



AskRail®

User Guide



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

© 2026 Railinc. All Rights Reserved.

Last Updated: August 2026

Legal Disclaimer: Any actions taken in reliance on or pursuant to this document are subject to Railinc's Terms of Use, as set forth in <https://public.railinc.com/terms-use>, and all AAR rules.

Table of Contents

Learning about AskRail 3

 Overview..... 3

 System Requirements..... 5

 Accessing AskRail Technical Support..... 5

 Documentation Notes..... 5

Installing AskRail 6

Starting AskRail..... 13

Looking Up Railcar Contents 14

Training with AskRail 19

Contacting the Railroads..... 20

Looking Up Information about Hazardous Materials..... 21

Viewing the Emergency Response Guidebook 22

Looking Up Placards 23

Viewing Isolation Zone Information 24

Using AskRail to View Information about an Entire Train..... 28

Managing Your AskRail Devices..... 31

Deleting Your AskRail Account 33

Glossary 34

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 a free mobile application, available through the Apple App Store and Google Play, that provides immediate access to accurate, near real-time information about railcars carrying hazardous materials on a train. It serves 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.

Note: A Windows version of AskRail is also available for Internet Ready Devices through the AskRail website (www.askrail.us).

Because certain information available through AskRail is sensitive, only qualified users who have registered their mobile 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 (see “[Looking Up Railcar Contents](#)” on page 14). 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
 - Shipper Emergency Contact/CCN
- 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 (see “[Viewing the Emergency Response Guidebook](#)” on page 22).
- Look up information about hazardous materials placards (see “[Looking Up Placards](#)” on page 23).
- Calculate the isolation zone and display the affected area on a map.
- Read published guidance about isolation zones for certain hazardous materials (see “[Viewing Isolation Zone Information](#)” on page 24).
- 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 (see “[Looking Up Information about Hazardous Materials](#)” on page 21).
- 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 (see “[Contacting the Railroads](#)” on page 20).
- Access contact information for Emergency Response Resources (see “[Looking Up Information about Hazardous Materials](#)” on page 21).

AskRail has two levels of functionality, depending on user permission:

- *Unregistered user* - provides Emergency Response Guide (ERG) information as well as emergency contact information for all Class I railroads.
- *Consist lookup* - returns information about individual railcars plus full consist details (i.e., returns information for all railcars on a train).

This user guide first describes how to look up information for an individual railcar. To learn how to view information for the entire train (the consist), see “[Using AskRail to View Information about an Entire Train](#)” on page 28.

See “[Managing Your AskRail Devices](#)” on page 31 for information about renaming your AskRail devices or updating their status. See “[Deleting Your AskRail Account](#)” on page 33 for information about deleting your account.

For more information about AskRail, refer to the following:

• AskRail website at http://www.askrail.us/	Contains basic information about AskRail.
• Emergency Response Guidebook (ERG)	Provides information about hazardous materials and guidance for incident response.

System Requirements

AskRail runs on Apple iOS mobile devices, Google Android mobile devices, and Windows Internet Ready Devices, including smartphones and tablets.

- Apple devices require iOS operating system version 16 or higher
- Android devices require the Android operating system version 12 or higher
- Internet Ready Devices require the latest version of the Windows operating system

Accessing AskRail Technical Support

The Customer Success Center provides reliable, timely, and high-level support for AskRail. Representatives are available to respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday. To access AskRail Technical Support, send an email directly to support@askrail.us.

Documentation Notes

The screens in this document depict using an iOS (Apple) device. The screens and functionality for Android devices and the Windows Internet Ready Device (IRD) are virtually identical to the iOS screens, with the following exceptions:

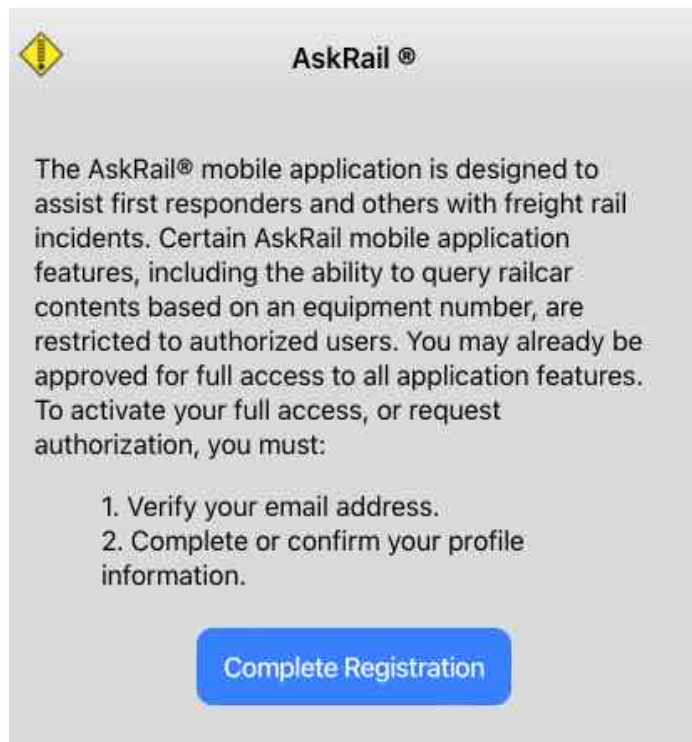
- The menu that is shown at the bottom of the iOS screen is accessed by selecting the Menu Drawer  at the top left of the Android/IRD screen.
- The Android/IRD menu provides direct access to all of the AskRail functionality.

Installing AskRail

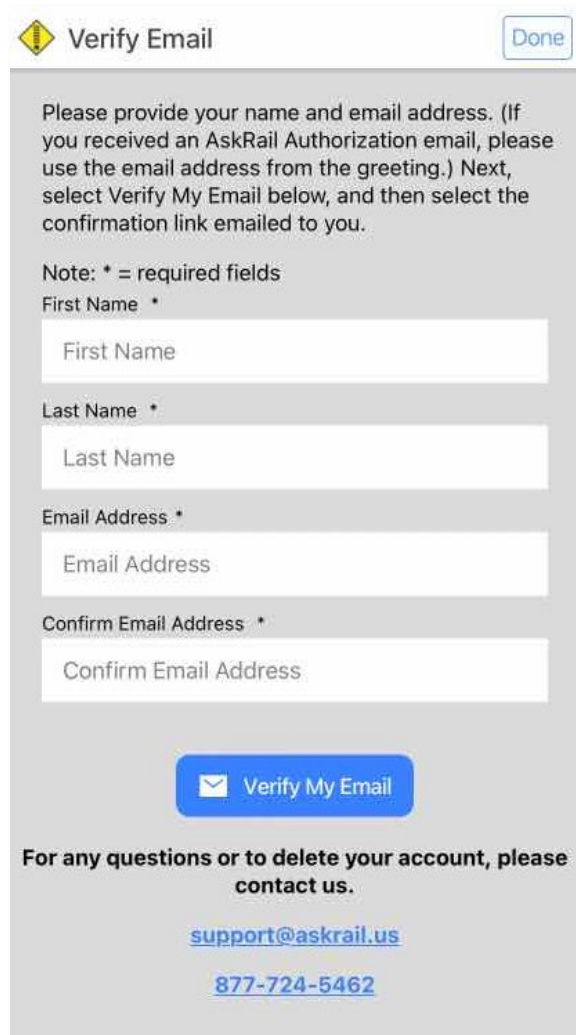
AskRail is available to be installed from the Apple App Store or Google Play. A Windows Internet Ready Device (IRD) version is available on the AskRail website (www.askrail.us). Users who have received sponsorship from a Class I railroad can receive full access. Other users receive limited access.

Use the following procedure to install AskRail:

1. Search for AskRail in the Apple App Store, Google Play, or on the AskRail website. Once located, select to install. The Complete Registration screen is displayed (see below).



2. Select **Complete Registration**. The Email Verification screen is displayed (see below).



The image shows a mobile application screen titled "Verify Email" with a yellow warning icon on the left and a "Done" button on the right. The main text area contains instructions: "Please provide your name and email address. (If you received an AskRail Authorization email, please use the email address from the greeting.) Next, select Verify My Email below, and then select the confirmation link emailed to you." Below this is a note: "Note: * = required fields". There are four input fields, each with a label and an asterisk: "First Name", "Last Name", "Email Address", and "Confirm Email Address". At the bottom of the form is a blue button with a white envelope icon and the text "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 two lines of contact information: "[support@askrail.us](\"mailto:support@askrail.us\")" and "[877-724-5462](\"tel:877-724-5462\")".

Verify Email Done

Please provide your name and email address. (If you received an AskRail Authorization email, please use the email address from the greeting.) Next, select Verify My Email below, and then select the confirmation link emailed to you.

