



# AskRail<sup>®</sup> User Management Portal User Guide



© Copyright 2024 Railinc. All Rights Reserved.

Last Updated: November 2024

Legal Disclaimer: Any actions taken in reliance on or pursuant to this document are subject to Railinc's Terms of Use, as set forth in <https://public.railinc.com/terms-use>, and all AAR rules.

## Table of Contents

<b>Learning about the AskRail User Management Portal.....</b>	<b>1</b>
System Requirements.....	1
Accessing the Railinc Customer Success Center.....	1
<b>Getting Started.....</b>	<b>2</b>
Registering to Use Railinc SSO.....	2
Requesting Access to the AskRail User Management Portal.....	2
Logging In.....	2
Logging Out.....	3
<b>Running the Dashboard Reports.....</b>	<b>4</b>
Running the Registered vs. Not Yet Registered Report.....	5
Running the Number of Recertifying Users Report.....	6
Running the Users by Status Report.....	7
Running the Users by Category Report.....	8
Running the Search Requests by Sponsoring Railroad Report.....	9
Running the Number of Registered Devices Report.....	11
Running the User Location & Activity Report.....	12
<b>Working with AskRail Users.....</b>	<b>14</b>
Adding an Individual User.....	14
Uploading Multiple Users.....	15
Viewing Pending Access Requests.....	18
Approving Pending Access Requests.....	19
Rejecting Pending Access Requests.....	20
Managing Users.....	21
Searching for Users.....	22
Revoking User Access.....	24
Managing User Devices.....	24
Updating User Information.....	26
Reauthorizing Users.....	29
Viewing the Audit Log.....	31
<b>Viewing the AskRail Daily Reports.....</b>	<b>32</b>
Viewing the Most Active Users Report.....	32
<b>Index.....</b>	<b>33</b>

## List of Exhibits

Exhibit 1. Railinc Welcome Page .....	2
Exhibit 2. Railinc Launch Pad .....	3
Exhibit 3. AskRail User Management Portal Home Page .....	3
Exhibit 4. Dashboard Reports Page .....	4
Exhibit 5. Registered vs. Not Yet Registered Report (Stacked format).....	5
Exhibit 6. Registered vs. Not Yet Registered Report (Grouped format) .....	5
Exhibit 7. Number of Recertifying Users Report (Stacked format).....	6
Exhibit 8. Users by Status Report (Grouped format).....	7
Exhibit 9. Users by Status Report (Stacked format) .....	7
Exhibit 10. Users By Category Report (Stacked format).....	8
Exhibit 11. Users By Category Report (Grouped format) .....	8
Exhibit 12. Search Requests by Sponsoring Railroad Report (Stacked format).....	9
Exhibit 13. Search Requests by Sponsoring Railroad Report (Grouped format).....	10
Exhibit 14. Number of Registered Devices Report (Stacked format).....	11
Exhibit 15. Number of Registered Devices Report (Grouped format) .....	11
Exhibit 16. User Location & Activity Report Showing Registered Users.....	12
Exhibit 17. User Location & Activity Report Usage Location Showing Usage Locations .....	12
Exhibit 18. Cluster Summary Popup .....	13
Exhibit 19. User Location & Activity Report Usage Location Selection Popup.....	13
Exhibit 20. Add New User Page .....	15
Exhibit 21. Excel File Types Message Popup.....	16
Exhibit 22. Upload New Users Page.....	16
Exhibit 23. Upload New Users Page.....	16
Exhibit 24. User Profile Page (showing validation errors that need to be corrected).....	17
Exhibit 25. User Information Submitted Popup.....	17
Exhibit 26. Pending Users Page.....	18
Exhibit 27. Apply User Settings Popup .....	19
Exhibit 28. Users Approved Popup .....	19
Exhibit 29. Registration Confirmation Email .....	19
Exhibit 30. Reject Users Popup .....	20
Exhibit 31. Users Rejected Popup .....	20
Exhibit 32. Rejection Email.....	21
Exhibit 33. Search Users Page .....	22
Exhibit 34. Search Users Page Showing Search Results .....	23
Exhibit 35. Revoke Selected Users Popup.....	24
Exhibit 36. Device Information Popup .....	25
Exhibit 37. AskRail Access Types.....	25
Exhibit 38. Edit Device Access Type and Name .....	25
Exhibit 39. User Profile Page.....	27
Exhibit 40. Mass Update Popup.....	28
Exhibit 41. Update User Popup (Reauthorization Mode) .....	30
Exhibit 42. Audit Log .....	31
Exhibit 43. Most Active Users Report.....	32
Exhibit 44. Most Active Users Report Metrics.....	32

## Learning about the AskRail User Management Portal

AskRail® is a free mobile application that provides immediate access to accurate, near real-time information about railcars carrying hazardous materials on a train. It serves emergency responders who arrive first to the scene of a rail incident and helps them make informed decisions about how to respond to a rail incident.

The AskRail User Management Portal is a web-based application that enables railroads to manage AskRail users. It also enables users to run on-demand reports.

This document describes how to use the AskRail User Management Portal through the following major sections:

- [“Getting Started”](#) on page 2 describes how to access and log in to the system.
- [“Running the Dashboard Reports”](#) on page 4 describes how to run and view the on-demand AskRail reports.
- [“Working with AskRail Users”](#) on page 14 describes how to add AskRail users, view and approve pending users, search for users, revoke user access, invite users again, manage user devices, update user information, reauthorize users, and view the audit log.
- [“Viewing the AskRail Daily Reports”](#) on page 32 describes how to access and view the daily AskRail reports.

An index follows the major sections.

For additional information, refer to the following documents or contact the Railinc Customer Success Center (see [“Accessing the Railinc Customer Success Center”](#) on page 1):

- [AskRail User Management Guidelines](#) – provides guidelines for the access and use of AskRail.
- [AskRail User Guide](#) – describes how to use the AskRail mobile application.

---

## System Requirements

For information about the system requirements of Railinc web applications and for information about downloading compatible web browsers and file viewers, refer to the [Railinc UI Dictionary](#).

---

## Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to [csc@railinc.com](mailto:csc@railinc.com).

## Getting Started

The AskRail User Management Portal application uses Railinc Single Sign-On (SSO) to manage permissions. To access SSO, view the Railinc portal at <http://www.railinc.com>. The SSO log in is located at the upper right of the page.

---

## Registering to Use Railinc SSO

Each AskRail User Management Portal user must register to use Railinc Single Sign-On. If you are not already registered, refer to the [Railinc Single Sign-On/Launch Pad User Guide](#) for more information. Once you have completed SSO registration, request access to the AskRail User Management Portal within SSO.

---

## Requesting Access to the AskRail User Management Portal

After you receive authorization to use Railinc SSO, you must send your SSO user ID to the Railinc Customer Success Center at [csc@railinc.com](mailto:csc@railinc.com) and request general access to the AskRail User Management Portal.

Once you receive e-mail notification of access, you can log on and begin using the AskRail User Management Portal.

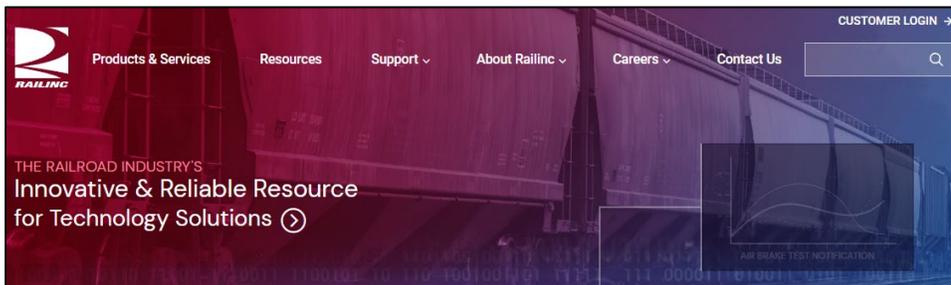
---

## Logging In

Use the following procedure to log into the AskRail User Management Portal:

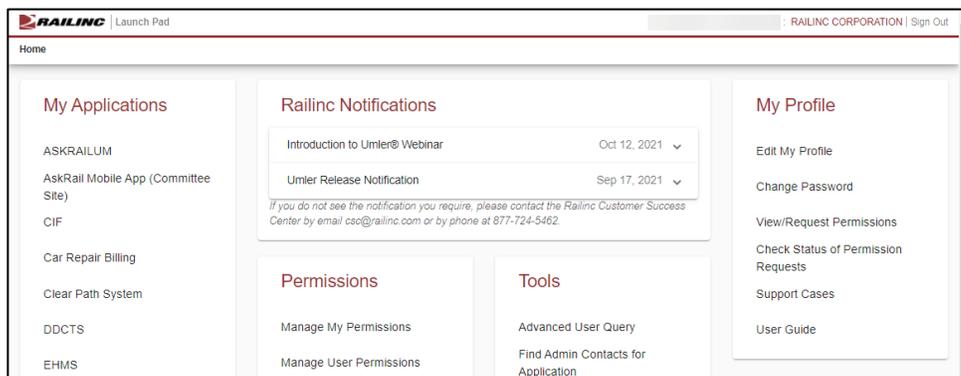
1. Open your internet browser.
2. Enter the following URL: <http://www.railinc.com>. The Railinc Welcome page is displayed (see [Exhibit 1](#)).

