



Transports
Canada

Transport
Canada



TSS platform - User guide

SITES



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Pass Office Administrator

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

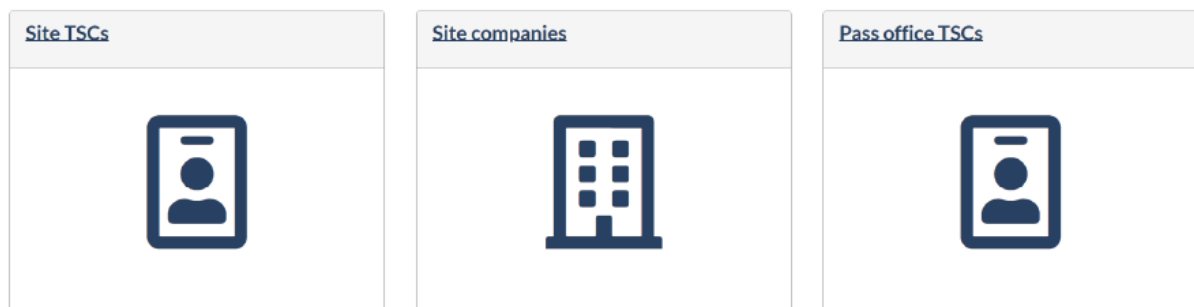
- [Modify site info](#)
- [Edit company info](#)
- [Create new company](#)
- [Add company employee](#)
- [Assign/modify user role within companies](#)
- [Add pass office employee](#)
- [Resend an invitation code](#)
- [Assign/modify user roles within pass office](#)

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.

TSCM AIRPORT AUTHORITIES

Home



The screenshot shows the user interface for a Pass Office Administrator. At the top right, there is a user menu for 'Lyndsay Pass Office Admin' with a dropdown arrow. The menu options are 'Profile' and 'My site', with 'My site' highlighted by a blue border and a blue arrow pointing to it from the left. Below the menu, the page title is 'TSCM AIRPORT AUTHORITIES Home'. The main content area is divided into three columns: 'Site TSCs' with a person icon, 'Site companies' with a building icon, and 'Pass office TSCs' with a person icon.

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Fill in the mandatory fields marked with a red star.

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

Edit site info

Site information

* English name

→ TSCM Airport Authorities

* French name

→ Autorité Aéroportuaire MHST

Email

Phone

Provide a telephone number

Fax

Address

* Street Address

→ 300 Sparks St

Office number

* City

Ottawa

* Province

ON

* Country/Region

Canada

* ZIP/Postal Code

K1R 7S3

Cancel

Submit

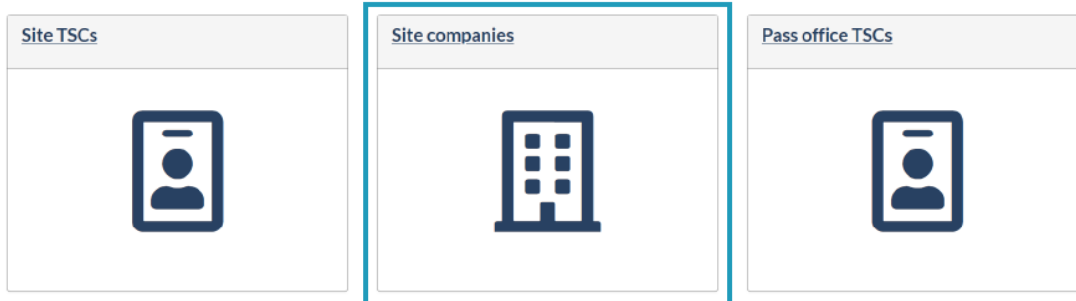
When you're done, click "Submit" to save your changes.

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Edit company info

From the Home page, click on the “Site companies” tile.




Home



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.

Site companies

<u>Company name</u>	<u>Phone</u>	<u>Street</u>	<u>City</u>	<u>Status</u>	<u>Quick actions</u>
TSCM Airport Authorities		300 Sparks St	Ottawa	Active	  

The “Company information” form will appear.

