Transport Canada / Transports Canada

Transportation Security Services Platform

Sites and Companies

User Guide

Transportation Security Services Platform - Sites and Companies User Guide

Thank you for participating in the Transportation Security Services platform pilot that started on November 1st, 2023.

This guide will help you to identify your role and how to achieve your tasks whether you work at the site or company level.

To get to the right page, click on the hyperlinks related to your role and tasks in the summary. In case you need immediate assistance, please contact one or all of us: brigitte.beauchamp@tc.gc.ca, isabelle.bourgeois@tc.gc.ca or aymeric.bersihand@tc.gc.ca

Finally, please note that this is not the final user guide version. We would greatly appreciate any comments or feedback you may have. Feel free to email them to aymeric.bersihand@tc.gc.ca.

Contents

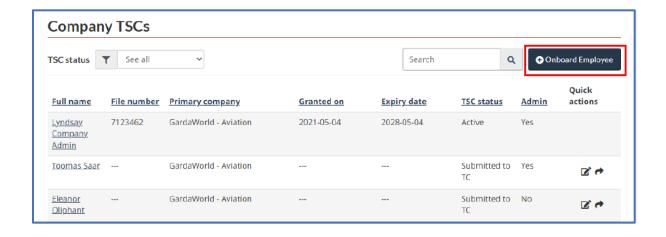## Company Administrator

How to:
- Onboard employee
- Resend invitation code

Onboard employee

From your Home page, click on "Company TSCs".

Then, click on "Onboard Employee" in the top right corner of the page.
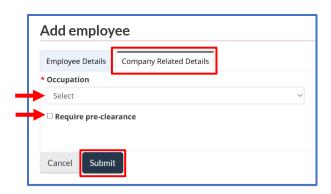
Enter the employee's email and click "Search"

You are now directed to the "Employee Details" form.

Fill in the mandatory boxes identified by a red star.

Note: Employee's given name is their usual given name, commonly used – no need to enter all legal names here.

Before submitting, click on the "Company Related Details" tab.

Select the employee's occupation in the drop-down menu and check the "Require Pre-clearance" box if needed.

Click "Submit" to complete the onboarding process.

Note: The following error message will appear if you try to onboard an employee that already has an active application with another employer.

"A matching user was found! However, the employee cannot be invited at the moment".

To proceed with the transfer of employee, the employee must first log into their TSS account and cancel their application. Once completed, you'll be able to onboard them. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is permitted to work for both companies, they'll have to complete the application process with the other company. Once they've been granted a TSC, you must ask the enrolment site to send a request to Security Screening Programs to **add your company as an employer**. This process will be automated and available on the platform soon.

Resend invitation code

A newly onboarded employee will receive an email that contains an invitation code to create their TSS account. This invitation code is active for 4 days only.
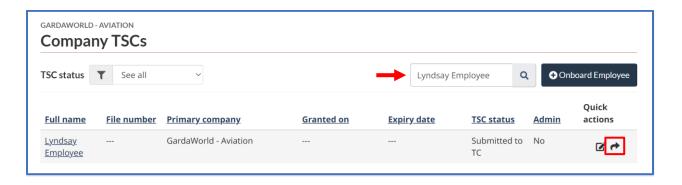If the employee does not create an account during those 4 days window, you will have to resend an invitation code.

From the Home page, Click on "Company TSCs".

Use the search bar to look up the employee.

Click on the "arrow" symbol in the "Quick actions" column (far right).

Click "Resend" to complete the task.

Company Signing Authority

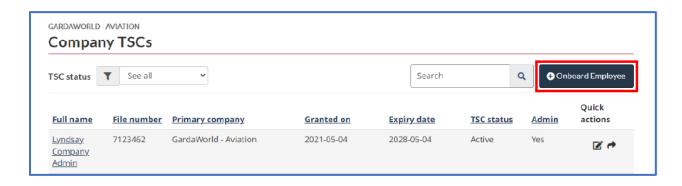How-to:

- [Onboard employee](#)
- [Resend invitation code](#)
- [Certify company application](#)
- [Cancel company application](#)
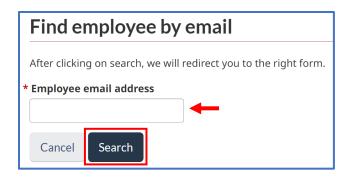
Onboard an employee

From your Home page, click on "Company TSCs".

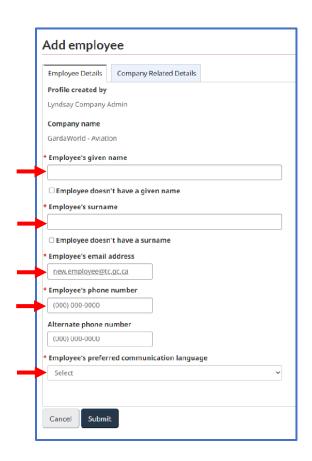Then, click on the "Onboard Employee" button in the top right corner of the page.

Enter the employee's email and click "Search".

Find employee by email

After clicking on search, we will redirect you to the right form.

* **Employee email address**

[   ] ←

Cancel   **Search**

You are now directed to the "Employee Details" form.
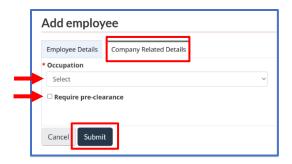
Fill in the mandatory boxes identified by a red star.

<u>Note:</u> Employee's given name is their usual given name, commonly used – no need to enter all legal names here.

Add employee

| **Employee Details** | Company Related Details |

Profile created by
Lyndsay Company Admin

Company name
GardaWorld - Aviation

* **Employee's given name**
→ [   ]

☐ Employee doesn't have a given name

* **Employee's surname**
→ [   ]

☐ Employee doesn't have a surname

* **Employee's email address**
→ new.employee@tc.gc.ca

* **Employee's phone number**
→ (000) 000-0000

Alternate phone number
(000) 000-0000

* **Employee's preferred communication language**
→ Select ▾

Cancel   **Submit**

Before submitting, click on the "Company Related Details" tab.

Select the employee's occupation in the drop-down menu and check the "Pre-clearance" box, if needed.

Click "Submit" to complete the onboarding process.

Note: The following error message will appear if you try to onboard an employee that already has an active application with another employer.

"A matching user was found! However, the employee cannot be invited at the moment".