**Exhibit 1. Railinc Welcome Page**



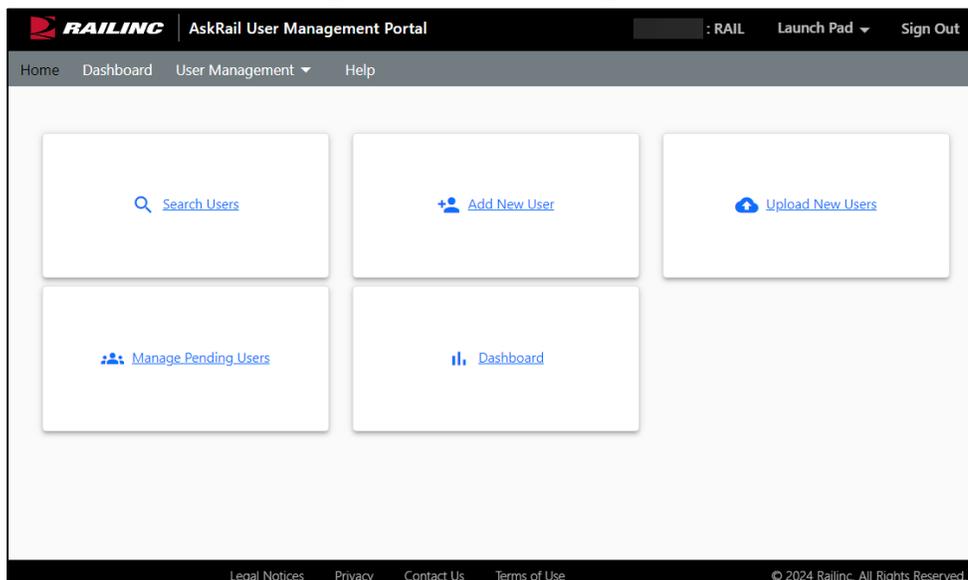
3. Select **Customer Login** at the top right.
4. In the resulting Account Access panel, enter your User ID and Password, and select **Sign In**. The Railinc Launch Pad is displayed (see [Exhibit 2](#)).

**Exhibit 2. Railinc Launch Pad**



5. Under Your Applications, select **AskRailUM**. The AskRail User Management Portal Home page is displayed (see [Exhibit 3](#)).

**Exhibit 3. AskRail User Management Portal Home Page**



Continue by selecting one of the following AskRail User Management Portal menu options:

<b>Home</b>	Returns to the Home page where you can access the Dashboard and all of the user management functions by selecting a quick link.
<b>Dashboard</b>	Provides access to the Dashboard Reports.
<b>User Management</b>	Provides the abilities to add new users, upload new users, search for users, and view pending users.
<b>Help</b>	Enables users to download the latest version of the AskRail User Management Portal User Guide (this document)

---

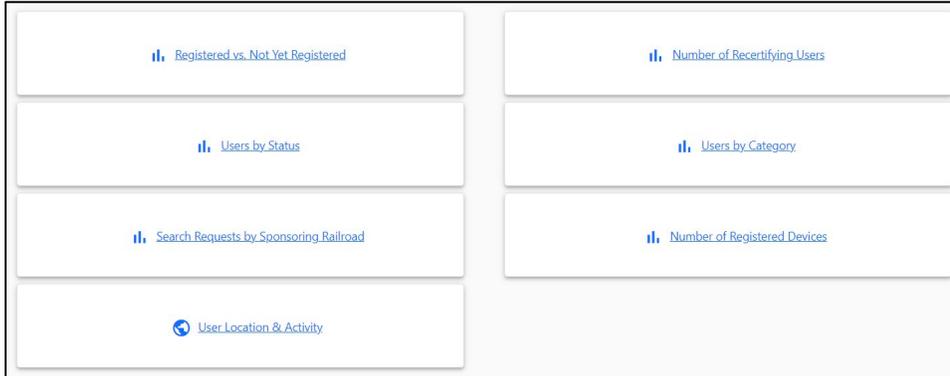
## Logging Out

Select the **Sign Out** link to end an AskRail User Management Portal session.

## Running the Dashboard Reports

AskRail User Management Portal enables users to run several on-demand (dashboard) reports, which provide metrics on various aspects of AskRail usage. To run these reports, select **Dashboard** from the main menu or select the **Dashboard** quick link. The Dashboard Reports page is displayed (see [Exhibit 4](#)).

**Exhibit 4. Dashboard Reports Page**



To run a dashboard report, simply select its quick link from the Dashboard Reports page. You can also print any dashboard report by selecting the Print icon (🖨) at the top right of each report.

See the following sections for more information about the dashboard reports:

- [“Running the Registered vs. Not Yet Registered Report”](#) on page 5
- [“Running the Number of Recertifying Users Report”](#) on page 6
- [“Running the Users by Status Report”](#) on page 7
- [“Running the Users by Category Report”](#) on page 8
- [“Running the Search Requests by Sponsoring Railroad Report”](#) on page 9
- [“Running the Number of Registered Devices Report”](#) on page 11
- [“Running the User Location & Activity Report”](#) on page 12

**Note:** See [“Viewing the AskRail Daily Reports”](#) on page 32 for information about the AskRail reports that are generated daily by Railinc.

# Running the Registered vs. Not Yet Registered Report

The Registered vs. Not Yet Registered report (see [Exhibit 5](#)) displays the number of registered AskRail application users (in blue) compared to the number of users who have been invited to register but who have not yet done so (in gold).

**Exhibit 5. Registered vs. Not Yet Registered Report (Stacked format)**



You can select whether to view the bar charts in stacked format as shown in [Exhibit 5](#) or in grouped format as shown in [Exhibit 6](#).

**Exhibit 6. Registered vs. Not Yet Registered Report (Grouped format)**



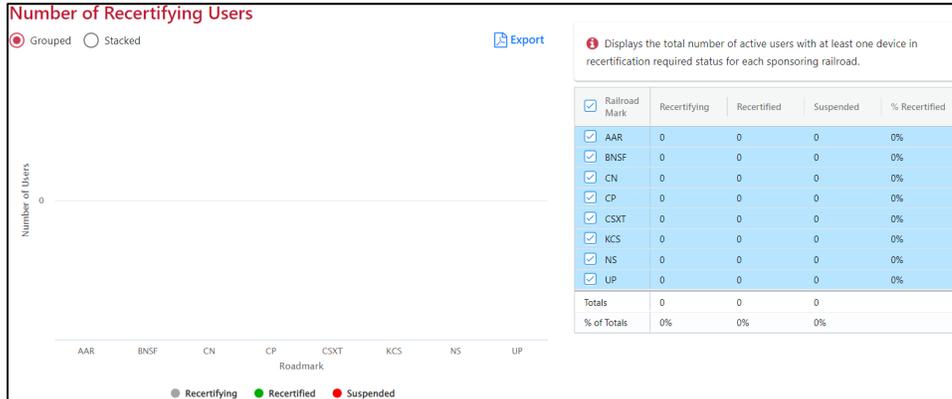
You can hover your mouse over areas of the bar charts to view numbers of registered and not yet registered users. In addition, the Totals box displays the numbers of registered and not yet registered users as well as the percentage of registered vs. not yet registered users.

By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

## Running the Number of Recertifying Users Report

The Number of Recertifying Users report displays the number of AskRail application users currently going through the recertification process (see [Exhibit 7](#)).

**Exhibit 7. Number of Recertifying Users Report (Stacked format)**



The report displays information about the numbers of recertifying users for each railroad for the current quarter. You can select whether to view the bar charts in stacked format or in grouped format.

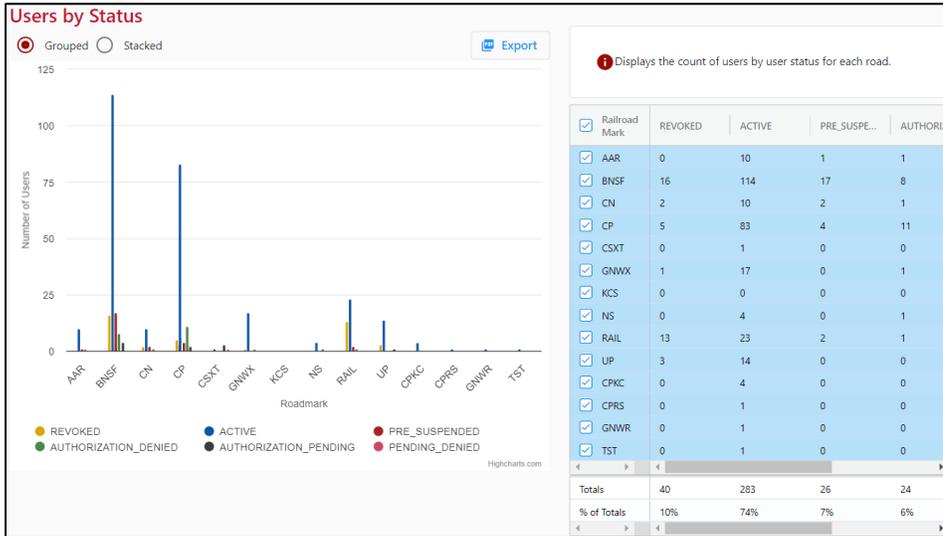
You can hover your mouse over areas of the bar charts to view the numbers associated with the bar charts. In addition, the Totals box displays the numbers associated with each category as well as the percentage of users in each category. Note that the numbers displayed in the Totals box change when you select a different user type (registered or revoked).

By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to "Railroad Mark" in the heading.

# Running the Users by Status Report

The Users by Status report displays the number of AskRail application users by railroad sponsor (see [Exhibit 8](#)).