Fill in the mandatory fields marked with a red star.

Note: Use the Canada Post search feature in the "Street address" text box to make sure your address is right.

Company information

* **Company name (English)**

→ TSCM Airport Authorities

* **Company name (French)**

→ Autorité Aéroportuaire MHST

Phone

Provide a telephone number

Address

* **Street address**

→ 300 Sparks St

Office number

* **City**

Ottawa

* **Province**

ON

* **Country**

Canada

* **ZIP/Postal code**

K1R 7S3

Submit

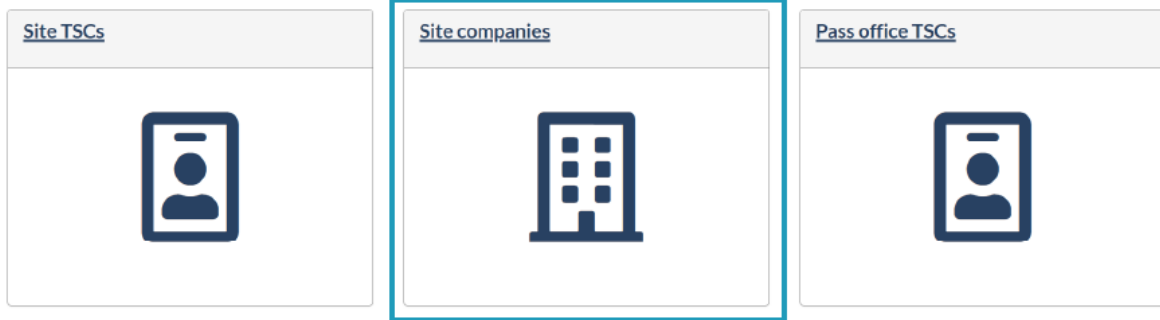
Click "Submit".

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Create new company

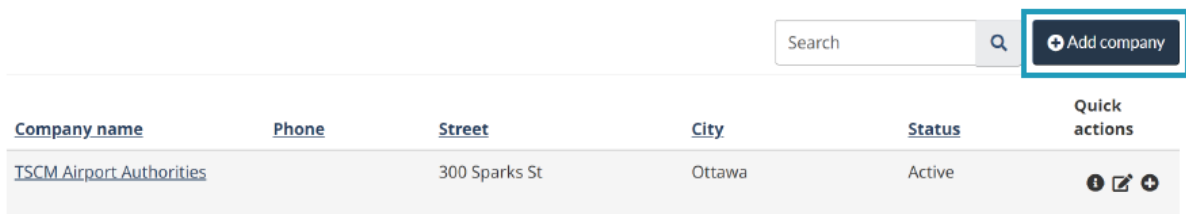
Click on the “Site companies” tile from the Home page.

Home



In the top right corner, click on “Add company”.

Site companies



You will be directed to the “Company Information” form.

Fill in the mandatory fields marked with a red star and click "Submit."

Note: Use the Canada Post search feature in the "Street address" text box to make sure your address is right.

Company information

* Company name (English)



* Company name (French)



Phone

Address

* Street address



Office number

* City

* Province

* Country

* ZIP/Postal code



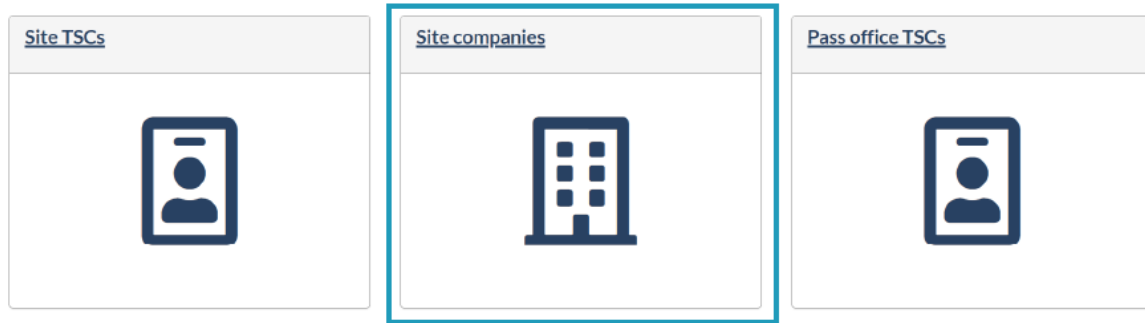
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Last update: January 23, 2024
Version: 1.2