To proceed with the transfer of employee, the employee must first log into their TSS account and cancel their application. Once completed, you'll be able to onboard them. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is permitted to work for both companies, they'll have to complete the application process with the other company. Once they've been granted a TSC, you must ask the enrolment site to send a request to Security Screening Programs to **add your company as an employer**. This process will be automated and available on the platform soon.

Resend invitation code

A newly onboarded employee will receive an email that contains an invitation code to create their TSS account. This invitation code is active for 4 days only.

If the employee does not create an account during those 4 days window, you will have to resend an invitation code.

From the Home page, Click on "Company TSCs".

Company TSCs

Look up for the employee in the search bar.
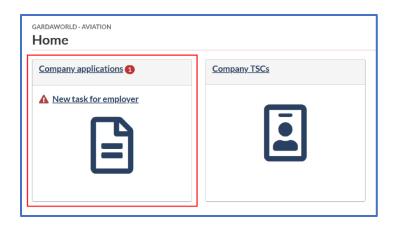
Click on the "arrow" symbol in the "Quick actions" column.

Company TSCs

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
Lyndsay Employee	---	GardaWorld - Aviation	---	---	Submitted to TC	No	

TSC status ▼ See all

Lyndsay Employee 🔍 ⊕ Onboard Employee

Click "Resend" to complete the task.

Resend Invitation Code   ✕

Would you like to resend the invitation code for Lyndsay Employee?

Resend   Close

Certify application

When an onboarded employee has completed the application, you'll be asked to certify it via a notification by e-mail and on the TSS platform.
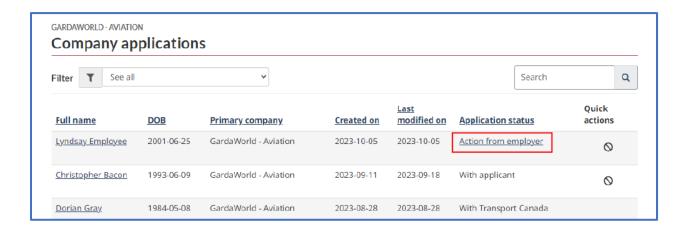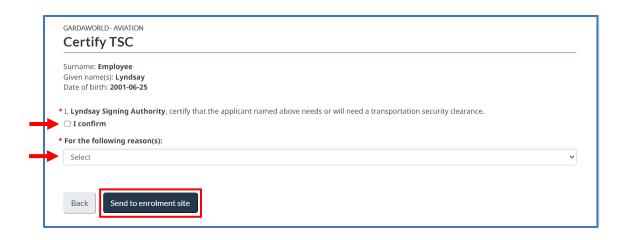
Click on "Company applications".

Look under Application status (column second from right)

Applications with an underlined "Action from employer" status are ready to be certified.

To start the process, click on the link Action from employer.

On the "Certify TSC" page, check the "I confirm" box and select the appropriate reason before clicking on "Send to enrolment site".
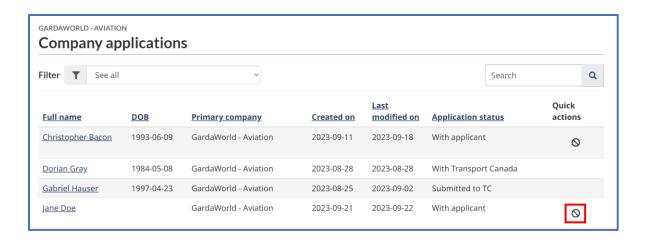
GARDAWORLD - AVIATION
Certify TSC

Surname: **Employee**
Given name(s): **Lyndsay**
Date of birth: **2001-06-25**

* I, **Lyndsay Signing Authority**, certify that the applicant named above needs or will need a transportation security clearance.

☐ **I confirm**

* **For the following reason(s):**

Select ▾

Back   **Send to enrolment site**

Cancel application

Caution: Only cancel an application if you no longer want to employ an applicant. Cancelling an application removes your sponsorship link to an employee and will prevent an applicant from continuing the application process under your sponsorship. The employee can, however, be invited to join another company and resume his/her application while being sponsored by that company.
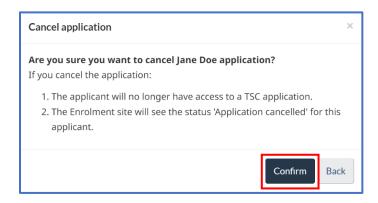
To cancel an application, click on "Company applications" on the Home page.

GARDAWORLD - AVIATION
Home

Company applications	Company TSCs

Use the "Search" bar to quickly find the employee. Select the employee application that needs to be cancelled and click on the "prohibited" symbol in the "Quick actions" column.
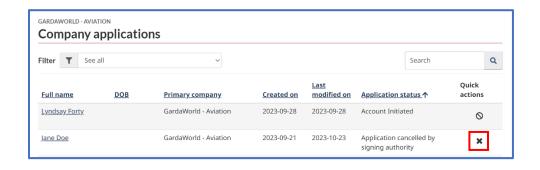
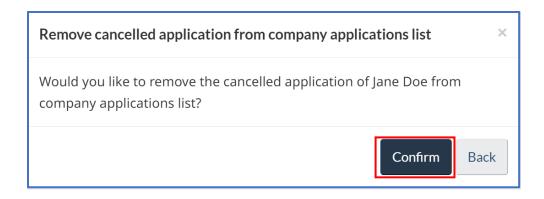The following message will appear:

Click "Confirm" to proceed with the cancellation.

You'll be directed to the "Company applications" page. From there, you will be able to remove the cancelled application from the list. Click on the "X" symbol in the "Quick actions" column.

Click "Confirm" to remove the cancelled application.

