eTAP
Enhancements
Phase 1

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Seamus Barry

eTAP Project Officer, Interstate

ARTC

PURPOSE

The purpose of this is to provide Protection Officers with details regarding an update to the eTAP Application.

SUMMARY OF CHANGES

1. Enabling a Protection Officer to change their current password in the eTAP app (from Monday 04 Oct 2021).
2. Adding a Blocks Applied confirmation.
3. Update of the TOA Fulfilment Question "Is the track suitable for line speed operations".
4. eTAP Support numbers to be included on log in screen.
5. Update to Voice TOA Fulfilment pop up window.
6. Remove WIC default finish time.
7. SMS reminders after a WIC/LOW notification has expired.

ACTION FOR PROTECTION OFFICERS

An update to the app will be available for you to download to your devices from Tuesday 21 September 2021.

Please update your app as soon as possible to the latest version 3.5.0. From the 04 Oct 2021, the 3.3.1 version of the app will not work.

To see if your app is already updated to the latest version open the eTAP app on your device and check here:
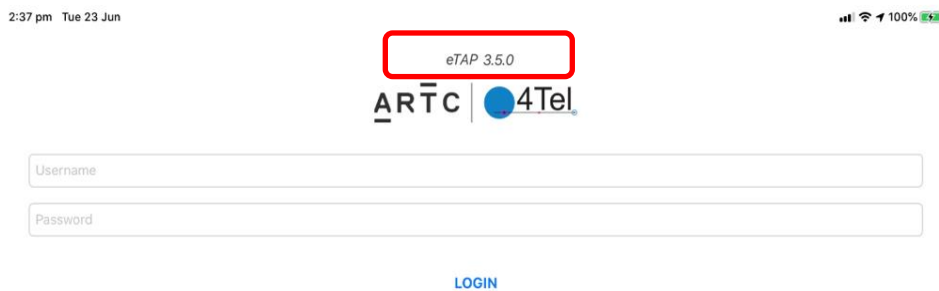
If the version reads eTAP 3.5.0 then your app has been updated and you are good to go.

If the version reads eTAP 3.3.1 then you will need to:

1. Open the App Store (i-Phones and i-Pads) or Play Store (Android phones and tablets) on your device.
2. Search for "4Tel eTAP".
3. Select the option to update

The update will run. Once completed your app will be updated with the new functionality per this document.

Please make sure you have updated your eTAP app on all your devices (phones and tablets) to the latest version.

1. CHANGE PASSWORD IN-APP (FROM MONDAY 04 OCT 2021)

Changes have been made to the eTAP application to allow a Protection Officer to change his/her current password in the eTAP app. This will come into effect from Monday the 04th Oct 2021. You will be automatically directed to the password update screen when you first log into eTAP on or after this date. Do not update your password in advance of this date as you will be required to update it again.

The new password must be at least 14 characters and contain at least 1 Uppercase letter, 1 lowercase letter, 1 number and 1 symbol e.g., Johnsmith2021*. **This configuration is in line with ARTC's cyber security requirements.**

### Changing your Password after the 4 October 2021 update

To change your password, you must first sign into the eTAP application on your device. After signing in, select the three white dots in the top right-hand corner of the "General Tab". This will give you access to the 'Change Password" function of the application. You will need to enter your current password followed by your new password twice ensuring that the new password complies with the ARTC Password policy.
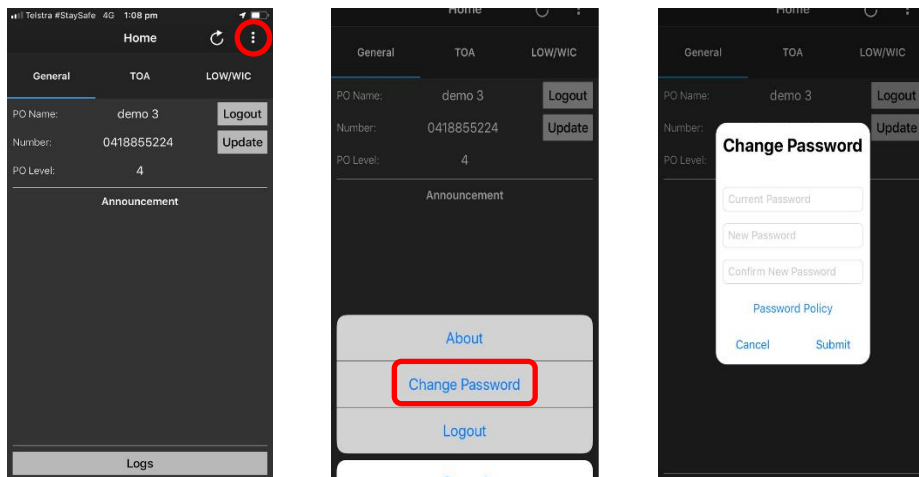
Note: This will not allow the Protection Officer to reset their password if they have been locked out, this will still need to be done by contacting the eTAP System Admin.

