

# Web Application (WebApp) ECC Setup Guide

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**AskRail**<sup>®</sup>

# Learning About AskRail

## Important

Upon arriving at a rail incident, an emergency responder should first attempt to locate the train's conductor and get the train consist, which is a document that describes the make-up of the train. If the conductor is not available, the emergency responder can obtain the train consist by contacting the railroad directly.

The emergency responder can also use the AskRail® mobile application on their mobile device to query the Equipment ID for a specific railcar to find out its contents.




AskRail displays the last known information about railroad equipment contents. This information is expected to be current and correct; however, it may not be due to various data quality impediments or delays in data transmission. It is recommended that emergency responders use AskRail temporarily for safety isolation, evacuation, and/or assessment from a distance while securing the proper shipping paper. The train consist or waybill should be secured before offensively approaching the railcar. The AskRail application should only be utilized by industry-qualified hazmat emergency responders.

**Note:** The sequencing of the cars in the application may not match the sequencing of the cars on the paper consist, which is the compliance document and takes precedence in any discrepancy.

## Overview

AskRail is an application that provides immediate access to accurate, near real-time information about railcars carrying hazardous materials on a train. It enables Emergency Communications Centers (ECCs) to assist 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.

AskRail is available in several formats, including a mobile application that runs on Apple and Android phones, an Internet Ready Device (IRD) version for Windows computers, and a web application (WebApp) that runs on most major web browsers. If you are with an ECC and would like a web application version, contact 1-877-724-5462 or [support@askrail.us](mailto:support@askrail.us).

| Highlighted Features  |  |
|---|--|
|  | 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.           |

Because certain information available through AskRail is sensitive, only qualified users and users who have completed industry-sponsored training for emergency responders, have registered their device, and have validated their email address with Railinc can gain full access to the railcar lookup functionality and "Top 125" feature. Note that the railcar lookup functionality should only be used for actual emergency situations and/or training purposes. As an emergency responder and authorized user, you can use AskRail to:

- Query the contents of a railcar with a simple Equipment ID search to see whether a railcar is carrying hazardous materials. AskRail returns the following information:
  - Loaded or empty status
  - Weight of the shipment
  - United Nations/North America (UN/NA) Identification Number for any located hazardous materials
  - Proper shipping name (PSN) for the railcar's contents
  - Technical name of hazardous materials (if available)
  - Hazard class for the railcar's contents
  - Poison Inhalation Hazard information (if applicable)
  - Railroad name
  - Railroad's emergency contact information
- View information about locomotives and end-of-train devices, including the fuel capacity and traction type of locomotives.
- Read published guidance about how to respond to situations involving any located hazardous materials.
- Look up information about hazardous materials placards.
- Calculate the isolation zone and display the affected area on a map.
- Read published guidance about isolation zones for certain hazardous materials.
- View a list of the Top 125 hazardous materials most commonly shipped via rail as reported in the latest AAR/BOE Annual Report of Hazardous Materials Transported by Rail. This list represents aggregated data from the North American freight rail industry, measured by loaded tank car originations during a calendar year.
- Access emergency contact phone numbers for all Class I railroads (the largest freight railroads) as well as Amtrak passenger railroad and available Short Line railroads.
- Access contact information for Emergency Response Resources.

ECC users are granted *Consist Lookup Access* for AskRail, which enables users to see information about individual railcars plus view the full consist details (i.e., it returns information for all railcars on a train). For more information about AskRail, visit [AskRail.us](https://askrail.us) or refer to the [Emergency Response Guidebook \(ERG\)](#) for hazardous materials information and incident response guidance.

## **System Requirements**

AskRail WebApp runs on the current version of most major browsers, including Google Chrome, Microsoft Edge, Apple Safari, and Mozilla Firefox. **Note:** Clearing your browser's cache will require you to register your browser as a new device.

