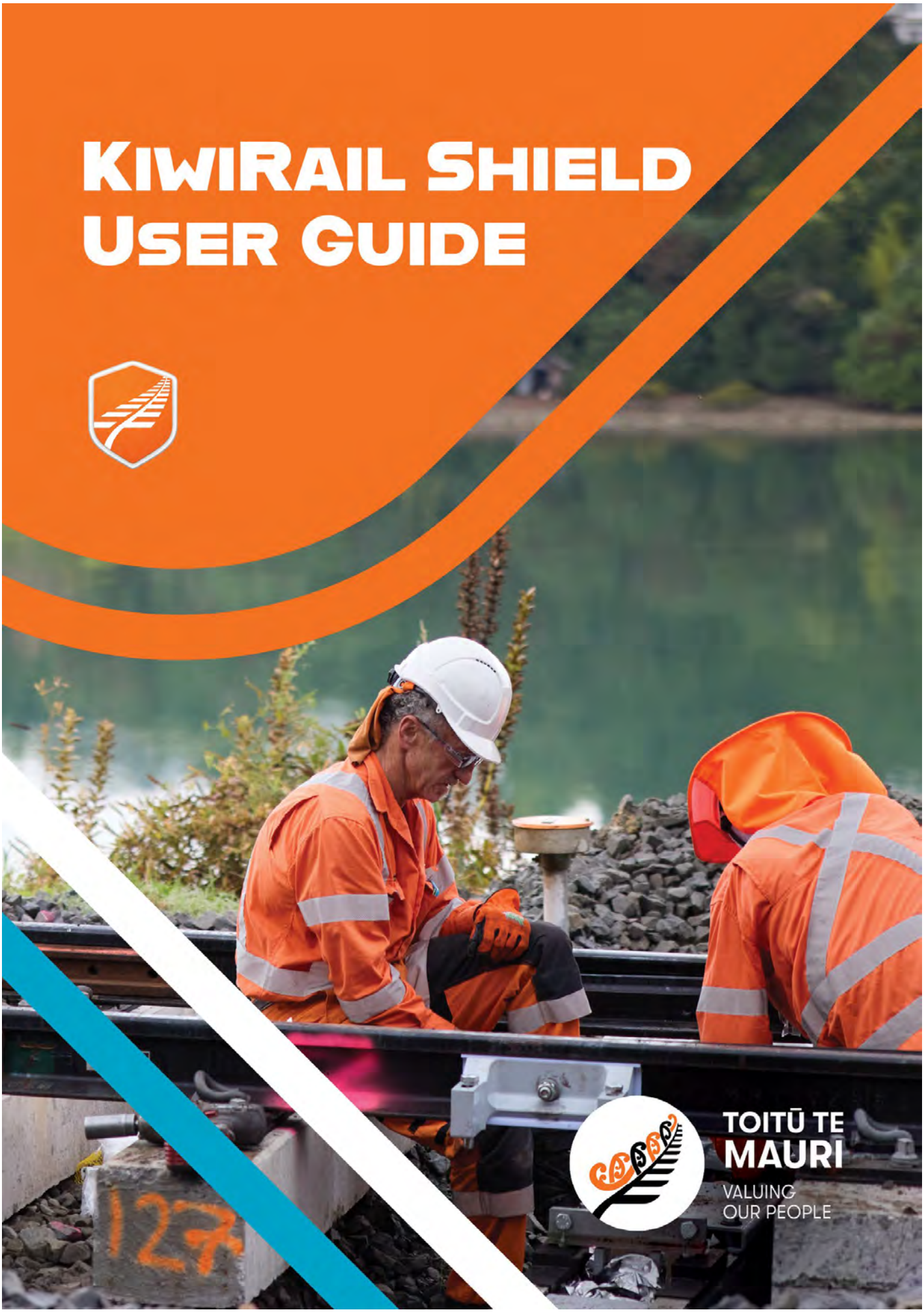
KiwiRail Shield User Guide



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Shield App User Guide – How To