Onboard company employee

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




Home



Look up the company you want in the search bar.

Once you have found the company, click on the “+” symbol button in the “quick actions” column.

Site companies

<u>Company name</u>	<u>Phone</u>	<u>Street</u>	<u>City</u>	<u>Status</u>	<u>Quick actions</u>
TSCM Airport Authorities		300 Sparks St	Ottawa	Active	  

Enter the employee’s email address in the “Employee email address” box and click “Search.”

Find employee by email

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

* Employee email address

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You are now directed to the “Employee Details” form.

Fill the mandatory boxes identified by a red star.

Note: The employee’s given name is their commonly used given name. You don’t need to enter all their legal names here.

Click on the “Company Related Details” tab before submitting.

Add employee

Employee Details

Company Related Details

Profile created by
Lyndsay Pass Office Admin

Company name
TSCM Airport Authorities

*** Employee's given name**

Employee doesn't have a given name

*** Employee's surname**

Employee doesn't have a surname

*** Employee's email address**

employee.email@tc.gc.ca

*** Employee's phone number**

(000) 000-0000

Alternate phone number

(000) 000-0000

*** Employee's preferred communication language**

Select
▼

The employee is a site admin

The employee is a signing authority

The employee is an enrolment officer

Cancel

Submit

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Select the employee's occupation in the drop-down menu and check the "Yes" or "No" box to indicate if the employee requires pre-clearance.

TSCM AIRPORT AUTHORITIES

Add employee

Employee Details Company Related Details

* Occupation
Select

* Require pre-clearance
 Yes
 No

Cancel Submit

Click "Submit" to complete the onboarding process.

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

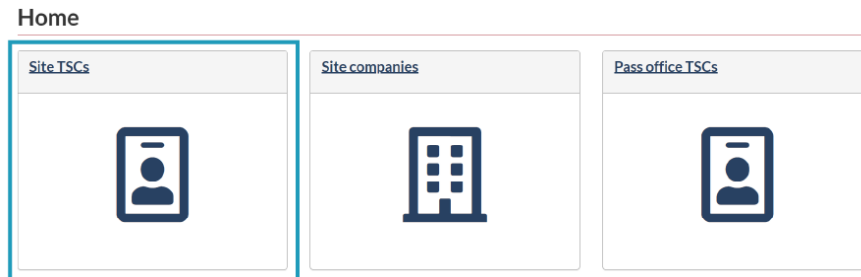
"A matching user was found! However, the employee cannot be invited at the moment."

The employee must log into their TSS account and cancel their application before you can complete their transfer. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is allowed 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.

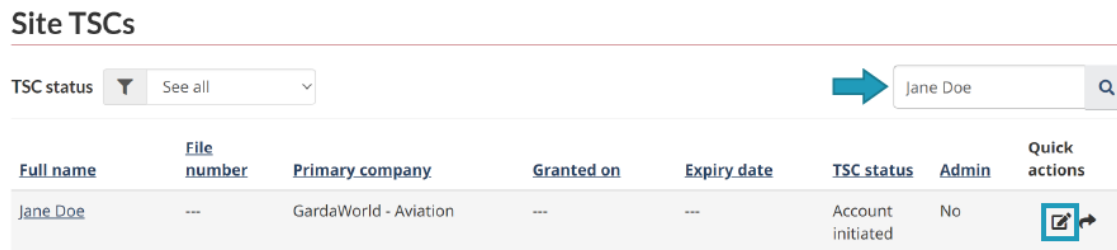
Assign/modify user role within companies

From the Home page, click on “Site TSCs.”