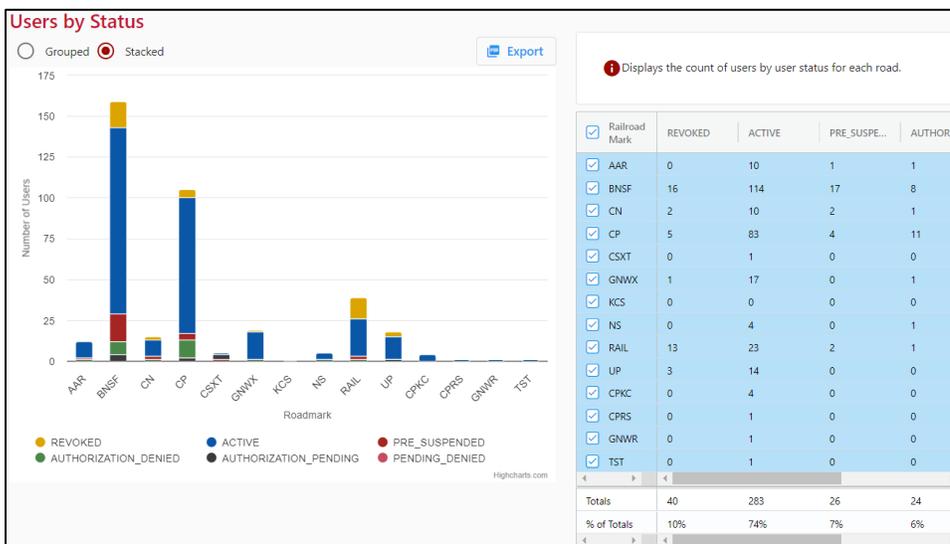
**Exhibit 8. Users by Status Report (Grouped format)**



The report displays information about the user status for registered users with at least one active device as shown in [Exhibit 8](#).

You can select whether to view the bar charts in grouped format as shown in [Exhibit 8](#) or in stacked format as shown in [Exhibit 9](#).

**Exhibit 9. Users by Status Report (Stacked format)**



You can hover your mouse over areas of the bar chart to view the numbers associated with the bar charts. You can also hover your mouse over the status labels below the bar chart to highlight the

## Running the Dashboard Reports

corresponding value in the bar chart. You can select the status labels to remove the corresponding value from the bar chart (select the status label again to add it back to the bar chart).

By default, the report includes bar charts for each of the Class I railroads, some short lines, and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

## Running the Users by Category Report

The Users by Category report (see [Exhibit 10](#)) displays the number of AskRail application users grouped by user category and their sponsoring railroad.

**Exhibit 10. Users By Category Report (Stacked format)**



The report displays information for AskRail users grouped by category.

You can select whether to view the bar charts in stacked format as shown in [Exhibit 10](#) or in grouped format as shown in [Exhibit 11](#).

**Exhibit 11. Users By Category Report (Grouped format)**



## Running the Dashboard Reports

You can hover your mouse over areas of the bar charts to view the numbers associated with the bar charts. In addition, the Totals box displays the numbers of users in each user category as well as the percentage of users in each category.

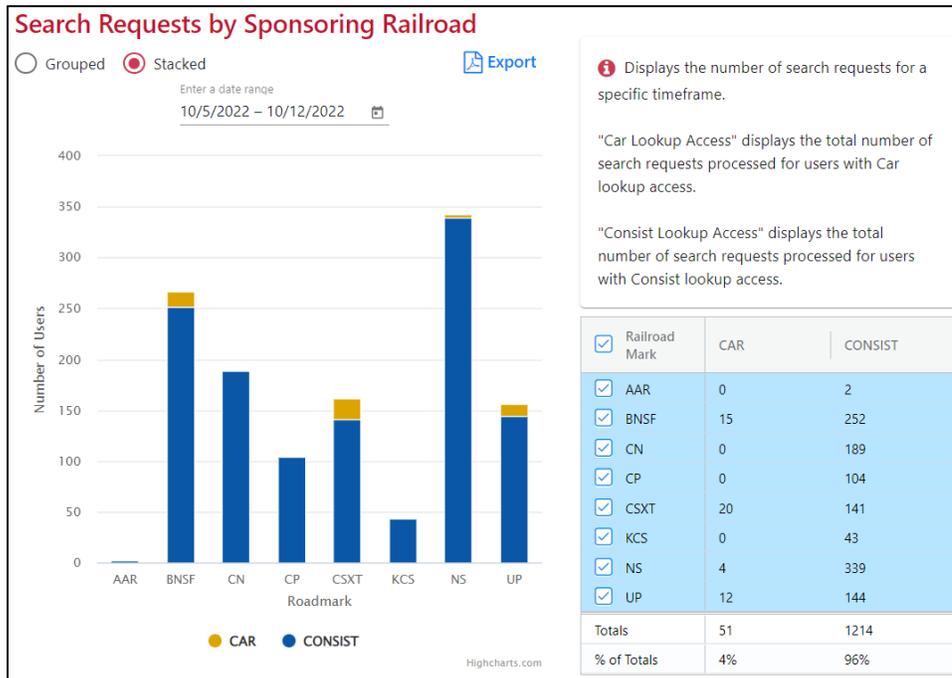
By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

**Tip:** For this report, selecting to view information for just one or two railroads is especially helpful when viewing the bar charts in grouped format.

## Running the Search Requests by Sponsoring Railroad Report

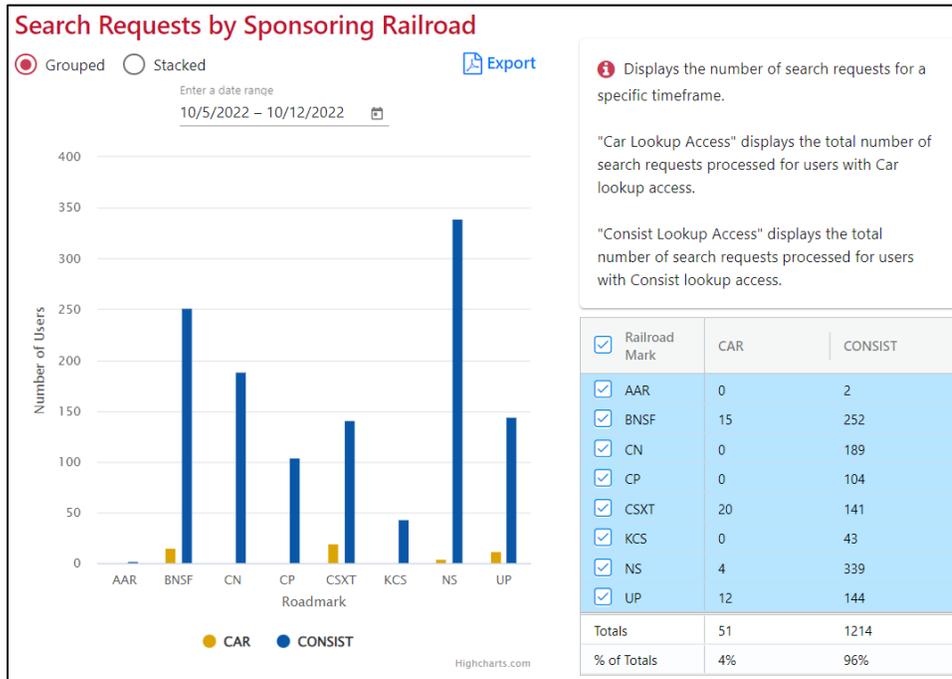
The Search Requests by Sponsoring Railroad report (see [Exhibit 12](#)) displays the number of search requests by users for each sponsoring railroad for each access type (car lookup or consist lookup access) using either the default date range of the previous week or a date range that you specify.

**Exhibit 12. Search Requests by Sponsoring Railroad Report (Stacked format)**



You can select whether to view the bar charts in stacked format as shown in [Exhibit 12](#) or in grouped format as shown in [Exhibit 13](#).

**Exhibit 13. Search Requests by Sponsoring Railroad Report (Grouped format)**



You can hover your mouse over areas of the bar charts to view the numbers associated with the bar charts. In addition, the Totals box displays the numbers associated with each category as well as the percentage of users in each category.

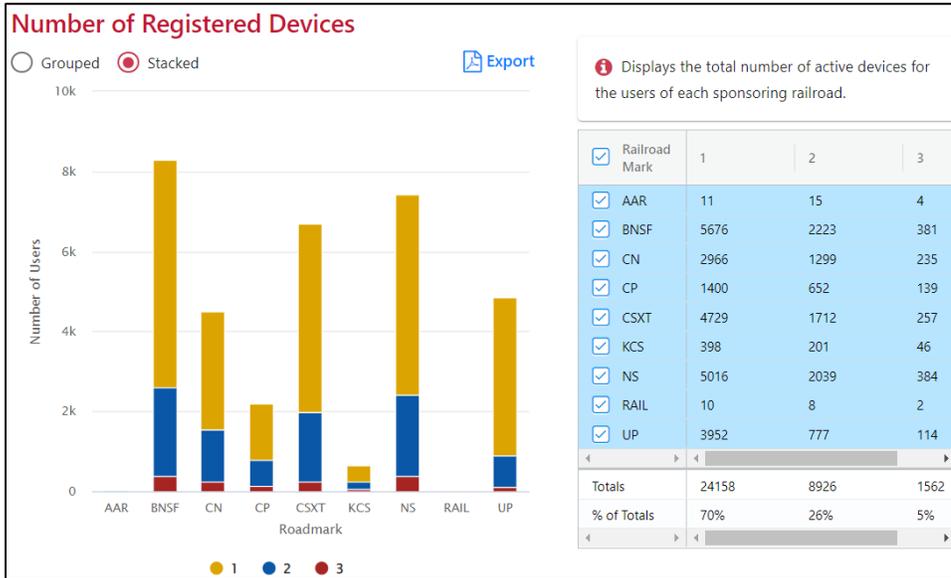
By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to "Railroad Mark" in the heading.

