

KIWIRAIL SHIELD USER GUIDE



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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 Rules & Procedures required to Access the Rail Corridor.
And receive Alerts.

Version: 3.2 Date: 15th October 2025

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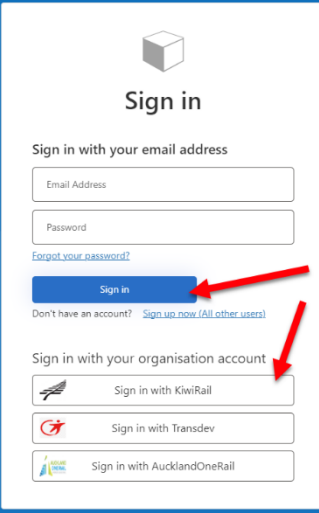
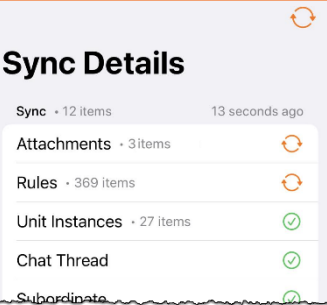
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Introduction	The Shield App is accessible from multiple devices in either a Web App (Browser Access) or a downloadable App for Apple iOS or Android. You only need to register once, and this registration holds across all forms of the Application. KiwiRail, Transdev and AOR staff have a specific login path that has been requested by their technology teams to minimize on-gong login requirements. As such they have a button to facilitate this. Other partner specific buttons as well as Social Account options are likely to be added as this solution develops. Note: KiwiRail, Transdev and AOR staff must use their specific Sign in Links and their company credentials will not work in the standard Sign in Fields.
Mobile Device Initial Connection	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 30 minutes or more. During this time not all content will be available and searching and display will be slow. It is best to leave the device downloading until it stops syncing. (The iOS spin image stops, or Android Count has gone away.) DO NOT CLOSE APP OR LET SCREEN BLANK DURING INITIL SYNC. THIS STOPS SYNC
Browser Types & OS versions	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 15 or later or Android V13 or later.
Apple & Android Download	The Shield App is available free on Apple App Store or Google Play. Search for "KR Shield" (You may need to scroll down) 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
Web Link	https://shield.kiwirail.co.nz Note: KR Staff can access this from MyApps
Sign Up Verification	KIWI RAIL, AOR AND TRANSDEV STAFF Must use: "Sign in with your organisation account" buttons. Note: You are likely to be asked to enter your standard business credentials. ALL OTHER USERS Click Sign up now Step1: If not already pre-populated, enter your email address and click Send verification code. This will send a code to your email address. Note: This may take up to 2 minutes (Check Junk & Spam) Step2: Enter the code that has been emailed and click Verify code Note: If you have not received the code within a few minutes, check/fix your email address and click Send new code Once verified you can now complete the rest of the form.

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Sign In	KIWI RAIL, AOR AND TRANSDEV STAFF Must use: “Sign in with your organisation account” buttons. Note: You may be asked to enter your standard business credentials in the next step. 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.	
Roles & Locations	When you first login, you will be asked to check and confirm your roles and select any relevant Locations. Roles may already be assigned to you based on your Competencies in KLE for KiwiRail staff or pre-selected by your Organisation. You can select additional roles. Pre-loaded roles are locked and cannot be removed. Roles Descriptions: Review the Role Description Guide. LINK The selected roles determine alerts that come to an individual's device and highlight rules applicable to those roles. Step 1- Tap Edit against the Roles or Locations List to change Step 2- Tap the role or location you wish to add Step 3- Tap off the list to continue Note: Private Siding Companies select “Rail Operator”	
Sync	Whenever you have a data connection the Mobile App will sync any new data and Alerts. The initial sync can take up to 30 minutes but after that only updates of smaller data amounts occur, so updates are quicker. Sync progress can be seen by tapping Sync Icon. This will display a list of syncing items and their sync status. Note: There are specific instructions related to Audio Sync detailed in the Audio section of this guide Note 2: Once sync is complete, Shield will allow you to operate up to 7 days without connecting again before it will reduce functionality and start popping warnings. We recommend connecting to the internet at least once a day to ensure you have the latest updates and Alerts.	

