

KIWI RAIL 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 the Rail Corridor Rules.

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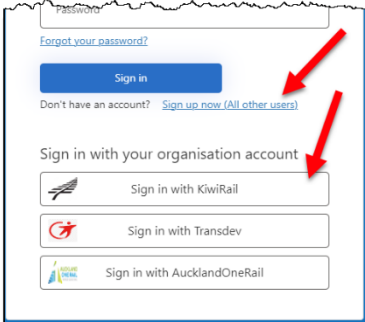

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Registration & Sign In

<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>KiwiRail, Transdev and AOR staff have a specific login path that has been requested by their technology teams to minimize on-going 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.</p> <p>Note: KiwiRail, Transdev and AOR staff must use their specific Sign in Links, their company credentials will not work in the standard Sign in Fields.</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 30 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 stopped syncing. (The iOS spin image stops, or Android Count has gone away.)</p> 
<p>Browser Types & OS versions</p>	<p>The browser based web app has been tested on the 3 most common browser, 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> <div style="display: flex; justify-content: space-around;">  </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</p>
<p>Sign Up</p> <p>Verification</p>	<p>KIWI RAIL, AOR AND TRANSDEV STAFF</p> <p>Must use: “Sign in with your organisation account” buttons.</p> <p>Note: You are likely to be asked to enter your standard business credentials.</p> <p>ALL OTHER USERS 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</p> <p>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 style="border: 1px solid black; padding: 5px; margin-top: 10px;">   </div>

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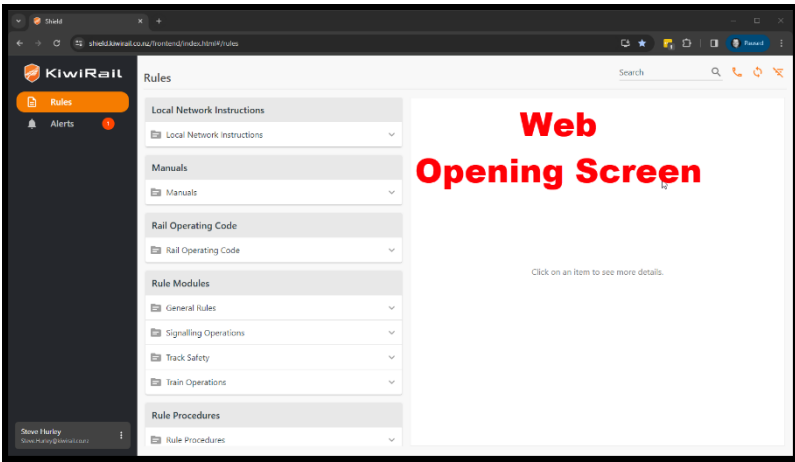
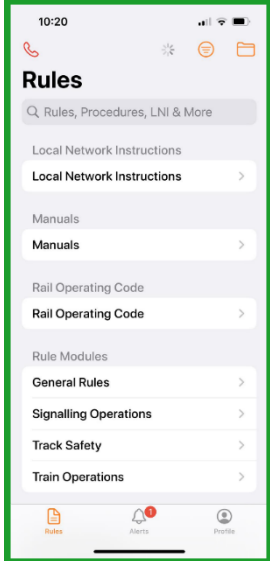


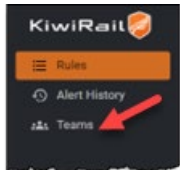
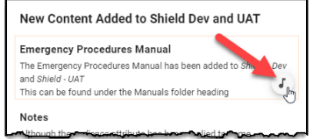


<p>Roles</p>	<p>You can tick as many roles as are applicable. A role is neither a Job Title or a Position description, but more an indicator of a functional Position.</p> <p>Roles Described: Review the Roles Described section at the end of this Guide or talk to your manager. LINK</p> <p>The listed roles use KiwiRail naming so choose those you think apply.</p> <p>The selected Roles affect what is highlighted in the App and associated to the filter button not what you have access to. You can also select additional roles from inside the app itself.</p> <p>Note: Selecting incorrect roles will highlight wrong content and too many can create too much noise.</p> <p>Step2: Once form completed, Click Continue</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 at 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>	

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Navigation and application Icons & Elements