Note: When you remove the cancelled application from the company's list, you are completely removing the applicant from the list. Therefore, the applicant will have to redo the application from scratch if he/she wants to apply again in the future.
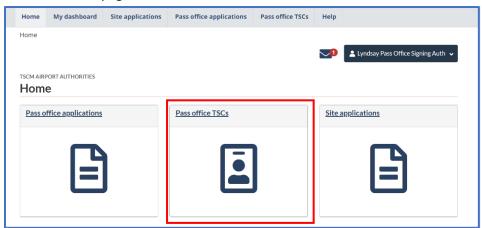
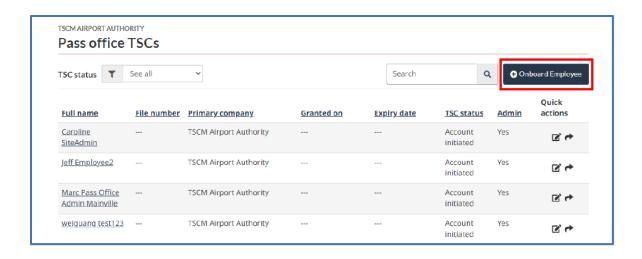## Pass Office Signing Authority

How to:

- [Onboard pass office employee](#)
- [Resend invitation code](#)
- [Assign/Modify user roles within pass office](#)
- [Certify pass office application](#)
- [Cancel application](#)
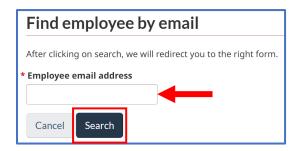
Onboard pass office employee

From the Home page, click on "Pass Office TSCs".

Then, click on the "Onboard Employee" button in the top right corner of the page.
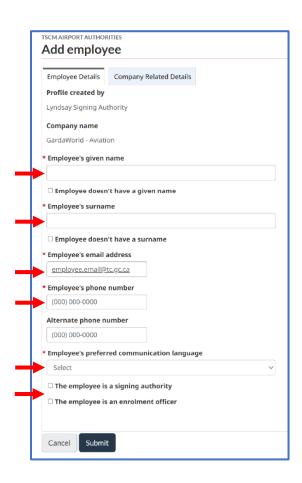
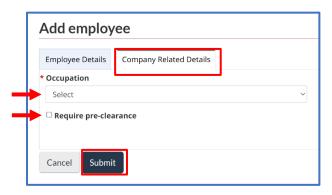Enter the employee's email and click "Search."

You are now directed to the "Employee Details" form. Fill in the mandatory boxes identified by a red star.

Note: Employee's given name is their usual given name, commonly used – no need to enter all legal names here.

Before submitting, click on the "Company Related Details" tab.

Select the employee's occupation in the drop-down menu and check the "Pre-clearance" box if needed.

Click "Submit" to complete the onboarding process.

Note: The following error message will appear if you try to onboard an employee that already has an active application with another employer.

"A matching user was found! However, the employee cannot be invited at the moment".

To proceed with the transfer of employee, the employee must first log into their TSS account and cancel their application. Once completed, you'll be able to onboard them. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is permitted to work for both companies, they'll have to complete the application process with the other company. Once they've been granted a TSC, you must ask the enrolment site to send an email request to Security Screening Programs to **add your pass office/company as an employer**. This process will be automated and available on the platform soon.

Resend invitation code

A newly onboarded employee will receive an email that contains an invitation code to create their TSS account. This invitation code is active for 4 days only.

If the employee does not create an account during those 4 days window, you will have to resend an invitation code.

From the Home page, Click on the "Pass Office TSCs" tile.

Use the search bar to look up the employee.

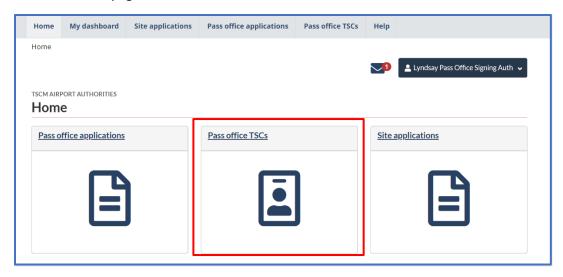Click on the "arrow" symbol in the "Quick actions" column.

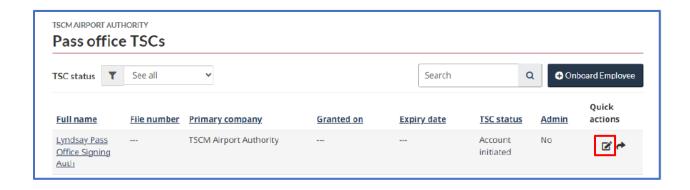Click "Resend" to complete the task.

Assign/modify user roles within pass office

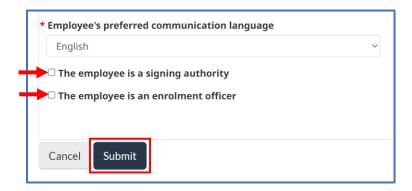From the Home page, click on "Pass office TSCs".

Then, use the search bar to find the employee.

Go to the "Quick actions" column (far right). Click on the "pen and paper" symbol to edit the employee's details and roles.

Disclaimer: This User Guide is produced by the TSC Modernization team to assist participants in the Transportation Security Services Platform pilot project. It is not an official Transport Canada publication.

The "Edit employee" form will appear. At the bottom of the page, add or remove a checkmark next to the role you would like to add or modify.

Note: The pass office signing authority can assign only two roles within the pass office. The pass office administrator is the only person who can assign the role of pass office administrator.
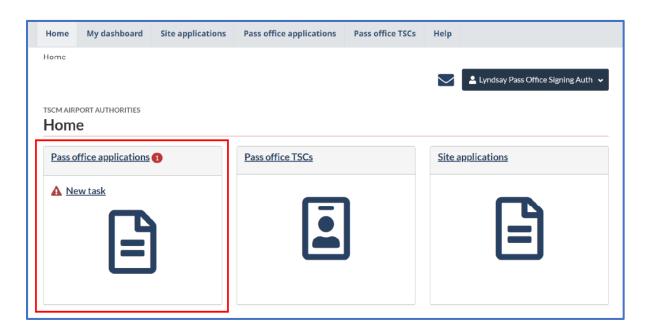

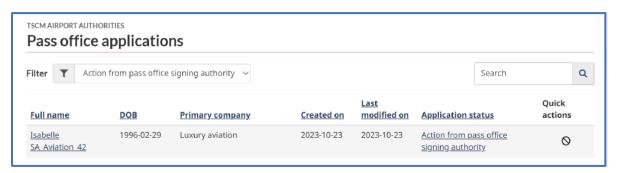"Submit" to confirm your updates.

Certify pass office application

When onboarded pass office employees have completed their application, you'll be notified by e-mail and on the TSS platform to certify it.

