

Rail Notices

Rail Notices - Getting Started Guide

The purpose of this document is to provide users with some basic information about the Rail Notices application and their clyx.net account. The following subject areas are covered by this document:

- Rail Notices - Templates / Processes
- Common Interface
- Roles: who can do what?
- Your clyx.net account
- Rail Notices Helpdesk
- Basic IT Support Information

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Rail Notices - Templates / Processes

The Rail Notices application can be found at the following web address: www.railnotices.net

Rail Notices is a secure web-based application which allows registered users the ability to search, view, create and manage notices/alerts relating to a variety of rail industry processes.

Each industry process implemented by the Rail Notices application is represented by a corresponding template. Each template is fully defined, configured and tailored through the system allowing different information distribution processes to be modelled via a single software application without any software modifications.

Note: although you have access to the Rail Notices application, you may only have access to some of the current active templates/processes. You will not be able to view or access any information relating to templates you do not have permission to see.

Each template has a sponsor organisation. The style of the template will subtly change (key colours + logo only) to reflect the corresponding corporate style and appearance of the sponsoring organisation. It is anticipated that the number of available templates will grow over time, but some current examples are:

Template / Process	Sponsor
NIR 3350 (GO/RT3350)	RSSB
Sectional Appendix Instructions Request	Network Rail
Signallers / Crossing Keepers / Attendants Request	Network Rail
Weekly Operating Notice Section C	Network Rail
Weekly Operating Notice Section D	Network Rail
Workforce Safety	RSSB

The Rail Notices application is overseen by a System Management Group comprising representatives from a selection of UK rail industry companies. Rail Notices was developed and is hosted with day to day support (technical, software, process) by Interfleet Technology.

There is no charge or fee payable to use Rail Notices since it is provided free at the point of use to the UK rail industry. User accounts are free and any legitimate rail organisation / company may request as many user accounts be created as required for their staff.

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Common Interface

The Rail Notices application features a common interface that provides integrated features spanning all of the different templates that the user has access to. The following overarching features are available through the common interface:

- Searching
- Save Favourite Search
- My To Do List
- Latest Notices
- Reports
- Helpdesk

These features are also available from within a specific template; however a benefit of the common interface is that it can provide you with a wider field of view. For example, it is possible to search for notices via the common interface across all templates that you have access to and have the results displayed per template. So if you have access to 3 templates, you can run the search once and see the three corresponding sets of results.

The same principle applies to the other features.

User Roles: who can do what?

A number of roles exist within Rail Notices that can be attributed to a user's account on a per template/process basis. Consequently, a user can have one combination of roles associated with template A but a totally different level of access to template B.

The role(s) attributed to each user depends on the template in question and their responsibilities within it. The following is a brief explanation of what each role allows a user to do within Rail Notices:

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Activity (for a template the user has access to)	Standard Person	Nominated Competent Person (NCP)	Validator Person	Read-Only Person	Key Contact	Super User ³
Login to Rail Notices	✓	✓	✓	✓	✓	✓
Search Notices	✓	✓	✓	✓	✓	✓
View Notices	✓	✓	✓	✓	✓	✓
View Notice Audit Log		✓ ²	✓			✓
Raise Notice		✓				✓
Update Notice ¹		✓				✓
Delete draft Notice		✓ ²				✓
Validate Notice ¹			✓			✓
Acknowledge Notice (and give comment) ¹					✓	
Respond to Acknowledgement Comment ¹		✓ ²				✓
Give Feedback ¹	✓	✓	✓		✓	✓
Respond to Feedback		✓ ²				✓
Manage Actions ¹	✓	✓	✓	✓	✓	✓
Close Out Actions ¹		✓ ²				✓
Close Notice ¹		✓ ²				✓
Withdraw Notice ¹		✓ ²				✓
Undertake any NCP activities (Super Users)						✓
Define Deputy / Deputies		✓				✓
View Report – Fully Closed Notices	✓	✓	✓	✓	✓	✓
View Report – Action Status						✓
View Report – Notice Status						✓
View Report – Acknowledgement Statistics			✓			✓
View Report – Notices In Progress			✓			✓
View Report – Rejected Notices			✓			✓
View Report – Time Of Notice Initiation	✓	✓	✓	✓	✓	✓
View Report – To Do List	✓	✓	✓	✓	✓	✓
View Report – Companies and Users	✓	✓	✓	✓	✓	✓

1 – Depends on the configuration of the template. This activity may not be enabled for a specific template.