<p>Web App versus Mobile App</p>	<p>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 Web app, however where there is a significant difference, we will show both. Web with a Black Border and Mobile with a Green Border.</p> <div style="display: flex; justify-content: space-around;">   </div>
<p>Apple iOS Versus Android</p>	<p>There are subtle differences between these two systems. Mainly colour background and the 3 dots Icon for syncing and turning on and off audio. These are horizontal on Apple iOS and Vertical on Android.</p> <div style="display: flex; justify-content: space-around;">   </div>
<p>Teams</p>	<p>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.</p> 
<p>Zoom Enlarge Images</p>	<p>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.</p> 
<p>Text to Audio</p>	<p>Most text can be read to you rather than read. To get device to read details out loud, mouse over section and Tap or Click the Music Icon. If you cannot see the Icon, just Tap section and it will Play (iOS devices)</p> <p>Note: Download Audio Data must be turned on under your profile for this to work</p> 

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Screen Icons & Elements

Most screen Icons & Elements are used in both Web and Mobile App – With some differences (SD)

Icon/Element	Description	Web/Mobile
	Emergency contact details, and emergency procedures	Both
	Sync – use to reload files if the computer has been offline for more than a week	Web
	Use to: -Sync updates when you have been offline -Turn off download audio files - Logout	Mob
	Keyword search bar – shows the results as you type. Refine keyword for more accurate search results	SD
	Menu bar	Web
	Shows the history of all alerts acknowledged by the logged in user.	SD
	Add role(s) and location(s) to filter	
	Filter Toggle (by role) – for the webapp this is turned off by default. (shows all rules) When selected, it will show the rules only relevant to the active roles	Both
	Manage Account – Takes you to where you can manage account including Roles and Locations. Note: Must have data connection	Both
	Supporting documents such as Local Network Instructions can be accessed here.	SD
	Use to listen to the selected rules.	Android Only

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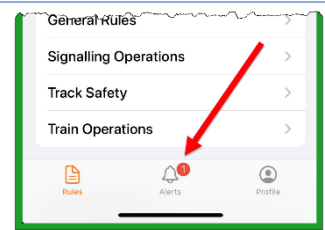
Managing Alerts

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 in this case to 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 at a glance

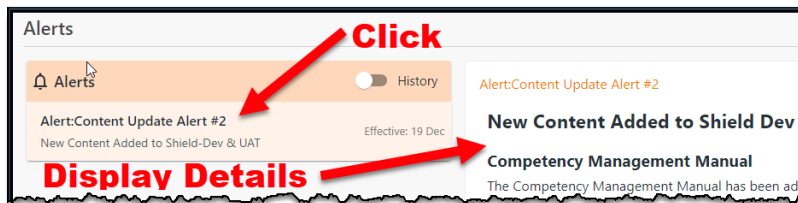
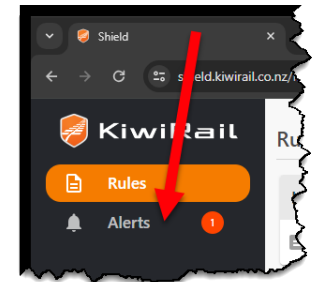
Alerts show as a number against Alerts in either Web or Mobile Apps. Click the Alert to display list.

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

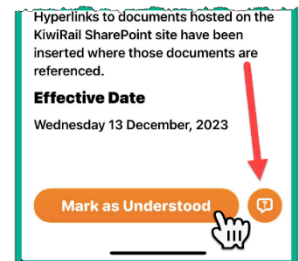
Tap or click on the Alert to see the details.



Mark as Understood

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

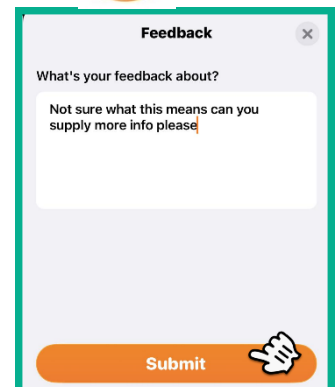
This will remove the Alert from the list.



