

Close Call App – Safety Moment – Take a 5 to check



Purpose of discussion

To establish our understanding on how we can report Close Calls. How to identify risks around us and use the Close Call App or webform to report a Close Call. Understand what information are required to report a good Close Call.

Kick-off the discussion

Network Rail have launched new Close Call App – allowing colleagues to report Close Calls with ease. To download and use the Close Call App, 'My NR Apps' need to be downloaded from our 'App Catalog' and Close Call App added to 'My Applications' to register before using for first time.

Downloading and registering new App takes few minutes to complete – take a 5 to check you have the Close Call App downloaded ready to report a risk/safety event which has the potential to harm our colleagues or passengers.

Check that you have registered in advance and ready to use the App in event of identifying safety / risk events which could harm our colleagues, passengers or environment

Discussion Points

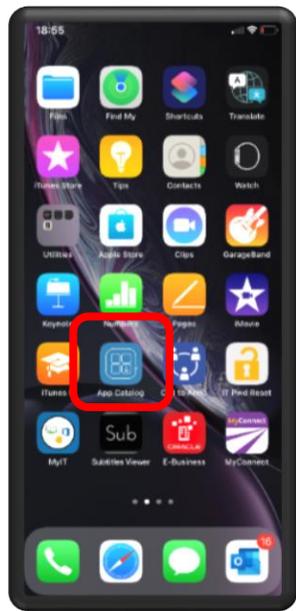
- Do you know how to report Close Call?
- Do you have Close Call App handy on our devices?
- Do you know of all other ways to report Close Call?
- Did you know there is webform available to report Close Call for those who do not have Network Rail devices?
- Webform can also be accessed through Safari / Chrome browsers without needing to register.
- Webform can also be used by our Principal Contractors and Suppliers colleagues.

[Report Close Call \(Webform\)](#)

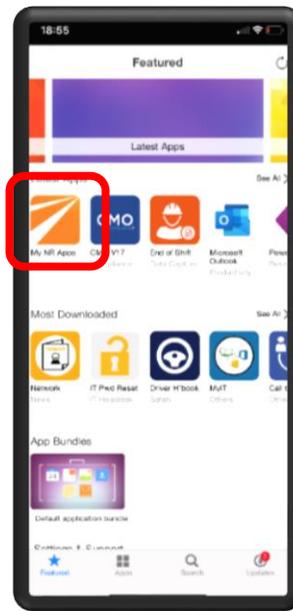
A stylized graphic of a rail track, consisting of two parallel horizontal lines with vertical cross-ticks, extending from the left edge of the slide.

Locate and download 'My NR Apps'

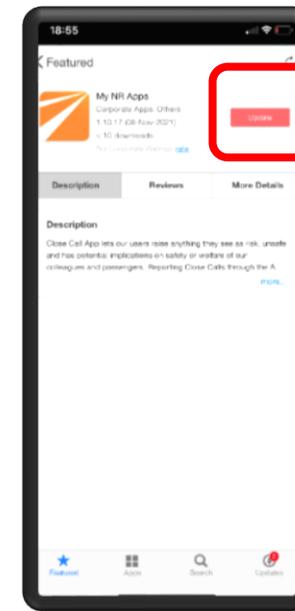
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On your NR device – locate for **'App Catalog'** and click to enter the App catalogue



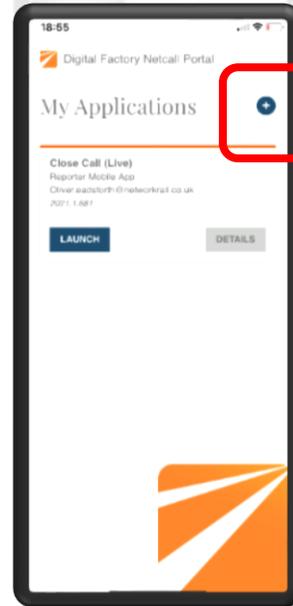
On your App Catalogue – search for **'My NR Apps'** – under Latest Apps or use search function



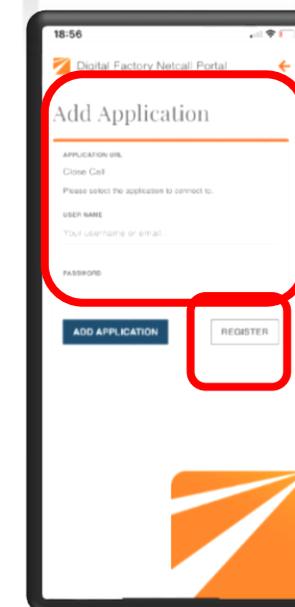
Click on **'My NR App'** and click on **'Get'** – which will force pop-up box asking to confirm installation – select **'yes'**



Return to your NR device home screen and await completion of **'My NR Apps'** Download. Click on the App when ready



For first time user - Click on **'+'** to add Close Call App. Do not click on **'launch'** unless you have registered previously



Click on **'Register'** to complete the set-up process. You need to enter full Network Rail email address and create new password for first time registration.