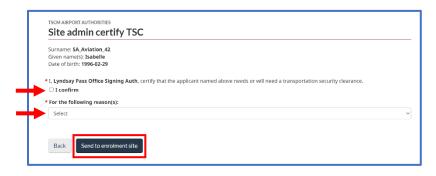From the Home page, click on the "Pass office applications" tile.

Applications with an underlined "Action from pass office signing authority" status are ready to be certified. Note that you can use the filter to show only applications with this status or use the search bar to find a specific employee.

To start the process, click on the link as indicated below.

On the "Certify TSC" page, check the "I confirm" box and select the appropriate reason before clicking on "Send to enrolment site".
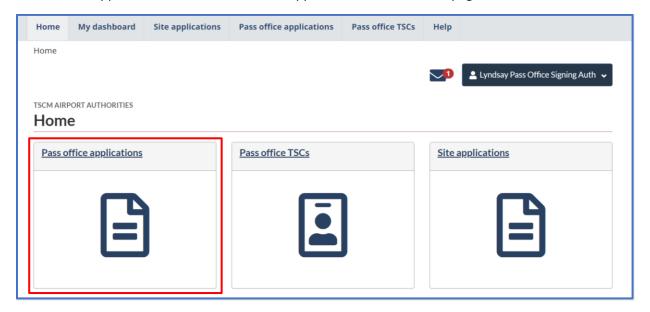
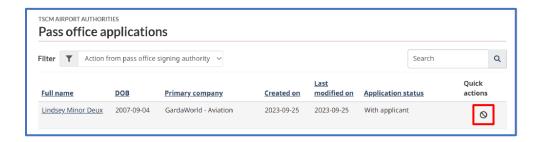Click on 'Send to enrolment site" to complete the task.

Cancel application

Caution: Only cancel an application if employees no longer want to be employed by the company who's currently sponsoring them. Cancelling an application removes the sponsorship link between the employees and the sponsoring company and will prevent an applicant from continuing the application process. They can, however, be invited to join another company and resume their application while being sponsored by that company.
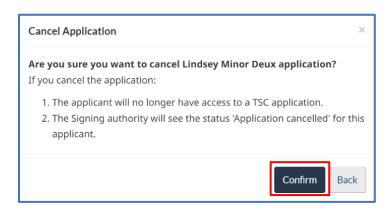
To cancel an application, click on "Pass Office applications" on the Home page.
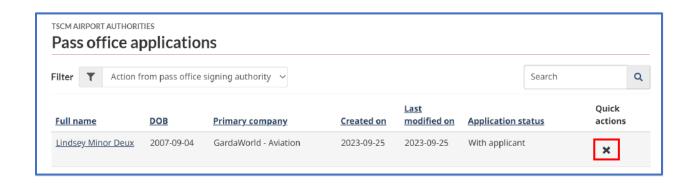
Select the employee's application that needs to be cancelled and click on the prohibited sign symbol in the "Quick actions" column. Note that you can use the search bar to find a specific employee.
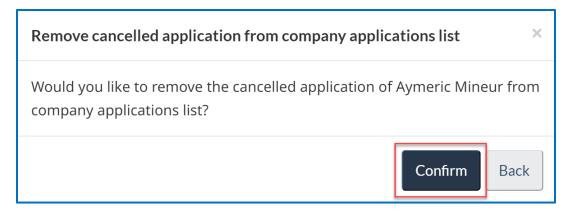

The following window will appear:

Click "confirm" to proceed with the cancellation.

You'll be directed to the "Pass Office applications" page.

From there, you will be able to remove the cancelled application from the list. Click on the "cross" symbol in the "Quick actions" column.

Remove cancelled application from company applications list ✕

Would you like to remove the cancelled application of Aymeric Mineur from company applications list?

[Confirm] [Back]

Note: When you remove the cancelled application from the company's list, you are completely removing the applicant from the list. Therefore, the applicant will have to redo the application from scratch if he/she wants to apply again.

Pass Office Administrator

Below is the list of tasks related to your role and how to complete them.

How-to:
- Modify site info
- Edit company info
- Create new company
- Add company employee
- Assign/modify user role within companies
- Add pass office employee
- Resend an invitation code
- Assign/modify user roles within pass office

Modify site info

From the Home page, click on your account's name.

Then, click on 'My site' to view and edit the site's info.

The address must be updated in the 'Street Address' text box, as it uses Canada Post lookups.

When you're done with your edits, click on "Submit" to save your changes.

Edit company info

From the Home page, click on the "Site companies" tile.

Use the search bar to find the company you would like to modify.

Click on the "pen and paper" symbol in the "Quick actions" column as indicated below.
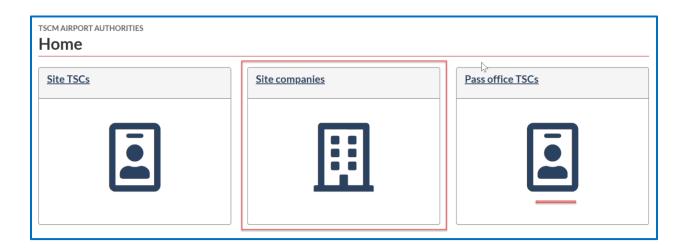
The "Edit" form will appear.

Update the company's name in English and French, its phone number and mailing address. To be certain that the correct address is entered, use the Canada Post search feature in the "Street address" text box.
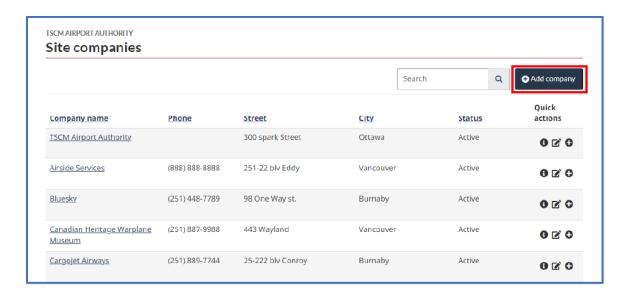

Create new company

Click on the "Site companies" tile from the Home page.

In the top right corner, click on the "Add company" button.

To complete the creation of the company, fill in the mandatory fields identified by a red star and click "Submit".

To be certain that the correct address is entered, use the Canada Post search feature in the "Street address" text box.

Onboard company employee

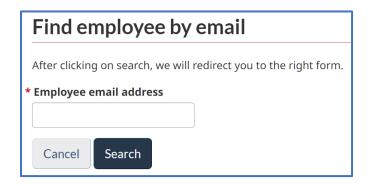To add a company employee, click on the "Site companies" tile.

