

RAILINC | Critical AskRail® Announcement

Important News

Railinc is pleased to announce that AskRail is now available for download through the Apple and Google Play stores. This will enable emergency responders to more easily access and update the app.

IMPORTANT NOTE: If you installed AskRail before August 30, 2016, it will no longer work effective September 30, 2016. You must download the new version from the app store.

If you have already downloaded AskRail from either of these app stores, then please disregard this notification.

What You Need to Do Now

You must take action to keep AskRail working on your mobile device. AskRail is currently available in the App Stores. You must follow these steps for continued use.

- Uninstall the current AskRail app from all of your mobile devices, including smart phones and tablets. If you don't uninstall the previous version, the new version may not work properly.
- On your device, visit the Apple or Google Play Store, search for AskRail and then download the App.
- iPad users should ensure App Store settings allow for iPhone Apps to be downloaded.
- Once the new version of AskRail is downloaded you will need to register through the new integrated registration process. Follow the directions on the screen.
- You must use the same email address that you are currently registered with to maintain full access to all of AskRail's capabilities.

App Store Highlights

Benefits of AskRail moving to the App stores include:

- Streamline improvements to AskRail through automatic updates
- Allows new users to request AskRail access from the App
- Better application and data security

Got Questions? Get Answers.

If you have any questions, contact the Railinc Customer Support Center by email at csc@railinc.com or by phone at 877-724-5462 / 877-RAILINC.