



# AskRail®

## User Management Guidelines



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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## Document Control

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## AskRail Application

The AskRail® application is a technology resource that helps emergency responders *who need to know* have the information they need to take action in the event of a rail incident.

### Who are the “people who need to know”?

*The “people who need to know” are emergency responders who will be the first on scene or immediately support the first on scene, as specified in the following table:*

<b>The following user categories may apply for and be granted <i>Consist Lookup</i> access: (Note: <i>Consist Lookup</i> access enables the user to query railcar contents for an entire train.)</b>	
911 Emergency Dispatch Center	
CANUTEC - CAN	
CHEMTREC - USA	
Coast Guard Port Captain	
DOT HQ Hazmat Specialist	
Emergency Communications Centers	
Emergency Management Agency	
Emergency Operations Center	
Fire Chief (including Military / Coast Guard)	
FRA and PHMSA Administrators	
Hazmat Specialist (including Military / Coast Guard)	
Law Enforcement Chief (including Military / Coast Guard)	
Law Enforcement Non-Officer (including Military / Coast Guard)	
Law Enforcement Officer (including Military / Coast Guard)	
NTSB / TSB Rail Official	
Other Railroad Employee	
Paid Firefighter Non-Officer (including Military / Coast Guard)	
Paid Firefighter Officer (including Military / Coast Guard)	
Paramedics / Emergency Medical Service (including Military / Coast Guard)	
Railroad Police	
Shipper Emergency Response Teams and Fire Brigades	
State Environmental Agency Emergency Responder	
TC Remediation Specialist	
Trusted Emergency Response Contractor	
Volunteer Firefighter Non-Officer	
Volunteer Firefighter Officer	
<b>The following user categories require a <i>Task Force Decision</i> before being granted access:</b>	
3E COMPANY - USA	
CENACOM - MEX	
CHEMTEL, INC. - USA	
CIQUIME - ARG	
CISPROQUIM - COL	
DHS / TSA	

EPA / EC
Fusion Center
INFOTRAC - USA
NATIONAL RESPONSE CENTER - USA
NATIONWIDE POISON CONTROL CENTER - USA
Other Military / Coast Guard
Other Requestor
PRÓ-QUÍMICA - BRA
PROVINCIAL/TERRITORIAL AGENCY - CAN
SETIQ - MEX
<b>The following user categories <i>will not</i> be granted access:</b>
General Public
Other DOT / TC
Private Security Company
Other Shipper / Offeror

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## Access to AskRail

The mobile version of the AskRail application is available through the Apple App Store and Google Play. The Windows version is available on [www.askrail.us](http://www.askrail.us). Emergency Communication Centers can access a webapp version by contacting AskRail Support (by email at [support@askrail.us](mailto:support@askrail.us) or by phone at 877-724-5462).

The standard process for attaining access to AskRail is as follows:

1. Emergency responders may complete an access request through the app after downloading. Or, the Class I railroad representatives may use the [AskRail Registration Template](#) to pre-approve certain users for access who then receive an AskRail invitation email to download the app.

**Note:** Use the following guidelines when inputting information for a shared device (such as a tablet inside a fire engine) into the AskRail registration template:

- First Name: **Apparatus**
- Last Name: describe the location of the device (Fire Engine 2B)
- Email: email address of the device
- Phone Number: phone number of the device; if unavailable, provide the Fire Chief's phone number
- Type of Access: **Consist**
- Max number of devices allowed: **1**
- If the device is replaced or is no longer being used, contact AskRail Technical support to have the AskRail application disabled.

**Note:** Use the following guidelines when registering a Short Line railroad employee:

- The individual must fit the definition of “*people who need to know*” on page 4.
- When completing the AskRail registration template, identify the individual's Short Line railroad in the Organization/Company column. For the Sponsoring Railroad column, enter the sponsoring Class I railroad. For the User Category column, identify the individual as a “Railroad Employee”.