Look up for the desired company in the search bar.

Once you'll have found the company, click on the "+" sign button in the "quick actions" column.
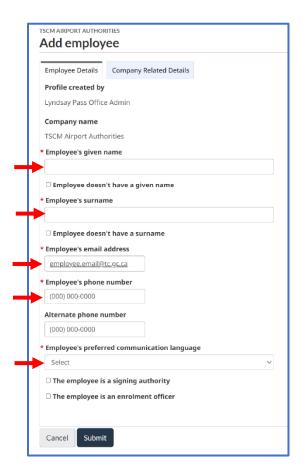

Fill up the employee's email address in the designated box and click "Search".

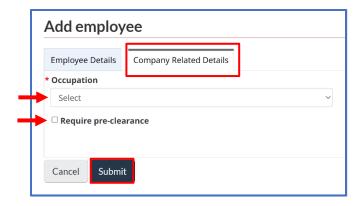You are now directed to the "Employee Details" form.

Fill up the mandatory boxes identified by a red star.

<u>Note</u>: Employee's given name is their usual given name, commonly used – no need to enter all legal names here.

Before submitting, click on the "Company Related Details" tab.

Select the employee's occupation in the drop-down menu and check the "Pre-clearance" box if needed.

Click "Submit" to complete the onboarding process.

Note: The following error message will appear if you try to onboard an employee that already has an active application with another employer.

"A matching user was found! However, the employee cannot be invited at the moment".

To proceed with the transfer of employee, the employee must first log into their TSS account and cancel their application. Once completed, you'll be able to onboard them. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is permitted to work for both companies, they'll have to complete the application process with the other company. Once they've been granted a TSC, you must ask the enrolment site to send a request to Security Screening Programs to **add your company as an employer**. This process will be automated and available on the platform soon.
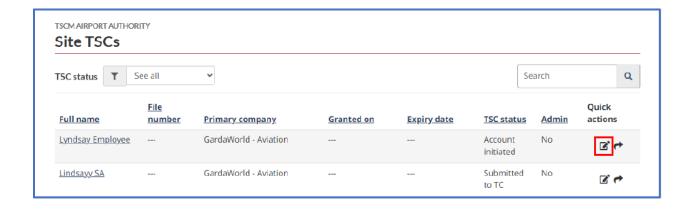
Assign/modify user role within companies

From the Home page, click on "Site TSCs".

Then, use the search bar to easily find the employee.

Click on the "pen and paper" symbol in the "Quick actions" column to edit the employee's details and roles.

The "Edit employee" form will appear.

At the bottom of the page, check the role you would like to attribute or modify.
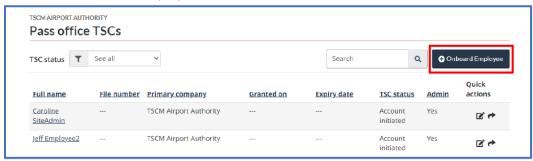

"Submit" to confirm your updates.
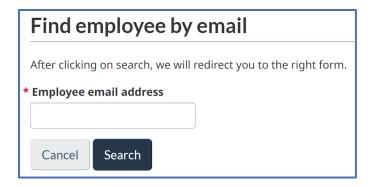
Onboard pass office employee

From the Home page, click on "Pass Office TSCs".

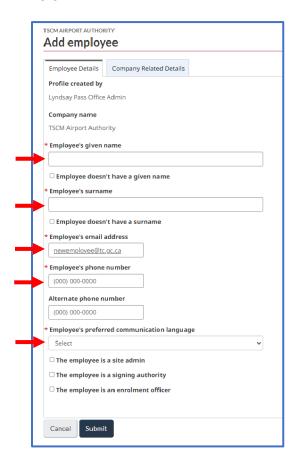Click on the "Onboard Employee" button.

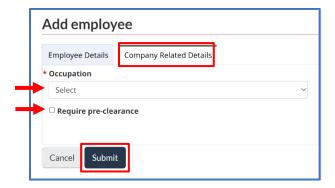Fill up the employee's email and click "Search"

You are now directed to the "Employee Details" form. Fill up the mandatory boxes identified by a red star.

Note: Employee's given name is their usual given name, commonly used – no need to enter all legal names here.

Before submitting, click on the "Company Related Details" tab.

Select the employee's occupation in the drop-down menu and check the "Pre-clearance" box if needed.

Click "Submit" to complete the onboarding process.

Note: The following error message will appear if you try to onboard an employee that already has an active application with another employer.

"A matching user was found! However, the employee cannot be invited at the moment".

To proceed with the transfer of employee, the employee must first log into their TSS account and cancel their application. Once completed, you'll be able to onboard them. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is permitted to work for both companies, they'll have to complete the application process with the other company. Once they've been granted a TSC, you must ask the enrolment site to send a request to Security Screening Programs to **add your pass office as an employer**. This process will be automated and available on the platform soon.

Resend invitation code

A newly onboarded employee will receive an email that contains an invitation code to create their TSS account. This invitation code is active for 4 days only.

If the employee does not create an account during those 4 days window, you will have to resend an invitation code.

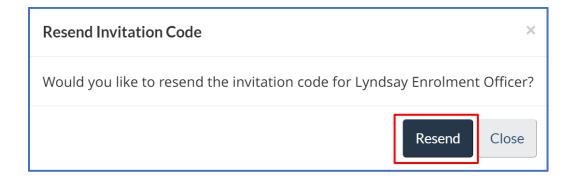From the Home page, Click on the "Pass Office TSC's" tile.

Look up for the employee in the search bar.

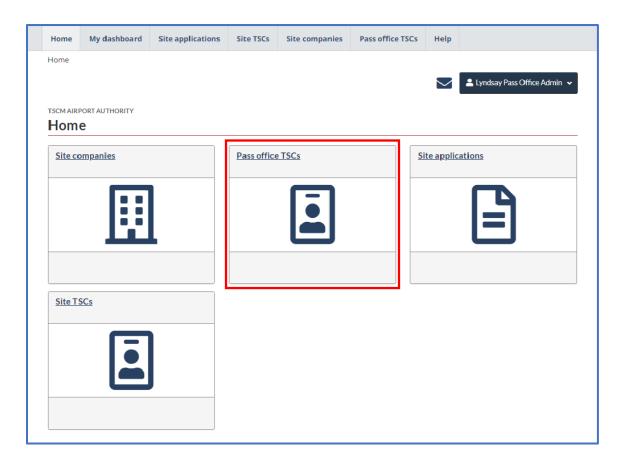Click on the "arrow" symbol in the "Quick actions" column.