Note: * = required fields

First Name *

First Name

Last Name *

Last Name

Email Address *

Email Address

Confirm Email Address *

Confirm Email Address

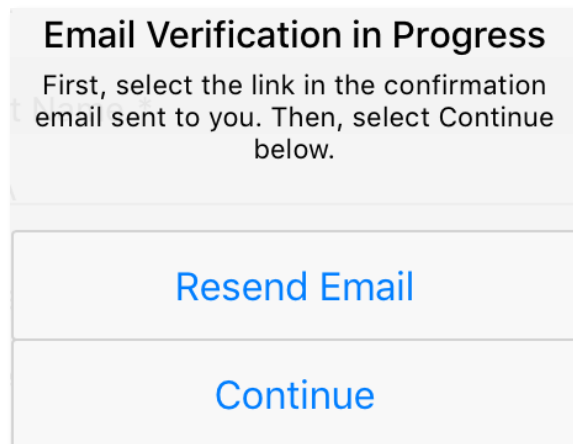
 Verify My Email

For any questions or to delete your account, please contact us.

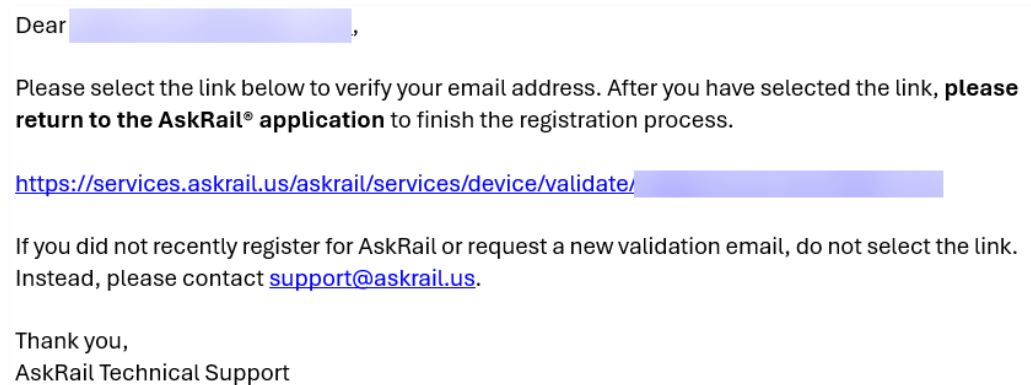
support@askrail.us

[877-724-5462](tel:877-724-5462)

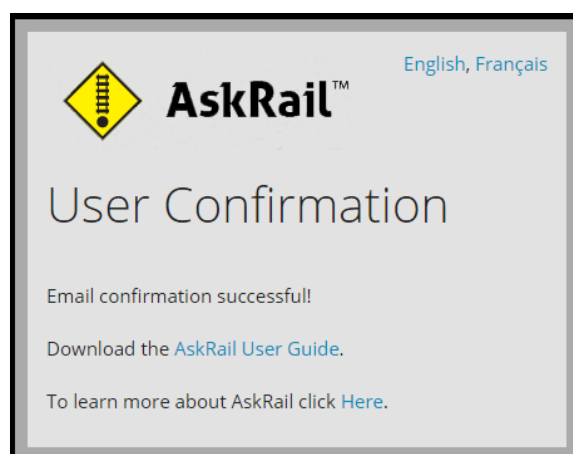
3. Enter your first name, last name, email address, and confirm your email address.
 - If you received an emailed AskRail invitation from a Class I railroad (for example, after attending approved industry-sponsored training for emergency responders), use the email address that you used to receive the invitation.
 - If you did not receive an emailed AskRail invitation from a Class I railroad, you can use any valid email address that you can access.
4. Select **Verify My Email**. The Email Verification in Progress popup is displayed (see below).



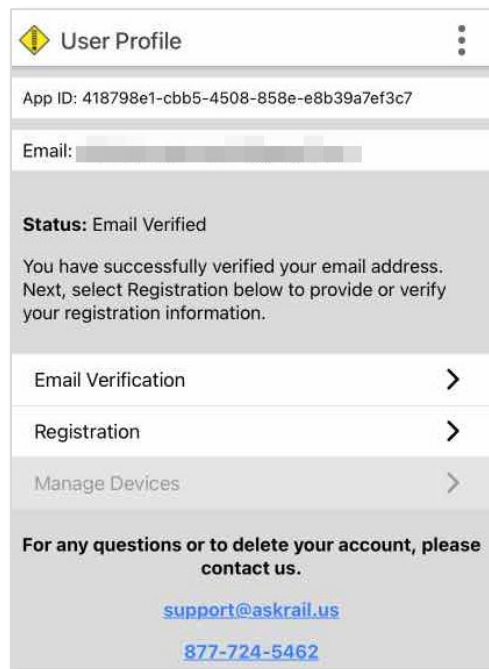
A Confirmation Email from AskRail Support is sent to the email address you entered (see below). If you do not receive a Confirmation Email, select **Resend Email**. If you still do not receive a Confirmation Email, recheck your email address.



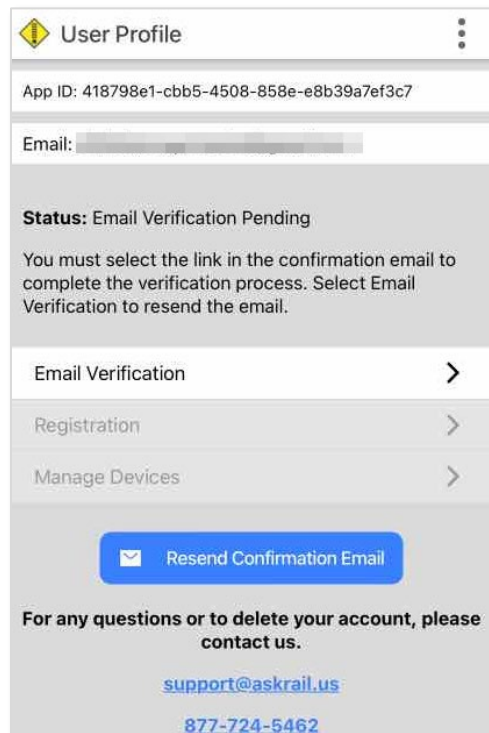
5. Select the link in the Confirmation Email. The User Confirmation popup is displayed in your browser (see below).



- Once you have verified your email, return to the AskRail application and select **Continue**. The AskRail Profile screen is redisplayed showing that your status is now “Email Verified” (see below).



If you select **Continue** before verifying your email, your profile shows the status as “Email Verification Pending” and only the Email Verification tab is available. You can use the Email Verification tab to resend the email or update the email if needed.



7. Select **Registration** on the AskRail Profile screen. The Registration screen is displayed (see below).

Note: * = required fields

User Information ⓘ

First Name *

Last Name *

Phone Number *

Email Address *

@railinc.com

Job Title *

Category *

Railroad Employee ▼

Company Information ⓘ

Company/Organization *

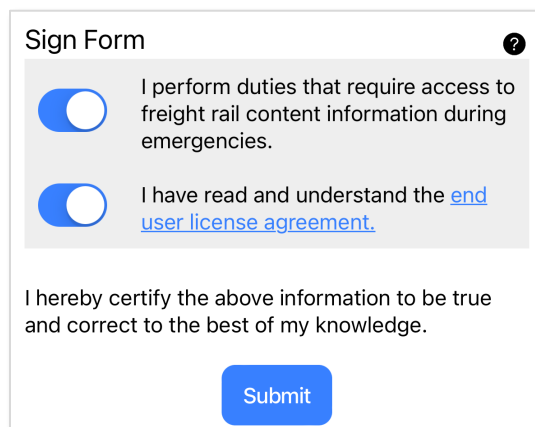
8. Enter all of the required information (required fields are identified with an asterisk (*)). If you have questions about fields, select the Help icon (ⓘ).

For the User Category field, simply select the field to see a list of categories.

For the Device Name field, enter a unique name for the device that will help you identify the device. If you reuse a device name for another device, a popup message is displayed, which gives you the option to change the name of the current device or disable the previous device. If you select **Disable Device**, the previous device with the same name will be disabled.

Note: The Device Name field is case sensitive (e.g., PHONE and phone are not equivalent), and the forward slash (/) and backward slash (\) are the only characters that are not allowed.