The report defaults to displaying information for the previous seven days. You can change the date range by specifying a start date and an end date in the box at the lower right, and then selecting **Submit**.

# Running the Number of Registered Devices Report

The Number of Registered Devices report displays the total number of active devices (1, 2, or 3) for the users of each sponsoring railroad (see [Exhibit 14](#)).

**Exhibit 14. Number of Registered Devices Report (Stacked format)**



You can select whether to view the bar charts in stacked format as shown in [Exhibit 14](#) or in grouped format as shown in [Exhibit 15](#).

**Exhibit 15. Number of Registered Devices Report (Grouped format)**



You can hover your mouse over areas of the bar charts to view numbers of registered devices for the users of each sponsoring railroad. In addition, the Totals box displays the numbers of registered devices for users as well as the percentages of users having one, two, or three devices registered.

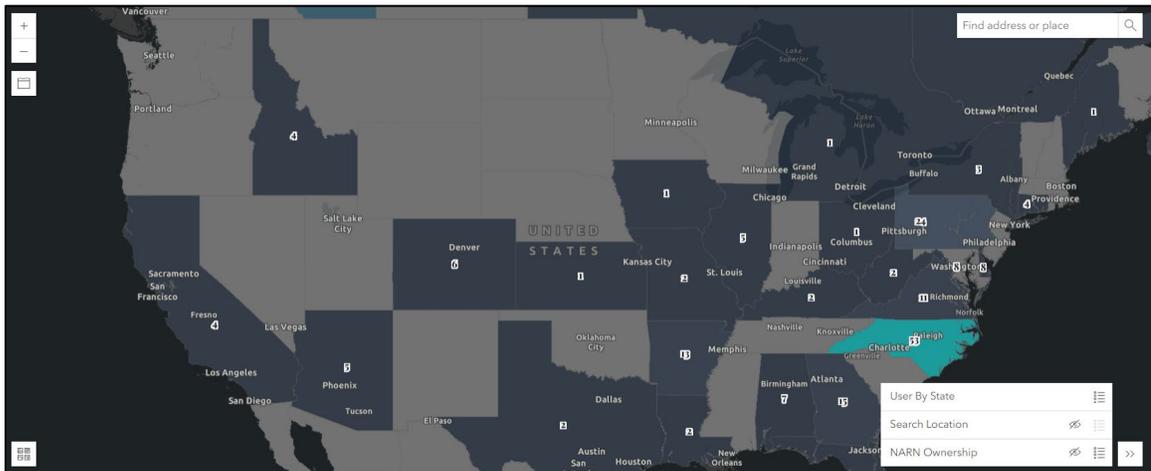
By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad

you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

## Running the User Location & Activity Report

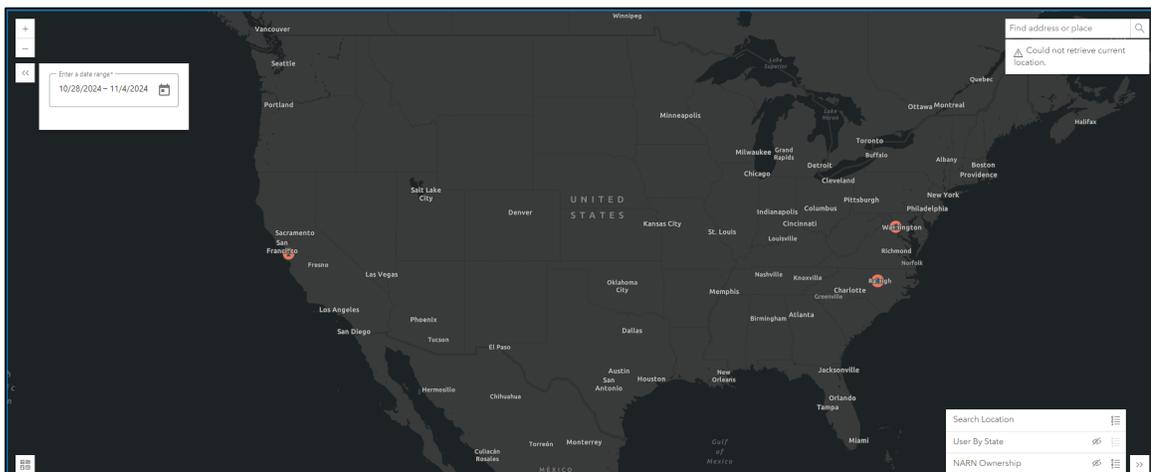
The User Location & Activity report displays a map showing the number of registered AskRail users by state (see [Exhibit 16](#)). You can use the layer list at the bottom right to toggle the layers that are displayed on the map. For example, select **NARN Ownership** at the bottom right to display all Class I tracks.

**Exhibit 16. User Location & Activity Report Showing Users By State**



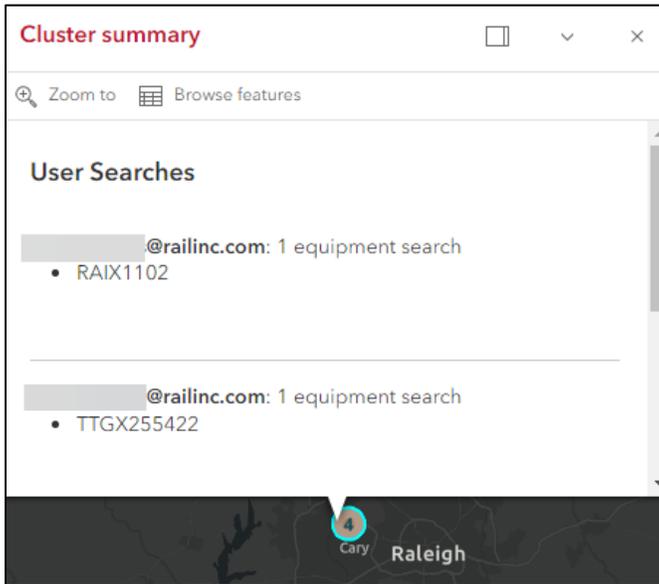
You can choose the layers you want to see by toggling the layers listed at the bottom right (see [Exhibit 17](#)).

**Exhibit 17. User Location & Activity Report Showing Usage Locations**



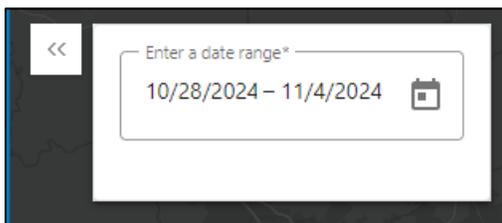
Searches that are geographically close are clustered together. Zoom in to separate the searches and select a pin to get more information about a user and the searches from that location (see [Exhibit 18](#)).

**Exhibit 18. Cluster Summary Popup**



By default, user location information is shown for the previous 7 days; however, you can use the control at the top left of the report to select any 7-day period for viewing usage location information (see [Exhibit 19](#)). Selecting the << icon collapses and expands the date selector.

**Exhibit 19. User Location & Activity Report Usage Location Selection Popup**



Use the calendar icon (📅) to select a From Date and To Date, and then select **Apply** to change the time period for viewing usage location information.

## Working with AskRail Users

The AskRail User Management Portal enables you to add individual users, add multiple users by uploading a CSV file, and search for users and change their user attributes and AskRail settings.

See the following sections for information about managing AskRail Users:

- “[Adding an Individual User](#)” on page 14
- “[Uploading Multiple Users](#)” on page 15
- “[Managing Users](#)” on page 21

---

## Adding an Individual User

This section describes how to add an individual AskRail user. For information about adding multiple AskRail users at once, see “[Uploading Multiple Users](#)” on page 15.

To add an individual user, select the **Add New User** quick link from the AskRail User Management Portal Home page or select **Add New User** from the User Management drop-down menu. The Add New User page is displayed (see [Exhibit 20](#)).

Exhibit 20. Add New User Page

The screenshot shows the 'Add New User' page with the following sections and fields:

- User Information:** First Name, Last Name, Email \*, Phone Number, Job Title, User Category (dropdown: Select a Category), Access Type \*, Number of Devices \*, Consist (dropdown: 3), Consist Equipment Characteristics (checkbox), Sensitive User (checkbox).
- Company Information:** Company/Organization, Country (dropdown: USA), Address, City, County, State/Province (dropdown), Postal/Zip Code.
- Sponsoring Railroad Information:** Road Mark \*, Accession \*, CP, Christina Morales, Approver Comments (with a character count of 3 / 250).
- Supervisor Information:** First Name, Last Name, Email, Phone Number.

At the bottom, there is a toggle for 'Does this User have a trainer?' and a 'Save New User' button.

Although the only required field is the user’s email address, you may complete the remaining fields. After you complete the required field, select **Save New User** to preapprove a user for access and send an email containing download instructions.

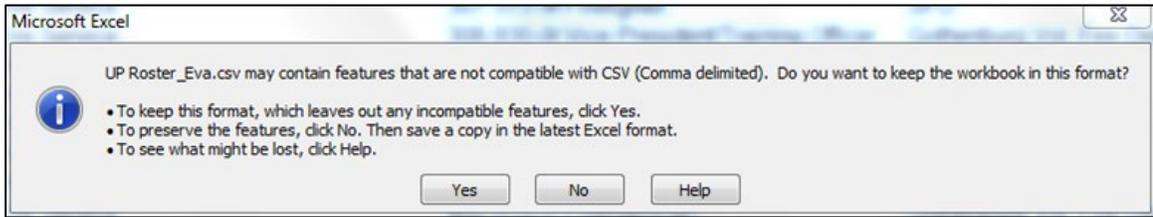
## Uploading Multiple Users

In addition to adding individual users one at a time as described in “[Adding an Individual User](#)” on page 14, you can upload a CSV file containing multiple users.