Then, use the search bar to 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 assign or modify.

* Employee's preferred communication language

English

The employee is a company admin

The employee is a signing authority

Cancel Submit

Click on “Submit” to confirm your updates.

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Onboard pass office employee

From the Home page, click on “Pass Office TSCs.”

Home



Click on the “Onboard Employee” button.

Pass office TSCs

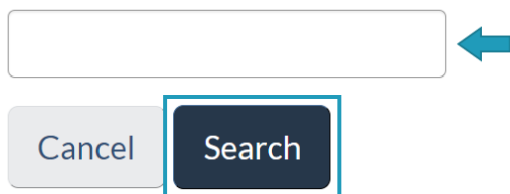


Enter the employee’s email and click “Search.”

Find employee by email

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

* Employee email address

The image shows a search form with an empty text input field. A blue arrow points to the input field from the right. Below the input field are two buttons: 'Cancel' and 'Search'. The 'Search' button is highlighted with a blue border.

You will be directed to the “Employee Details” form.

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Fill the mandatory boxes identified by a red star.

Note: The employee's given name is their commonly used given name. You do not need to enter all their legal names here.

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

Add employee

Employee Details **Company Related Details**

Profile created by
Lyndsay Pass Office Admin

Company name
TSCM Airport Authorities

*** Employee's given name**

 Employee doesn't have a given name

*** Employee's surname**

 Employee doesn't have a surname

*** Employee's email address**

*** Employee's phone number**

Alternate phone number

*** Employee's preferred communication language**

The employee is a site admin

The employee is a signing authority

The employee is an enrolment officer

Cancel **Submit**

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Select the employee's occupation in the drop-down menu and check the "Yes" or "No" box to indicate if the employee requires pre-clearance.

TSCM AIRPORT AUTHORITIES

Add employee

Employee Details Company Related Details

* Occupation
Select

* Require pre-clearance
 Yes
 No

Cancel Submit

Click "Submit" to complete the onboarding process.

Note: The error message below 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."

The employee must log into their TSS account and cancel their application before you can complete their transfer. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is allowed 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.

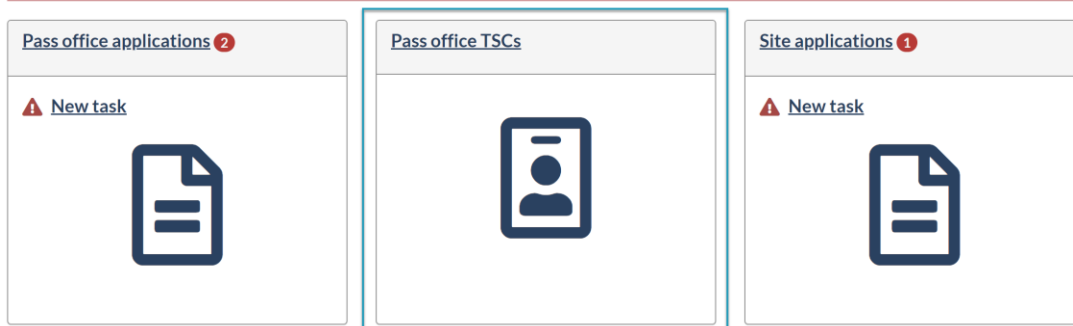
Resend invitation code

A newly onboarded employee will receive an email with 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 the 4-day window, you will have to resend an invitation code.

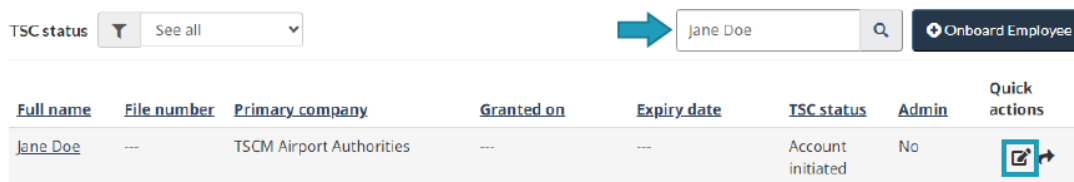
From the Home page, Click on the “Pass Office TSC’s” tile.