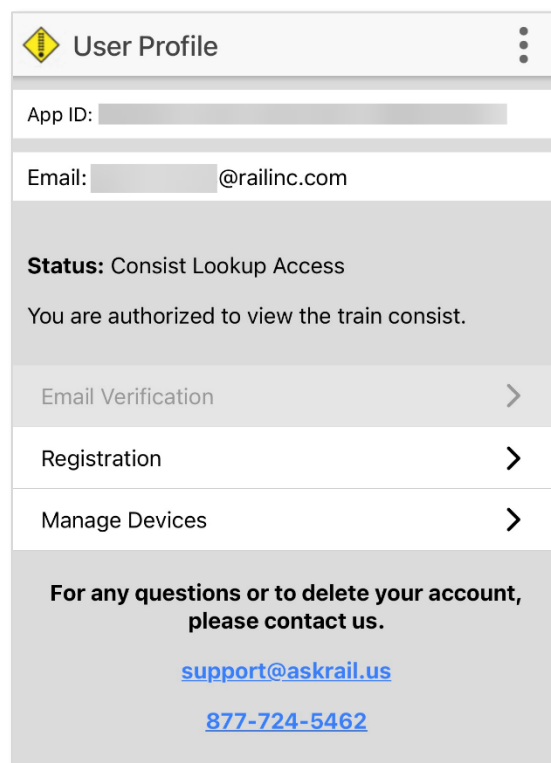
9. Scroll down to the bottom of the screen to the Sign Form section (see below).



The image shows a 'Sign Form' dialog box with a question mark icon in the top right corner. It contains two toggle switches, both of which are turned on. The first toggle is accompanied by the text 'I perform duties that require access to freight rail content information during emergencies.' The second toggle is accompanied by the text 'I have read and understand the [end user license agreement](#).' Below these toggles is a statement: 'I hereby certify the above information to be true and correct to the best of my knowledge.' At the bottom of the form is a blue button labeled 'Submit'.

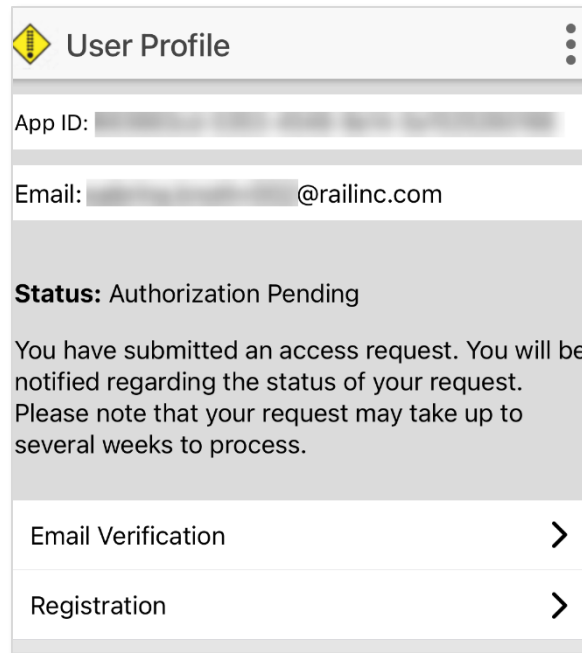
10. Sign the form by tapping on the sliders and then selecting **Submit**. The AskRail Profile screen is redisplayed showing one of the following outcomes:

- If you have been pre-approved for access (for example, you attended a railroad-sponsored training class), you can begin using the AskRail application immediately.



The image shows the 'User Profile' screen of the AskRail application. At the top, there is a yellow diamond icon with a white exclamation mark, followed by the text 'User Profile' and a three-dot menu icon. Below this, there are two input fields: 'App ID:' and 'Email:'. The email field is partially filled with '@railinc.com'. Underneath the email field, the status is displayed as 'Status: Consist Lookup Access' with the message 'You are authorized to view the train consist.' Below the status section, there are three menu items: 'Email Verification', 'Registration', and 'Manage Devices', each with a right-pointing arrow. At the bottom of the screen, there is a section with the 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](tel:877-724-5462).

- If you have not been pre-approved (for example, you just found the app and wanted to try it out), your registration is placed in an “Authorization Pending” status awaiting review by a sponsoring railroad. On the Profile screen, you see your status is “Authorization Pending”.



If your authorization request is placed in pending status, it could be several weeks before it is processed. Once processed, you will receive an email regarding the status of your authorization request.

Notes:

- Only requestors with legitimate needs are granted full access to AskRail.
- If your authorization request is rejected, and you decide to request authorization again, you are required to submit the registration form again.
- Any Class I railroad can approve your access – the railroad that sponsors you may change from your initial entry.

11. Once you have received authorization, you can begin using the AskRail application.

Notes:

- You can select the Information icon (ⓘ) at the top of any screen to access the About AskRail screen or return to the Profile screen, which shows your registration information and allows you to manage your devices.
- Once AskRail is installed, any updates are automatically managed through the Apple App Store and Google Play. The Windows IRD is self-updating.

Starting AskRail

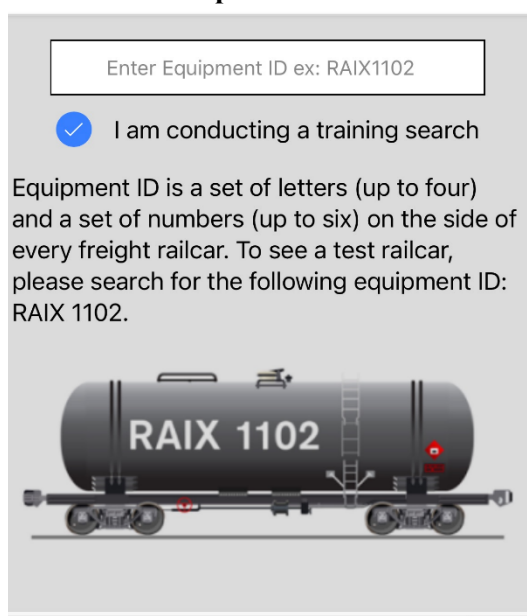
Use the following procedure to begin using AskRail:

1. Locate the AskRail icon on your device.

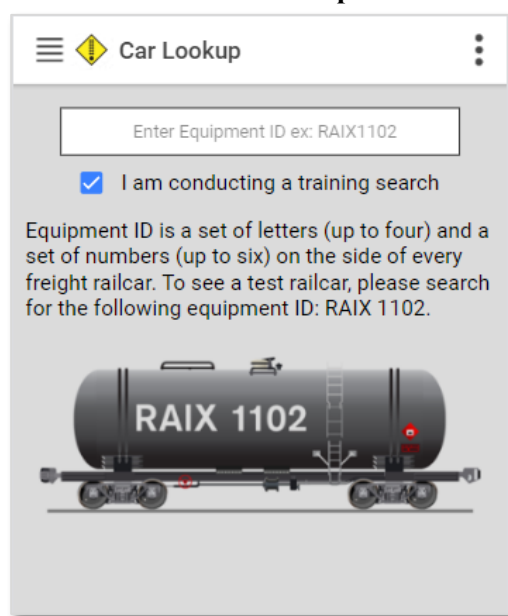


2. Select the AskRail icon to launch the application. The Car Lookup screen is displayed (see below).

iOS Car Lookup Screen



Android/IRD Car Lookup Screen



The Car Lookup screen provides the following functions:

- The Search field enables you to search railcar contents.
Note: Select the “I am conducting a training search” box if you are performing a search for training purposes (see “[Training with AskRail](#)” on page 19).
- The Information icon (⋮) at the top of the screen enables you to access the About AskRail screen and view your registration information.
Note: The About screen contains links to hazardous materials information and the *Field Guide to Tank Cars*.
- The menu at the bottom of the screen (iOS) or the Menu Drawer (Android/IRD) enables you to switch between the Car Lookup, Rail Information, Hazardous Materials, and Placard Reference views.

3. Continue with “[Looking Up Railcar Contents](#)” on page 14.

Looking Up Railcar Contents

Note: This feature is only available to registered users with full access.

As an emergency responder, you can use AskRail to first search the contents of an individual railcar and then view the contents of the entire train – see [“Using AskRail to View Information about an Entire Train”](#) on page 28 for more information. An individual railcar search returns information describing whether the contents of the railcar are hazardous or non-hazardous, whether the railcar is loaded or empty (or has dangerous residue), the quantity of material contained, the Proper Shipping Name (PSN), the Technical Name (if available), the Hazard Class, the UN/NA Identification Number, Poison Inhalation Hazard (if applicable), the name of the handling railroad, and the railroad’s emergency phone number. AskRail should be used when the train consist is not available or while waiting for the proper shipping document to be secured from the railroad representative.

To search the contents of an individual railcar, you first need to locate the Equipment ID for that railcar. The Equipment ID is a set of letters (up to 4) and numbers (up to 6) on the side and each end of every railcar that serves as a unique identifier for that piece of railroad equipment (for example, in the figure below, the Equipment ID is “ARTX 275724”).