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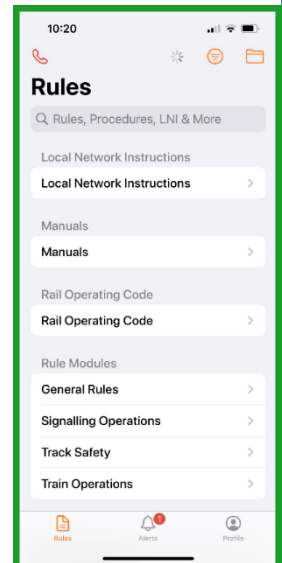
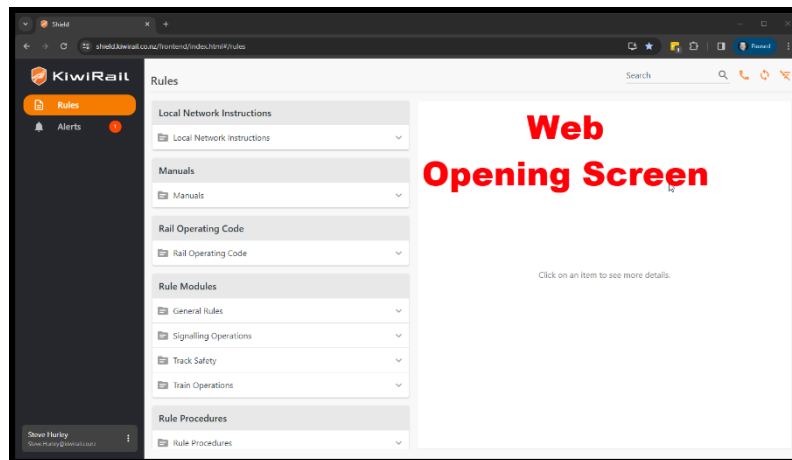
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Navigation and application Icons & Elements

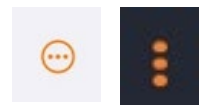
Web App versus Mobile App

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.



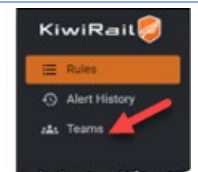
Apple iOS Versus Android

There are subtle differences between these two systems. Mainly colour background and the 3 dots icon. These are horizontal on Apple iOS and Vertical on Android.



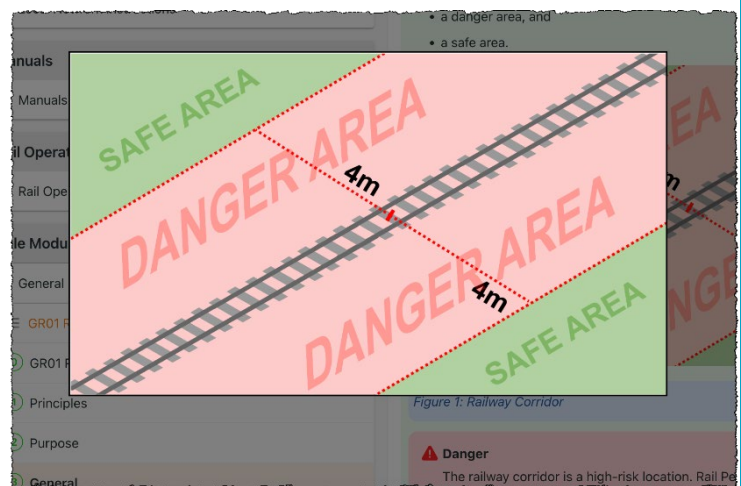
Teams/ Your Team

This Menu option shows only if you are a team leader. This is where a Manager/Team leader will access their team to see if they have acknowledged an Alert or have sent a message. A separate User Guide is available that fully details this area of the App. What is available in the Web App also differs from what is available in the mobile app.