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

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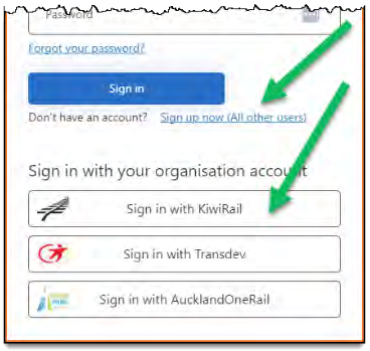
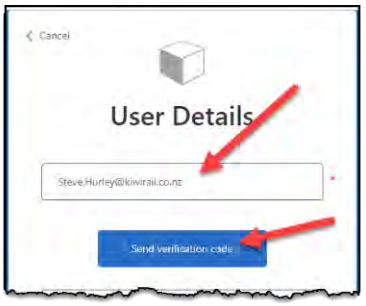
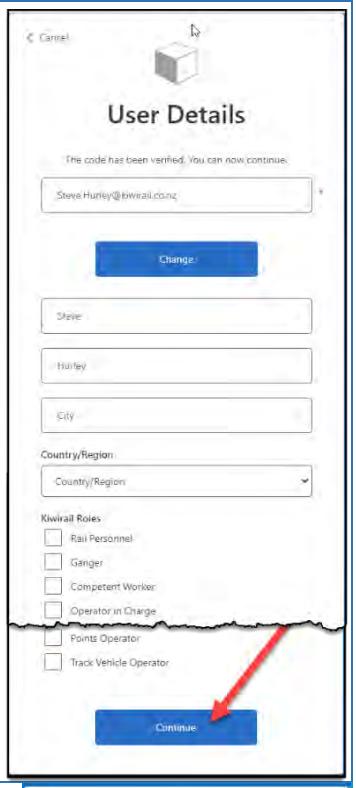
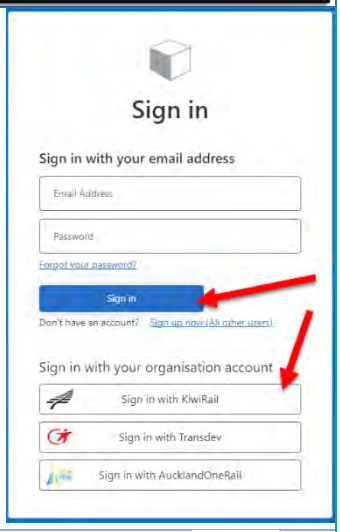
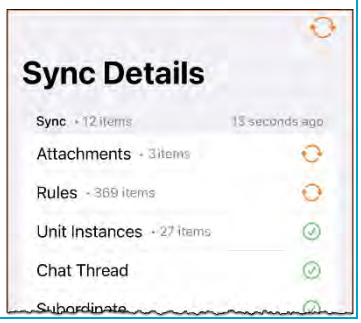
Registration & Sign In

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, 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. 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 14 or later or Android V8 to 14.
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) Available on the App Store GET IT ON Google Play 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**	**KIWIRAIL, 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.  

Roles	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. ***Roles Described:*** Review the Roles Described Guide. LINK The selected Roles determine alerts that come to an individual's device. Once form completed, Click ***Continue*** **Note:** Private Siding Companies select "Rail Operator" 
Sign In	**KIWIRAIL, 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. 
Sync	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. 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 

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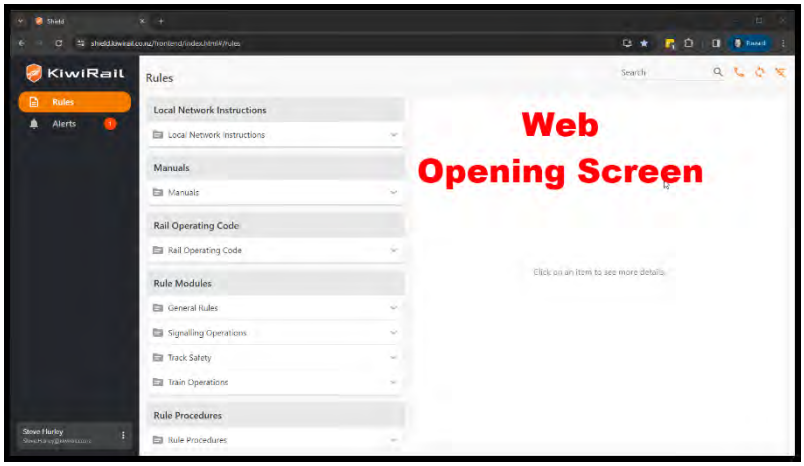
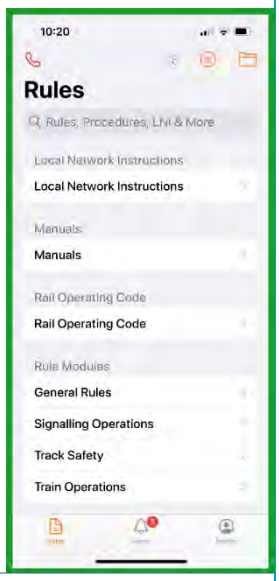
Navigation and application Icons & Elements