For Intermodal Shipments (Containers): For intermodal shipments that have a container on a railcar, each container has a Container Number, which is similar to an Equipment ID. To check the contents of a container, be sure to enter the Container Number in the AskRail Search field – do not enter the railcar Equipment ID. The letters in a Container Number always end in “U”. If there are seven digits in the Container Number, do not enter the last (seventh) digit in the AskRail Search field – this is a check digit that verifies the validity of the Container Number.

Once you have located the Equipment ID on the side of the railcar (the Equipment ID may also be located on the end of the railcar), simply open the AskRail application, enter the railcar’s Equipment ID in the Search field, and press the **Return/Enter** key.

Notes:

- You can enter “RAIX1102” as a test Equipment ID.
- If you enter an Equipment ID that is invalid, a “No Data Found” screen is displayed. Recheck the Equipment ID and try your search again.
- A commodity description is not displayed for containers carrying non-hazardous substances.
- To look up a different railcar, select  in the Search field to clear the field. Then, enter a new Equipment ID and press the **Return/Enter** key again.

Looking Up Railcar Contents

AskRail returns information about the contents of the railcar (see below).

The screenshot shows the 'Car Lookup' app interface. At the top, there's a search bar with 'RAIX1102' and a magnifying glass icon. Below it, a blue checkmark icon and the text 'I am conducting a training search'. A black bar contains 'Equipment Details' and a yellow 'View Train' button. A red bar with white text says 'HAZARDOUS'. Under 'Car Information', it shows 'RAIX 1102', 'LOADED' with an information icon (i), and a tank car icon labeled 'TANK CAR'. The 'Contents' section shows 'Quantity: 203,510 Pound-1 Tank', 'UN1267', 'Proper Shipping Name: PETROLEUM CRUDE OIL', a red diamond hazard placard with '1267' and '3', 'Hazard Class: 3', and 'Packing Group: I'. At the bottom is a navigation bar with icons for 'Car Lookup', 'Railroad Contact ...', 'Hazardous Materi...', and 'Placard Reference'.

Tip! Select the information icon (i) to the right of the Loaded/Empty indicator to view additional details about the Loaded/Empty status.

The Equipment Details screen displays the following information (you may need to scroll down to view):

Equipment ID	A set of letters (up to 4) and numbers (up to 6) on the side and each end of every railcar that serves as a unique identifier for that piece of equipment.
Loaded/Empty	Indicates whether the railcar is loaded, empty, or contains residue.
Hazardous/ Non-Hazardous Status	• If the railcar is carrying hazardous material, the word “Hazardous” is displayed in red (i.e., HAZARDOUS). • If the railcar is carrying non-hazardous material, the word “Non-Hazardous” is displayed in green (i.e., NON-HAZARDOUS).

UN/NA ID	You can select the UN/NA Identification Number link to view the Emergency Response Guidebook (ERG) or the Isolation Zone Map. United Nations/North American (UN/NA) Identification Numbers are four-digit numbers used to identify hazardous chemicals or classes of hazardous materials in the transportation industry. A chemical in its different physical states (e.g., solid, liquid, or gaseous) may receive multiple UN numbers if the hazardous properties differ significantly between states (for example, “Nitrous Oxide, compressed” is UN1070; however, “Nitrous Oxide, refrigerated liquid” is UN2201). Substances with different levels of purity (or concentration in solution) may also receive different UN numbers. Non-hazardous materials do not have UN numbers. North American (NA) numbers (also known as DOT numbers) are similar to UN numbers. Refer to 49 CFR 172.101 Purpose and use of hazardous materials table for additional information about UN numbers and NA numbers.
Proper Shipping Name / Description of Non-Hazardous Materials	A name that identifies the hazardous material being shipped. Refer to 49 CFR 172.101 Purpose and use of hazardous materials table for additional information. If the material being shipped is non-hazardous, a short description is included instead of the PSN. Note: For non-hazardous bulk shipments, the description is displayed; however, for non-hazardous materials shipped in intermodal containers/trailers, this field is blank.
Technical Name	A name that augments the Proper Shipping Name. If available, the Technical Name of the hazardous material being shipped is displayed in parenthesis below the Proper Shipping Name.
Inhalation Hazard	Depending on the hazardous material, “Poison Inhalation Hazard” or “Inhalation Hazard” is displayed if the hazardous material being shipped is a substance that exhibits an inhalation hazard.
Hazard Class	Hazardous materials are divided into the following classes (and several subcategories) based on the specific chemical characteristics producing the risk: <i>Numbered Hazard Classes and Divisions</i> <i>1 - Explosives</i> 1.1 - Explosive with mass explosion hazard 1.2 - Explosive with projection hazard 1.3 - Explosive with predominately fire hazard 1.4 - Explosive with no significant blast hazard 1.5 - Very insensitive explosive; blasting agent 1.6 - Extremely insensitive detonating substance <i>2 - Gases</i> 2.1 - Flammable gas 2.2 - Nonflammable, nonpoisonous (nontoxic) compressed gas 2.3 - Gas poisonous (toxic) by inhalation

	3 - Flammable Liquids 4 - Flammable Solids and Reactive Solid/Liquids 4.1 - Flammable solid 4.2 - Spontaneously combustible material 4.3 - Dangerous when wet material 5 - Oxidizers and Organic Peroxides 5.1 - Oxidizer 5.2 - Organic peroxide 6 - Poisonous (Toxic) Materials and Infectious Substances 6.1 - Poisonous (toxic) material 6.2 - Infectious substance 7 - Radioactive Materials 8 - Corrosive Materials 9 - Miscellaneous Hazardous Materials Worded Hazard Classes Combustible Liquids (regulated in bulk packagings; also regulated in non-bulk packagings if a hazardous substance, hazardous waste or marine pollutant) ORM-D (Other Regulated Materials - D) - (exempt from placarding and labeling in rail transportation, but subject to packaging, marking, and possibly shipping paper requirements) Note: The Hazard Class is often indicated by a diamond-shaped sign, with the number of the class written on the sign (see the graphic on the right and the notes following this table). 
Railroad	Name (mark) of the handling railroad.
Railroad Phone	Emergency contact phone number for the handling railroad. You can select this link to dial the phone number of the handling railroad. Note: Emergency contact information for some Short Line railroads may not be available at this time.

Notes about placards and hazardous materials regulations:

- The placard image displayed in AskRail is expected to be correct; however, it may not be due to various data quality impediments or delays in data transmission. The paper consist is the compliance document and takes precedence in any discrepancy.
- There are many differences between the Canadian and U.S. Regulatory Agency Rules; and specific rules may apply to certain materials. For example: Molten Sulphur is a regulated substance and subject to Special Provision 32 in Canada and Special Provision 30 in the U.S., which exempts it from placarding requirements. A tank car of Molten Sulphur will be marked in one of the following ways:

UN2448

or

2448

MOLTEN SULFUR

or

2448

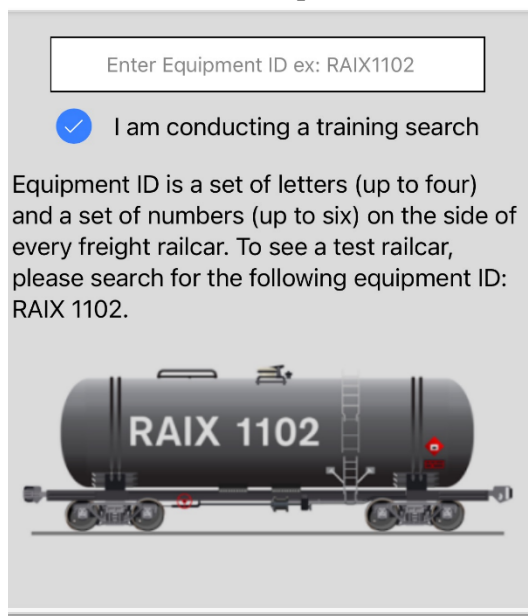
MOLTEN SULPHUR

Training with AskRail

AskRail is intended for actual rail emergencies, but it can also be used for training purposes.

When training with AskRail, be sure to select the “I am conducting a training search” box on the Car Lookup screen as shown below before performing a search.

iOS Car Lookup Screen



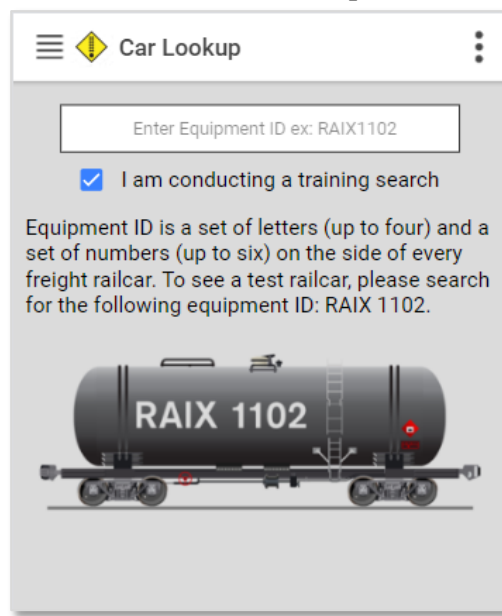
Enter Equipment ID ex: RAIX1102

☒ I am conducting a training search

Equipment ID is a set of letters (up to four) and a set of numbers (up to six) on the side of every freight railcar. To see a test railcar, please search for the following equipment ID: RAIX 1102.