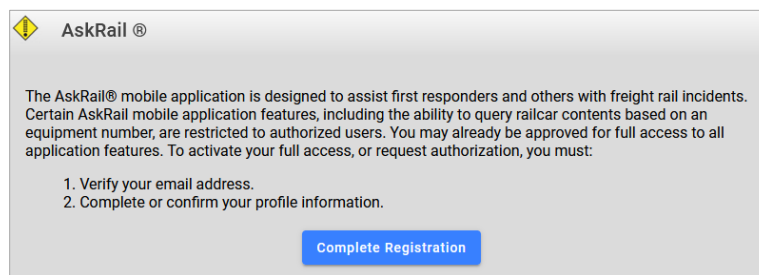
## **Accessing AskRail Technical Support**

The Customer Success Center provides reliable, timely, and high-level support for AskRail. Representatives are available from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday. To access AskRail Technical Support, contact 1-877-724-5462 or send an email directly to [support@askrail.us](mailto:support@askrail.us).

# Setting Up AskRail WebApp for an ECC

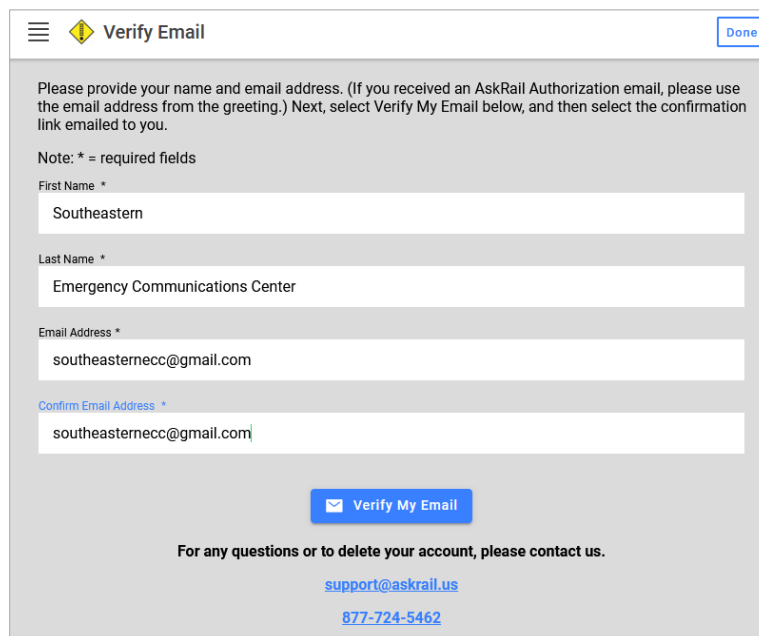
These instructions describe how to set up AskRail WebApp on a computer in your Emergency Communications Center (ECC) dispatch center. Once you open AskRail WebApp on your first dispatch center computer, you can then use this procedure to register it on the rest of the computers in your dispatch center.

1. Determine the email address to use. To set up AskRail WebApp for the ECC, it is best to have one email that can be accessed by multiple people (although this is not required). This email will receive the email verification links when you sign into a new computer. **Note:** ECCs have created a new generic shared email if they did not already have one.
2. To begin the setup process on your first dispatch center computer, obtain the link for AskRail WebApp by contacting AskRail Technical Support at 1-877-724-5462 or [support@askrail.us](mailto:support@askrail.us).
3. Select/open the AskRail WebApp link. The Complete Registration page is displayed.



The screenshot shows a mobile application interface for AskRail. At the top, there is a yellow diamond icon with a downward arrow and the text "AskRail ®". Below this, a paragraph explains that the mobile application is designed to assist first responders and others with freight rail incidents, and that certain features are restricted to authorized users. Two numbered steps are listed: "1. Verify your email address." and "2. Complete or confirm your profile information." At the bottom of the screen, there is a blue button labeled "Complete Registration".