2 – Only for notices that they raised.

3 – A Super User is able undertake most activities and also act as the NCP for any notice.

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Your clyx.net account

Background

Rail Notices is powered by clyx.net® and uses the clyx.net security system. This means that your account details will allow you to login to Rail Notices (www.railnotices.net), clyx.net (www.clyx.net) or NIR-Online (www.nir-online.co.uk). If you login to clyx.net and also have access to Rail Notices (or NIR-Online), then you can access these directly from clyx.net.

Your clyx.net account comprises three pieces of information (username, company code, and password). You must keep these credentials 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 Rail Notices, they can each simply request an account. New users can request an account via the Rail Notices login page by clicking on the 'Applications Form' link.

Sharing of clyx.net accounts is not permitted at all. 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 automated 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 Rail Notices application.

General Account Management

Use your clyx.net account credentials to login into Rail Notices. 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 clyx' menu item. This will allow you to:

- Change your username (please note 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.

Note: if you have just logged in using a system generated password, you will be immediately asked to change it to a new, strong, hard to guess password that only you will know.

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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 as a minimum. If you login to clyx.net directly you can clearly see your current password expiry date. 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!

Clyx.net now enforces a minimum password strength level. When you enter a new password, the current strength and complexity requirements are visually indicated.

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 Rail Notices login page (www.railnotices.net) or the clyx.net login page (www.clyx.net). This is the preferred choice since it is available 24x7x365.
- Contact the clyx.net helpdesk and request a new password. This should be your 2nd choice since it is 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 can 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 Rail Notices 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.

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Rail Notices Helpdesk

Within Rail Notices there is a main menu feature called 'Help Desk', which provides a wide range of support information relevant to each template/process that will be useful to new users, especially those unfamiliar with the corresponding fundamental alert/notice 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:

- Training Version – you can practise and learn about Rail Notices using this training version. To make it obvious that you are using the training version, the colour scheme is predominantly black and white and the top banner is clearly labelled [Training Version]! To return to the LIVE version of Rail Notices when in the training version, simply access the helpdesk and use the corresponding link.
- 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 each template/process 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 clyx.net 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 Rail Notices helpdesk team, managed by Interfleet Technology Ltd. Before submitting queries relating to using Rail Notices and the different templates/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.
- Process Flowcharts – a number of diagrammatical flowcharts are available to explain and summarise the generic Rail Notices processes that apply to all templates / processes.
- Telephone Support – The details relating to telephone support for each template/process may vary and are outlined within the application!

At all times, the helpdesk team are only able to give support and advice relating to clyx.net user accounts or the general use of the Rail Notices software application. No engineering or railway operational advice can be provided relating to existing alerts / notices or whether it is appropriate for you to raise a new alert / notice, for example.

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Basic IT Support Information

The following information may be useful to you or your local IT support services if you are experiencing technical issues with the Rail Notices application.

Software / Technology

Rail Notices is an Internet-based application, which means that no special software other than a standard web browser is required in order to use the application. Current supported browsers are: Internet Explorer (IE) IE6, IE7, IE8, Firefox 3.0+. Rail Notices has not been designed to function with PDAs or modern phones with integrated browsers and so no support can be given in this area.

All of the web pages will be either Hypertext Mark-up Language (HTML) or .net Active Server Pages (ASP.net) with additional functionality implanted using JavaScript (not JAVA!) and/or AJAX.