Android/IRD Car Lookup Screen



Car Lookup

Enter Equipment ID ex: RAIX1102

☒ I am conducting a training search

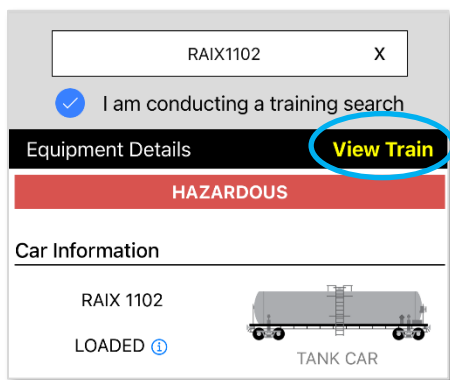
Equipment ID is a set of letters (up to four) and a set of numbers (up to six) on the side of every freight railcar. To see a test railcar, please search for the following equipment ID: RAIX 1102.



Your searches will be recorded as training searches and not as actual emergency searches.

The AskRail Training Consist (RAIX1102) is a mock consist that is available for training.

To access this consist, search for RAIX1102 and then select **View Train** as shown below when the results are displayed (see [“Using AskRail to View Information about an Entire Train”](#) on page 28 for more information).



RAIX1102 X

☒ I am conducting a training search

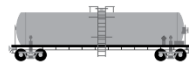
Equipment Details **View Train**

HAZARDOUS

Car Information

RAIX 1102

LOADED ⓘ

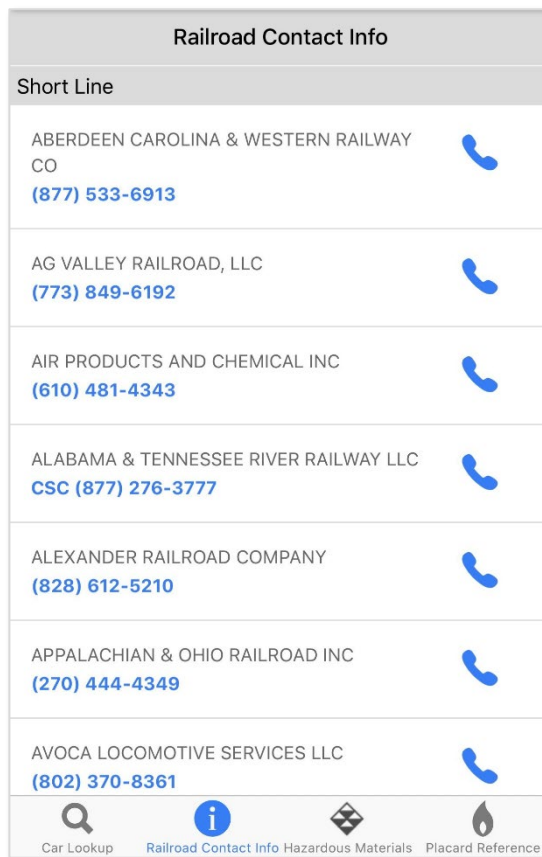
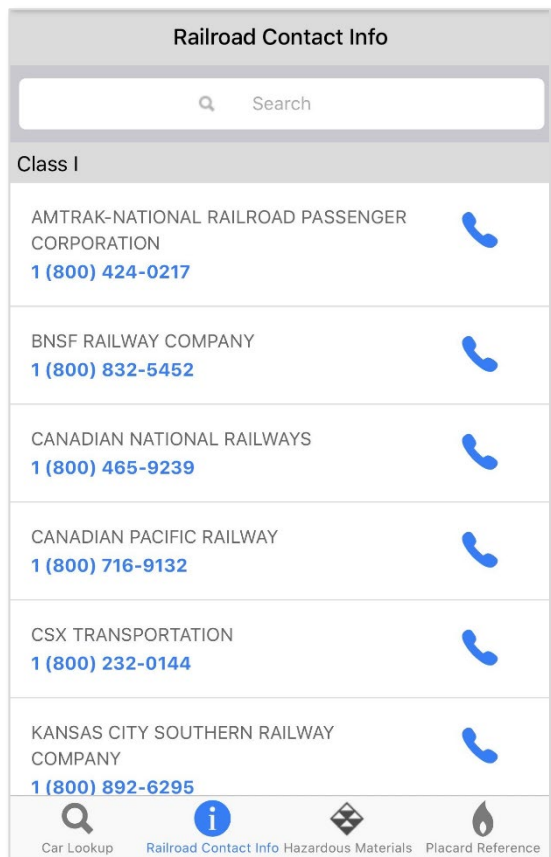


TANK CAR

Contacting the Railroads

The Railroad Contact Info screen enables you to look up information about the Class I freight railroads, Amtrak passenger railroad, and available Short Line railroads. To access this screen, select **Railroad Contact Info** from the menu at the bottom of the screen (iOS) or the Menu Drawer  (Android/IRD). The Railroad Contact Info screen is displayed. You can locate a specific railroad by typing its name in the search field at the top of the screen.

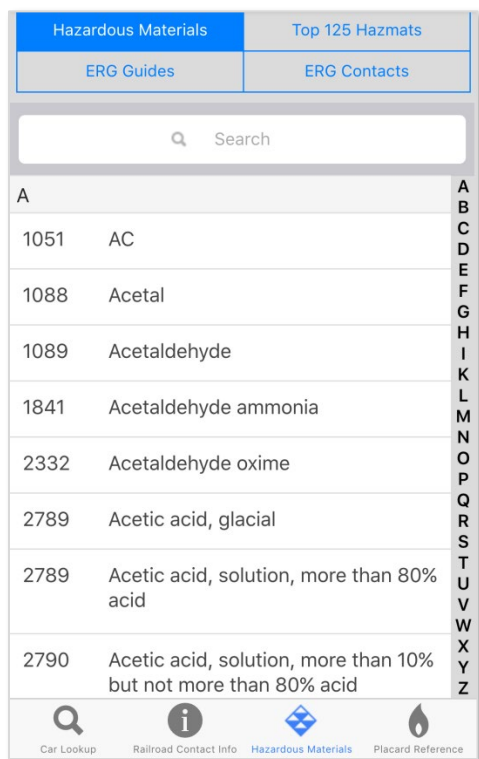
Contact information for the Class I's and Amtrak is displayed at the top of the list (see below left). Scroll down or use the search field to view contact information for Short Lines (see below right).



You can select a railroad in the Railroad Contact Info screen to dial the emergency contact number for that railroad.

Looking Up Information about Hazardous Materials

The AskRail Hazardous Materials screen enables you to look up information about hazardous materials. To access this screen, select **Hazardous Materials** from the menu at the bottom of the screen (iOS) or the Menu Drawer  (Android/IRD). The Hazardous Materials screen is displayed (see below).



You can access hazardous materials functionality by selecting the following links at the top of the screen:

- Select **Hazardous Materials** to view an A to Z listing of hazardous materials, including the UN/NA Identification Number (a 4-digit code to identify hazardous materials) and the Proper Shipping Name (PSN). You can select a material in this list to view pertinent information in an [Emergency Response Guidebook \(ERG\)](#) or view the [Isolation Zone Map](#). Note that if a P value is associated with a hazardous material, the ERG is highlighted.
- Select **ERG Guides** to view links to documents that describe how to respond to different types of hazardous materials.
- Select **Top 125 Hazmats** to view a list of the 125 hazardous materials most commonly transported by rail.
Note: This feature is only available to registered users with full access.
- Select **ERG Contacts** to view emergency contact phone numbers. These are publicly available numbers for emergency response organizations as displayed in the ERG Guides.

Note: When viewing a hazardous material, ERG Guide, or Top 125 Hazmat list, you can enter a hazardous material name, ERG Guide number, or UN/NA Identification Number in the Search field to quickly locate information.