Click "Resend" to complete the task.

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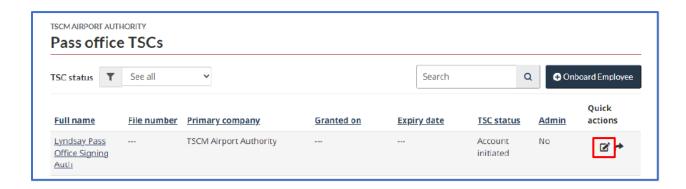Last update: November 28, 2023
Version: 1.1

Assign/modify user roles within pass office

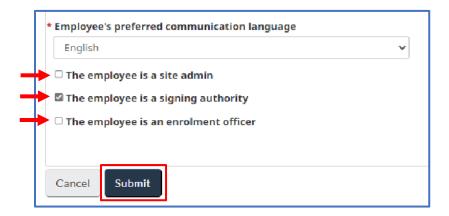From the Home page, choose the "Pass Office TSC's" tile.

Use the search bar to easily find the employee.

Click on the "pen and paper" symbol in the "Quick actions" column.

The "Edit employee" form will appear. At the bottom of the page, check the role you would like to attribute or modify.

Note: The pass office administrator is the only one who can assign the pass office administrator role. The pass office signing authority can only assign the other two roles.

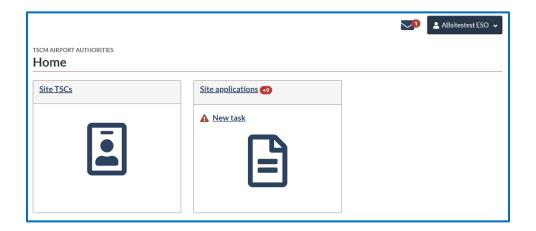"Submit" to confirm your updates.

Enrolment Site Officer

Below is the list of tasks related to your role and how to complete them.

How-to:
- Review application
  - Send appointment booking notification
  - Send modifications
- Review modifications
- Verification appointment
- Cancel applications

Review application

From the Home page, click on the "Site applications" tile.
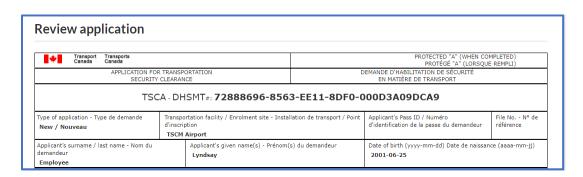

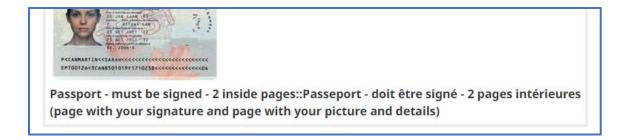Use the search bar to quickly find the employee.

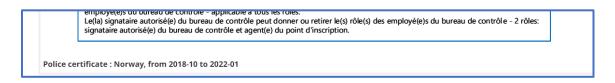In front of the employee's name, click on "Review application"

The PDF version of the application will be displayed. You can scroll over as you conduct your review.

Supporting documents are included at the end of the application form.

Passport - must be signed - 2 inside pages::Passeport - doit être signé - 2 pages intérieures (page with your signature and page with your picture and details)
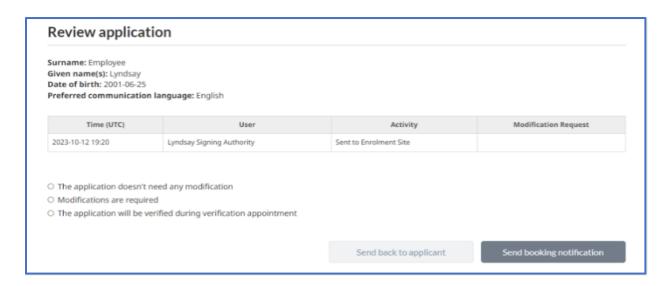
The title of the document requested is displayed underneath each document. When a document contains multiple pages, the title is also displayed at the bottom of each page within the document.

employé(e)s du bureau de contrôle - applicable à tous les rôles.
Le(la) signataire autorisé(e) du bureau de contrôle peut donner ou retirer le(s) rôle(s) des employé(e)s du bureau de contrôle - 2 rôles: signataire autorisé(e) du bureau de contrôle et agent(e) du point d'inscription.

Police certificate : Norway, from 2018-10 to 2022-01

Send appointment booking notification

When you reach the bottom of the page, you must select one of the three options below:

- "The application doesn't need any modification": check this box if the application is complete.
- "Modifications are required": check this box if the application is incomplete, contains errors or if the documents are insufficient or incorrect.
- "The application will be verified during verification appointment": check this box if the situation warrants a review during the verification appointment.

If your selection allows you to send a booking notification, the button will be enabled. In this case, click on the "Send booking notification" button.

Applicants will receive an email and a notification in their TSS account with the procedure to follow for fingerprinting.
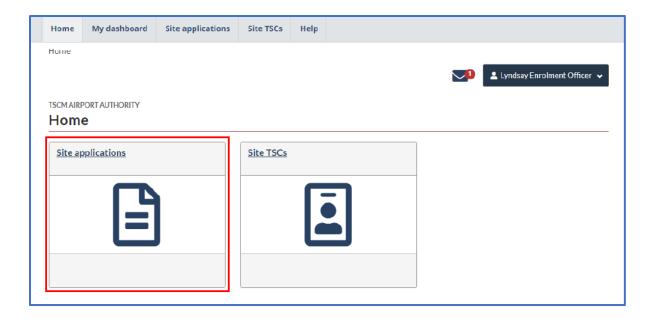
Note that if you check the box "The application will be verified during verification appointment" a caution message will be displayed at the top of the page to inform the person who will carry out the verification appointment.

Caution message seen during the verification appointment:

⚠ This application has been marked for review during verification appointment. You must review carefully application details and supporting documents before signing this application.

