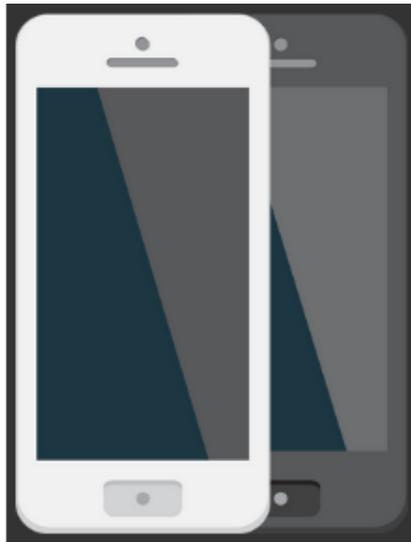




AskRail®

Release 6.0.1 Installation Troubleshooting Guide



Query the contents of a railcar with a simple railcar ID search



View emergency contact information for all Class I railroads and Amtrak



Access reference resources that can support incident response

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Introduction

AskRail® version 6.0.1 was released in July 2021 and included significant installation changes. This installation troubleshooting guide helps users upgrade from older versions to this version and/or newer versions. The current version is now available on the Apple App Store and the Google Play Store. Links to the iOS, Android, and Windows versions are available at [AskRail.us](https://askrail.us). Follow the prerequisites and the platform-specific steps to update. See “[Troubleshooting Help](#)” on page 10 for additional troubleshooting steps.

Notes:

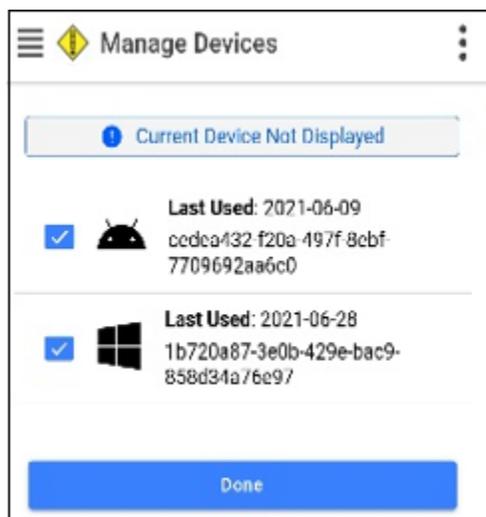
- Go to <https://public.railinc.com/products-services/askrail> to see a registration tutorial and other helpful videos.
- Devices must be registered during every setup. You do not have to receive approval again; however, you must use the same email address.

If you have questions, contact the Railinc Customer Success Center by email at support@askrail.us or by phone at 877-724-5462.

Prerequisites

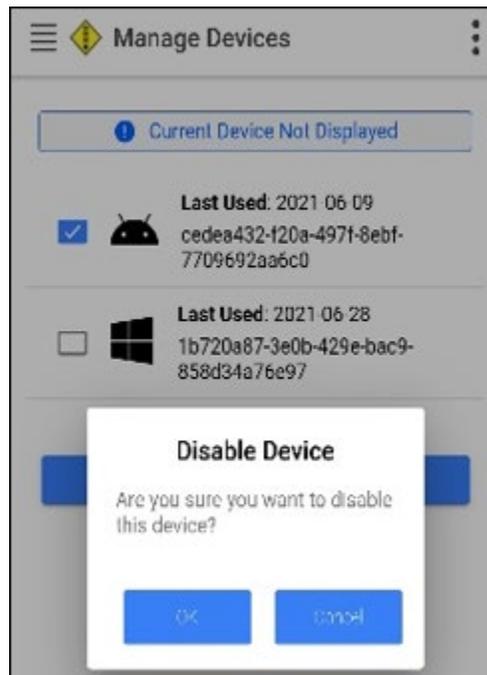
Important: The following steps must be completed prior to updating. If not, the registration may fail.

1. Open the app and select the menu icon in the top right (either ⓘ or ⋮) to go to your profile.
2. On the profile page, select **Manage Devices**.
3. Select the checkbox(es) to the left of any old devices to disable them.



If you only have one device, “Current Device Not Displayed” is displayed, which indicates that you cannot manage the device you are currently using.

