

iPhone New Starter Training

Customer Service | Customer Information Program | Mobility



26 July 2017

Commercial in Confidence



“We’re committed to giving you the tools to make your job easier and provide you with this real-time information...This is an exciting time for Sydney Trains. ”

Customer Service Directorate

Call Plans

- **Phone calls:** Each plan gives you a monthly call allowance managed by Transport for NSW
- **Data:** 1 GB each as a guide (Download Telstra 24x7 app if required)
- **Use will be monitored:** Not in a bad way – just like your personal mobile plans, we need to understand how much data and call allowance you'll need



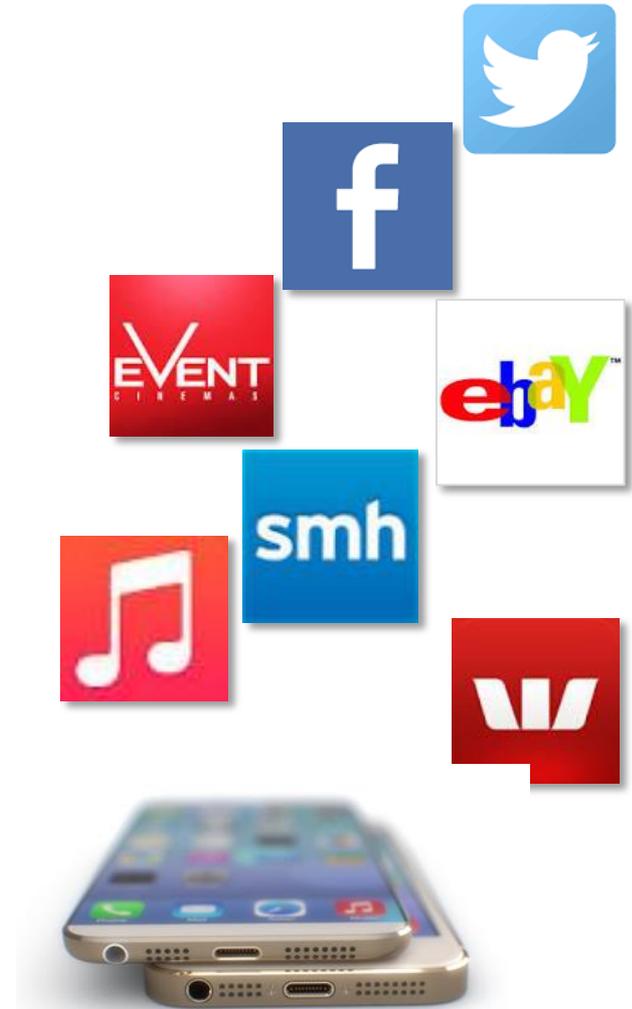
*Low Call Rate
1 GB Data*

Personal Use

Reasonable personal use is allowed

Code of Conduct, Section 19

- **Make the phone yours:** The more you use it, the better you'll be able to assist customers
- **Examples of when personal use becomes a problem:** Interferes with job performance or service delivery, company incurs additional costs, harassment, or privacy issues
- **Relevant Policies:** [Code of Conduct](#), [Acceptable Use of Technology](#), [Social Media](#)



Monitoring Myth

Use is monitored but location is not; no one will be monitoring your location on a daily basis

- Location tracking is initiated by helpdesk for lost or stolen phones
- Apps like **Find My Friends** have person-to-person tracking, but both parties must give permission in order to do so
- **Location Services** can be disabled after work if you still have concerns



No one is monitoring your location during or after work

Lost, stolen, or damaged phones

DAMAGED

1. Contact CS Mobility Team
2. Repairs organised (subject to Manager's approval)

LOST

1. Contact CS Mobility Team; they'll work with Helpdesk to track by Serial Number
2. If unable to locate, complete a Stat Dec Form
3. Complete and return Stat Dec signed by JP
4. Replacement ordered

STOLEN

1. File police report
2. Contact CS Mobility Team; they'll work with Helpdesk to track by Serial Number and log police report number
3. If unable to locate, replacement ordered

WI-FI and Upgrades

- **WI-FI:** WI-FI available at certain locations.
- **Upgrading iOS or Apps:** OK to upgrade when prompted; do not connect to iTunes at home (company apps will be wiped)
- **Personal WI-FI:** You're welcome to use it at home for updates, streaming or downloads; turn off cellular data and connect to your WI-FI



FAQs

Question	Answer
Can I make international calls?	No. This service has been disabled.
Can I take my phone overseas?	You must notify your SCM in writing if you do. Their cost centre will be charged for a replacement device in the event of a lost or stolen phone.
Can I use data roaming overseas?	No. Data roaming can attract hundreds and thousands of dollars in charges. It is best to get a pre-paid SIM card local to the country.
Can I download music?	Yes, but turn off mobile data and connect to a personal or public WI-FI when downloading any large files that are not work related.
Can I use social media?	Yes. Sydney Trains communicates via Facebook, Twitter, etc.

What's next?

Today

Training: Classroom training on phone basics

What you'll get: Phone, case, folder with your user details and policy information

Follow-Up

Training: 1 hour additional training catered to individuals if requested via CSmobile team.