Home

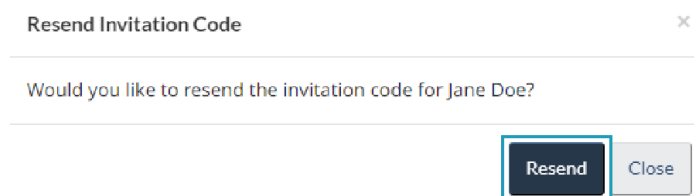


Look up the employee in the search bar.

Click on the “arrow” symbol in the “Quick actions” column.



Click “Resend” to complete the task.

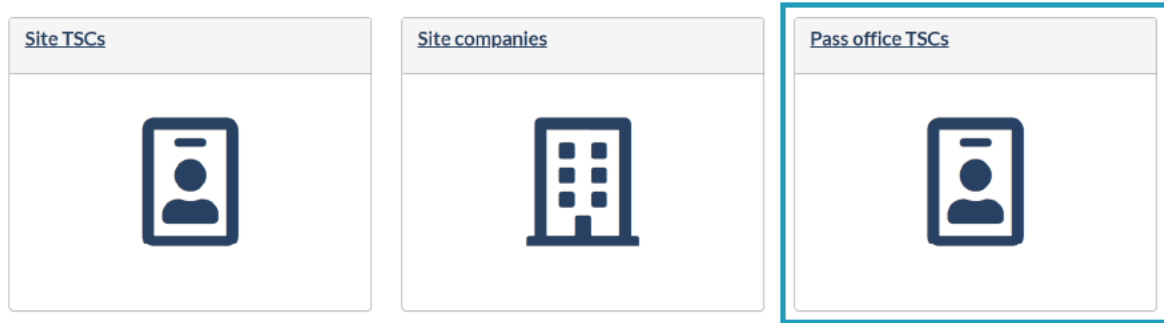


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Assign/modify user roles within pass office

From the Home page, choose the “Pass Office TSC’s” tile.

Home



Use the search bar to find the employee.

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

Pass office TSCs

TSC status See all Jane Doe Onboard Employee

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
Jane Doe	---	TSCM Airport Authorities	---	---	Account initiated	No	

The “Edit employee” form will appear.

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

* **Employee's preferred communication language**

English

The employee is a site admin

The employee is a signing authority

The employee is an enrolment officer

Cancel Submit

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.

Pass Office Signing Authority

[Onboard pass office employee](#)

[Resend invitation code](#)

[Assign/Modify user roles within pass office](#)

[Unlock review application with a padlock](#)

[Certify pass office application](#)

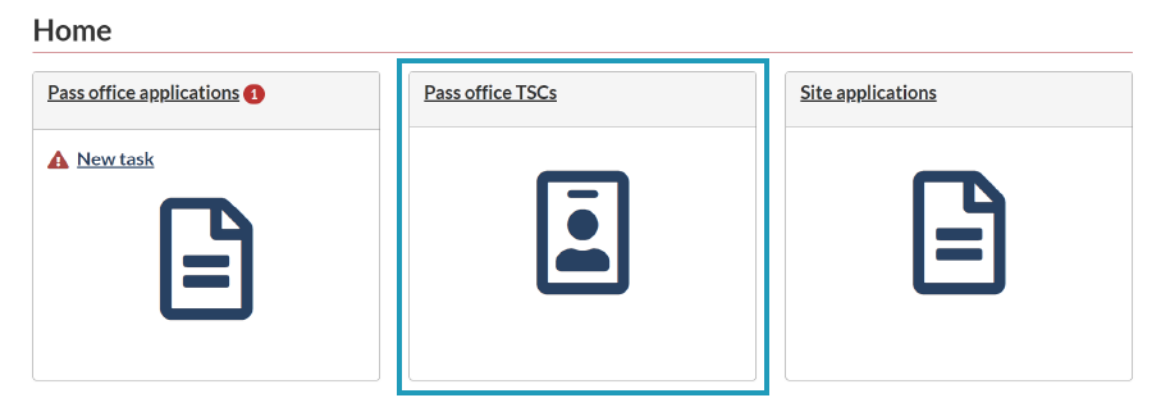
[Cancel application](#)

