Shield App and Rules Help – Follow this process

	Sign In	**How To**	**Content**	**Application**	**Escalations**	**Teams**	
KiwiRail	KR Service Desk					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@	Guides/FAQ/ /KRSD	Rules@	Own Org Mgr/ Shield@	**Heritage**
Other Partners						Own Org Mgr/ Shield@	**Other Partners**
Contractors to KR	KR Service Desk	Guides/FAQ/ /Shield@	Guides/FAQ/ /Shield@			KR Service Desk	**Contractors to KR**
Contractors to Partners						Partner Service Desk	**Contractors to Partners**
Other						KRSDesk/ Shield@	**Other**

Sign In
KR/AOR/TransDev use Single Sign On so not managed in app. Each organisation uses their standard logins. Cannot use password reset.

How To
Everything excluding: Sign-in/up and Teams related. These are handled as per those support channels

Content
Content Queries
Issues searching
Content not as expected
Cannot find
Content FAQ
Refer to "Shield - New Terms and Content" Guide

Application
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
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

All other Issues or not sure – email: Shield@kiwirail.co.nz