Ask for more info and refer to Manager



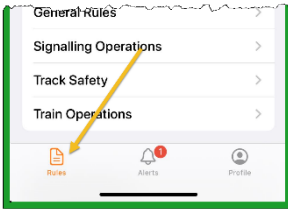

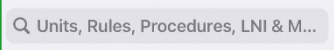


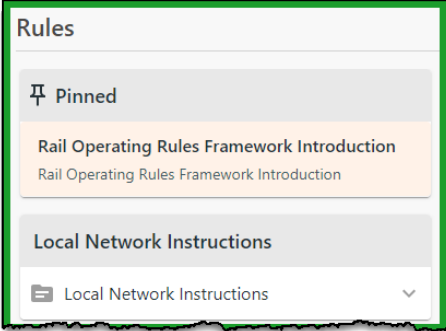
If you need more info or to make a comment, tap or click **Make a Comment** speech bubble.

Add comment and Tap/Click **Submit**





Using the app to find and review Rules

<p>Framework</p>	<p>KiwiRail has a Rail Operating Rules Framework that provides a basis for controlling rail operational risk 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.</p> <p>You can find an Introduction to the Rules Framework under Documents </p>
<p>Searching</p>	<p>The search in the app is global and will return results from within the Rules, Alerts, Glossary and some of the other supporting documents.</p> <p>Step1: Tap or click on Rules (Left Tab on web app and bottom of page for Mobile app)</p>   <p>Step2: Tap or Click into the search window</p>  <p>Step3: Type a key word or words. It will return results where the Word or Words appear anywhere in Rule or other documents etc.</p>  <p>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.</p> <p>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.</p>  <p>SEARCH TIPS:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ Network Access = Any doc with both these words somewhere ○ "Network Access" = both these words together
<p>Pinning</p>	<p>When you have regular use for a rule or procedure, you can "Pin" the item using the pin in the top right corner of the document and it will appear at the top of you document search area. </p> 


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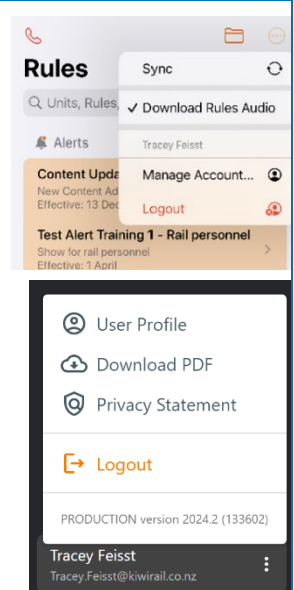
Managing Account, Roles, and Locations

Manage your Account

Log into the Shield app, either on your mobile device or the Web app.

If using your mobile device, click on the  in the top right hand corner, then select **Manage Account**

If using the web app, click on the  in the bottom right-hand corner of the menu bar, then select **User Profile**.



Select Manage Account



Update Name

UPDATE YOUR 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
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Filter by Role/Location

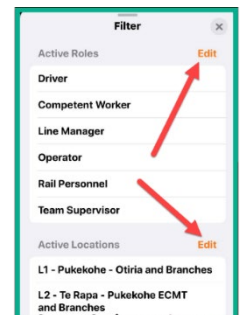
Filters are provided to filter content based on Roles and Locations.

This filters Rule info based on Roles you selected when Registering plus any added since. By default, filtering is off. You can toggle On/ Off using toggle Icon. It also uses location. By default, all locations are set as active.



Filter on Click to Disable Filter off Click to Enable

You can see what Roles you have set by tap or clicking **Edit**. This displays a list of Locked or Unlocked Active Roles and those that are available to add.

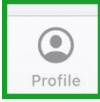
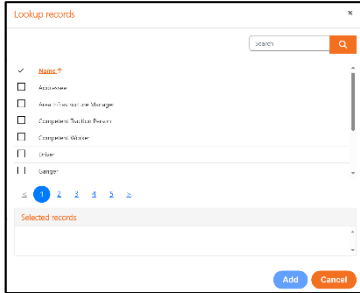
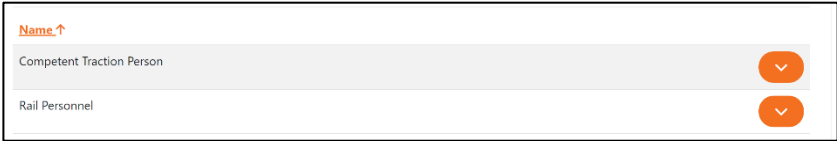





Note: The locked roles are those you added at registration. Unlocked are those added in mobile app since. Those added you can remove, those that are locked can only be changed by Managing your Account..