4. Select **Complete Registration**. The Verify Email page is displayed.



The screenshot shows a mobile application interface for the "Verify Email" page. At the top, there is a hamburger menu icon, a yellow diamond icon with a downward arrow, and the text "Verify Email". In the top right corner, there is a blue button labeled "Done". Below this, a paragraph explains that the user should provide their name and email address, and then select "Verify My Email" and the confirmation link. A note indicates that asterisks denote required fields. There are four input fields: "First Name \*" with the text "Southeastern", "Last Name \*" with the text "Emergency Communications Center", "Email Address \*" with the text "southeasternecc@gmail.com", and "Confirm Email Address \*" with the text "southeasternecc@gmail.com". At the bottom, there is a blue button labeled "Verify My Email". Below the button, there is a line of text: "For any questions or to delete your account, please contact us." followed by the email address "support@askrail.us" and the phone number "877-724-5462".

5. Enter the ECC Name as the First/Last Name (split the ECC name over these two fields as shown in the example above). Next, enter the email address from step 1 in the Email Address and Confirm Email Address fields and select **Verify My Email**.
6. Open the email address from step 1 and select the email verification link that was sent. **Note:** After selecting the link, if you see a page with "Error: Invalid Code", be assured that the verification did work. Simply ignore the error and close the page.
7. Return to AskRail WebApp in your browser, select the vertical ellipsis (⋮) in the top right corner, and select **Profile**. Your profile should have the status of "Email Verified".
8. Select **Complete Registration**. The Edit User Profile page is displayed for you to complete your registration (the top portion of this page is shown below).

AskRail

☰ Edit User Profile

Note: \* = required fields

**User Information**

First Name \*

Last Name \*

Phone Number \*

Email Address \*

carym406@gmail.com

Job Title \*

Category \*

**Company Information**

Company/Organization \*

Country \*

Address

City \*

County \*

State/Province \*

Zip/Postal Code \*

9. Complete all of the required fields.

- For the First/Last Name fields, split the ECC name over these two fields as you did previously.
- For the Email Address field, enter the email address from step 1.
- For the Category field, select **Other** (there will be an ECC option in the future).
- For the Sponsor field, choose any railroad. Railinc will update your sponsor to AAR when your access is approved.

10. Select both toggles in the Sign Form section at the bottom of the Complete Registration page (the bottom portion of this page is shown below) and click **Submit**.

The screenshot shows a registration form with several sections:

- Supervisor Information**: Includes fields for First Name, Last Name, Phone Number, and Email Address, with a note: "Provide the name of your supervisor who can attest to your emergency response duties."
- Sponsoring Railroad**: A dropdown menu for Railroad selection, with a note: "Important: There is no need to request access from each railroad in your jurisdiction. You only need the sponsorship of one Class I railroad in order to access data from all Industry railroads."
- Trainer Information**: Includes fields for First Name, Last Name, and Class ID.
- Device Information**: Includes a field for Device Name.
- Sign Form**: Contains two toggle switches:
  - Toggle 1: "I perform duties that require access to freight rail content information during emergencies." (Currently off)
  - Toggle 2: "I have read and understand the [end user license agreement](#)." (Currently off)

At the bottom of the form, there is a statement: "I hereby certify the above information to be true and correct to the best of my knowledge." and a blue **Submit** button.

11. Once you have registered, your status should be "Authorization Pending".
12. Contact AskRail Technical Support and provide the email address you used to create your account. The support team will ensure your account is approved for access in a timely manner. Once approved you will have access to use AskRail.
13. After your access has been approved, open AskRail WebApp on your computer.
14. Verify your access by selecting the vertical ellipsis (⋮) in the top right corner and selecting **Profile**. Your profile status should be listed as "Consist Lookup Access".

**Use the following steps to set up AskRail WebApp on the rest of your dispatch computers:**

15. Open the provided AskRail WebApp link on each remaining dispatch center computer. The Complete Registration page is displayed.
16. Select **Complete Registration** and sign in using the same email and password you set up on your first computer. An email verification link should be sent to the same email address.
17. Select the email verification link.
18. Return to AskRail WebApp on your computer.
19. Verify your access by selecting the vertical ellipsis (⋮) in the top right corner and selecting **Profile**. Your profile status should be listed as "Consist Lookup Access".
20. Repeat steps 15-19 for all the computers on which you need to set up AskRail WebApp.