Included: More training on transport apps and other features; opportunity to ask further questions

Getting Help: [Station SharePoint](#) My iPhone section, your SDM or peers

Customer Service Mobility Support Team

Call **02 8575 0516** or email CSmobile@transport.nsw.gov.au

iPhone Basics

Standard operation of iPhone 7 Plus

Commercial in Confidence

iPhone 7 Plus



Making Calls and Accepting Calls

Make a call:

Tap the phone icon, tap the number, tap the phone to dial



Accept a call:

Unlocked phone: Tap the green phone to accept (or red phone to decline)

Locked phone: Swipe the screen to answer



Forward a call:

Settings | Phone | Call Forwarding |
Slide the switch on | **Forward to** | Type the number

Contacts

1. Tap **Contacts** | Tap **+**
2. Tap in the name field to type the name
3. Tap in the number field to type the number
4. Tap **Done**



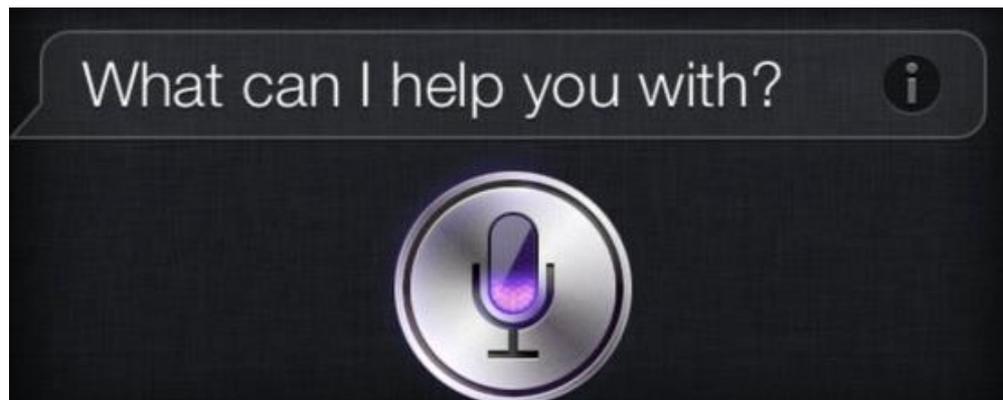
SIRI

SIRI stands for **S**peech **I**nterpretation and **R**ecognition **I**nterface



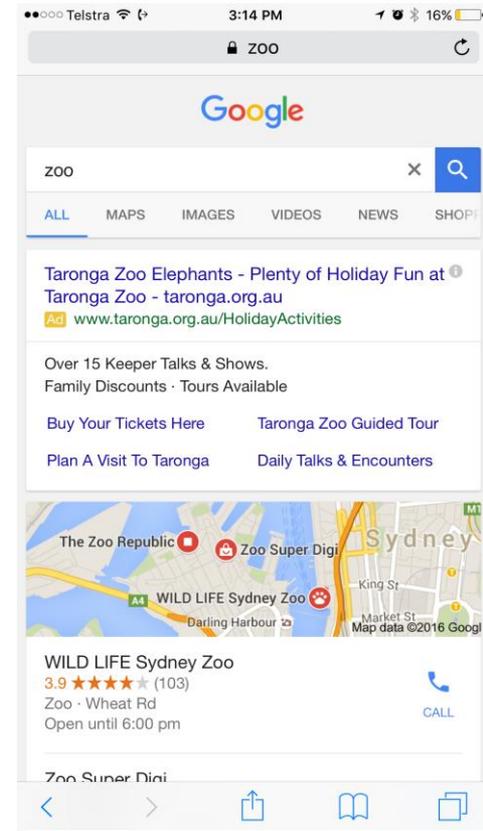
Press and hold the **home** button to activate SIRI. Ask a question or give a command.

*What's the
weather
like today
SIRI?*



Internet searches

1. Tap **Safari**
2. Tap into the search bar
3. Type a phrase (e.g. zoo)
4. Search results display
5. Click on a link to go to the website



Calendar

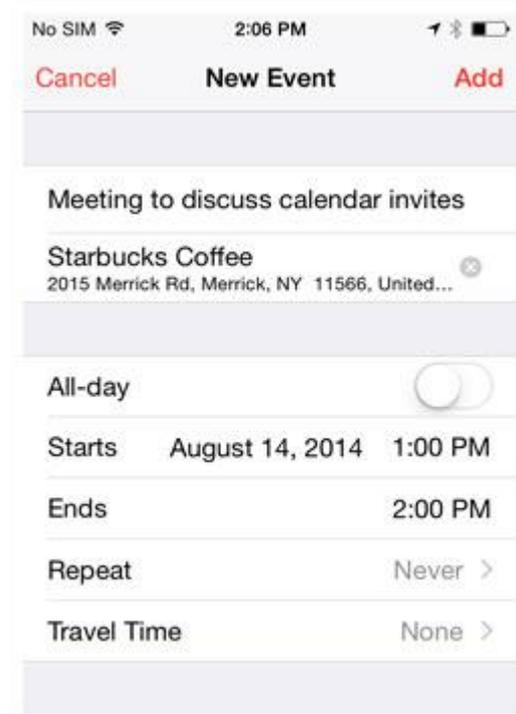
Tap **Calendar**

Add an event:

Tap **+** | complete the fields | Tap **Add**

Accept an invite:

Tap **Inbox** tap **Accept** to any waiting invites



Email

Tap **Mail**

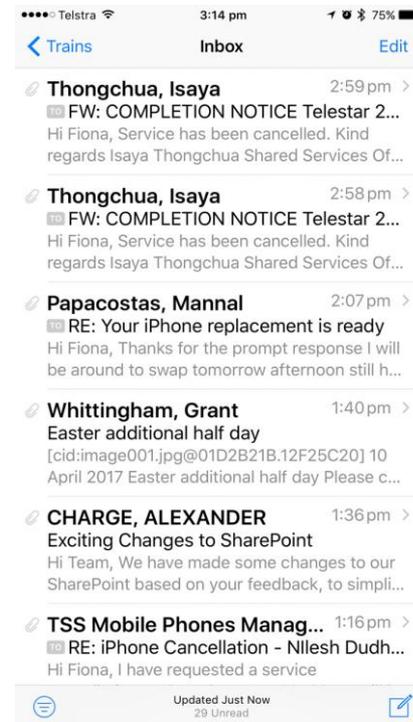
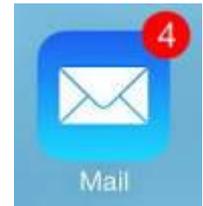
The **red** number indicates your new unread messages

Read a message:

Tap the message (tap any attachments to open them)

Send a message:

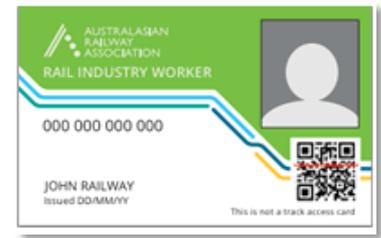
Tap the new mail icon



Rail Industry Worker Cards

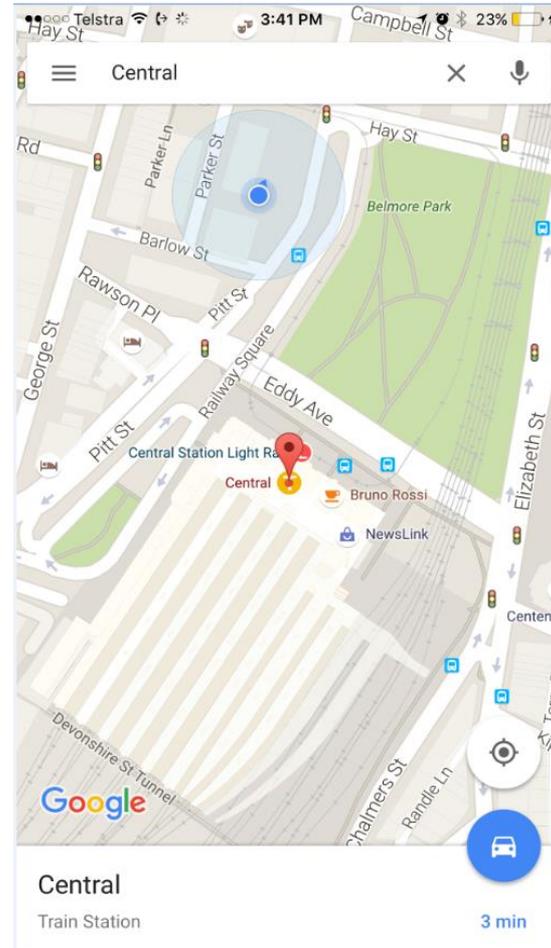
1. Tap **Onsite Mobile** app
2. Enter your user name and password
3. Tap **Remember me**
4. Tap **Login**
5. Tap **Scan**
6. Aim the barcode reader at the code on card

Competencies for that person display



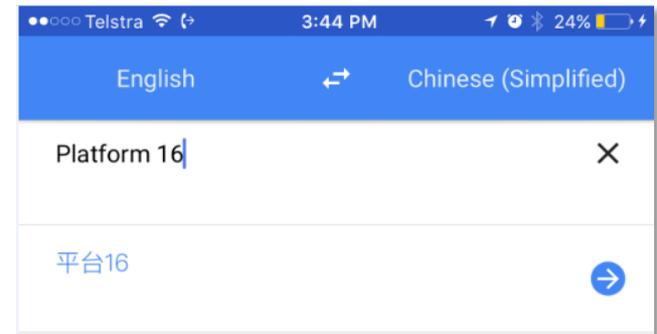
Google Maps

1. Tap **Google Maps**
2. Tap in the search bar
3. Type an address or the name of the destination (e.g. Central)



Google Translate

1. Tap **Google Translate**
2. Tap the language to translate from (e.g. **English**)
3. Tap the language to translate to (e.g. **Chinese**)
4. Type the phrase to translate and tap **Go**



iPhone Transport Apps

Live Demonstration - standard operation of:

TripView

NextThere

Triptastic

Commercial in Confidence



Transport
Sydney Trains