Zoom Enlarge Images

Images can be enlarged by tapping/clicking on them. This will either show a zoomed in image on top of the page or take image to full screen in the mobile app. Click X or off the image to go back.



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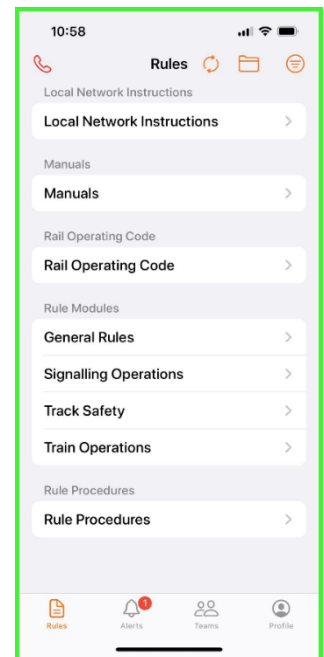
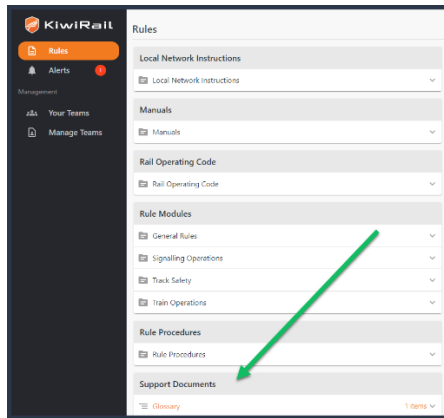
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Rules/Data Structure

The data available in Shield is broken up into:

- Rule Modules
- Rule Procedures
- Local network Instructions
- Manuals
- Rail Operating Code (ROC)
- Support Documents



Note: Private Siding companies use a small subset of this information, primarily sections of the Rail Operating Code (ROC)

Accessing support Documents

For the Web App these appear under the other listings. (see above)
For the Mobile Apps these are accessed by tapping the Folder Icon at the top of the page.



Framework

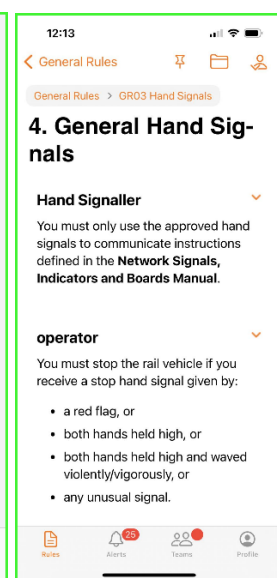
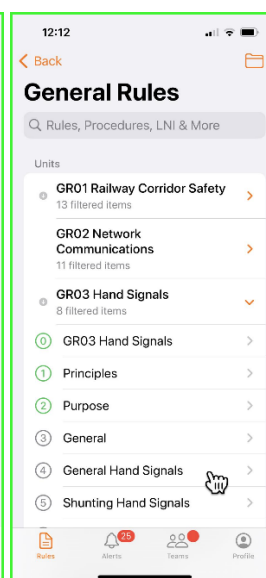
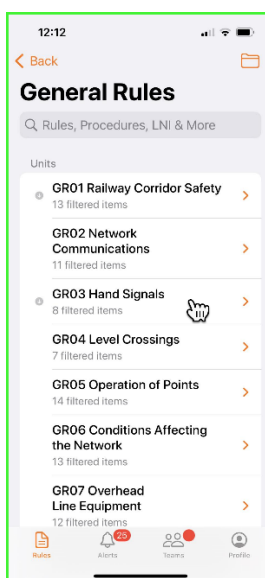
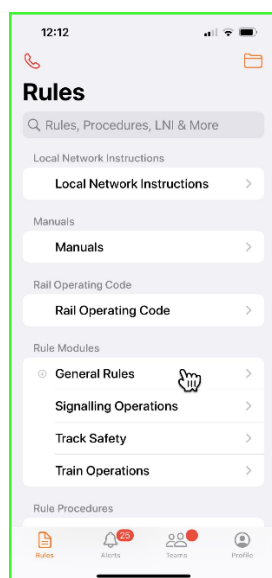
KiwiRail has a Rail Operating Rules Framework that provides a basis for controlling CRITICAL SAFETY RISKS through a suite of documents for use by rail personnel. An understanding of this framework will help you use the Rules App as well as understand its content.