4. Select **Ok** to confirm.



5. Select **Ok** again to close the confirmation window.



6. Depending on your operating system, select one of the following links to access steps to update your application.
 - [iOS](#)
 - [Android](#)
 - [IRD \(Internet Ready Device / Desktop\)](#)

iOS (i.e., Apple)

Use the following procedure to update AskRail:

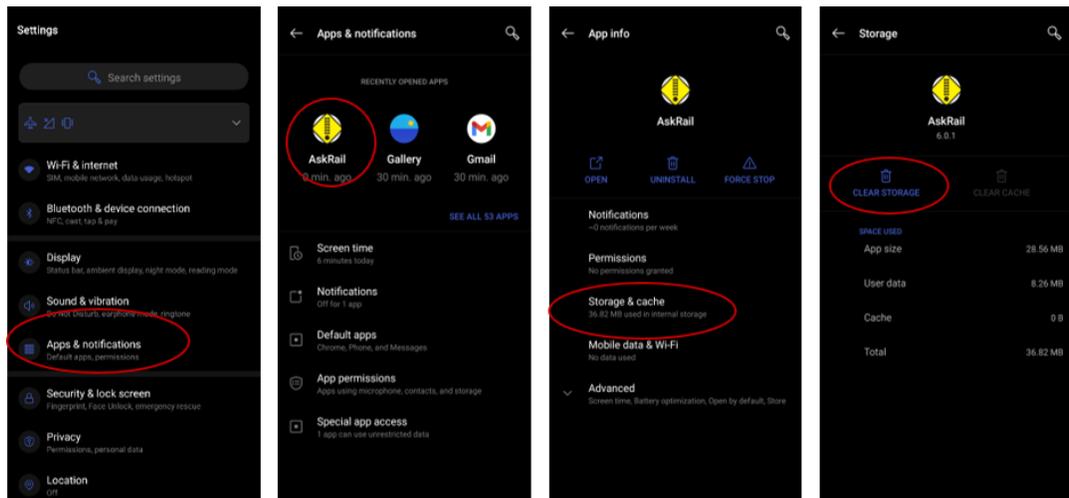
1. Uninstall the application.
 - a) To uninstall, press down on the app icon to open the quick menu or press longer to enter “wobble mode”.
 - b) Select **Remove App** or press the × or – on the icon if you’re in “wobble mode”.
 - c) Confirm that you want to uninstall by selecting **Delete App**. Then press **Done** in the top right corner to exit “wobble mode”.
2. Reinstall the application.
 - a) To reinstall, open the App Store and search for “AskRail”.
 - b) If you’ve previously downloaded the app, you will see an icon that looks like a cloud with a down arrow. Otherwise, you will see “Get”. Tap this to download.
 - c) Once the app is downloaded, based on your settings and iOS version, the AskRail icon will be displayed on one of your home pages or in the app library (to get to the app library, swipe through the home pages from right to left).
3. See “[Registration](#)” on page 7 for steps that explain how to complete registering your device.

Android (e.g., Samsung, Motorola, Chromebook)

Use the following procedure to update AskRail:

Note: Before registering, you must clear the app's data. While the steps vary depending on your phone's manufacturer, here are the general steps:

1. Go to your device's Settings menu.
2. Look for your Applications menu (screenshot shows 'Apps & Notifications').
3. Find AskRail and select it.
4. Locate the storage tab (screenshot shows 'Storage & Cache').
5. Tap **Storage** or **Data** to clear both the data and cache. Then, select **OK**. This must be cleared before you proceed.



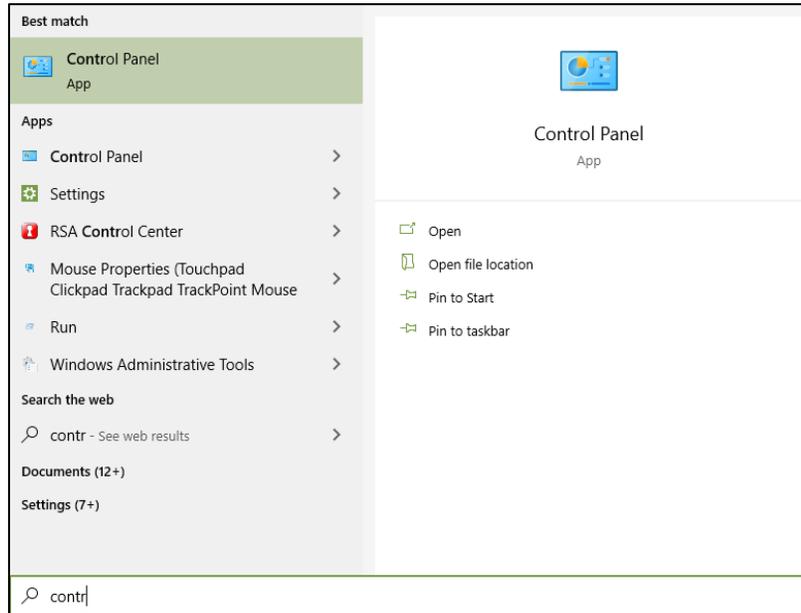
6. See "[Registration](#)" on page 7 for steps that explain how to complete registering your device.