The first step in uploading multiple users is to add information describing the users to an Excel file using the [AskRail Registration Template](#). Refer to the [AskRail User Management Guidelines](#) for instructions on completing the Registration Template.

The Registration Template is a Microsoft Excel file. Before uploading the Registration Template, convert it to a CSV file. Once you have completed the template, select **File – Save As**. Using the Save As Type drop-down menu, select **CSV (Comma delimited)**. A popup message is displayed about file types (see [Exhibit 21](#)).

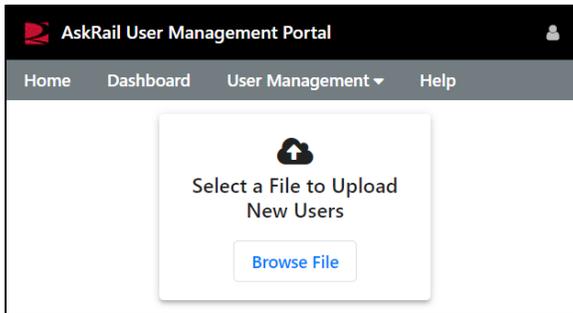
**Exhibit 21. Excel File Types Message Popup**



Select **Yes** to save the file in CSV format.

After you have saved a CSV file containing information for multiple new users, select the **Upload New Users** quick link from the AskRail User Management Portal Home page or select **Upload New Users** from the User Management drop-down menu. The Upload New Users page is displayed (see [Exhibit 22](#)).

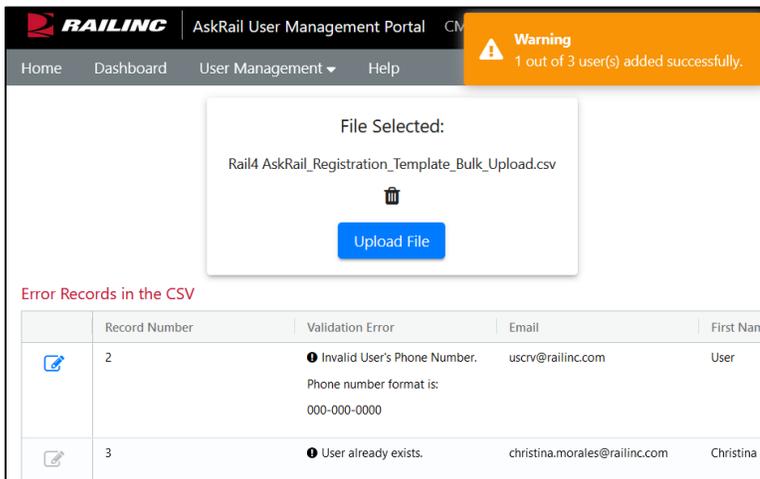
**Exhibit 22. Upload New Users Page**



Select **Browse File** and locate the CSV file to upload. Next, select **Upload File** to add the users according to the information contained in the CSV file.

When you upload users by CSV file, each required field is validated for proper format. Any problems with records within the file (for example, missing required information or improperly formatted phone numbers or email addresses) are listed as validation errors on the Upload New Users page (see [Exhibit 23](#)). Records with validation errors are not uploaded until the validation errors are corrected.

**Exhibit 23. Upload New Users Page**



To correct validation errors, select the record that has validation errors. The User Profile page highlights the errors in red (see [Exhibit 24](#)).

**Exhibit 24. User Profile Page (showing validation errors that need to be corrected)**

The screenshot shows a 'User Profile' form with several fields. A red error message at the top states: 'Invalid User's Phone Number. Phone number format is: 000-000-0000'. The 'User Information' section contains the following fields: First Name (User), Last Name (Victor), Email (uscrv@railinc.com), Phone Number (919-651-51\_\_), Job Title (Business Analyst), Railroad Employee (dropdown), Access Type (Consist), Number of Devices (3), Consist Equipment Characteristics (checkbox), and Sensitive User (checkbox). The 'Company Information' section includes Company/Organization and Country fields. 'Update' and 'Cancel' buttons are at the bottom.

Make the necessary corrections and select **Update**. When you have corrected all of the validation errors, the User Information Submitted popup is displayed to indicate that the user has been successfully added (see [Exhibit 25](#)).

**Exhibit 25. User Information Submitted Popup**

The screenshot shows the 'AskRail User Management Portal' interface. A green success message at the top right says 'Success User added successfully.' Below it, a file upload popup displays 'File Selected: Rail4 AskRail\_Registration\_Template\_Bulk\_Upload.csv' with an 'Upload File' button. At the bottom, a table titled 'Error Records in the CSV' shows a record with a validation error.

Record Number	Validation Error	Email	First Name
3	User already exists.	christina.morales@railinc.com	Christina

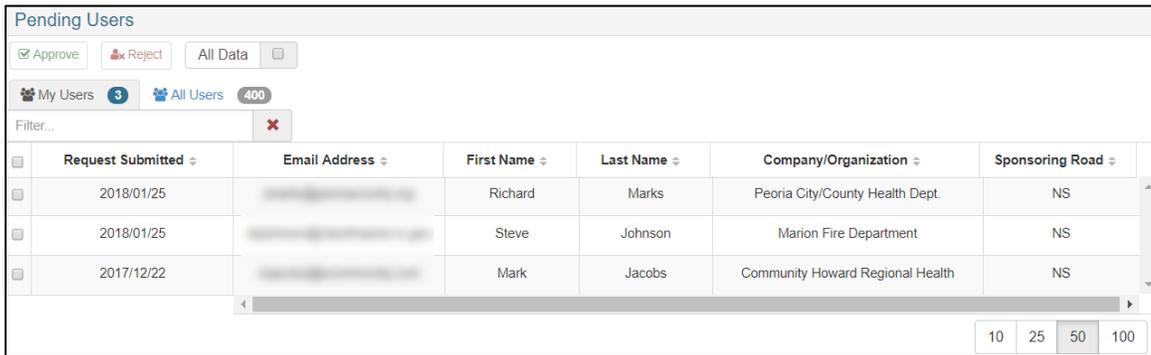
Continue selecting records and making corrections until all of the records with validation errors have been submitted.

## Viewing Pending Access Requests

Users who request authorization to AskRail by using either the Apple App Store or Google Play are placed in “pending” status and are listed on the Pending Users page. Users who attend sponsored classes are automatically approved for access and are not listed on the Pending Users page. When you view pending access requests, you can decide whether to approve or reject each request.

To view pending access requests, select the **Manage Pending Users** quick link from the AskRail User Management Portal Home page or select **Manage Pending Users** from the User Management drop-down menu. The Pending Users page is displayed (see [Exhibit 26](#)).

**Exhibit 26. Pending Users Page**



Request Submitted	Email Address	First Name	Last Name	Company/Organization	Sponsoring Road
2018/01/25	[Redacted]	Richard	Marks	Peoria City/County Health Dept.	NS
2018/01/25	[Redacted]	Steve	Johnson	Marion Fire Department	NS
2017/12/22	[Redacted]	Mark	Jacobs	Community Howard Regional Health	NS

The Pending Users page lists information about the users who have requested authorization to AskRail. You can select **More Data** to see the full content of the user records.

**Note:** Users listed with yellow warning signs to the left of their email address have previously been rejected. You may still approve these users if your review is satisfactory.

You can use the filter to easily search for any value and view specific pending requests.

Once you have reviewed the information about the pending users, you can either approve them for access to AskRail or reject their access request. Select a user’s email address and then select the Profile icon (👤) under the Actions menu to view the user’s information and approve. Alternatively, select the checkboxes for multiple users that you want to approve or reject (or select the top checkbox to select all records). Next select **Approve** or **Reject**. A confirmation box is displayed asking “Are you sure you want to reject/approve?”. Select **Yes** to confirm your action, or select **No** to cancel and do nothing.

Continue with one of the following sections:

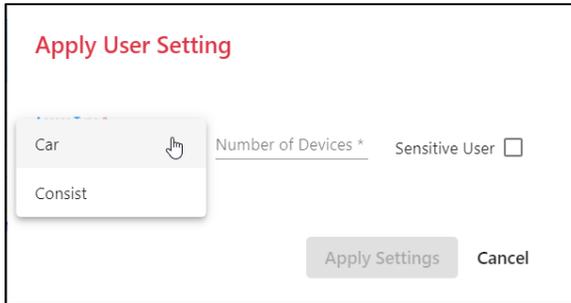
- [“Approving Pending Access Requests”](#) on page 19
- [“Rejecting Pending Access Requests”](#) on page 20

## Approving Pending Access Requests

**Note:** This procedure is continued from “[Viewing Pending Access Requests](#)” on page 18 just after you chose to approve the selected pending access requests.

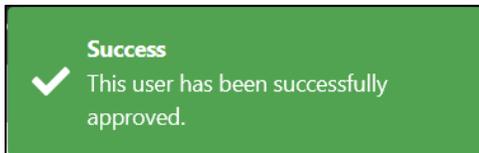
If you confirm your approval, the Apply User Settings popup is displayed (see [Exhibit 27](#)).