A decorative graphic on the left side of the slide, consisting of a series of vertical blue bars of varying heights, resembling a stylized railway track or signal.

Registering for first time access to Close Call App

A decorative graphic on the right side of the slide, identical to the one on the left, consisting of a series of vertical blue bars of varying heights, resembling a stylized railway track or signal.

Digital Factory Netcall Portal

Add Application

APPLICATION URL
Close Call

Please select the application to connect to.

USER NAME
Your username or email...

PASSWORD

ADD APPLICATION REGISTER

To register for first time use – users will need to click on **'Register'** to take them to the Close Call User Registration page to commence registration

Close Call User Registration

First Name *

Last Name *

Email Address *

You will use this email address to log in to the system

Mobile Number *

REGISTER

Users are required to fill in fields which are mandatory to enable their registration.

- First Name
- Last Name
- Full NR Email Address
- Mobile Number
- Password and Security Question/Answer

networkrail-closecall.oncreate.app

Email Address *

You will use this email address to log in to the system

Mobile Number *

Password *

Please enter again

Security question *

Please select...

Register

Reset Password

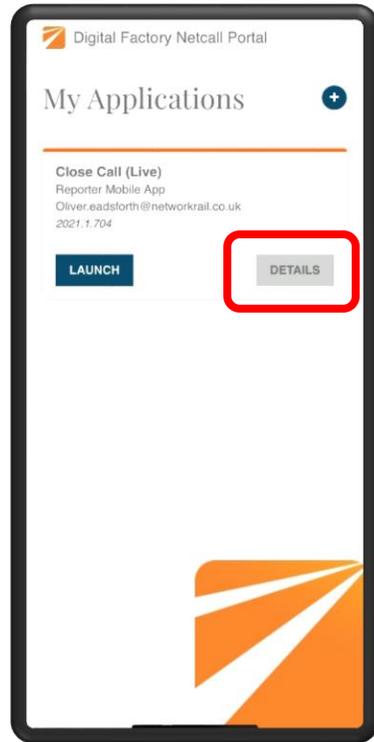
Once users have registered – they will be able to use the Close Call App (no signing in required every time App is used). A separate email confirming their registration will also be sent out to users.



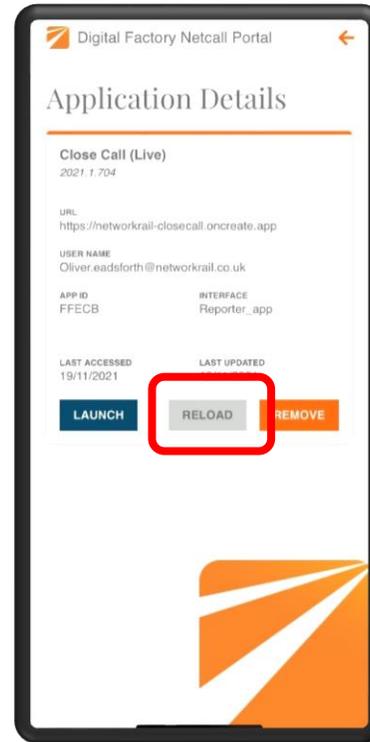
A stylized graphic of a rail track, consisting of two parallel horizontal lines with vertical cross-ticks, rendered in a dark blue color.

Refreshing Close Call App

A stylized graphic of a rail track, consisting of two parallel horizontal lines with vertical cross-ticks, rendered in a dark blue color.



Where users experience issues with their Close Call App – a reload of App may be required to refresh the App and repair any bug within the App. Click on '**Details**' on 'My Applications' under My NR Apps



Under '**Details**' further pop-down will appear with further details of the App version. On the bottom, an option to 'Reload' becomes available. Click on '**Reload**' to allow App to refresh



The reload of App will commence automatically and takes around 10 seconds to complete. Users are not required to do anything further. Once refresh has completed – users can see option to **Launch** the App once again