2. Emergency Communications Centers (ECC) can request access and onboarding by contacting Railinc, a Class I representative, or the AAR. A representative from the AAR is permitted to grant access to ECC's.
3. The user launches the application and registers the mobile device through the registration screen. The mobile device data is captured by the user portal.

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## Revoking Access

The AskRail Task Force Members monitor AskRail usage by reviewing the daily report prepared by Railinc. If the Task Force Members feel that it is necessary to revoke the access of certain users, they can do so by logging into the AskRail User Management Portal.

**Access to AskRail should be revoked immediately if:**

- The emergency responder no longer works for an emergency response agency.
- The user is misusing the application.

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## Recertification Process

Once a year, each user is required to recertify their active status as an emergency responder by revalidating their contact and supervisor information, and submitting any necessary changes. Those users who do not take action for 60 days will be automatically revoked by the system.

Process Steps:

1. The system notifies the user on Day 1 via an app notification. A 30-day countdown is initiated and is displayed on the notification banner within the app.
2. If the user doesn't take action, the system notifies the supervisor and the user on Day 15.
3. If the user doesn't take action, the system sends another notification on Day 25.
4. If the user doesn't take action, the system suspends the access on Day 30. The suspended user has a one-time access to all restricted features for 48 hours; after which timeframe they must recertify to continue accessing the application.
5. If the user still doesn't take action, the system revokes the access completely on Day 60.

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## Security and Emergency Response Training Center

The following guidelines apply to requesting AskRail access through the Security and Emergency Response Training Center (SERTC):

- SERTC Instructors are provided access to AskRail and are permitted to demonstrate how AskRail works as part of course curriculum. They will also advise students of the request process and direct them to the link at the end of the AskRail section of designated courses.
- Emergency responders interested in requesting access to AskRail will have to apply by downloading the AskRail app from the Apple App Store or Google Play and providing

their contact information, supervisor details, title, and information about the emergency response agency they work for.

**List of eligible SERTC courses:**

1. Crude By Rail Emergency Response
2. Tank Car Specialist
3. Tank Car Specialist-Advanced
4. Railroad Contract Classes
5. PHMSA Flammable Liquids

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## Reporting

The Task Force Members continuously monitor AskRail usage. Railinc generates a daily AskRail Usage report, which contains information about the previous day's usage.

The report shows the following:

- **Most Active Users** (*7 Day Lookback* is the average usage over the last 2 – 8 days; *31 Day Lookback* is the average usage over the last 9 – 31 days).
- **Sensitive Users** (Total searches in the last 30 days for users with the “Sensitive User” checkbox selected).
- **Emergency Communications Center Usage** – indicates users in the ECC category (*7 Day Lookback* is the average usage over the last 2 – 8 days; *31 Day Lookback* is the average usage over the last 9 – 31 days).
- **Usage Report for Training Searches** – indicates users who searched with the training toggle selected (*Yesterday* is the total searches from the previous day; *31 Day Lookback* is the total searches in the last 31 days).

The report contains the following information for each of these categories:

- E-Mail
- Name
- Organization
- Title
- Phone Number
- Approving Railroad
- Count of searches
- Percent of searches

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## User Responsibilities

This section describes the responsibilities of AskRail users:

1. Users should only use the AskRail application for training purposes and when responding to a rail incident.
2. When using the AskRail application at the scene of a rail incident, users should try to secure the most up to date shipping papers (consist) directly from the train crew or the railroad.
3. Users should periodically launch the AskRail application to check for version updates and download the new version if available.
4. Users should contact their sponsoring Class I railroad without delay under the following circumstances:
  - If they transfer to a new emergency response agency or leave their current position.
  - If their mobile device with AskRail installed is lost or stolen.
  - If they suspect that someone is misusing the AskRail application.

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## Glossary

**ECC:** Emergency Communications Center

**EMS:** Emergency Medical Services

**EMA:** Emergency Management Agency

**EOC:** Emergency Operations Center

**EPA:** Environmental Protection Agency

**DEQ:** Department of Environmental Quality

**SERTC:** Security and Emergency Response Training Center