You can find an Introduction to the Rules Framework under Support Documents.



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.



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Managing Alerts

Alerts will display on screen and remain visible in list until you acknowledge you have read and understood the information contained therein. 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.

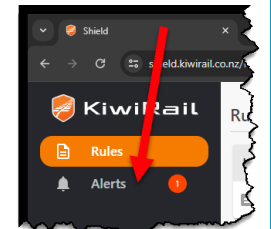
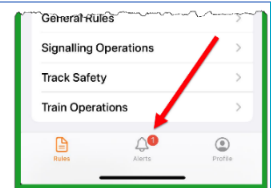
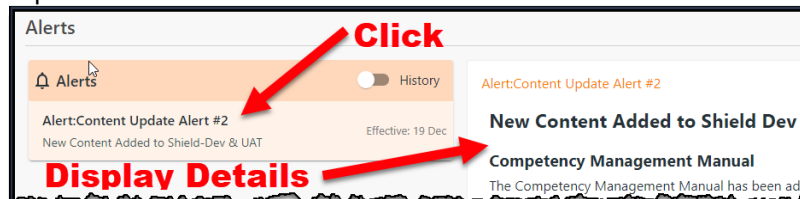
Alerts

Alerts show as a number against Alerts in either Web or Mobile Apps. Click **Alerts** to display list.

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.

Accessing the details

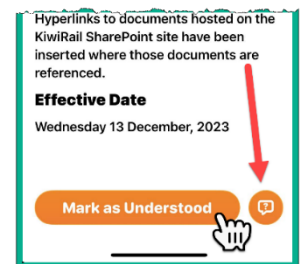
Tap or click on the Alert to see the details.



Mark as Understood

If you understand, mark as understood by tapping or clicking **“Mark as Understood”**

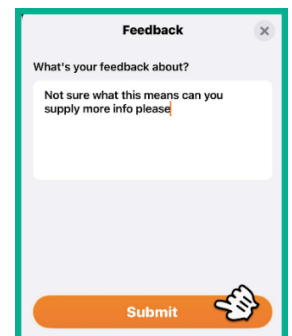
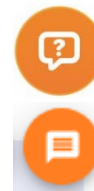
This will remove the Alert from the list and add it to your **Alert History**.



Ask for more info and refer to Manager

If you need more information or to provide feedback, tap or click the **Make a Comment** speech bubble.

Add your comment and tap/click **Submit**.

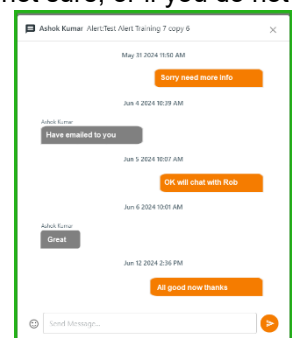
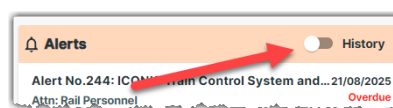
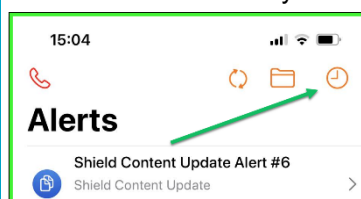


Note: This will be sent to your manager or nominated Manager/Team Leader. They can then message back and you will see their response against this Alert. This creates a chat link so you can chat back and forth until you are satisfied. Once satisfied tap or click **Mark as Understood**.