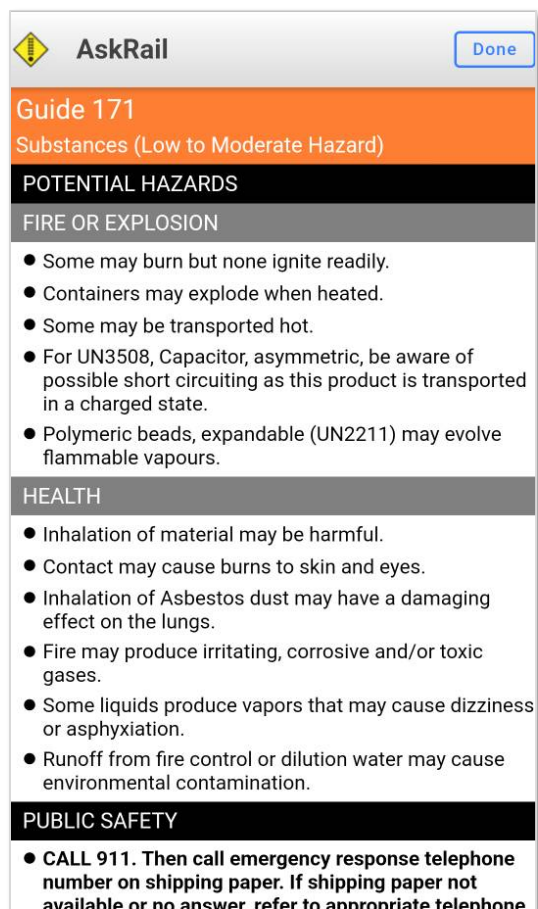
Viewing the Emergency Response Guidebook

The [Emergency Response Guidebook \(ERG\)](#) consists of numbered guides that describe the potential hazards of a hazardous material, the public safety actions to take in case of an incident involving the material, and the emergency response procedure for the material.

If your search of a specific railcar's contents indicates that the railcar is carrying hazardous materials (see "[Looking Up Railcar Contents](#)" on page 14), you can select the UN/NA Identification Number link or the placard on the Equipment Details screen to link to corresponding text in the Emergency Response Guidebook (ERG). The ERG screen is displayed, containing information about dangers associated with the hazardous material carried on the railcar as well as guidance for responding to an incident involving that material (see below).

Note: You can also access the Emergency Response Guidebook by:

- Selecting a hazardous material while viewing the Hazardous Materials screen (see "[Looking Up Information about Hazardous Materials](#)" on page 21).
- Selecting a hazardous material from the Top 125 page.

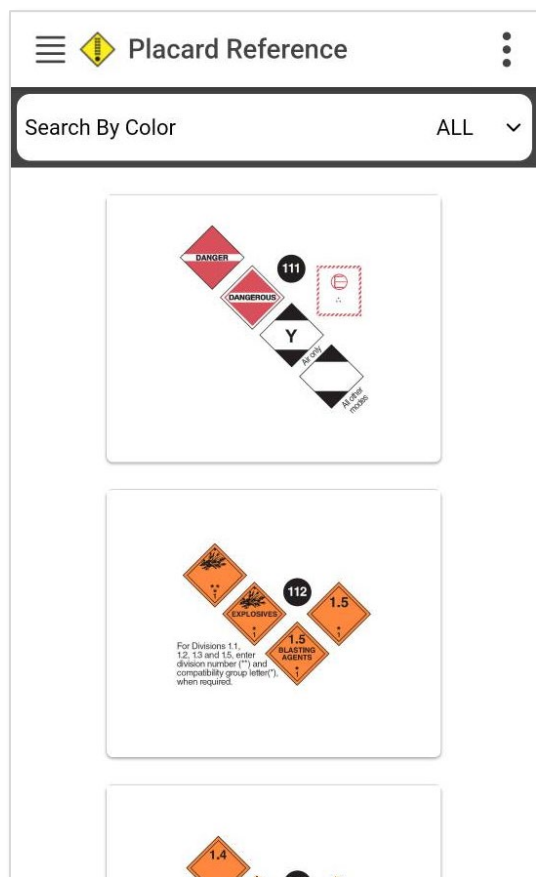


Scroll down to view additional information.

Select **Done** to return to the previous screen when you have finished viewing the ERG information.

Looking Up Placards

The Placard Reference screen enables you to look up information about hazardous materials placards. To access this screen, select **Placard Reference** from the menu at the bottom of the screen (iOS) or the Menu Drawer ☰ (Android/IRD). The Placard Reference screen is displayed (see below).



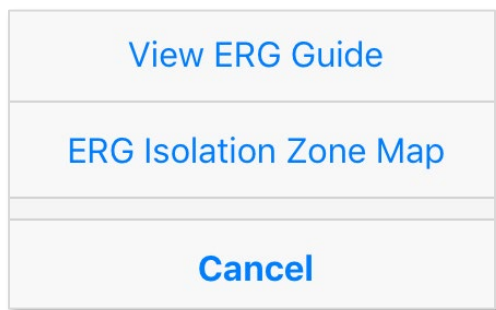
You can scroll down through all of the placards or search for placards by color.

Select a placard to view the Emergency Response Guidebook information associated with that placard (see [“Viewing the Emergency Response Guidebook”](#) on page 22).

Viewing Isolation Zone Information

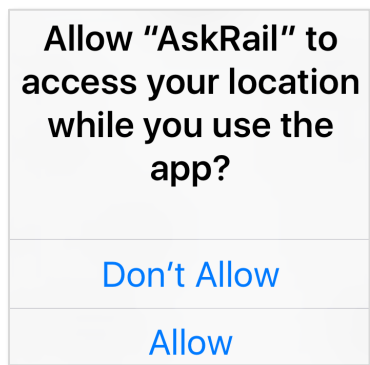
The "Initial Isolation Distance" is a distance within which all persons should be considered for evacuation in all directions from the actual spill/leak source. For more information, refer to the [Emergency Response Guidebook \(ERG\)](#).

To view Isolation Zone information, locate a hazardous material using the Hazardous Materials screen, the Car Lookup screen, or the Train Details screen, and select the UN/NA Identification Number or the placard. The Options popup is displayed (see below).



Select **ERG Isolation Zone Map**.

Note: The first time you use this feature, the "Allow AskRail to access your location" popup is displayed (see below).



Once you select **Allow**, AskRail displays the Isolation Zone Options screen (see below).

Isolation Zone Options

Hydrogen chloride, refrigerated liquid

UN2186
>

Settings ↺

☒ Spill Size Large ▼

☒ Day or Night Night ▼

☒ Material on fire? No ▼

☒ Unit of Measure Imperial ▼

☒ Wind Speed Moderate ▼

⌂ Calculate Isolation Zone

In the Settings area, specify the following options:

- Spill Size – indicate whether the spill is small or large (more than 208 liters or 55 US gallons)
- Day or Night – indicate whether it is day or night
- Material on fire? – indicate whether the hazardous material is on fire
- Unit of Measure – choose Imperial (feet, yards, miles, etc.) or Metric (meters, kilometers, etc.)
- Wind Speed* – indicate the current wind speed (low, moderate, or high) according to the table below

Estimating Wind Speed from Environmental Clues

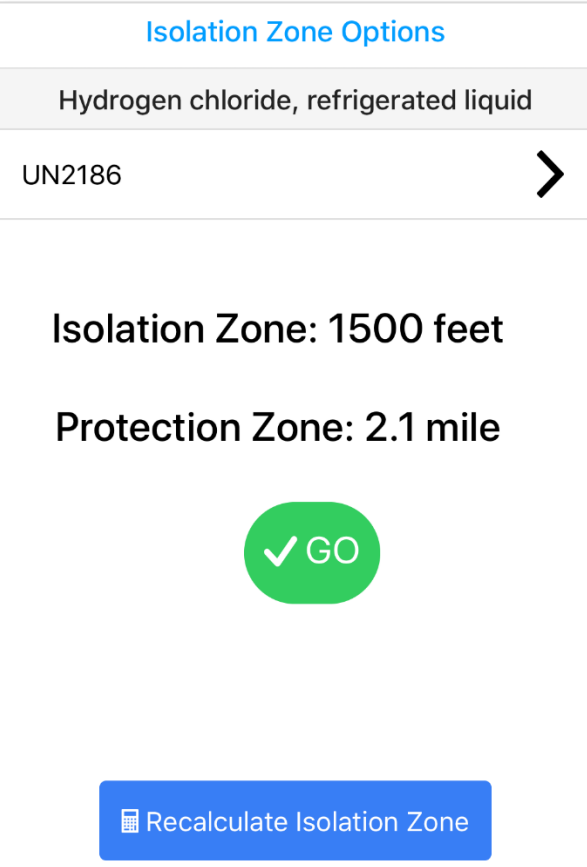
mph	km/h	Wind Description	Specifications
< 6	< 10	Low wind	Wind felt on face; leaves rustle; ordinary vane moved by wind
6 – 12	10 – 20	Moderate wind	Raises dust, loose paper; small branches are moved
> 12	> 20	High wind	Large branches in motion; whistling heard in telephone wires; umbrellas used with difficulty

- Is Material in Water?* – indicate whether the hazardous material is in water

Note: Items with an asterisk (*) only appear as options if applicable to the selected hazardous material.