Web App versus Mobile App

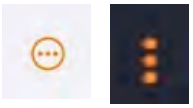
Navigation in Mobile App and Web App is different. This is mainly when accessing each area of the app. Once you are in Alerts or Rules or Team, they are similar. For the purposes of this guide, we have mainly used screen shots from the Mobile app, however where there is a significant difference, we will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

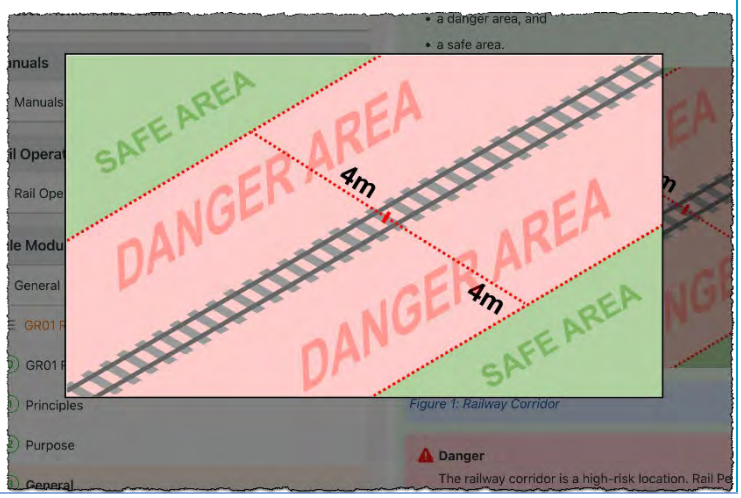


Teams/ Your Team

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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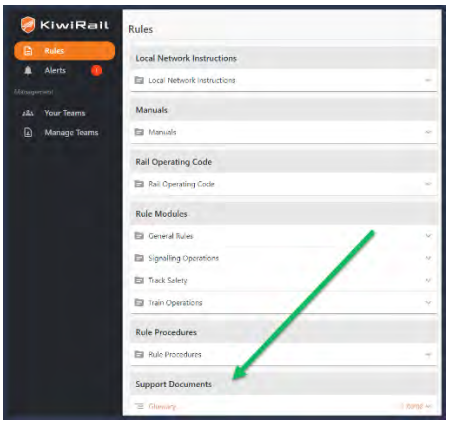
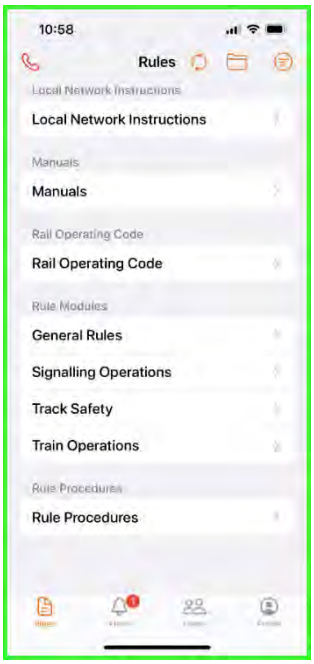
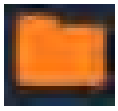
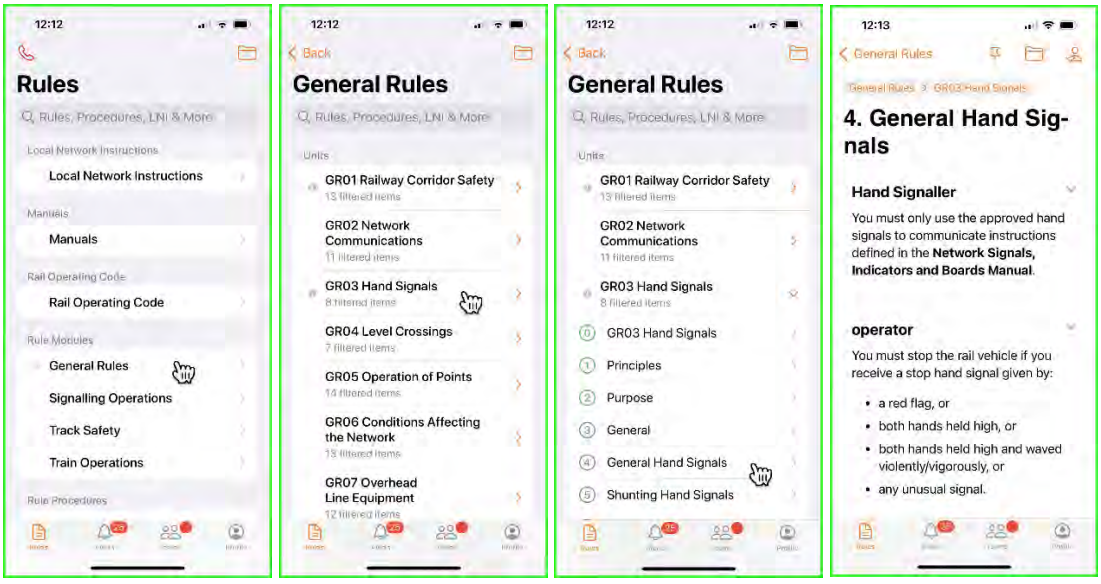
Rules/Data Structure	The data available in Shield is broken up into: • Local network Instructions • Manuals • Rail Operating Code (ROC) • Rule Modules • Rule Procedures • Support Documents   **Note:** Private Siding companies use a small subset of this information, primarily sections of the Rail Operating 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 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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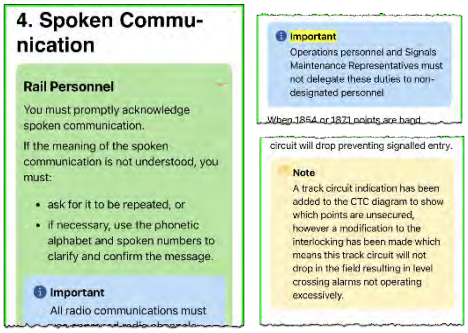
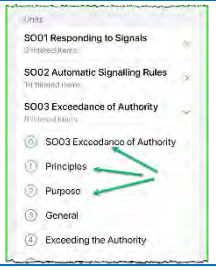
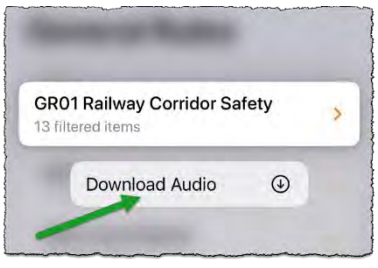
Breadcrumbs	Use the breadcrumbs and title at the top of the page to navigate back one or more steps.
Emergency	Tapping on the phone at the top of the page opens emergency information and contacts. Tapping on a displayed number will call that number if your device has calling capability.
Content Highlighting	**FOR YOUR ROLES** When you search or Navigate Shield, the content that most closely relates to your selected Roles, will be highlighted. This is usually in a Light Green Colour. **IMPORTANT INFO** This is highlighted in a separate section and in Blue **NOTES** This is usually highlighted in Yellow 