Note 2: Contractors outside AOR and Transdev. 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 rules.andstandards@kiwirail.co.nz

Alerts History

Click the **Clock** icon on Mobile or **History Slider** on Web App to display Alerts that have already been acknowledged



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Others
e.g. LOs, NLOs, AT,
Mainfreight, etc.

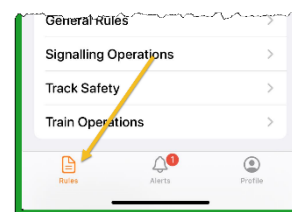
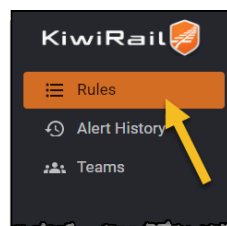


Using the app to find, review and pin Rules

Searching

The search in the app is global and will return results from within the Rules, Alerts, Glossary and some of the other supporting documents. You will need to navigate to the Alert History section separately to see search results in this section.

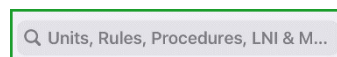
Step1: Tap or click on Rules (Left Tab on web app and bottom of page for Mobile app)



Step2: Tap or Click into the search window

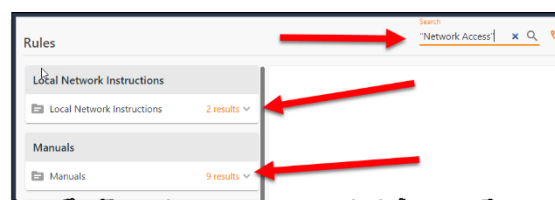


Step3: Type a key word or words. It will return results where the Word or Words appear anywhere in Rule or other documents etc.



As you type you will see any Alerts, Rules Modules and documents, that contain that text, display a Result count. You can then click on that heading to drill down to where that content is.

Step4: When you see in the list what you think you are looking for click or tap on it to display the contents of that item.



SEARCH TIPS:

- More key words, narrows down the number of results
- If you know two or more words (Phrase) will be together then you can Search for that Phrase by putting inverted commas around them so:
 - Network Access = Any doc with both these words somewhere
 - "Network Access" = both these words together

Pinning

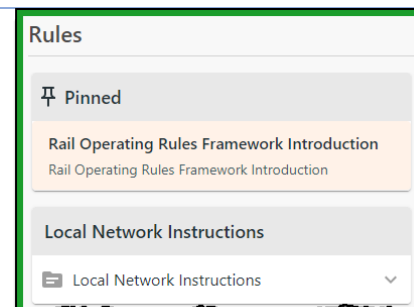
When you have regular use for a rule or procedure, you can "Pin" the item.



Step1: Locate the content you want to pin

Step2: Tap/Click the pin in the top right corner of the document. The item will appear at the top of your document search area.

Note: To Unpin, simply tap the pin icon on the pinned document.



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Managing Account, Roles, and Locations

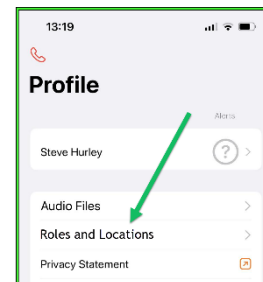
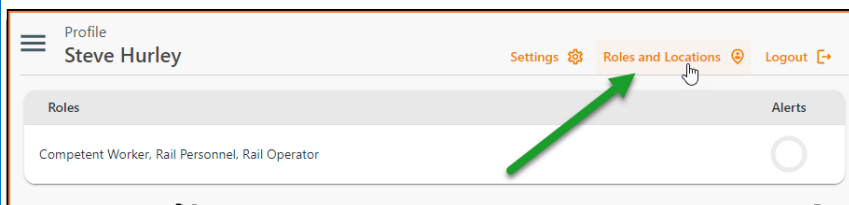
Manage your Roles and Locations

Setting these will affect what Location or Role based Alerts you receive.

If using your mobile device, click on the Profile icon at the bottom of the Rules screen.

If using the web app, click on the 3 dots alongside your name in the bottom of the menu bar, then select **User Profile**.