Note2: Using the filter expands and contracts what you see and highlights in Green the references that relate to the selected roles.

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<p>Managing Roles</p>	<p>IN MOBILE APP Roles can be added on the mobile app as unlocked temporary selections. These do not affect your Core locked roles that you set when you registered.</p> <p>To change these unlocked roles: Step1: Tap Profile (At bottom of screen) Step2: Tap Roles Step3: Tap Edit Step4: Tick or Untick roles as require. The changes are automatically saved and will be used for future filtering.</p>
<p>Manage Account (Core Roles)</p>	<p>IN WEB APP The web app will open the Rules Identity system direct so no temporary roles. Step1: Click 3 Dots along side your name at the bottom of the page Step2: Click User Profile Step3: Click Manage Account Step4: Add or remove roles as required.</p> 
<p>Add or Remove Roles</p>	<p>IN MOBILE APP Step1: Tap Profile (At bottom of screen) Step2: Tap Manage Account</p> <p>Note: This opens the Rules Identity System on-line, so you need to be connected to either Wi-Fi or have a data connection like 4G. Step3: Add or remove roles as required (These become Core Locked 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>Changing Locations</p>	<p>This is accessible inside the App under your Profile and Roles. Access as per instructions for Managing roles In Mobile App above.</p> <p>Click the location to immediately add or remove.</p>
<p>Accessing Support Documents</p>	<p>In web app these are listed in sections lower down the home page. In mobile app these can be accessed by tapping the Folder Icon.</p> <p>Note: Some documents while searchable are not displayed on some mobile devices. This has been fixed in next release.</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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Roles in the Shield Described.

Role Title	Role Description	Job Title	Relevant LTOs
Area Infrastructure Manager	Person authorised to manage track, structures, and infrastructure maintenance matters for a specified area.	Regional Infrastructure Manager STTE Manager	-
Addressee	Any person qualified and authorised to receive written track protection instructions from the Train Controller or Signaller.	Locomotive Engineer Operator Ganger Rail Protection Officer MTMV Operator Track Vehicle Operator Track Group Track Inspector	A AS P AC A1 P2 AF B RPO - All AP BM TPBM AP2 11 902
Competent Traction Person	A Traction person who is deemed competent by Traction Engineering to carry out work on the KiwiRail Traction system. It is usually a Traction Electrician or Traction Line mechanic who can isolate the Overhead Line Equipment and issue a Permit To Work.	Traction Line Mechanic Traction Operations Supervisor Traction and Systems Controller Electrical Safety Observer Traction Electrician Rail Bonder Traction Protection Manager Traction Isolation Supervisor	EAA
Competent Worker	A worker who is qualified and certified as competent to carry out the relevant task	Driver Locomotive Engineer Manager/Supervisor Operator Protection Planner Rail Protection Officer Rolling Stock Representative Signaller Train Controller	Any LTO holder
Driver	A qualified person authorised to operate Hi-Rail vehicles	Ganger Rail Protection Officer Site Protector	11 RPO-H TPBM

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Role Title	Role Description	Job Title	Relevant LTOs		
Ganger	A Track Maintenance Representative who is responsible for leading, supervising and efficient operation of a workgroup, to achieve track maintenance, repair and renewal work	Ganger Track Group Track Maintainer	-		
Ganger in Charge	Oversee operation of MTMV	Ganger Track Group Track Maintainer	-		
Guard	Historical reference for a person who is designated a Guard on Heritage trains who is responsible for the welfare and comfort of passengers, assists with emergency working on a passenger train and is in charge of any Ticket Collectors on the train. See also Train Manager	Train Manager Guard Train Attendant	AF AS	E1T U	U2 U4
Hand Signaller	Rail Personnel who is appointed to hand signal trains in place of fixed signals	Rail Operator Rail Protection Officer Operator Train Manager	A AC AF AM AP AP2 AS	A1 B BM E1 E1P E1T F	F1 G G1 I1 TPBM 902
Line Manager	A person with direct managerial responsibility for a particular employee and their work.	Terminal Manager Depot Manager Operations Manager	-		
Locomotive Engineer	Rail personnel qualified by examination and certified to drive and be in charge of a locomotive. See also <i>Operator</i> .	Locomotive Engineer	A AP	AP2 AS	A1
Manager / Supervisor	Person responsible for overseeing or supervising rail personnel for a particular shift, activity or area. May also be a <i>Line Manager</i> .	Network Control Manager Occupational Competency Manager Terminal Manager Depot Manager Operations Manager Linehaul Manager Supervisor	-		