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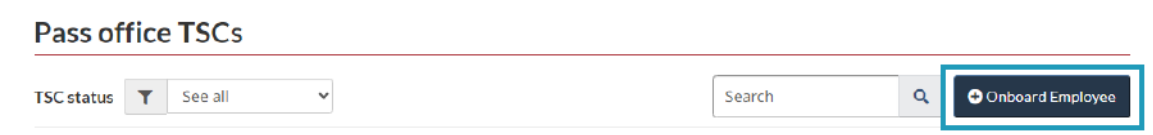
Last update: January 23, 2024
Version: 1.2

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.”

Find employee by email

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

* Employee email address

Cancel

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

Note: The employee’s given name is their commonly used given name. You don’t need to enter all their legal names here.

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Add employee

Employee Details Company Related Details

Profile created by
Lyndsay Pass Office Signing Auth

Company name
TSCM Airport Authorities

* **Employee's given name**

 Employee doesn't have a given name

* **Employee's surname**

 Employee doesn't have a surname

* **Employee's email address**

* **Employee's phone number**

Alternate phone number

* **Employee's preferred communication language**

The employee is a signing authority
 The employee is an enrolment officer

Before submitting, click on the “Company Related Details” tab.

Select the employee’s occupation in the drop-down menu and check the “Yes” or “No” box to indicate if the employee requires pre-clearance.

TSCM AIRPORT AUTHORITIES

Add employee

Employee Details **Company Related Details**

* Occupation
Select

* Require pre-clearance
 Yes
 No

Cancel **Submit**

Click “Submit” to complete the onboarding process.

Note: The error message below 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.”

The employee must log into their TSS account and cancel their application before you can complete their transfer. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is allowed 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.

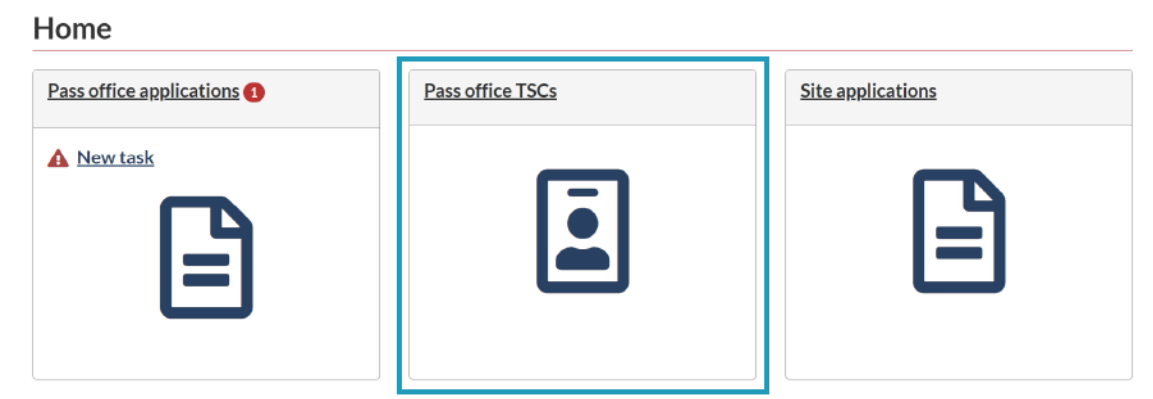
Resend invitation code

A newly onboarded employee will receive an email with 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 the 4-day window, you will have to resend an invitation code.

