NIR-Online Getting Started Guide

The purpose of this document is to provide new users with some basic information about NIR-Online and their clyx.net account. The following areas will be covered by this document:

- NIR-Online and Railway Group Standard GE/RT8250
- Roles: who can do what?
- Your clyx.net account
- NIR-Online Helpdesk

NIR-Online and Railway Group Standard GE/RT8250

NIR-Online is a secure website which grants registered user the ability to comply with the Railway Group Standard (RGS) GE/RT8250 'Reporting High Risk Defects', which is an established process originating from the privatisation of the UK rail industry. Use of NIR-Online for the implementation of this RGS is mandatory for all companies to which the standard applies.

NIR-Online can be found at the following web address: www.nir-online.net
RGS Online can be found at the following web address: www.rgsonline.co.uk

NIR-Online is overseen by a System Management Group comprising representatives from a selection of UK rail industry companies. NIR-Online was developed, is hosted and day to day support (technical, software, process) is provided by Interfleet Technology. There is no charge or fee payable to use NIR-Online since it is provided free at the point of use by RSSB, who own the software application. User accounts are free and a company may request as many user accounts be created as they require.

Roles: who can do what?

A number of roles exist within NIR-Online that can be attributed to a user's account. The role a user is attributed depends on the company that the user works for and the user's position within that company. The following is a brief explanation of what each role allows a user to do within NIR-Online:

Safety Case Holder

This role is applicable to any organisation that is a Safety Certificate Holder or an organisation in possession of a Safety Authorisation. Users with this role are able to:

- Search for any NIR
- View NIR basic details
- View Comments
- View Reports
- Use Helpdesk features

Safety Case Holder organisations have to acknowledge receipt of each NIR and hence Safety Case Holder users can also be a key contact, allowing them to acknowledge receipt of an NIR. Safety Case Holders can receive email or SMS alerts.

Safety Case Holder Responsible Engineer

This role is applicable to any organisation that is a Safety Case Holder. Users with this role are able to:

- Search for any NIR
- View NIR basic details
- View Comments
- Raise a new NIR
- Update an existing NIR
- Review / Close NIR
- View Reports
- Use Helpdesk features

Safety Case Holder organisations have to acknowledge receipt of each NIR and so Safety Case Holder Responsible Engineer users can also be a key contact, allowing them to acknowledge receipt. Safety Case Holders Responsible Engineers can receive email or SMS alerts.

Industry Monitor

This role is applicable to a small number of organisations like RSSB and ATOC that act in a monitoring capacity. Users with this role are able to:

- Search for any NIR
- View NIR basic details
- View Comments (not Safety Case Holder comments)
- View Reports (plus additional reports)
- Use Helpdesk features

Industry Monitor organisations have to acknowledge receipt of each NIR; however they have a longer time period in which to acknowledge. Industry Monitor users can also be a key contact, allowing them to acknowledge receipt. Industry Monitor users can receive email or SMS alerts.

Industry Monitor Responsible Engineer

This role is applicable to a small number of organisations that act in an industry monitoring capacity. Users with this role are able to:

- Search for any NIR
- View NIR basic details
- View Comments (not Safety Case Holder comments)
- Raise a new NIR (rare occasions only)
- Update an existing NIR (rare occasions only)
- Review / Close NIR
- View Reports (plus additional reports)
- Use Helpdesk features

Industry Monitor organisations have to acknowledge receipt of each NIR and so Industry Monitor Responsible Engineer users can also be a key contact, allowing them to acknowledge receipt. Industry Monitor Responsible Engineers can receive email or SMS alerts.

Industry Stakeholder

This role is applicable to a wide range of organisations that directly take part in the UK rail industry but which do not operate rail vehicles or manage the infrastructure. Users with this role are able to:

- Search for any NIR
- View NIR basic details
- View Comments (not Safety Case Holder comments)
- View Reports (plus additional reports)
- Use Helpdesk features

Industry Stakeholder organisations still have to acknowledge receipt of each NIR, however they have a longer time period in which to acknowledge. Industry Stakeholder users can also be a key contact, allowing them to acknowledge receipt. Industry Stakeholder users can receive email or SMS alerts.

Second Tier Supplier

This role is applicable to key second tier suppliers (e.g. component suppliers) to the rail industry that have requested access to NIR-Online however this level of access is purely optional and read-only. Users with this role are able to:

- Search for any NIR
- View NIR basic details
- Use Helpdesk features

Second Tier Suppliers do not have to acknowledge receipt of each NIR and hence they do not receive email or SMS alerts.

Key Contacts

Most organisations are required to acknowledge receipt of each NIR. Users with the roles Safety Case Holder, Safety Case Holder Responsible Engineer, Industry Monitor, Industry

Monitor Responsible Engineer and Industry Stakeholder may also be 'Key Contacts' for their organisation. Key Contacts have the additional ability to acknowledge receipt of each new NIR.

When a new NIR is raised, each organisation must acknowledge receipt of it once only even though there may be multiple users who are Key Contacts. There is a deadline by which acknowledgement is required – this is 24 hours for Safety Case Holder organisations and 72 hours for Industry Monitor and Industry Stakeholder organisations. The Network Rail National Operations Centre will contact those organisations that fail to meet these deadlines.