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

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Role Title	Role Description	Job Title	Relevant LTOs
Mobile Plant Controller	The competent worker responsible for controlling Mobile Plant within a worksite	Ganger Field Production Managers Mobile Plant Operator Rail Protection Officer Site Protector	I1 RPO - All TPBM 902
Mobile Plant Operator	Competent worker responsible for operating Mobile Plant machines such as (but not limited to): diggers, rollers, loaders, cranes, excavators, drilling rigs, elevated work platforms, concrete pumps and trucks.	MTMV Operator HRV Driver Ganger Track Maintainer Track Group	I1 TPBM RPO - HRV
MTMV Operator	Competent worker responsible for operating Mobile Track Maintenance Vehicles/machines such as (but not limited to): Tampers, Regulators, Track Stabilisers, Ballast Cleaner, Low Loaders, Track Evaluation Car, Track Undercutter, Self-Propelled Cranes.	MTMV Operator	I1 TPBM
Network Control Manager	The Network Controller's (KiwiRail's) manager responsible for making operating and safe working decisions relating to the control of trains and access to the rail network.	Network Control Manager Train Controller	H
Observer (ESO/RSO)	A competent worker appointed to protect another person or group that is occupying the track	Rail Protection Officer Site Protector Traction Line Mechanic Traction Operations Supervisor Electrical Safety Observer Traction Electrician Track Maintainer Traction Isolation Supervisor	ITD L L1 M M2 EAA P P2 RPO - All 902
Officer in Charge	The designated person who is in charge for the time being of the station, siding or other place	Locomotive Engineer Driver Operator Team Leader (Freight Ops) Train Manager Remote Control Operator	A AF AM AP AP2 AS A1 B BM E E1 E1P E1T F F1 G G1
Operations Support Representative	The person responsible for arranging repairs to railway infrastructure faults.	Operations Support Specialist	-

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

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Role Title	Role Description	Job Title	Relevant LTOs		
Operator	The Locomotive Engineer, or other personnel authorised to operate a motive power unit or Mobile Track Maintenance Vehicle (MTMV), who is in charge of the train or machine group. This meaning is specific to the Rail Operating Rules and associated documents; not to be confused with National Rail System Standards (NRSS) or Railways Act 2005	Depot Locomotive Operator Locomotive Engineer Operator MTMV Operator Remote Control Operator Servicing Assistant Team Leader	A AD AM AP	AP2 AS A1 B	I1 TPBM V
Permit Issuer	The competent worker authorised to issue Site Safety Permits	Team Leader Manager	RPO-Y		
Person in Charge	The designated person who is in charge for the time being of an activity, task or location who is not otherwise an Officer in Charge.	Manager Supervisor Team Leader Ganger Track Maintainer Field Production Manager	-		
Person Responsible for Movements	A competent worker who is responsible for the movement of rail vehicles within their designated area of control.	Rail Operator Locomotive Engineer Operator Remote Control Operator MTMV Operator Team Leader	A AC AD AM AP AP2	AS A1 B BM F F1	G G1 I1 RPO - All TPBM V 902
Pilot	A qualified person who ensures the safe movement of a rail vehicle by guiding the Operator	Locomotive Engineer Operator Rail Operator Remote Control Operator Site Protector Team Leader (Freight Ops) Train Manager	A AC AF AM AP AP2 AS	A1 B BM E1 E1P E1T F	F1 G G1 I1 TPBM 902
Points Operator	A competent worker authorised to manually operate motor points	Locomotive Engineer Operator Rail Operator Remote Control Operator Signal Maintainer Signals Technician	-		

