

Shield App and Rules Help – Follow this process



	Sign In	How To	Content	Application	Escalations	Teams	
KiwiRail	KR Service Desk			Guides/FAQ/ /KRSD	Shield@	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@			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	Including: Freezing Error messages Profile issues Display issues 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 or ticket@kiwirail.co.nz

KR Staff ask SYNAP or log a ticket