<u>Your clyx.net account</u>

Background
NIR-Online is powered by clyx.net and uses the clyx.net security system. This means that your account details will allow you to login to the NIR-Online (www.nir-online.net) or the clyx.net websites (www.clyx.net). If you login to clyx.net and also have access to NIR-Online, you can access NIR-Online directly from clyx.net.

Your clyx.net account comprises three pieces of information (username, company code, password), which you must keep private and not share with other people, even colleagues within your own company. Your clyx.net account is provided free of charge and if other members of your company require access to NIR-Online, simply request an account for each person using the online feature available from the NIR-Online login page. Sharing of accounts is not permitted for clyx.net or NIR-Online. You are responsible for your clyx.net account and you are liable for any actions undertaken by 3rd parties using your clyx.net account in breach of these conditions.

When your clyx.net account is first created, you will receive an email informing you of your username, company code and a system generated password. You will also receive an additional email providing you with some basic information about the NIR-Online application.

General Account Management
Use your account credentials to login into NIR-Online. If you are using a system generated password, please type the password in carefully, or alternatively copy and paste the password from the email into the password box. Once you have successfully logged in, you can update your account credentials using the 'My Account' menu item. This will allow you to:

- Change your username (the same username cannot be in use within your company)
- Change your password
- Update your contact details (any changes submitted are reviewed by the clyx.net helpdesk before being saved to the database).

Note: it is not possible to change your company code.

If you have just logged in using a system generated password, you should immediately change it to a new, hard to guess password that only you will know.

Password Management

It is good practice to change your account password periodically. The clyx.net security system requires that your password is changed every three months. If you login to clyx.net and you are within a couple of weeks of this deadline, you will be reminded of the need to change your password soon on screen. If the three month time period elapses and you have not changed your password, clyx.net will automatically send you a new system generated password by email to your registered email address. To avoid this happening, simply change your password at least once every three months!

Locked Account / Forgotten Password?

If you (or someone else) attempts to login to your clyx.net account but enters the wrong password three times in succession, your account will be locked. To unlock your account, there are two options:

- Use the Forgotten Password feature on the NIR-Online homepage (1st choice - available 24x7)
- Contact the clyx.net helpdesk and request a new password (2nd choice - available normal UK office hours only). A new system generated password will be emailed to your registered email address only.

Note: the clyx.net helpdesk staff cannot tell you your existing password, nor will they read out a new password to you over the phone, so please do not ask them to do this.

To use the forgotten password feature, go to the NIR-Online login page and click the 'Forgotten Password' link. You will then need to accurately enter your registered email address and if an account exists for that address, a new system generated password will be automatically emailed to you (along with your existing username and company code). You should receive the email within 5 minutes, assuming your email gateway is working normally.

NIR-Online Helpdesk

Within NIR-Online there is a main menu feature called 'Helpdesk', which provides a wide range of support information that will be useful to new users, especially those unfamiliar with the fundamental NIR process. It is recommended that a new user spends some time familiarising themselves with the information available in the helpdesk.

Specifically, the helpdesk area contains:
- Context sensitive help full digest – throughout the application you will see small question mark (?) icons. Clicking on this icon will provide you with concise supporting

information or advice relating to that specific part of the page, feature or control. All of the text is compiled in this helpdesk feature for easy quick reference.

- Frequently Asked Questions – a whole range of common questions and their respective answers relating to NIR-Online and the NIR processes are provided for reference purposes. In the first instance, users should refer to the FAQs before contacting the helpdesk support team by telephone or via Application Feedback (see below for more information about Application Feedback).

- Application Feedback – this is an online helpdesk form that allows you to send helpdesk queries, bug reports, change requests or any other communication to the NIR-Online software team, managed by Interfleet Technology Ltd. Before submitting queries relating to using NIR-Online and the NIR processes, please review other helpdesk information to see if your query has already been answered. When you do submit your query, it will be allocated to a helpdesk member of staff who will then either respond to your query directly or contact you for further information.

- Telephone Support – There are two options for telephone support. During normal office hours (08:00 to 17:00, Monday to Friday excluding English Bank Holidays), the Interfleet Technology clyx.net helpdesk can be contacted for all queries or issues. Outside of these hours the Network Rail National Operations Centre can be contacted, but they will be unable to give detailed software support or resolve any clyx.net account issues. For the current telephone numbers, check the telephone support page within the NIR-Online helpdesk.

- Demonstration Videos – A large number of demonstration videos are also available. These videos cover key features and processes and allow you to watch NIR-Online being used as a training aid. The videos also include detailed on-screen annotations to help explain features in more detail or to provide additional clarification. In order to view the videos, your web browser will need to have the Adobe Flash plug-in installed. The videos are compressed and so a 1 minute video is about 5Mb in size.

- Process Flowcharts – a number of diagrammatical flowcharts are available to explain and summarise the NIR GE/RT8250 processes. There is a single high level flowchart plus 6 additional detailed flowcharts.

- Change Request Log – The NIR-Online change request log is also available via the helpdesk for reference purposes. The change request log contains all change requests submitted by users since the project start. Some of the change requests will be closed and already implemented, others will be rejected or pending review by the NIR-Online System Management Group.