Search results highlighting **Browsing and drilling highlights**	Results that align with your role have the Results number highlighted in Green. This helps to lead you to content that is more likely what you are looking for. It does not however prevent you from seeing all content. Items that relate to our selected Roles the Circled Count is in Green 
Text to Audio	Most text can be read to you. Controlling this is different for Web App and Mobile Apps. **Web App** Go to the text and click the Audio speaker icon bottom right of page. Use the displayed audio controls to pause etc. **Mobile App** To get device to read details out loud, Tap or Click the text to start audio play and again to stop. 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.
Syncing Audio	**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 off line. This then gives option to download, and it will sync when a connection is available.  You can see which Units you have as Audio Files on your device under your Profile

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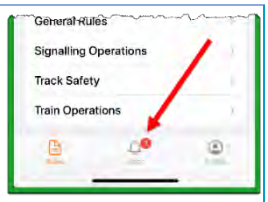
Managing Alerts

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.

Alerts

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.



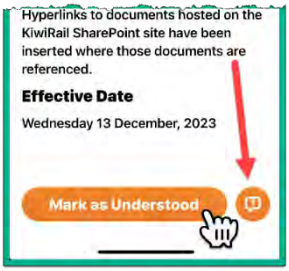
Accessing the details

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***

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 forward till you are satisfied. Then tap or click ***Mark as Understood***.

Note2: **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 shield@kiwirail.co.nz

Alerts History

Click the Clock ICON to display Alerts that have already been acknowledged

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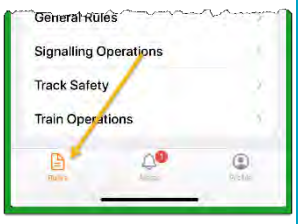
Using the app to find, review and pin Rules

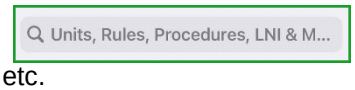
Searching

The search in the app is global and will return results from within the Rules, Alerts, Glossary and some of the other supporting documents.



