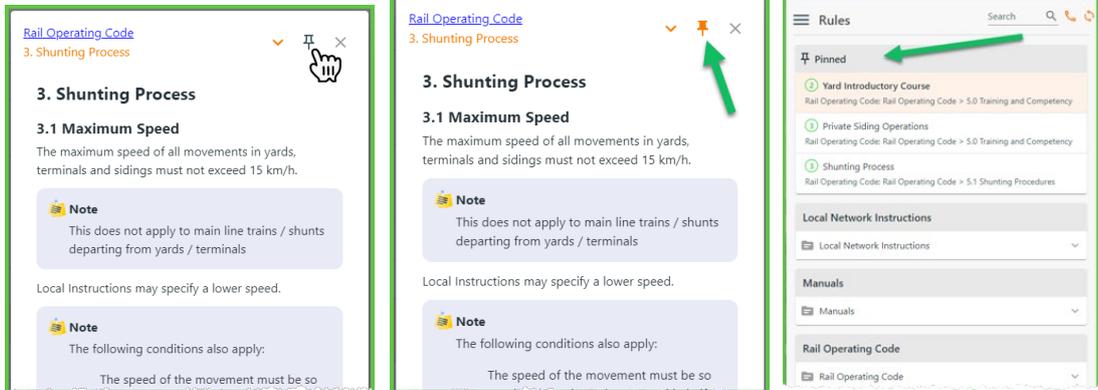
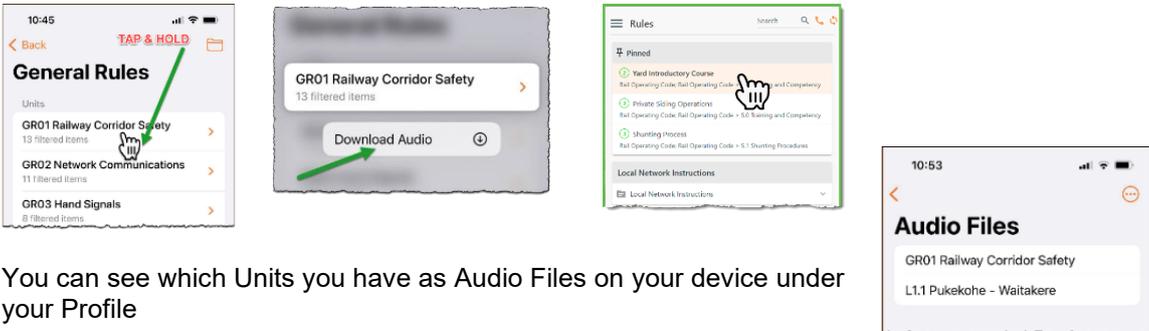


Breadcrumbs

Use the breadcrumbs and title at the top of the page to navigate back one or more steps.





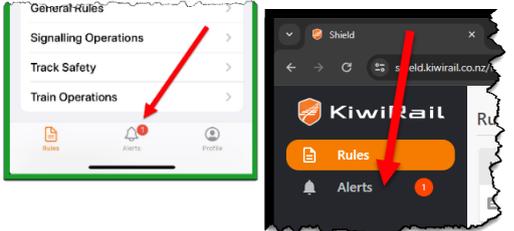
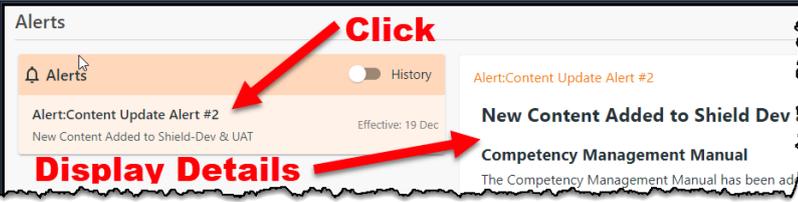
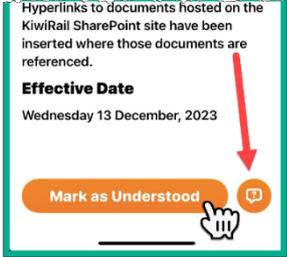
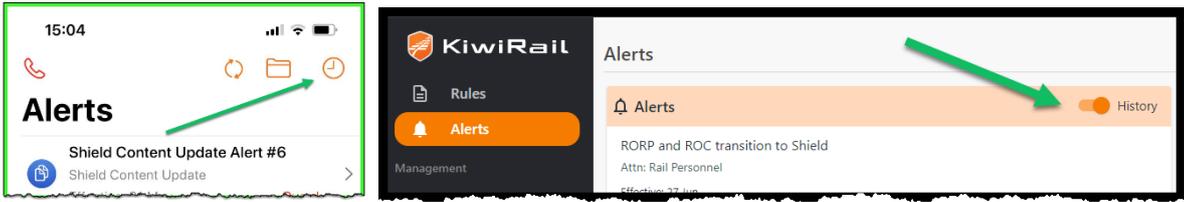
<p>Pinning</p>	<p>PINNING A ROC SECTION OR OTHER CONTENT When you have regular use for section, you can “Pin” the item.</p> <p>Step1: Locate the content you want to pin Step2: Tap/Click the pin in the top right corner of the document. Item will appear at the top of you document search area.</p> <p>Note: To Unpin, simply tap the pin icon on the pinned document.</p> 
<p>Emergency</p>	<p>Tapping on the phone at the top of the page opens emergency information and contacts. Tapping on a displayed number will call that number if your device has calling capability.</p> 
<p>Text to Audio</p>	<p>Most text can be read to you. Controlling this is different for Web App and Mobile Apps.</p> <p>Web App Go to the text and click the Audio speaker icon bottom right of page. Use the displayed audio controls to pause etc.</p>  <p>Mobile App To get device to read details out loud, Tap or Click the text to start audio play and again to stop.</p> <p>If you have the audio synced to your device, it will play from your device. Otherwise, it will stream using your internet connection if available.</p> <p>SYNCING AUDIO FOR OFFLINE AVAILABILITY (MOBILE APPS) Audio can be synced by a long press on the Unit Heading for the data you want to have available offline. This then gives option to download, and it will sync when a connection is available.</p> <p>Note: You can also long press on the item when pinned</p>  <p>You can see which Units you have as Audio Files on your device under your Profile</p>