**Exhibit 27. Apply User Settings Popup**

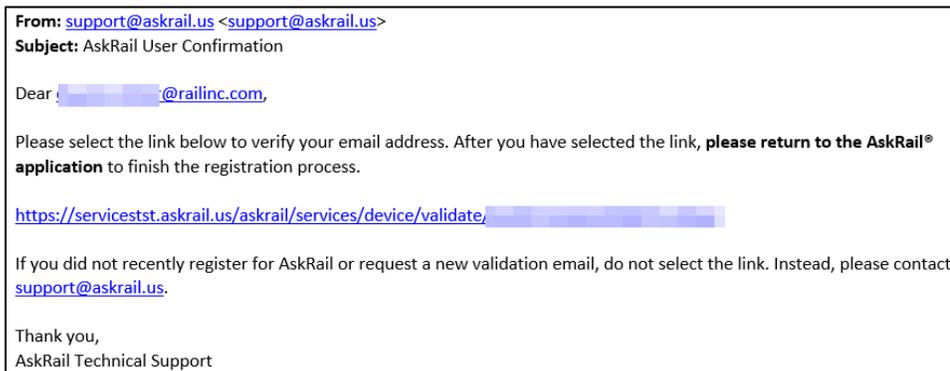


Select the access type (Car or Consist) to be granted to the user(s) and select the number of devices (1-99) on which they can install AskRail. If the user should be monitored more closely or is a government representative, select the ‘Sensitive User’ checkbox. This checkbox only impacts the daily search report. Lastly, select **Apply Settings** to grant access to the user(s). The Users Approved popup is displayed (see [Exhibit 28](#)) and a registration confirmation email is sent to the user(s) (see [Exhibit 29](#)).

**Exhibit 28. Users Approved Popup**



**Exhibit 29. Registration Confirmation Email**

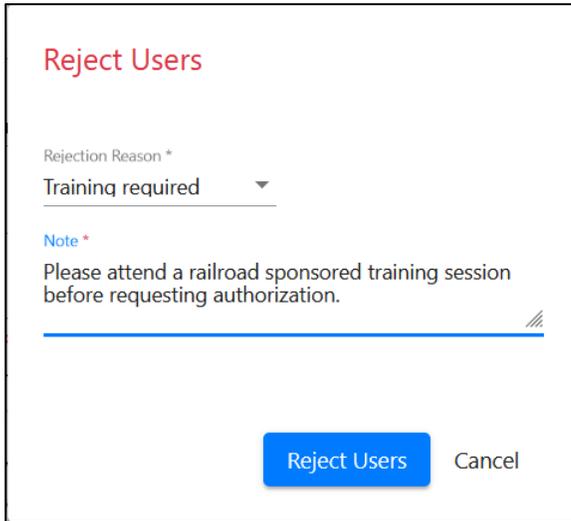


## Rejecting Pending Access Requests

**Note:** This procedure is continued from “[Viewing Pending Access Requests](#)” on page 18 just after you chose to reject the selected pending access requests.

If you confirm your rejection, the Reject Users popup is displayed (see [Exhibit 30](#)).

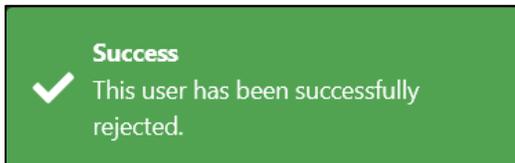
**Exhibit 30. Reject Users Popup**



The screenshot shows a 'Reject Users' popup window. At the top, the title 'Reject Users' is displayed in red. Below the title is a dropdown menu labeled 'Rejection Reason \*' with 'Training required' selected. Underneath is a 'Note \*' section with the text 'Please attend a railroad sponsored training session before requesting authorization.' and a blue horizontal line with a pencil icon for editing. At the bottom, there are two buttons: a blue 'Reject Users' button and a grey 'Cancel' button.

Select a rejection reason for the user(s) and enter notes to provide more detail. Next, select **Reject Users**. The Users Rejected popup is displayed (see [Exhibit 31](#)) and a rejection email is sent to the user(s) (see [Exhibit 32](#)).

**Exhibit 31. Users Rejected Popup**



The screenshot shows a green success popup window. It features a white checkmark icon on the left. To the right of the icon, the word 'Success' is written in bold white text, followed by the message 'This user has been successfully rejected.' in white text.

### **Exhibit 32. Rejection Email**

**From:** AskRail Support <[support@askrail.us](mailto:support@askrail.us)>

**Subject:** AskRail Access Denied

Dear [REDACTED],

Thank you for requesting authorization for full access to all AskRail® application features. Unfortunately, you do not meet the requirements to be granted full access at this time.

For security reasons, only qualified emergency responders who work closely with Class I freight railroads and who have completed rail emergency training sponsored by one of the Class I freight railroads or held at the Security and Emergency Response Training Center (SERTC) are eligible to receive full access to all AskRail application features.

Reason provided by Class I Railroad: Training Required

Notes provided by Class I Railroad: Please attend a railroad sponsored training session before requesting authorization.

If you think your access request was rejected in error, please contact the Class I railroad or contact AskRail technical support at [support@askrail.us](mailto:support@askrail.us).

For more information about the AskRail application, please visit: [www.askrail.us](http://www.askrail.us).

Sincerely,  
AskRail Technical Support

---

## Managing Users

The Search User function enables you to locate and manage AskRail users. It enables you to search for users, view and update devices, revoke access, invite again, view and update user

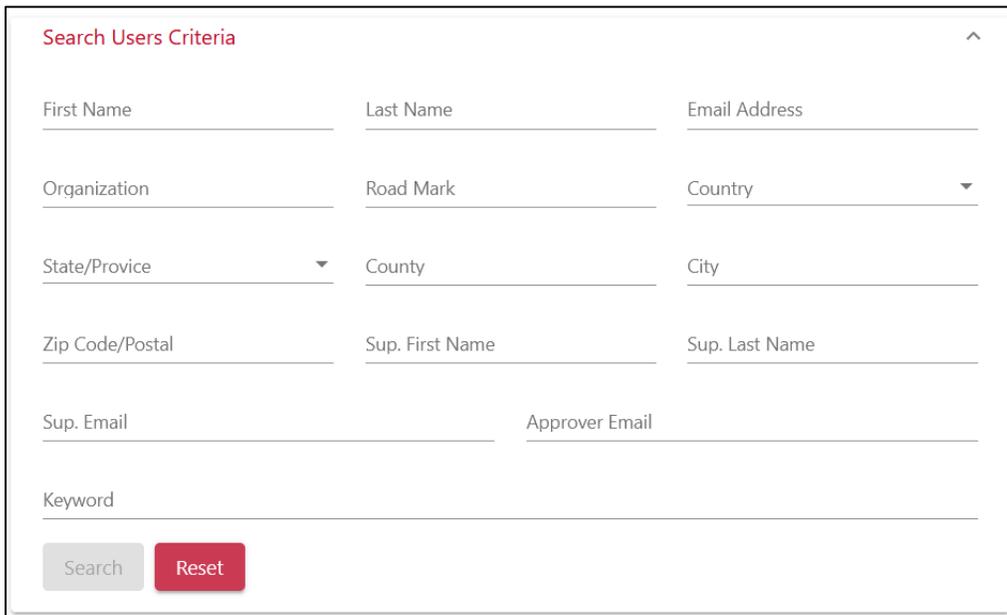
information, reauthorize users, and view the Audit Log. Each of these functions begins with “[Searching for Users](#)” on page 22.

**Note:** You can search for and view information about any user; however, you can only update information for users who are sponsored by your railroad.

## Searching for Users

To search for AskRail users, select the **Search Users** quick link from the AskRail User Management Portal Home page or select **Search Users** from the User Management drop-down menu. The Search Users page is displayed (see [Exhibit 33](#)).

**Exhibit 33. Search Users Page**



The screenshot shows the 'Search Users Criteria' form. It features several input fields for search criteria: First Name, Last Name, Email Address, Organization, Road Mark, Country (dropdown), State/Province (dropdown), County, City, Zip Code/Postal, Sup. First Name, Sup. Last Name, Sup. Email, and Approver Email. There is also a Keyword field at the bottom. At the bottom left, there are two buttons: 'Search' (grey) and 'Reset' (red).

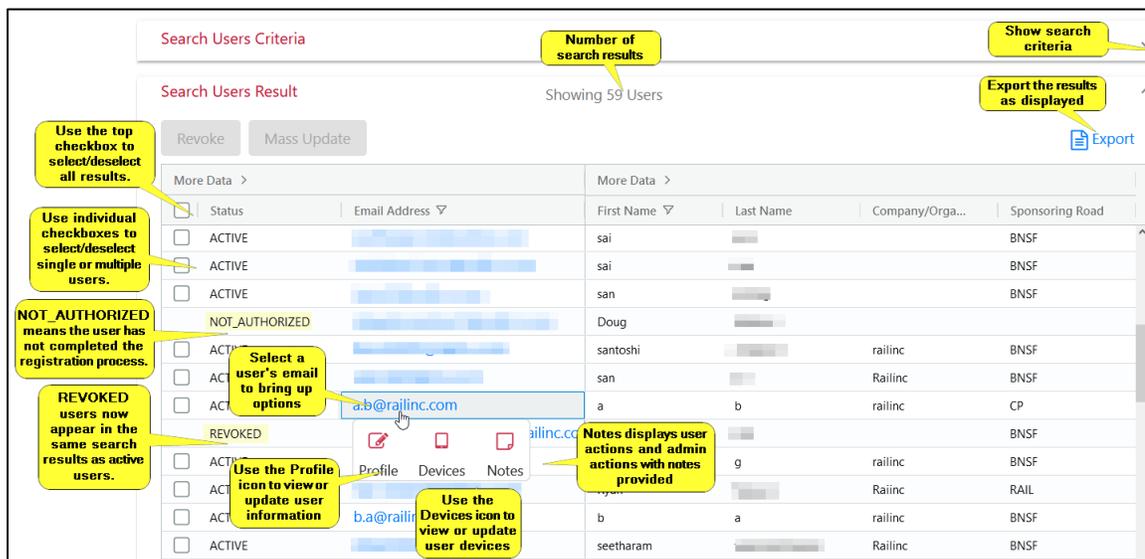
You can search for users by any or all of the fields shown on the Search Users page. For example, you can enter a user’s email address, which should return only one record, or you can search for all users in a particular state sponsored by a specified railroad mark.