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.

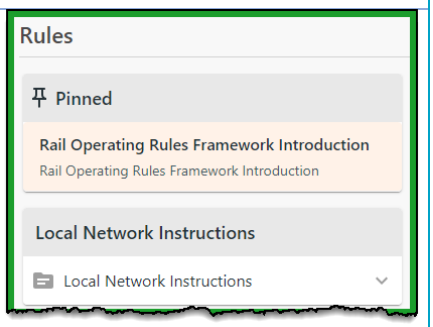
SEARCH TIPS:

- 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. Item will appear at the top of you document search area.



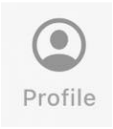
Note: To Unpin, simply tap the pin icon on the pined document.

Managing Account, Roles, and Locations

Manage your Roles and Locations

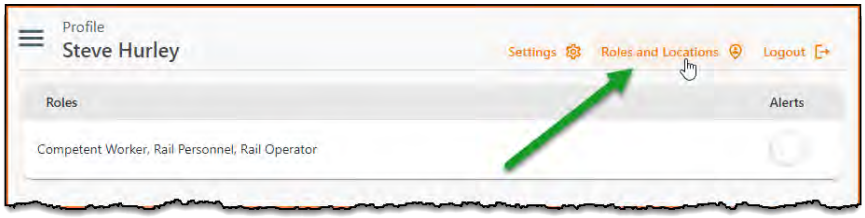
Setting these will affect what Location or Role based Alerts you receive.

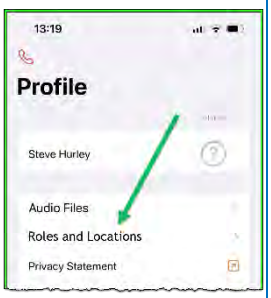
If using your mobile device, click on the Profile icon at the bottom of the Rules screen.



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 and responsibilities you have in the Rail Network. These can only be changed by managing your account (See manage account section)

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 Non-Core rolls does not impact Alerts.
It just highlights content that is 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.

Note: You cannot remove your locked CORE roles. These are centrally stored and can only be changed by Managing your account – See below

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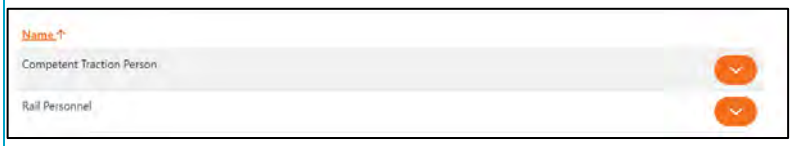
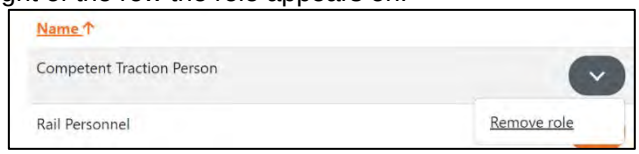
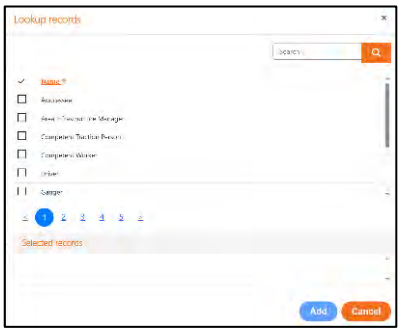
Manage Account	This will open the Rules Identity System direct so no temporary roles. You need to be connected to either Wi-Fi or have a data connection like 4G. **Step1:** Click ***User Profile*** **Step2:** Click ***Roles and Locations*** **Step3:** Click ***Manage Account*** (At bottom of page) The 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.**
Remove or Assign Roles (Core Roles)	Review existing Roles  To remove a role, click on the at the right of the row the role appears on.  Click **Remove role.** Click **Save**. 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) 
Changing Locations	This is accessible inside the App under your Profile and Roles. Access as per instructions for Managing roles In Mobile App above. Click the location to immediately add or remove.
Other changes to your user profile	To make any other changes to your user profile, contact your Org Manager or the Shield admin team at KiwiRail (shield@kiwirail.co.nz).
Request your profile to be inactivated	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).

KiwiRail