IRD

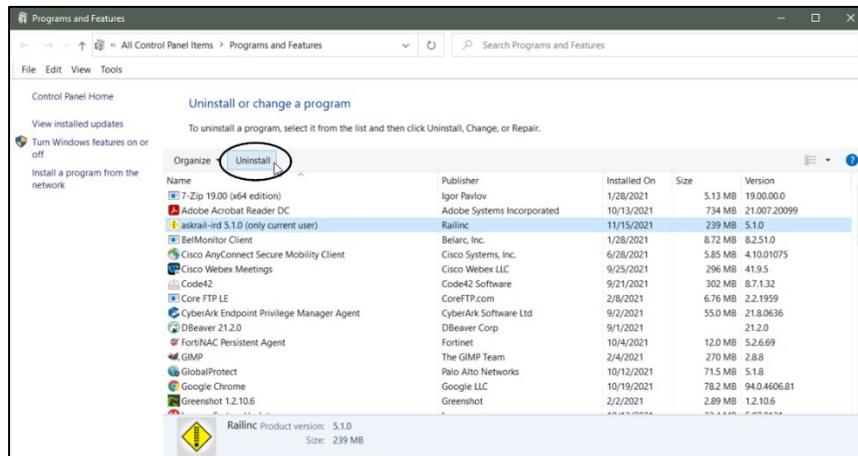
Use the following procedure to update AskRail:

Note: The old version of the desktop app must be uninstalled prior to downloading the new version.

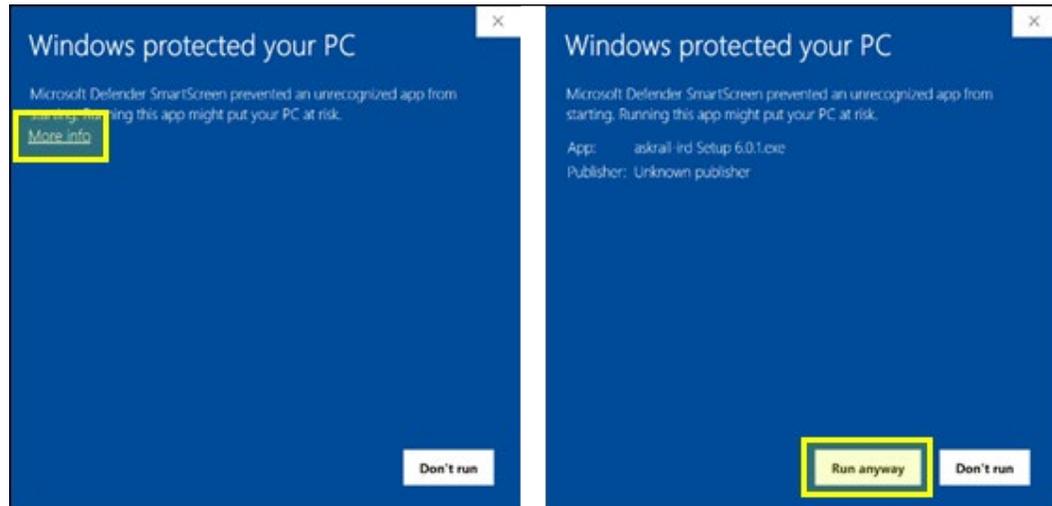
1. Search for the Control Panel on your desktop.



2. When opened, make sure it displays “All Control Panel Items”.
3. Navigate to “Programs and Features” and click to open.
4. Select the AskRail version to uninstall (e.g., **askrail-ird 5.1.0**).
5. Click **Uninstall**.



6. Go to [AskRail.us](https://www.askrail.us), scroll to the bottom and select the Windows icon. The download begins.
7. Once the .exe file has completed downloading, double-click to start the installation.
8. Upon reinstalling, you may see a message indicating that your computer prevented an unrecognized app from starting. Select **More info** and then select **Run Anyway**.