Rail Notices also allows users to upload photographs and documents (e.g. .jpg, .pdf, .doc etc.) and so additional software may be needed to view these types of documentation. It is the responsibility of your company to provide you with access to any additional software required to view such files.

Rail Notices has been designed in such a manner as to avoid the use of pops-ups, with simple page layouts and minimal graphics so consequently 'pop-blockers' should not be a problem.

Your Corporate IT Requirements

The Rail Notices site will be available (on the day of launch) at www.railnotices.net. Prior to the launch, this address contains detailed supporting information about Rail Notices as well as the current launch plan.

The Rail Notices web pages incorporate client side JavaScript. This is used throughout the application. If JavaScript is stripped out by your corporate firewall, you will effectively be unable to use Rail Notices. Your company will need to allow JavaScript through its firewall to make the Rail Notices application to function correctly.

Mail Server(s)

Alert / Notice email alerts

One of the requirements of Rail Notices is the ability to notify users by email that a new notice has been released (as well as other defined alerts). The emails will always originate from the same email address:-

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railnotices@clyx.net

Each email will always have the same 'From' email address and caption:-

'Rail Notices'

The subject line of the email will always start with 'Rail Notices' followed by more information pertinent to the specific email in question.

The size of the mail message is expected to be in the order of 1KB and it will contain a hyperlink to the www.railnotices.net site. Your corporate mail server must be configured to accept these emails and route it through to the designated recipient. It is each company's responsibility to scan the mail message for viruses, though the Rail Notices servers do have anti-virus software installed.

Your company's spam filters must be configured to accept traffic from this site because it is highly likely that multiple recipients in your organisation will normally receive similar emails at approximately the same time. It is also possible that the application may send multiple alerts in a short period of time to the same set of recipients.

Clyx.net account details

Users will also receive emails from clyx.net relating to their clyx.net account. These emails will always originate from the same email address:

clyx.net@interfleet.co.uk

Each email will always have the same 'From' caption:-

'clyx.net'

The subject line of the email will always start with "clyx.net" followed by more information pertinent to the specific email in question. An example of a typical subject line could be:-

Clyx.net – Account Details

Clyx.net helpdesk feedback

Users will also receive email responses from clyx.net relating to feedback sent by the user to clyx.net (with queries, suggestions etc.). These emails will always originate from the same email address:

clyx.net@interfleet.co.uk

Each email will always have the same 'From' caption:-

Rail Notices

'clyx.net'

The subject line of the email will always start with "Application Feedback" followed by more information pertinent to the specific email in question. An example of a typical subject line could be:-

Application Feedback - Clyx.net Application Feedback

User IT Requirements

Any internet enabled desktop or laptop should be able to access Rail Notices with no problem. The main requirement is a computer that can access the Internet either via a corporate connection or via alternative means, such as broadband or dial-up. Only as a guide, we would recommend a PC of the following minimum specification:-

Processor:- Pentium P3 running at 500MHz or better
RAM:- 256MB or greater
Hard Disk:- 50MB FREE hard disk space
Monitor:- 15" Colour monitor with at least 1024x768 resolution.
Network:- Connection to the Internet either via a corporate link or at an absolute minimum a 56k modem working over a good (low noise) telephone line.

Operating System

As long as the web browsers listed above works correctly then it is each company's responsibility to select an appropriate Operating System for their computer hardware.

Bandwidth

Bandwidth is critical to the successful operation of web-based applications and so as a general rule, the more bandwidth that a user has available, the faster Rail Notices will function. As an absolute bare minimum we recommend a 56k modem working over a telephone line giving an actual connection rate of 44k. Ideally, a user connection rate in excess of 150k is recommended (typical minimum corporate network / broadband) to give a more than satisfactory performance, especially when viewing documents and photos.

Other Software

It is recommended that Adobe Acrobat Reader be installed on each PC to allow any PDF documentation uploaded to Rail Notices to be viewed. It is available from:

<http://get.adobe.com/uk/reader/>

Size 30.7Mb