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

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Role Title	Role Description	Job Title	Relevant LTOs
Protection Planner	A role which reviews requests for track occupations to ensure that the optimum and least disruptive protection method is applied. The person performing this role may possess a different job title than Protection Planner	Protection Advisor Protection Team Leader Protection Manager Protection Planner	RPO - All 902
Rail Incident Controller	A competent person appointed, or performing, as designated by the Access Provider / Operator the duties of the Rail Incident Controller (RIC) at the site of an incident. Rail Incident Controllers are in charge of all rail personnel on site.	Occupational Competency Manager Terminal Manager Depot Manager Operations Manager Linehaul Manager Supervisor Investigator	-
Rail Operator	A qualified person who assists the Locomotive Engineer/Remote Control Operator with the movement and general working of the train	Locomotive Engineer Operator Rail Operator Team Leader	A AC AF AP AP2 AS A1 B BM F F1 G G1
Rail Personnel	Employees, agents, contractors or voluntary individuals engaged for the purposes of carrying out rail activities	Default Role All Job Titles	-
Rail Protection Officer	The person with overall responsibility for providing rail protection for the Protected Work Area (PWA)	Assistant Rail Protection Officers Ganger Site Protector Rail Protection Officer	RPO - All 902
Receiver	The person who is the recipient of radio communication for the purpose of receiving information or instructions from another person (sender).	Locomotive Engineer Operator Rail Operator Team Leader Remote Control Operator HRV Driver Rail Protection Officer Site Protector MTMV Operator Train Controller Signal Box Controller	Trained in KiwiRail Radio Communication protocols

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

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Role Title	Role Description	Job Title	Relevant LTOs
Rolling Stock Representative	A competent worker authorised to carry out tasks on rail vehicles	Mechanical Engineer Team Leader (Mechanical/Fleet) Service Person Service Manager (Mechanical/Fleet)	AD AM
Sender	The person initiating radio communication for the purpose of transmitting information or an instruction to another person (receiver).	Locomotive Engineer Operator Rail Operator Team Leader Remote Control Operator HRV Driver Rail Protection Officer Site Protector MTMV Operator Train Controller Signal Box Controller	Trained in KiwiRail Radio Communication protocols
Signaller	The person who directly controls signals at an Interlocked Station, who may also be the Train Controller	Signal Box Controller	H R
Signals Maintenance Representative	A competent worker authorised to carry out tasks on signalling and telecommunications equipment	Signals Technician Signals Maintainer Telecommunications Technician Traction Electrician Signals Line Mechanic Electrical Inspector	-
Site Protector	The Site Protector is responsible for all personnel and equipment within their work site and reports to the RPO	Site Protector Rail Protection Officer Assistant RPO	RPO - All 902
Team Leader	A competent and duly designated worker responsible for an individual or group of individuals.	Locomotive Engineer Operator Rail Operator Team Leader Terminal Supervisor	E E1 E1T F F1 G

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

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Role Title	Role Description	Job Title	Relevant LTOs		
Terminal Supervisor	A competent and duly designated worker responsible for an individual or group of individuals at a Terminal, often the <i>Team Leader</i> on duty.	Rail Operator Team Leader	E E1	E1T F	F1 G
Track Maintenance Representative	A competent worker authorised to carry out tasks on the railway track and supporting infrastructure	Ganger Track Group Field Production Manager MTMV Operator HRV Driver	I1 ITD RPO - HRV TPBM		
Track Vehicle Operator	A competent worker duly authorised to operate a Track Vehicle	MTMV Operator HRV Driver Ganger	I1 RPO - HRV TPBM		
Train Controller	The person who controls the movement of all trains and authorisation of maintenance occupancies within a specific area on the Controlled Network.	Train Controller Network Control Manager	H		
Train Crew	The Locomotive Engineer or Operator, Rail Operator, Train Manager, Passenger Operator and other Rail Personnel provided to assist with running of the train under the direction of the Locomotive Engineer or Operator	Locomotive Engineer Remote Control Operator Operator Rail Operator Train Manager Onboard Service Manager Train Attendant Customer Service Host Maître' d Passenger Operator	A AC AF AP AP2	AS A1 B BM U1	U2 U3 U4 V
Train Crew Manager	The person who manages the Train Crew.	Customer and Crew Manager	-		
Train Manager	A person designated as Train Manager who is responsible for the welfare and comfort of passengers, assists with emergency working on a passenger train and is in charge of any Ticket Collectors on the train. See also Guard	Train Manager Guard Onboard Service Manager	AC U1	U2 U3	U4
Work Supervisor	The person responsible for managing the activities within a Work Site including the occupational health and safety of personnel.	Ganger Rail Protection Officer Site Protector Team Leader	RPO - All 902		

Shield App User Guide – How To



Others
e.g. LTOs, NLOs, AT,
Manfreight, etc.



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