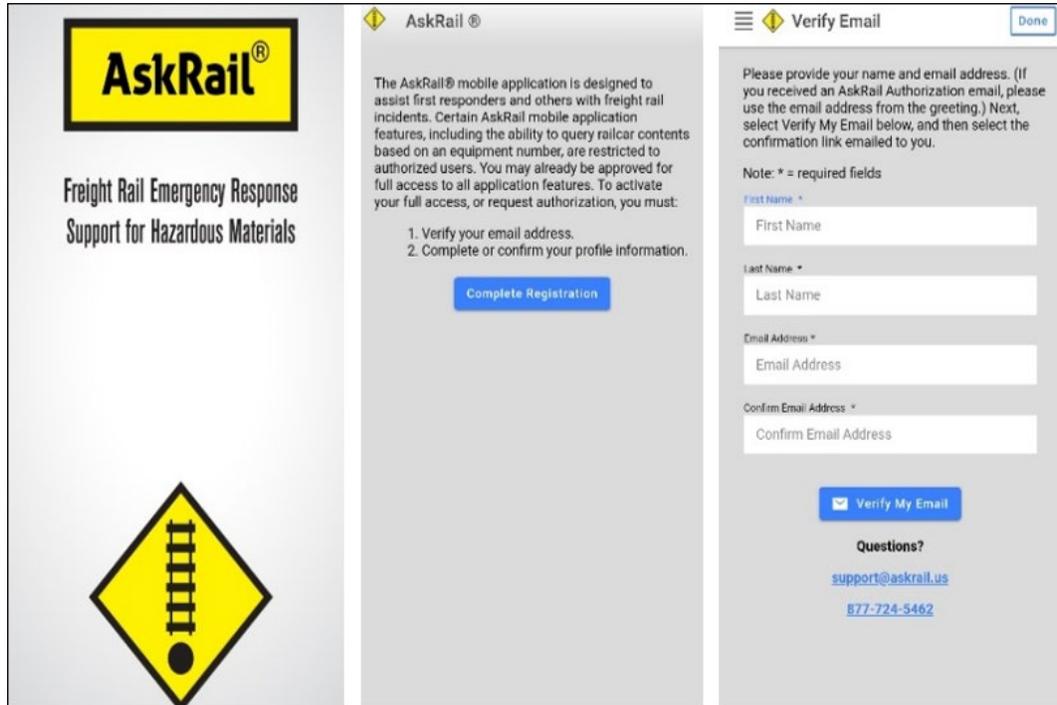
9. See "[Registration](#)" on page 7 for steps that explain how to complete registering your device.

Registration

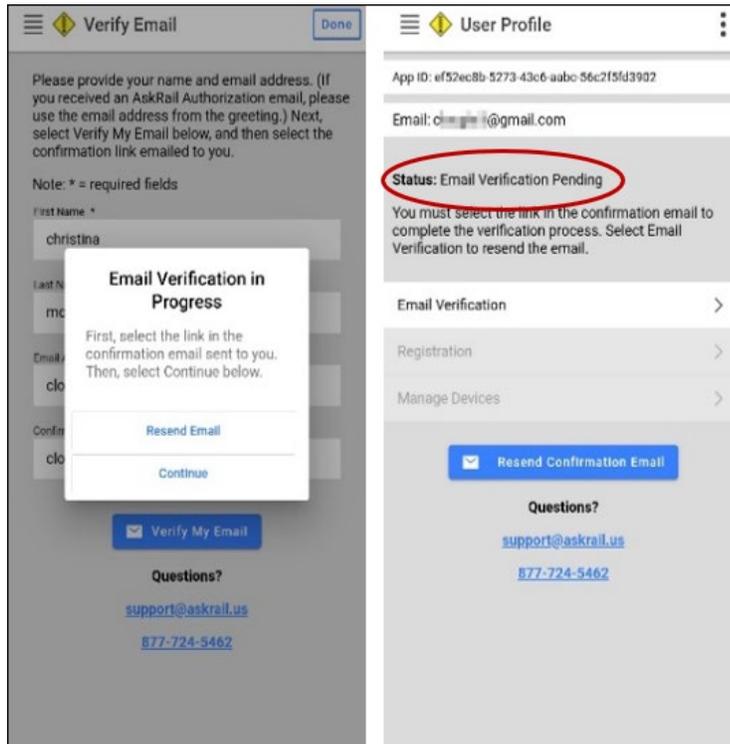
Use the following procedure to register AskRail:

Note: Although the screenshots displayed in this section are from an Android device, the interface and functionality are identical across platforms.