Viewing Isolation Zone Information

Once you have specified the settings, select **Calculate Isolation Zone**. AskRail calculates and displays the Isolation Zone (see below).

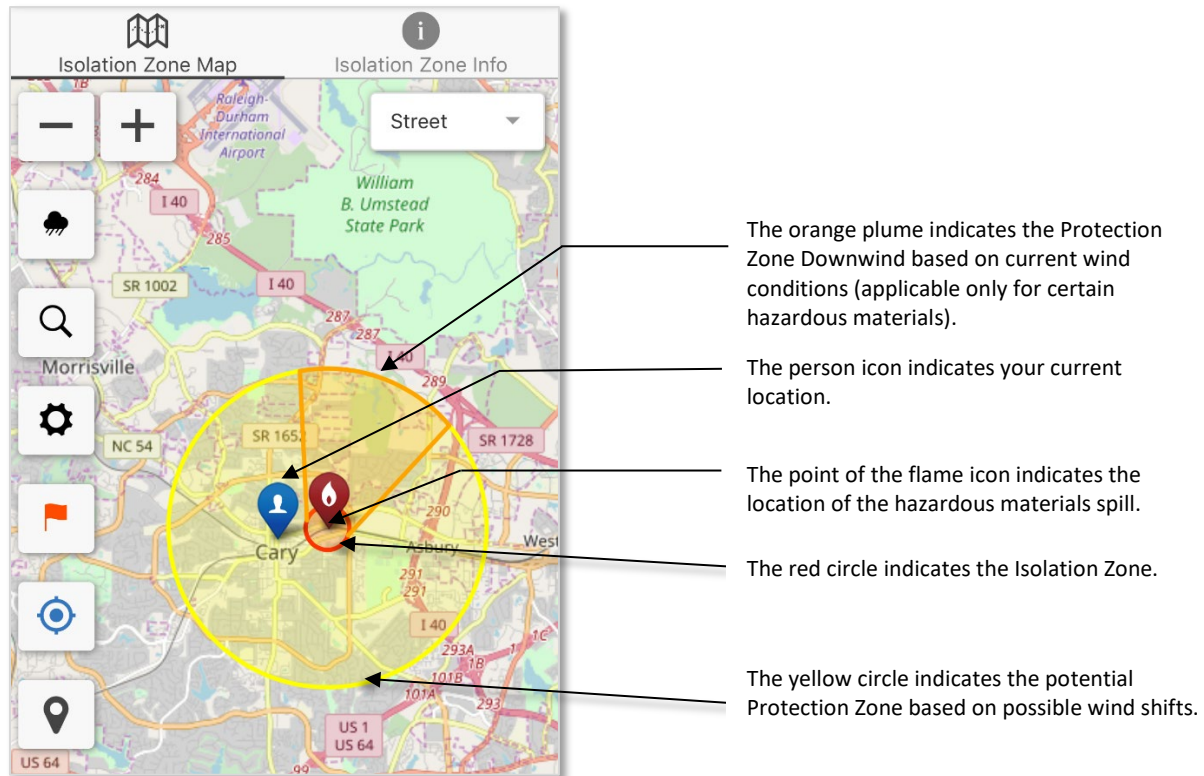


The screenshot shows a mobile application interface for calculating an isolation zone. At the top, there is a header "Isolation Zone Options" in blue. Below it, a grey bar contains the text "Hydrogen chloride, refrigerated liquid". Underneath, a white bar displays "UN2186" with a right-pointing chevron icon. The main area of the screen shows the results: "Isolation Zone: 1500 feet" and "Protection Zone: 2.1 mile". In the center, there is a green circular button with a white checkmark and the word "GO". At the bottom, there is a blue rectangular button with a calculator icon and the text "Recalculate Isolation Zone".

If you want to change some of the options, select **Recalculate Isolation Zone**. Otherwise, select **Go**. AskRail displays the Isolation Zone Map (see below).

Note: If you have Location Services enabled on your device, AskRail generates a map showing the Isolation Zone based on your current location. For Internet Ready Devices and devices that do not have Location Services enabled, AskRail places the Isolation Zone in the middle of the United States. You can change the location of the Isolation Zone by using the Search function.

Viewing Isolation Zone Information



You can use the controls on the Isolation Zone Map to perform the following functions:

-   Zoom the map out and in to view the surrounding area or focus on the spill.
-  Switch from Street View to Satellite View.
-  Manually change the wind direction to match local conditions. If you use this feature, be sure to specify the direction *from which* the wind is blowing (not the direction to which it is blowing).
-  Search for an address to change the location indicated on the map.
-  Go to the Settings screen to change the spill and view settings.
-  If the flag is red, tap the map to move the location of the hazardous materials spill and Isolation Zone. Tap the flag to turn it black and lock the location of the spill and Isolation Zone.
-  Move the screen focus to your location.
-  Display points of interest such as Educational Institutions, Hospitals, Police Stations, Fire Stations, Rail Mileposts, and Rail Crossings to see if the Isolation Zone needs to be modified.

You can select the Isolation Zone Info icon (i) at the top right to review the zone details.

Select **Done** to return to the previous screen when you have finished viewing Isolation Zone information.

Using AskRail to View Information about an Entire Train

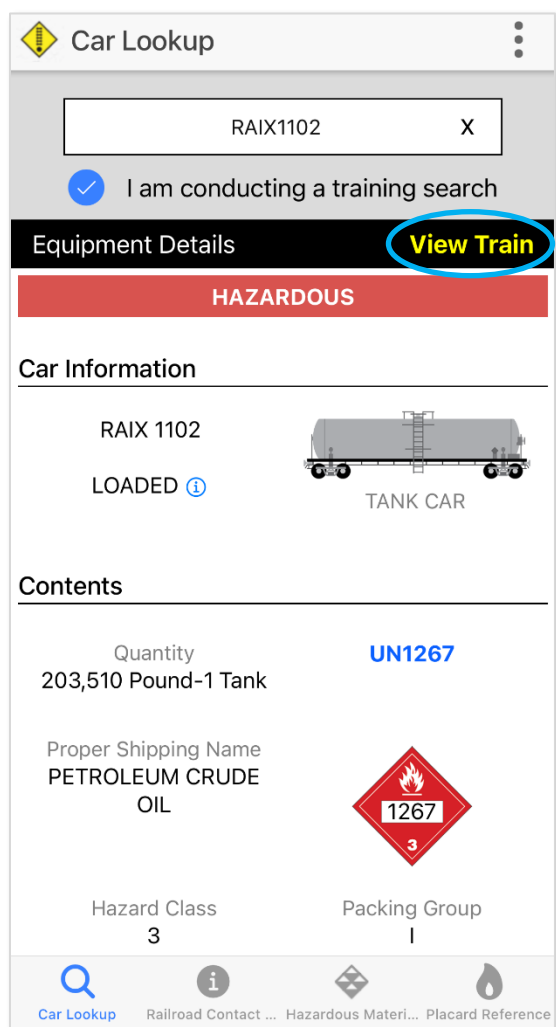
You can enter an individual equipment ID in AskRail and view information for that piece of equipment as well as for all of the pieces of equipment in the consist (i.e., the entire train). This is referred to as the *consist lookup*.

A “View Train” link appears when you look up railcar contents (described in “[Looking Up Railcar Contents](#)” on page 14) and view the Equipment Details screen (the “View Train” link is circled in the figure below).

Note: You can use RAIX1102 as a test/demo railcar, and then select **View Train** to view a test/demo consist.

It may take 60 seconds or more for the “View Train” link to appear.

Important: 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.



To view the contents of the entire train, select the **View Train** link.

Note: If you search for the Equipment ID of a container or trailer, the full consist information is not returned (the “View Train” link is not displayed). To see the train lineup, search for the number of the intermodal flat car the container is on (or search for the Equipment ID of an actual railcar in the lineup).

Using AskRail to View Information about an Entire Train

The Train Details screen displays the contents of the railcar associated with the entered equipment ID and allows you to scroll up and down a list showing the equipment IDs of each railcar in the consist (see below).