Select Roles and Locations



ROLE TYPES

Core – Locked Roles – Everyday roles that cover the competencies (LTOs) and responsibilities you have in the Rail Network. These are tied to either your competencies or a list provided by your Organisation and cannot be removed. The source competency must be removed from KLE (For KiwiRail staff) otherwise your organisation must update their Global List for others.

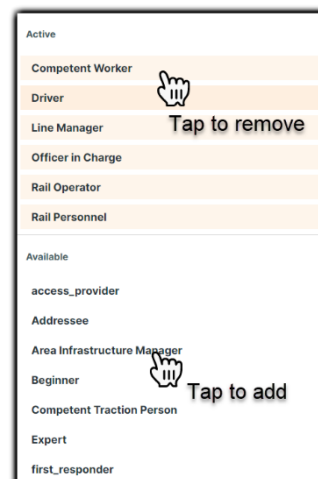
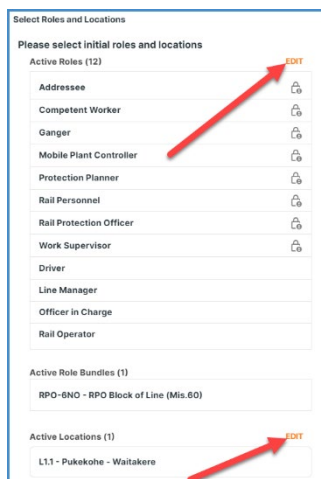
Non-Core roles - Roles that you might need to temporarily add because you have been given some extra responsibility on the day or for the current piece of work. These can be added and removed inside Shield even with no data connection.

Note: Adding or removing roles will impact what Alerts you get and change what content is highlighted as more likely what you are looking for.

To add or remove **Non-Core** Roles or Locations Tap/Click **Edit**

Add or remove as required – Tap active to remove or tap available to add.

BUNDLES are what provides the locked Core Roles and cannot be edited.



Bundles

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Manage Account	There are aspects of your account details that can be managed. This is done in the Shield Rules Identity system (RIS). You need to be connected to either Wi-Fi or have a data connection like 4/5G. Step1: Click <i>User Profile</i> Step2: Click <i>Roles and Locations</i> Step3: Click <i>Manage Account</i> (at bottom of page) The following sections describe the various elements that can be updated in this Rules Identity System.									
Updating Name details	Only do this if your details are spelt incorrectly, or you change your name officially. Note: KiwiRail staff details come through from MyKR. Please go there to update your details. Enter your cursor into the field to be updated and type in the correct information. Click Save. User detail Last Name * Doe First Name Jane									
Removing yourself from Shield	If you are leaving an organisation and want to proactively ensure your role is deactivated or wish to be deleted from Shield, go to manage account as detailed above and select Delete. This will deactivate your account, and you will no longer be able to login to Shield. Note: If you do this in error, the account can be reactivated by Shield Support within 7 days.									
Other changes and support	For KiwiRail staff, contact the Service Desk. For other organisations, contact your Org Manager. Many external organisations with larger numbers of Shield users, are setup as an “Organisation” in Shield and there is an Org Manager associated with that Organisation. Organisations set up in Shield as at 15/10/2025: <table><tr><td>Auckland One Rail</td></tr><tr><td>Transdev/Hyundai</td></tr><tr><td>Martinus</td></tr><tr><td>Treescape</td></tr><tr><td>CLL</td></tr><tr><td>Titan Rail</td></tr><tr><td>Udy</td></tr><tr><td>Vitruvius</td></tr><tr><td>GVR (Glenbrook)</td></tr></table>	Auckland One Rail	Transdev/Hyundai	Martinus	Treescape	CLL	Titan Rail	Udy	Vitruvius	GVR (Glenbrook)
Auckland One Rail										
Transdev/Hyundai										
Martinus										
Treescape										
CLL										
Titan Rail										
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Vitruvius										
GVR (Glenbrook)										



KiwiRail