*Wildcard Search:* You can enter a partial search string along with a wildcard (\*) in a field to search for close matches (for example, enter the first 3 digits of a zip code followed by an asterisk to search a larger area).

*Keyword Search:* You can enter a search string in the Keyword field to search for all occurrences of the search string in any field (for example, entering “Cary” in the Keyword field returns users named Cary as well as users who live in the city of Cary). Keyword Search does not support the use of wildcards (\*). Do not include any other criteria when performing a Keyword Search.

Once you have entered information in the search field(s), select **Search**. The Search Users page displays the search results in a grid with two tabs – one listing active users who meet the search criteria and the other listing revoked users who meet the search criteria (see [Exhibit 34](#)).

**Exhibit 34. Search Users Page Showing Search Results**



When the search results are displayed, the search criteria portion of the page is collapsed. You can view the search criteria again by selecting the Expand icon (♥) at the top right of the page.

The Search Results page initially displays only five columns of results data. If the data you want to see is not in one of these five columns, select **More Data** to view all the data (over 20 columns) for the users shown in the search results. You can also sort the search results in ascending or descending order by selecting the column header at the top of the column you want to sort.

You can also filter results by column. Move your mouse to a column heading and select the menu icon (≡). A tool is displayed that enables you to select parameters such as “Contains”, “Equals”, “Starts with”, and “Ends with”, and type characters into a Filter field. The table displays only the rows that contain the characters you typed (in that column). A filter icon (∇) is displayed in the column heading to remind you about the filter. To return to the entire list, select the menu icon (≡) and delete the text in the Filter field.

**Tip:** You can apply filters to multiple columns at once to narrow report results.

Once you have search results, you can then perform additional functions as described in the following sections:

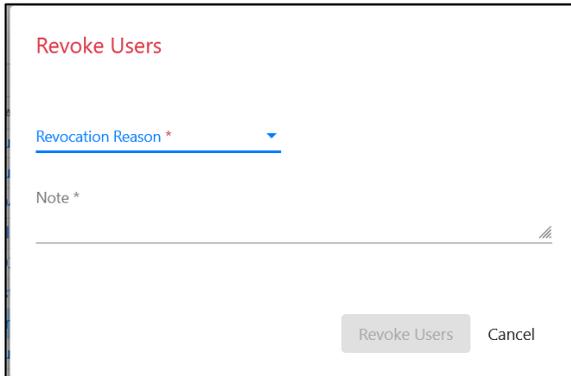
- [“Revoking User Access”](#) on page 24
- [“Managing User Devices”](#) on page 24
- [“Updating User Information”](#) on page 26
- [“Reauthorizing Users”](#) on page 29
- [“Viewing the Audit Log”](#) on page 31

## Revoking User Access

Once you have located the user(s) you are searching for as described in “[Searching for Users](#)” on page 22 and the desired user records are listed in the search results grid (see [Exhibit 34](#)), you can select their checkbox(es) at the far left of the page, and then select **Revoke** to revoke their AskRail access.

When you select **Revoke**, the Revoke Selected Users popup is displayed (see [Exhibit 35](#)).

**Exhibit 35. Revoke Selected Users Popup**



Selecting the **Revoke** button revokes the access of the user(s) - all of their access devices are disabled.

When you revoke a user’s access, you must select a Revocation Reason (Misuse, Inactivity, or Access No Longer Needed) and add some notes. Select **Revoke Users** to complete the revocation or select **Cancel** to cancel.

### Notes:

- You can check multiple user records and revoke multiple users at the same time.
- When a user’s access is revoked, the user receives an email notification informing them of the revocation.
- You can revoke the access of any user; however, if you revoke a user sponsored by another railroad, a notification email is also sent to the approver at the sponsoring railroad.

## Managing User Devices

Once you have located the user you are searching for as described in “[Searching for Users](#)” on page 22 and their user record is listed in the search results grid (see [Exhibit 34](#)), you can select the user’s email to open the Action menu. The Devices icon () can be used to view and manage the devices that they use to access AskRail.

When you select the Devices icon (), the Device Information popup is displayed (see [Exhibit 36](#)).

**Exhibit 36. Device Information Popup**

Device Information

Device	Name	App ID	Registered	Validated	Last Used	Access Type	Action
IRD	windowsTst	ac887f43-4...	01-12-2022	01-12-2022	01-13-2022	Consist	Edit
IRD	tstAskRailSC	faed4d0a-4...	01-13-2022	01-13-2022	01-27-2022	Car	Edit
ANDROID	AndroidTst	6b0dd99e-b...	01-25-2022	01-25-2022	01-25-2022	Consist	Edit
IRD	IRDtst	5c5590e8-e...	02-01-2022	02-01-2022	03-02-2022	Disable	Edit
IRD	MarchIRDtest	096b6f58-a...	03-02-2022	03-02-2022	03-11-2022	Consist	Edit
ANDROID	androidTst	116e0c42-e...	03-02-2022	03-02-2022		Disable	Edit
I_OS	iphonetstMa...	d4ade81b-d...	03-04-2022	03-04-2022	04-05-2022	Consist	Edit

Close

The Device Information popup enables you to view the registered devices for a user.

If the user is sponsored by your railroad, you can change their access type (see [Exhibit 37](#)). If the user is not sponsored by your railroad, you cannot make any changes.

**Exhibit 37. AskRail Access Types**

Access Type	Description
Consist	Returns results for a complete train if available.
Car	Returns results for a single car at a time.
Disable	Disables the AskRail app on the selected device without affecting AskRail access on other devices. This enables a user to install AskRail on a new device. Use this also if a user loses their device.

To update a device’s access type or Device Name, select **Edit** on the row of the device you want to edit (see [Exhibit 36](#)). Select the drop down to change the device access type. Select the existing device name to edit. The device name must be unique across any active devices for the user.

**Exhibit 38. Edit Device Access Type and Name**

IRD	Enter Device Name MarchIRDtest	096b6f58-a1e0-...	03-02-2022	03-02-2022	03-11-2022	Disable	Save	Cancel
-----	-----------------------------------	-------------------	------------	------------	------------	---------	------	--------

Select **Save** to save your changes or **Cancel** to discard any changes (see [Exhibit 38](#)). Select **Close** to close the Devices menu.

## Updating User Information

There are two ways to update user information – a single user at a time or multiple users (mass update).

### Updating a Single User

Once you have located the user you are searching for as described in “[Searching for Users](#)” on page 22 and their user record is listed in the search results grid (see [Exhibit 34](#)), you can select the user’s email to open the Action menu. The Profile icon () under the Actions menu enables you to update the user’s record, including their contact information, their company information, their sponsoring railroad information, their supervisor information, and optionally their trainer information.

When you select the Profile icon (), the User Profile page is displayed (see [Exhibit 39](#)).

Exhibit 39. User Profile Page

### User Profile

#### User Information

First Name *	User	Last Name *	Delta
Email *	userd@railinc.com	Phone Number *	919-651-5154
Job Title *	Fire Fighter	User Category *	Fire Service
Access Type *	Consist	Number of Devices *	3
Consist Equipment Characteristics <input type="checkbox"/>		Sensitive User <input type="checkbox"/>	

---

#### Company Information

Company/Organization *	Railinc	Country *	Mexico
Address		City *	Cary
County *	Wake	State/Province *	B.C.
Postal/Zip Code *	12345		

---

#### Sponsoring Railroad Information

Road Mark *	CN	Approver *	ChristinaTest MoralesTest
Approver Comments			
<hr/> <div style="text-align: right;">0 / 250</div>			

---

#### Supervisor Information

First Name *	C	Last Name *	M
Email *	c.m@r.com	Phone Number *	456-567-6789

---

Does this User have a trainer?

[Update](#) [Cancel](#)

Use the User Profile page to make any necessary changes to the user information fields and then select **Update** to save your changes. Select **Cancel** to discard any changes.

### Notes:

- You can only update a user who is sponsored by your railroad.
- When you change a user’s access type using the User Profile page, all of their *active* devices are immediately updated to that access type.
- If you update the email address, the old email address is revoked and an invitation email is sent to the new email address. The user is required to download the application again and register the device again using the new email address.

### Updating Multiple Users (Mass Update)

Once you have located the users you are searching for as described in “[Searching for Users](#)” on page 22 and their user records are listed in the search results grid (see [Exhibit 34](#)), select the checkboxes for the records you want to update (or select the top checkbox to select all records). Next, select **Mass Update**. The Mass Update popup is displayed (see [Exhibit 40](#)).

#### Exhibit 40. Mass Update Popup

The screenshot shows a 'Mass Update' popup form with three main sections: 'User Information', 'Company Information', and 'Supervisor Information'. At the bottom are 'Apply' and 'Cancel' buttons.