Consist Results Done

FILTER ALL ▼

15 Cars

Export

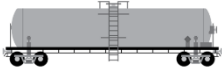
Train ID	Train Origin Date	Train Origin	Train Destination
RAIX01	18-MAY-2026	Raleigh, NC	Asheville, NC
> 0	LOCO 1111	LOCOMOTIVE	
> 0	LOCO 1112	LOCOMOTIVE	
> 1	RAIX 1101	EMPTY	
▼ 2	RAIX 1102	LOADED	

HAZARDOUS

Car Information

RAIX 1102

LOADED ⓘ

 TANK CAR

The Train Details screen is similar to the Equipment Details screen (described in “[Looking Up Railcar Contents](#)” on page 14) except that it shows the number of cars in the train and provides a scrollable list of the equipment IDs of the locomotives and railcars that comprise the train. The screen lists the equipment IDs in their order of appearance on the train, and displays a number indicating the order (i.e., the first railcar is listed as number “1”, the second piece of equipment is listed as number “2”, etc.).

Important: For Union Pacific (UP) trains, the line-up (consist) is sequenced from the rear forward. This means that for UP only, the railcar listed as number “1” is actually at the rear of the train.

If the equipment ID is red, this indicates at a glance that the railcar contains hazardous material or hazardous residue. You can also see whether the railcar is loaded, empty, or contains residue.

To see the contents of any railcar on the train, simply scroll up or down and select an Equipment ID.

Using AskRail to View Information about an Entire Train

You can use the Filter box at the top of the page to narrow your view and focus on certain railcars or a range of railcars. Select one of the following options from the Filter drop-down box:

- **Hazardous** – displays only railcars that are loaded with hazardous materials or that contain hazardous residue.
- **Non-Hazardous** – displays only railcars that are loaded with non-hazardous materials or that contain non-hazardous residue.
- **Bookends - Sequence** – enables you to enter starting and ending railcar sequence numbers (e.g., 3 through 10) as well as select individual checkboxes to focus on specific railcars in the consist.

Train ID	Train Origin Date	Train Origin	Train Destination
RAIX01	18-MAY-2026	Raleigh, NC	Asheville, NC
☐ 0	LOCO 1111	LOCOMOTIVE	
☐ 0	LOCO 1112	LOCOMOTIVE	
☐ 1	RAIX 1101	EMPTY	
☐ 2	RAIX 1102	LOADED	
☐ 3	RAIX 1111	LOADED	
☐ 4	RAIX 1112	LOADED	
☐ 5	RAIX 1113	LOADED	
☐ 6	RAIX 1114	LOADED	

- **Bookends - Equipment** – enables you to enter starting and ending equipment numbers (e.g., RAIX1112 through RAIX1130) as well as select individual checkboxes to the left of the sequence number to focus on specific railcars in the consist.

Once you have identified the information you need, you can select **Export** at the top of the screen and then select **Excel** or **PDF** to export the consist information to a file.

While viewing the railcar contents, you can view information about hazardous materials and contact the railroad responsible for the train exactly as you would if you were working with a single piece of equipment. These features are all described earlier in this document.

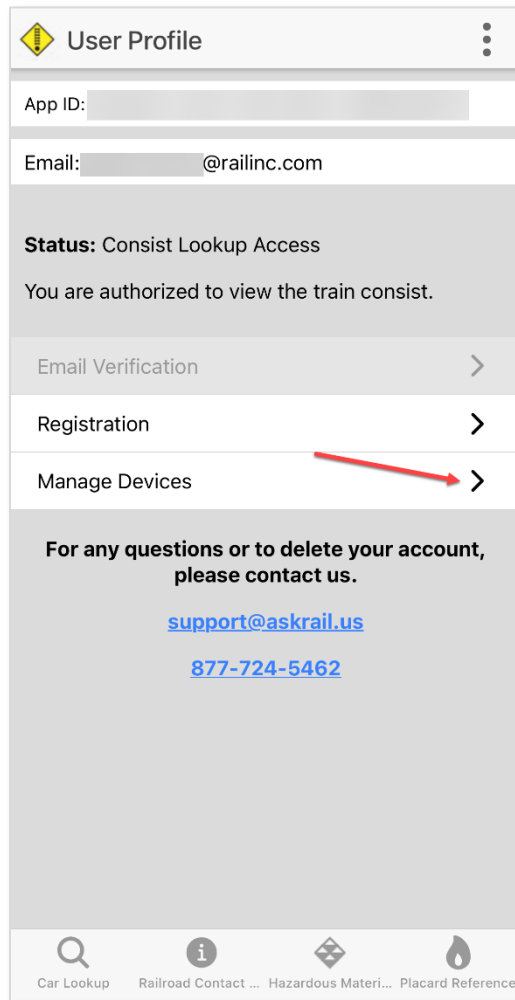
Note: When viewing a consist lookup, the same railroad contact number is listed for all equipment on the train.

When you have finished viewing the contents of the train, select **Done** to return to the previous screen.

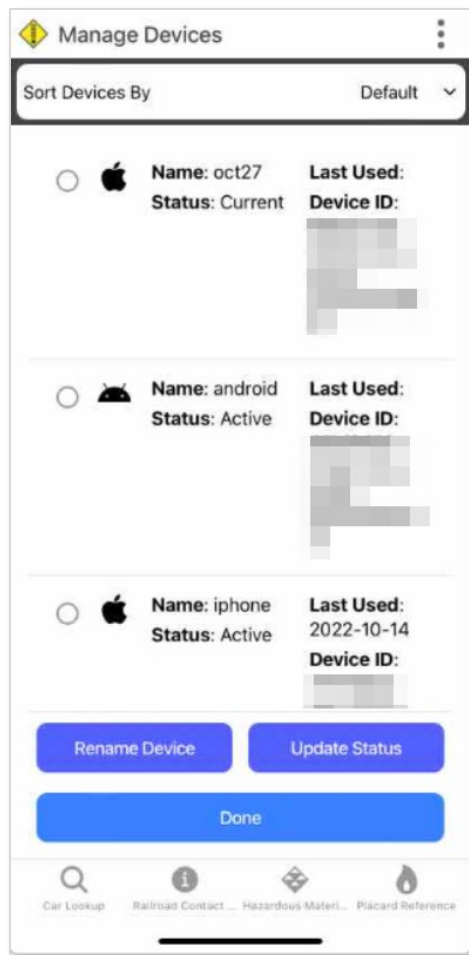
Managing Your AskRail Devices

Use the following procedure to manage your AskRail devices (rename a device or update status):

1. Access the User Profile screen by selecting the Information icon ⓘ at the top of any screen. The User Profile screen is displayed (see below).



2. Select **Manage Devices**. The Manage Devices screen is displayed (see below).



3. The Manage Devices screen shows your active devices as well as your devices that have been disabled and used within the last 30 days. Select the radio button to the left of the device that you want to manage (rename or update status). Your current device is always displayed at the top of the list of devices.

Note: You cannot rename a device to a name that is already in use.

- For the *current* device, you can only select **Rename Device** to change the name of the device.
 - For an *active* device, you can rename the device or select **Update Status** to disable the device.
 - Sorting by **Last Used** lists devices by the date of last use with the most recent date at the top.
 - Sorting by **Device Name** lists devices in alphabetical order by device name.
4. Select **Done** when you have finished managing devices.

Deleting Your AskRail Account

To delete your AskRail account, contact us:

- By email, at support@askrail.us

or

- By phone, at 877-724-5462

Glossary

Emergency Response Guidebook — The guidebook for first responders during the initial phase of a dangerous goods/hazardous materials transportation incident. This guidebook was developed jointly by Transport Canada (TC), the U.S. Department of Transportation (DOT), the Secretariat of Transport and Communications of Mexico (SCT) and with the collaboration of CIQUIME (Centro de Información Química para Emergencias) of Argentina, for use by fire fighters, police, and other emergency services personnel who may be the first to arrive at the scene of a transportation incident involving dangerous goods/hazardous materials.

Handling Railroad — The name of the railroad that is handling the shipment.

Hazmat Hazard Class — The specific hazard classification prescribed for the proper shipping name as listed in dangerous goods/hazardous materials transportation regulations.

Initial Isolation Distance — A distance within which all persons should be considered for evacuation in all directions from an actual spill/leak source. For more information, refer to the [Emergency Response Guidebook \(ERG\)](#).

Poison Material Indicator — A code that indicates specific statements required for a material with an inhalation hazard, when shipped to the US (I = Inhalation hazard; B = Poison inhalation hazard). After performing a Car Lookup, if a code is returned, either “Inhalation hazard” or “Poison inhalation hazard” is displayed under the placard on the Equipment Details screen for materials with an inhalation hazard. See “[Looking Up Railcar Contents](#)” on page 14 for more information.

Proper Shipping Name (PSN) — The Proper Shipping Name contains the hazardous materials shipping name(s) required by dangerous goods/hazardous materials transportation regulations.

Technical Name — A name that augments a Proper Shipping Name.

UN/NA Identification Number — The United Nations/North America (UN/NA) Identification Number.