Shield Mobile App - Self Help

Best Practice and Shield Hygiene

Ensure Shield is getting regular updates

Shield has been designed to allow you to read the content without the need to be connected to the internet. However, an internet connection is required to receive the following:

- Content Updates
- Latest Alerts
- Send and Receive Shield Messages
- Shield application updates

To ensure your Shield is up to date it is recommended that you:

- Have "Use Data" turned on if possible, so you get updates and alerts via any connection.
- Regularly connect to Wi-Fi for application updates
    - 30 minutes per week on a good connection with application open

If your Data cap is just too limited and you cannot get it increased, then follow these steps:

Step 1. Connect to Wi-Fi at least once a week for 30 minutes on a good connection with application open
Step 2. Connect to Wi-Fi or Turn on Data and complete a Shield Sync each day (Usually takes 2 Minutes)
    a. If not every day, as frequently as you can
    b. Keep the app open and screen not active until Sync complete

Logout and Close Shield - If going on leave or Shield will not be used for more than 1 week

To logout of Shield:

1. Wait for sync to stop
2. Goto Profile at bottom of page, and
3. Tap "Logout" and then "tap "Logout" again (Confirmation step)

Instructions to close Apps:

iPhone   iPad   Android

Common issues explained

Session Expired

The Session Expired message may be received because:

- The app has been running on the device for several days without being opened.
- The user has not updated the app after an upgrade (often happens when staff have been on leave)

To resolve session expired:

- Close the app - Swipe up to expose running apps and then swipe shield up to close
- Open app and login as usual if you can
    - If this fails (Likely get a message, but cannot get past)
- Close app again
- Make sure you have a wi-fi connection
- Go to app store or Google Play Store
- Search for KR Shield
- Tap Upgrade (This may happen automatically if you are connected for 20 minutes or so.)
- Once upgrade complete open app as usual

If this fails, then the app will need to be deleted from the device and reinstalled.
Instructions on how to do this are at the bottom of this Self Help Guide.

Cannot login

- **Error messages when attempting to Login for a user that has logged in before, but some time ago (Perhaps has been on extended leave)**.
  We have seen issues where staff have missed multiple upgrades. The app may not login with various error messages that relate to either "pending acknowledgements" or "a team sync/update message", but the user cannot get past. May loop back to login screen or just not let them tap/click login at all.
  Fix: Delete mobile app and reinstall. Instructions on how to do this are at the bottom of this Self Help Guide.

- **Login rejected as your organisation does not allow this**
  KiwiRail, Auckland One Rail and Transdev users must login using their organisations Single Sign On (SSO) if they attempt to login using the main login method it will be rejected.
  Must use "Sign In as KiwiRail" option, even for first signup
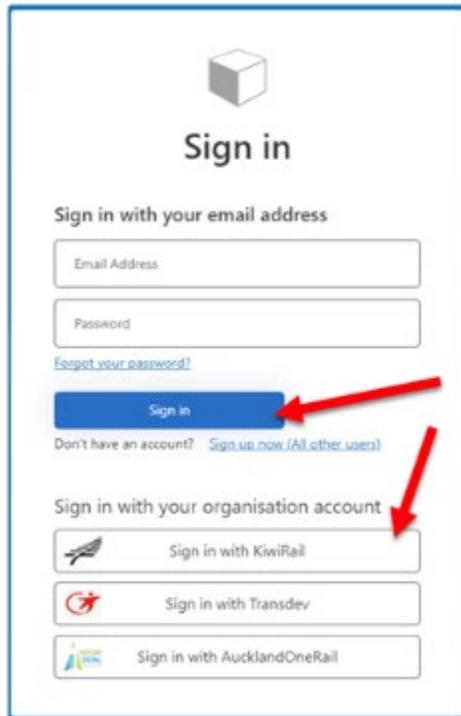
  Note: KiwiRail SSO also includes Great Journeys email addresses

  Note2: Transdev also includes Hyundai

- **Just see spinning icon on mobile screen on Login**
  Most common cause is that the user has missed multiple app updates and there is a disconnect between the version you have and the backend data.
  Fix: Delete mobile app and reinstall. Instructions on how to do this are at the bottom of this Self Help Guide.

- **User gets a reject message when attempting to login**
  There are a few different messages:

  o **Problem processing your request message:**

  o **Login Blocked:**

  You may have inadvertently deleted your account. This is possible within user profile, manage account.
  It just deactivates the account and can be reactivated by an admin so long as within 30 Days.
  Contact KiwiRail Service Desk with full details and a screen shot of error message.

Sync error message

There are several different messages:

- Failed to save attachments - Sync server at capacity give it 5 minutes and try again

- Red X against sync items but still able to work - Try tapping Sync Icon again and will usually resolve

- a team sync/update message

    - But can use Shield fine - Try tapping Sync Icon again and will usually resolve

    - Unable to use Shield - Sometimes this is seen when it is a device that has missed some upgrades. **Fix:** Delete mobile app and reinstall. Instructions on how to do this are at the bottom of this Self Help Guide.

How to delete and reinstall Shield App

Apple:
- Make sure you have a wi-fi connection
- Tap and hold on Shield Icon till options appear
- Choose **Remove a**pp
- Chose **Delete app**
- Select **Delete**
- Go to app store and search for KR Shield
- Select the download icon - wait till app auto reinstalls
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- Click **Open**
- Login as usual

Note: You must remain on Wi-Fi till logged in and synced to ensure good experience when move out of range.

Android:
- Makes sure have Wi-Fi connection
- Request to Service desk to force remove
- Let Service desk know when gone
- Wait for app to reappear
- Login as usual

Note: you must remain on Wi-Fi till logged in and synced to ensure good experience when move out of range.
Note2: KR managed Android apps can only be removed with assistance of KR Service Desk