Send modifications request

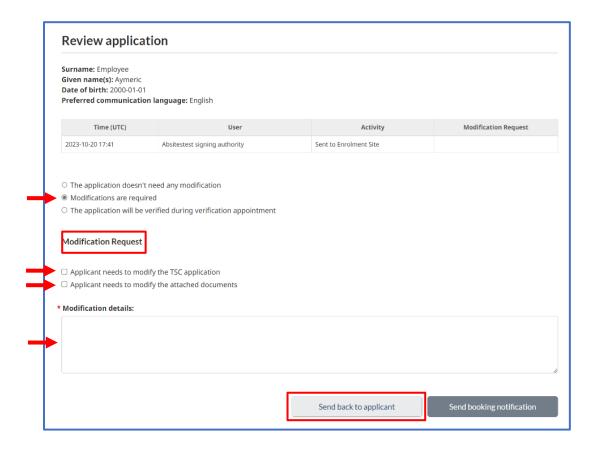Click on the "Site applications" tile.

In front of the employee's name, click on "Review application" in the Application status column.

While completing your review of an application, if it is incomplete, it contains errors, or if the documents are insufficient or incorrect, check "Modifications are required".

Then, select what the applicant must modify, be it their TSC application, their supporting documents, or both.
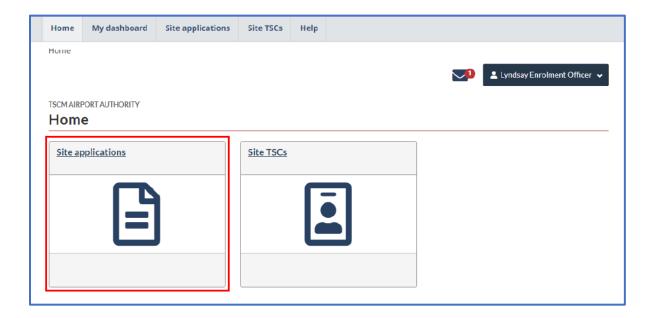

Finally, specify the modification details in the dialog box (mandatory) and click on the "Send back to applicant" button. <u>Don't forget to consider the applicant's preferred communication language</u>, displayed just above.
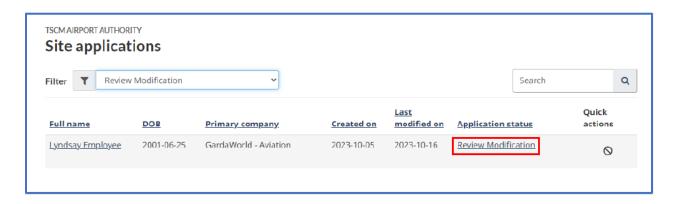
Review modifications

When an applicant returns their application following a modification request, it will be displayed as "Review modification" in your site applications list.

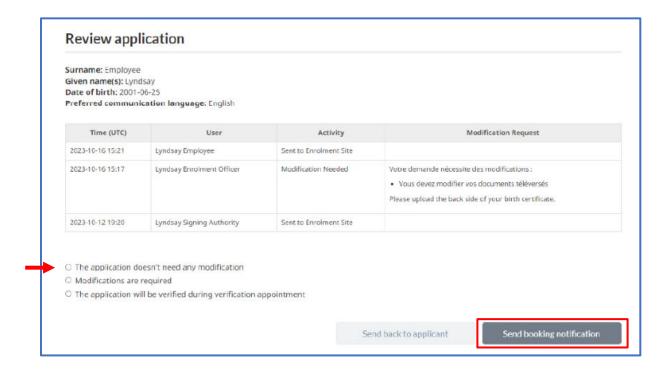You will see the tasks in the "Site applications" tile.

Click on "Review modification".

If the employee has made all the modifications requested, check the "Application doesn't need any modification" box.

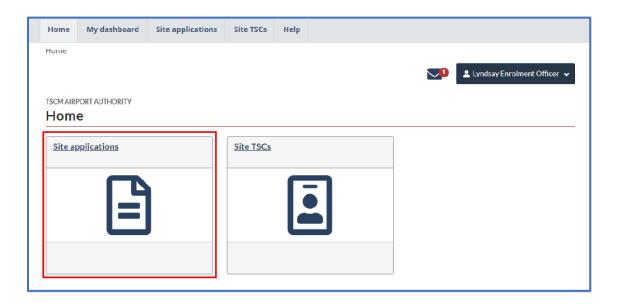Note: If modifications are still needed, you can send another modification request to the applicant.

Click on "Send booking notification".

Verification appointment

Caution: <u>Only sign if you are submitting fingerprints on the same day</u> – whether via LiveScan or courier service.

If there is pre-clearance at your site and the employer indicated that the employee needs access to the pre-clearance area, you'll be prompted to sign to confirm this is true.

From your Home page, click on the "Site applications" tile.

Use the filter to show only applications with the "Verification appointment" status or use the search bar to find a specific employee. Then, click on "Verification appointment" to open a file.

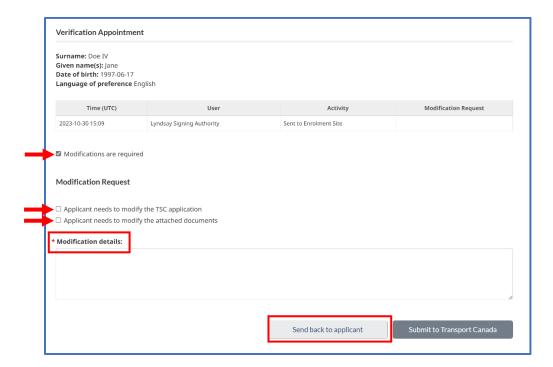Proceed with the usual verifications, referring to the candidate's ID and supporting documents.

Scroll to the bottom of the page.

If you find that the application is incomplete or contains errors, check the "Modifications are required" box.