- Mass Update** (Section Header)
- User Information**
  - Access Type \* (dropdown menu, red underline, error text: "This field is required")
  - Number of Devices \* (input field with a clear button)
- Company Information**
  - Company/Organization (input field)
  - Country (dropdown menu)
  - Address (input field)
  - City (input field)
  - County (input field)
  - State/Province (dropdown menu)
  - Postal/Zip Code (input field)
- Supervisor Information**
  - First Name (input field)
  - Last Name (input field)
  - Email (input field)
  - Phone Number (input field)
- Buttons: Apply, Cancel

Use the Mass Update popup to make any necessary changes to the user information fields and then select **Apply** to save your changes. Your changes are applied to all the selected users. Select **Close** before selecting **Apply** to discard any changes. Mass Update is especially useful when information about a group of users changes. For example, if a supervisor changes, simply select

all of the users whose supervisor information should be changed, and use Mass Update to enter the new supervisor information and make all the changes at once.

**Notes:**

- Some fields cannot be updated using Mass Update.
- You can only update a user who is sponsored by your railroad.
- When you change a user's access type using the User Profile page, all of their *active* devices are immediately updated to that access type.

## Reauthorizing Users

Once you have located the user you are searching for as described in “[Searching for Users](#)” on page 22 and their user record is listed in the search results grid (see [Exhibit 34](#)), you can select the user's email to open the Action menu. Use the Profile icon () under the Actions menu to reauthorize a user record for a user whose access has previously been revoked. You can also update the user's record, including their contact information, their company information, their sponsoring railroad information, their supervisor information, and optionally their trainer information.

When you select the Profile icon (), the User Profile popup is displayed (see [Exhibit 41](#)).

Exhibit 41. Update User Popup (Reauthorization Mode)

### User Profile

#### User Information

First Name *	User	Last Name *	Delta
Email *	userd@railinc.com	Phone Number *	919-651-5154
Job Title *	Fire Fighter	User Category *	Fire Service
Access Type *	Consist	Number of Devices *	0

Consist Equipment Characteristics

Number of Devices must be between 1 and 99.

Sensitive User

#### Company Information

Company/Organization *	Railinc	Country *	Mexico
Address		City *	Cary
County *	Wake	State/Province *	B.C.
Postal/Zip Code *	12345		

#### Sponsoring Railroad Information

Road Mark *	CN	Approver *	ChristinaTest MoralesTest
-------------	----	------------	---------------------------

Approver Comments

0 / 250

#### Supervisor Information

First Name *	C	Last Name *	M
Email *	c.m@r.com	Phone Number *	456-567-6789

Does this User have a trainer?

**Re- Authorize** Cancel

Select **Re-Authorize User** to enable a previously revoked user to regain access to AskRail. Select **Cancel** to discard any changes and cancel the reauthorization.

**Notes:**

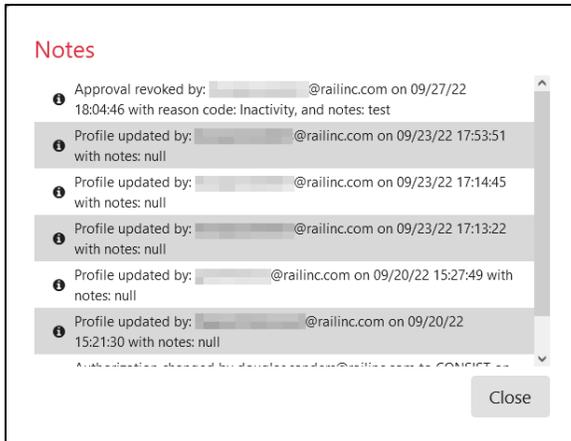
- You can only reauthorize a user who is sponsored by your railroad.
- After you reauthorize a user, select the Device icon (📱) and update their device access type (Consist, Car, or Disable) as needed. The access type shown on the User Profile page only affects the user’s active devices – any disabled devices remain disabled.

## Viewing the Audit Log

The audit log maintains a history of all changes made to AskRail user records.

To view the audit log for a user record, first locate a user record as described in “[Searching for Users](#)” on page 22. Once the user record is listed in the search results grid (see [Exhibit 34](#)), you can select the user’s email address to open the Action menu. Select the Notes icon (📝) to view the audit log for that user (see [Exhibit 42](#)).

**Exhibit 42. Audit Log**



In the audit log, changes are listed in reverse chronological order.

The date and time is recorded using the Zulu Time Zone (UTC) format.

Select **Close** when you have finished viewing the audit log.

## Viewing the AskRail Daily Reports

The AskRail daily reports are generated daily by Railinc. See the following section for more information:

- [“Viewing the Most Active Users Report”](#)

## Viewing the Most Active Users Report

The Most Active Users report lists the AskRail users who have recently performed the most searches as well as information about Sensitive Users (Total searches in the last 30 days where the user is designated as “sensitive”). This report is emailed to all AskRail Task Force members and company administrators each day (see [Exhibit 43](#)).

**Exhibit 43. Most Active Users Report**

From: noreply@railinc.com <noreply@railinc.com>  
 Subject: AskRail Usage Report of the Most Active Users

**AskRail Usage Report of the Most Active Users**

	Email	Company	Title	Phone	Sponsor	Approver	Yesterday	7 Day Average	31 Day Average	31 Day Lookback
0	[redacted]@dot.gov	Yellowstone County Disaster and Emergency Services	DES Coordinator	[redacted]	BNSF	SPEARS04	2	1.0	0.4	11
1	[redacted]@nscorp.com	Norfolk Southern	System Manager Hazardous Materials	[redacted]	NS	DSCHOEND	1	1.0	0.8	24
2	[redacted]@cn.ca	CN	Damage Prevention Officer	[redacted]	CN	CNRAIL1	0	1.9	1.7	52
3	[redacted]@marinette.wi.us	Marinette Fire Department	Fire Chief	[redacted]	UP	BSSXH02	0	1.4	0.3	10
4	[redacted]	Norfolk Southern	Hazardous Materials Compliance Officer	[redacted]	NS	JHAHN23	0	1.3	1.1	34

Yesterday searches include searches from the previous day where there were 5 or more searches.  
 7 Day Average is the average usage over the past 7 days where the average 1.0 or higher.  
 31 Day Average is the average usage over the past 31 days where the average 1.0 or higher.  
 31 Day Lookback is the total count of searches over the last 31 days.

**Sensitive User - 30 day Usage**

	Email	Company	Title	Phone	Sponsor	Approver	Yesterday	31 Day Lookback
0	[redacted]@dot.gov	Dot / FRA	Safety Inspector	[redacted]	UP	SPEARS04	0	16
1	[redacted]@dot.gov	Federal Railroad Administration	Safety Inspector	[redacted]	UP	DGUY520	0	14
2	[redacted]@gmail.com	CPUC	hazardous materials inspector	[redacted]	BNSF	SPEARS04	8	13

Yesterday searches include searches from the previous day where there were 5 or more searches.  
 31 Day Lookback is the total count of searches over the last 31 days where there are 10 or more searches.

The Most Active Users report and the Sensitive User report contains user identification information as well as the metrics described in [Exhibit 44](#).

**Exhibit 44. Most Active Users Report Metrics**

Column	Description
Yesterday	Lists the number of searches performed by the user on the previous day when there are 5 or more.
7 Day Average	Lists the average daily number of searches performed by the user over the last 2 to 8 days where there is an average of 1.0 or higher.
31 Day Average	Lists the average daily number of searches performed by the user over the last 9 to 31 days where there is an average of 1.0 or higher.
31 Day Lookback	Lists the total number of searches for the last 31 days.

## Index

- adding individual users, 14
- adding multiple users, 15
- approving pending users, 18, 19
- AskRail User Management Portal
  - Customer Success Center, 1
  - daily reports, 32
  - getting started, 2
  - logging in, 2
  - logging out, 3
  - menu options, 3
  - overview, 1
  - running reports, 4
- audit log, 22, 31
- car access, 25
- changing user information, 26, 28
- consist access, 25
- contacting Railinc, 1
- CSV file, 15
- Customer Success Center, 1
- daily reports
  - Most Active Users report, 32
- dashboard reports
  - Number of Recertifying Users report, 6
  - Number of Registered Devices report, 11
  - Registered vs. Not Yet Registered report, 5
  - Search Requests by Sponsoring Railroad report, 9
  - User Location & Activity report, 12
  - Users by Category report, 8
  - Users by Status report, 7
- disabling devices, 25
- filtering
  - column, 23
- individual users, 14
- inviting individual users, 14
- inviting multiple users, 15
- inviting users again, 22
- keyword search, 22
- locating AskRail users, 22
- logging in, 2
- logging out, 3
- managing user devices, 22
- managing users, 14
- mass update, 28
- menu options, 3
- Most Active Users report, 32
- multiple users, 15
- Number of Recertifying Users report, 6
- Number of Registered Devices report, 11
- overview, 1
- pending users
  - approving, 18, 19
  - rejecting, 18, 20
  - viewing, 18
- printing reports, 4
- Railinc Single Sign-On, 2
- Railinc, contacting the Customer Success Center, 1
- reauthorizing users, 22, 29
- Registered vs. Not Yet Registered report, 5
- registration template, 15
- rejecting pending users, 18, 20
- reports
  - daily, 32
  - on-demand (dashboard), 4
  - printing, 4
- revoking access, 22, 24
- running reports, 4
- search criteria, viewing, 23
- Search Requests by Sponsoring Railroad report, 9
- searching for users, 22
- SharePoint, 32
- Single Sign-On, 2
- single users, 14
- SSO, 2
- Trace Billing Report
  - filtering, 23
- updating multiple users, 26, 28
- updating user information, 22, 26, 28
- uploading multiple users, 15
- user information, 22, 26, 28
- User Location & Activity report, 12
- Users by Category report, 8
- Users by Status report, 7
- viewing
  - daily reports, 32
  - dashboard reports, 4
  - viewing pending users, 18
  - viewing the audit log, 31
  - viewing user information, 22, 26
  - wildcard search, 22