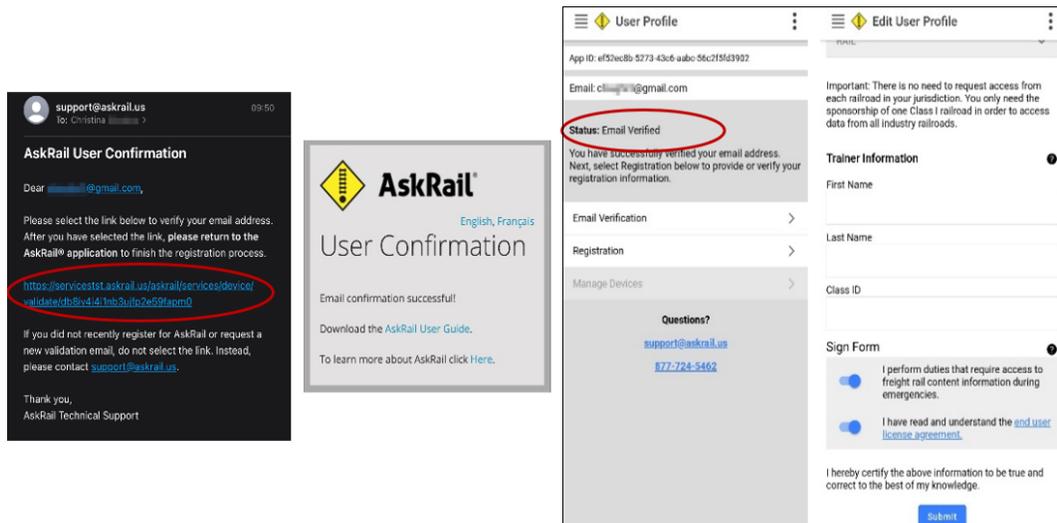
1. Enter your name and email address, select **Verify My Email**, and then select **Continue**.



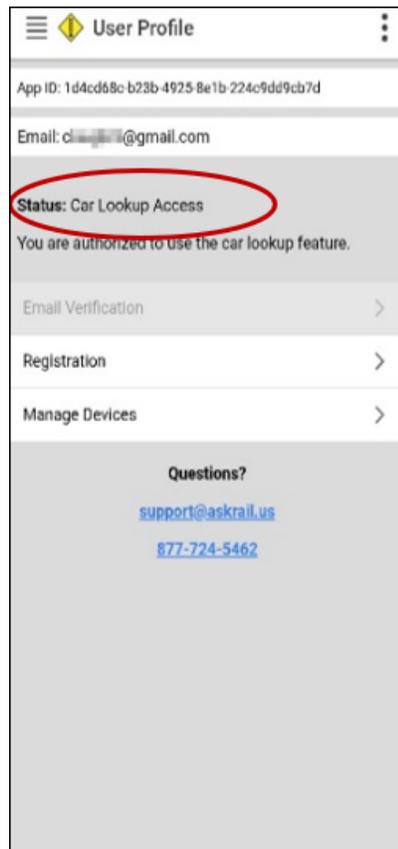
2. If you need to resend the email, select **Resend Confirmation Email** from the profile page. Make note of your status as it may change.



3. Confirm your email and complete registration by tapping the toggles to “sign” the form. Then, select **Submit**.



4. You are authorized to use AskRail.

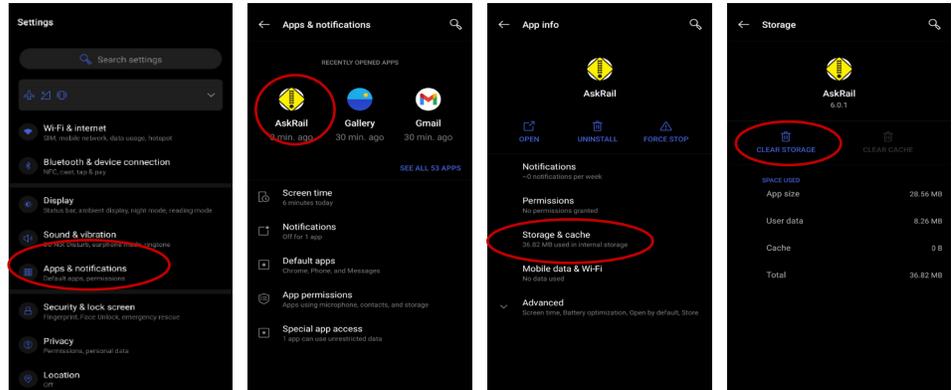


See “[Troubleshooting Help](#)” on page 10 for additional help.