Verification Appointment

Surname: Doe IV
Given name(s): Jane
Date of birth: 1997-06-17
Language of preference English

Time (UTC)	User	Activity	Modification Request
2023-10-30 15:09	Lyndsay Signing Authority	Sent to Enrolment Site	

☑ Modifications are required

Modification Request

☐ Applicant needs to modify the TSC application
☐ Applicant needs to modify the attached documents

* **Modification details:**

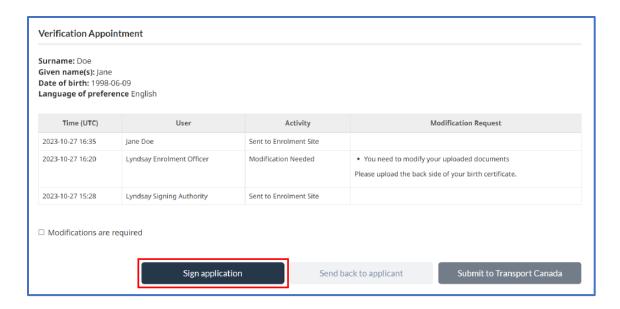[Send back to applicant]   [Submit to Transport Canada]

You can then check the box(es) as applicable, to let the applicant know that they need to modify their application and or attached documents.

You must also add details to explain to the applicant exactly what they need to fix.
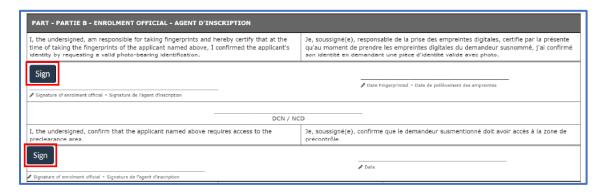
Don't forget to consider the applicant's language of preference, displayed just above.

When you have finished, click on the "Send back to applicant" button.

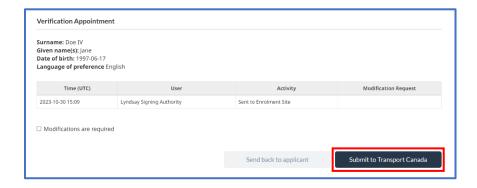If the application is deemed complete, click on "Sign application".

The application will bring you to Part B of the application and you will be prompted to Sign, confirming that you are responsible for taking the fingerprints and confirming the applicant's identity.

After you've placed your signature, the application will bring you back to the bottom of the page, where the "Submit to Transport Canada" button will now be enabled.
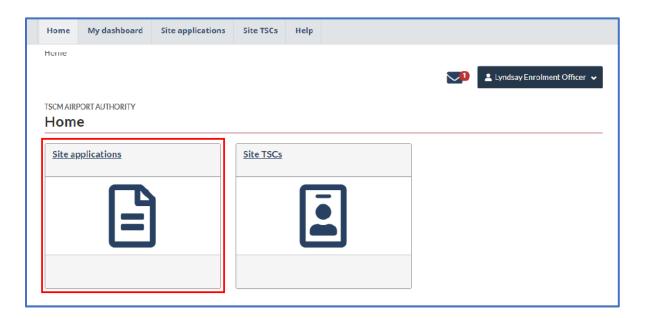
Click on "Submit to Transport Canada" to complete your task.

Verification Appointment

Surname: Doe IV
Given name(s): Jane
Date of birth: 1997-06-17
Language of preference English

Time (UTC)	User	Activity	Modification Request
2023-10-30 15:09	Lyndsay Signing Authority	Sent to Enrolment Site	

☐ Modifications are required

Send back to applicant | **Submit to Transport Canada**
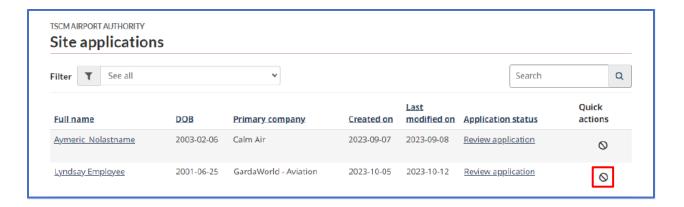
Cancel application

Caution: Only cancel an application if you no longer want to employ an applicant. Cancelling an application removes your sponsorship link to an employee and will prevent an applicant from continuing the application process under your sponsorship. The employee can, however, be invited to join another company and resume his/her application while being sponsored by that company.

To cancel an application, click on the "Site applications" tile.

| Home | My dashboard | Site applications | Site TSCs | Help |

Home

TSCM AIRPORT AUTHORITY
Home
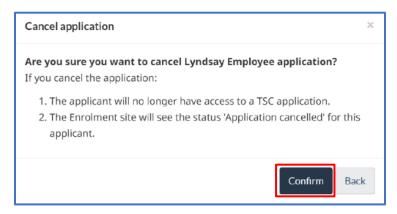
Site applications

Site TSCs

Use the search bar to easily find the employee.

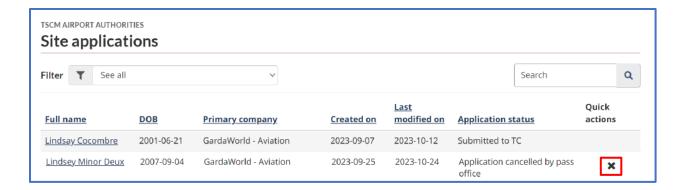Click on "prohibited sign" symbol under the Quick Actions column.

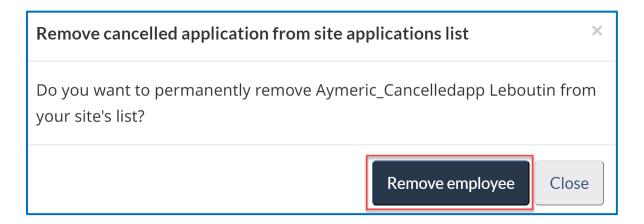The following window will be displayed:

Click on "Confirm" to cancel the application.

You'll be directed to the "Site applications" page.

Remove the cancelled application from the list by clicking on the "X" symbol in the "Quick actions" column.

Note: When you remove the cancelled application from the company's list, you're completely removing the applicant from the list. Therefore, the applicant will have to redo the application from scratch if he/she wants to apply again.

Click on "Remove employee".

How underage applicants get processed

Applicants who have not yet reached the age of majority must obtain approval from their parent or legal guardian. Once an underage applicant has completed their application, their parent or legal guardian will receive an e-mail containing a link to a secure online form. The parent or legal guardian will be able to review and approve their child's participation in the application process using a digital signature.

It is not possible for the applicant to send their application for employer certification without the approval signature of their parent or legal guardian.

Note: Since each province has its own age of majority, use the applicant's current residence address to determine if they are underage.

The Enrolment Site Officer will simply have to review the parent or legal guardian's digital signature on the application.