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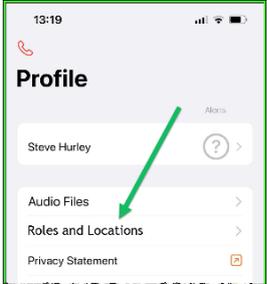
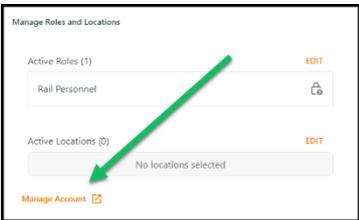
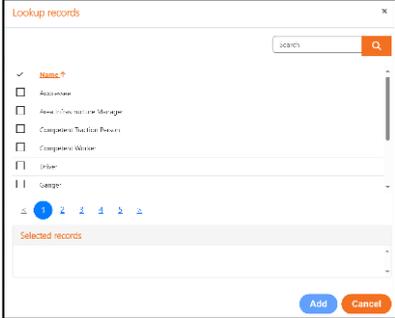
Managing Alerts

Alerts will display on screen and remain visible in list till you acknowledge you have read and understood. Alerts are a notification that something has changed or there is something important you need to know. This could be a Rule or how a Rule is applied. Because many Alerts are safety critical, you are asked to acknowledge you have read and understood the Alert.

<p>Alerts</p>	<p>Alerts show as a number against Alerts in either Web or Mobile Apps. Click the Alert to display list.</p> <p>They will always display the Effective Date. This is the date that the Alert details start to take effect. It may be in the future.</p> 
<p>Accessing the details</p>	<p>Tap or click on the Alert to see the details.</p>  <p>Click</p> <p>Display Details</p>
<p>Mark as Understood</p>	<p>If you understand, mark as understood by tapping or clicking “Mark as Understood”</p> <p>This will remove the Alert from the list.</p>  <p>Hyperlinks to documents hosted on the KiwiRail SharePoint site have been inserted where those documents are referenced.</p> <p>Effective Date Wednesday 13 December, 2023</p>
<p>Ask for more info and refer to Manager</p>	<p>Note: Contractors outside AOR and Transdev. Do not use the Message Icon. You need to be attached to a Manager/Team Leader manually for this to work. If you are not sure, or if you do not get a response, email your comment/question to shield@kiwirail.co.nz</p>
<p>Alerts History</p>	<p>Tap the Clock ICON or Click the History slider to display Alerts that have already been acknowledged</p> 



Managing Roles

<p>Manage your Roles</p>	<p>Setting these will affect what Location or Role based Alerts you receive.</p> <p>If using your mobile device, click on the Profile icon at the bottom of the Rules screen.</p> <p>If using the web app, click on the 3 dots alongside your name in the bottom of the menu bar, then select User Profile.</p>
<p>Remove or Assign Roles (Core Roles)</p>	<p>Select Roles and Locations</p>   <p>Click or Tap Manage Account</p>  <p>Review existing Roles</p>  <p>To remove a role, click on the  at the right of the row the role appears on.</p> <p>Click Remove role. Click Save.</p>  <p>To Assign a role: Step1: Tap Assign Step2: Select the role or roles required by ticking check boxes Step3: Tap Add Step4: Tap Save (These become Core Locked Roles)</p> 
<p>Other changes to your user profile</p>	<p>To make any other changes to your user profile, contact your Org Manager or the Shield admin team at KiwiRail (shield@kiwirail.co.nz).</p>
<p>Request your profile to be inactivated</p>	<p>If you are leaving an organisation and want to proactively ensure your role is deactivated or deleted from Shield, contact your Org Manager or the Shield admin team at KiwiRail (shield@kiwirail.co.nz).</p>



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