2. ADDING A BLOCKS APPLIED CONFIRMATION

In line with ARTC's ANPR 701, functionality will now be built into eTAP to ensure the PO has confirmed that all blocking facilities are applied with the Network Controller. When the PO receives the proposed TOA on their device, a new line will now be visible stating "Blocking Facilities Confirmed". When the PO has verbally confirmed with the Network Controller that blocking facilities have been applied, the PO will now confirm this by using the toggle switch which will allow the PO to accept the TOA.
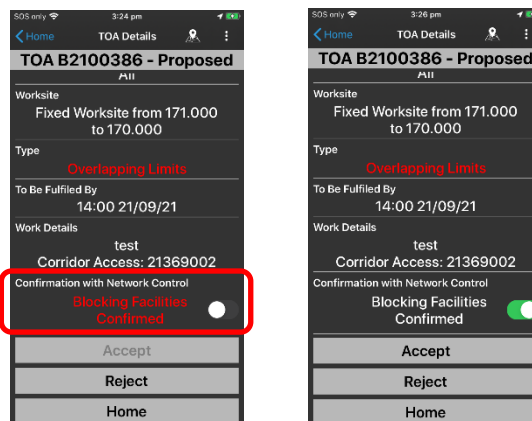
3. UPDATE OF THE TOA FULFILMENT QUESTION "IS THE TRACK SUITABLE FOR LINE SPEED OPERATIONS"

The current eTAP Assurance question "Is the track suitable for line speed operations" created some confusion with Protection Officers. This wording will be amended to "Are there any operation restrictions to apply after fulfillment?". This wording is aligned with the existing wording on the paper TOA form.
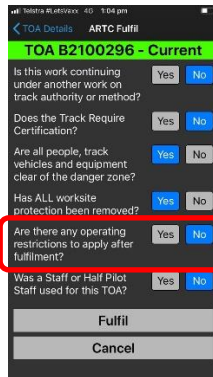

Where there are no changes to operating restrictions of a result of the work completed under this TOA the answer to this assurance question is "No".

However, if you do need to speak to Network Control to advise in any changes to operating restrictions then the answer must be "Yes".

4. ETAP SUPPORT NUMBERS TO BE INCLUDED ON LOG IN SCREEN

Users will now have the ability to contact the ARTC eTAP system administrators directly from the login screen when they forget their password or are locked out. Whilst on the login screen "Contact Support" text will be visible. By clicking on the text, this will bring up the contact information for each Network Control Centre. NCCN support will be available from 0800-1600 Mon-Fri and NCCS from 0600-1400 Mon-Fri. Outside of these times the TTM is to be contacted.
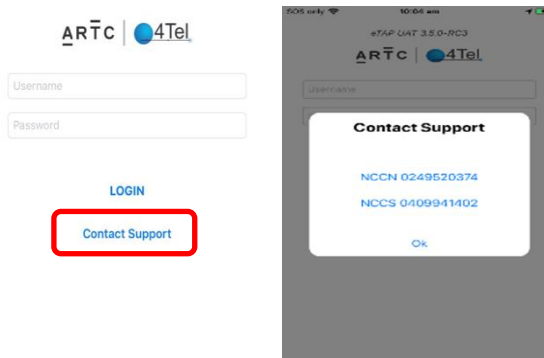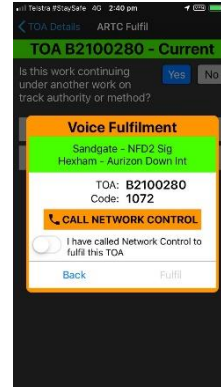
5. UPDATE TO VOICE TOA FULFILMENT POPUP WINDOW

Currently the voice fulfillment and data fulfillment popup windows look very similar and this has created some confusion for Protection Officers. The voice fulfillment window will now be easily recognisable from the data fulfillment window and have updated wording to ensure the correct process has been followed.
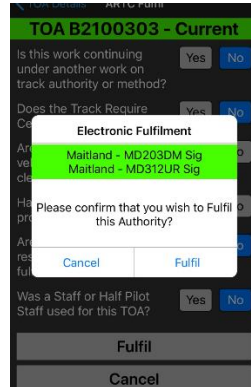
Current Electronic fulfillment window   Updated Voice fulfillment window

6. REMOVE WIC DEFAULT FINISH TIME

Currently in the eTAP when creating a WIC notification, the finish time is auto populated to 1700hrs that afternoon. This has led to some Protection Officers forgetting to finish their WIC notification. This change will now require the PO to select a finishing time rather than using the auto populated time.

7. SMS REMINDERS AFTER A WIC/LOW NOTIFICATION HAS EXPIRED

Protection Officers currently receive an in-app notification when their WIC/LOW is 10 minutes from expiring. It is easy for the Protection Officer to miss this reminder. eTAP will now send a SMS to the Protection Offices device when the WIC/LOW finish time has expired and again 10 minutes following that if no action has been taken by the Protection Officer.