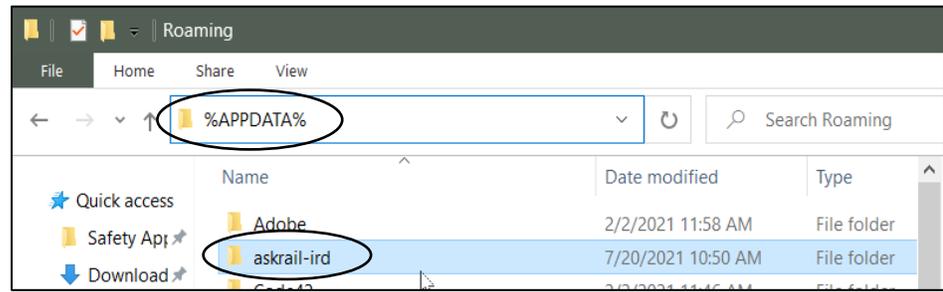
Troubleshooting Help

The following troubleshooting tips outline solutions to common problems:

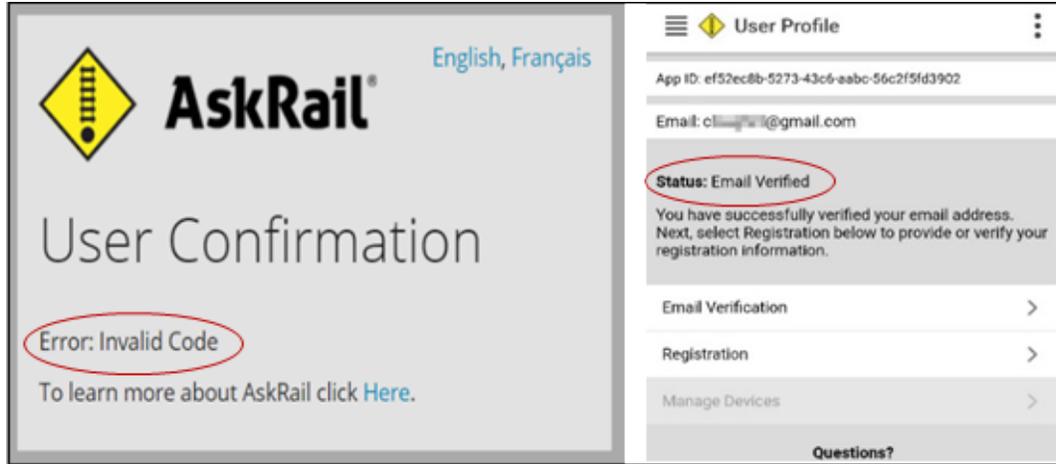
- If you cannot type information in the registration fields, try the following steps:
 - Android: Try clearing the app data again – it is possible that you may have only cleared the cache. Email support@askrail.us if you need additional help.



- IRD: Try clearing the app data. Open File Explorer, type %APPDATA% in the file path area, and press Enter. Right click the folder “askrail-ird” and select Delete. Email support@askrail.us if you need additional help.



- If you receive the following error when trying to submit your email verification: “Email Verification Error: Unable to add this device”, this means that you have registered the maximum number of devices. If you have a device running an old version, select **Manage Devices** and disable your other devices. If you do not have a device running an old version, contact your sponsoring railroad or email support@askrail.us for help disabling old devices.
- If you receive the following error when clicking the link to verify your email: “Error: Invalid Code” (especially with Outlook), edit your AskRail profile (menu icon at the top right). The Status (under your email) should indicate “Email Verified”. If the Registration tab is enabled, you can complete registration. If not, contact your sponsoring railroad or email support@askrail.us.



- If you are unable to search for a railcar, remember that you must select **Return** to initiate the search. Below are three screenshots showing the search, the spin indicating the search is working, and the results. If you continue to have trouble, contact your sponsoring railroad or email support@askrail.us.