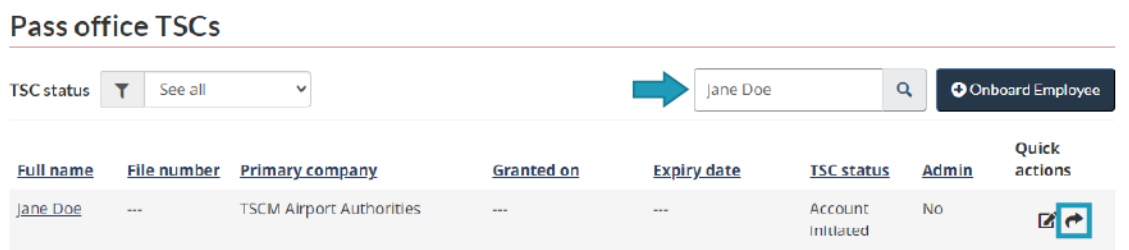
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From the Home page, Click on the “Pass Office TSCs” tile.

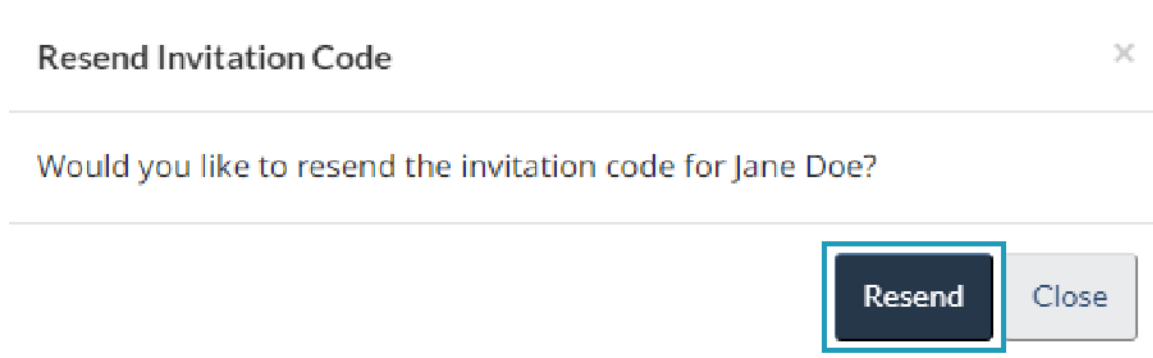


Use the search bar to look up the employee.

Click on the “arrow” symbol in the “Quick actions” column.



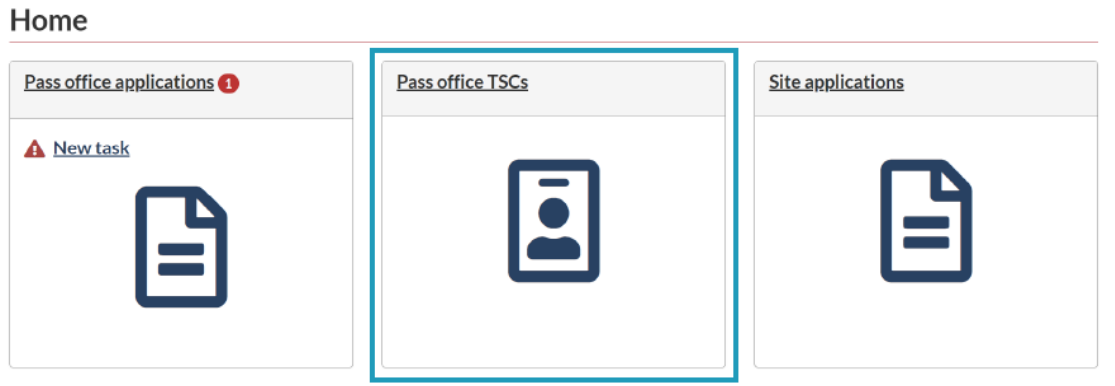
Click “Resend” to complete the task.



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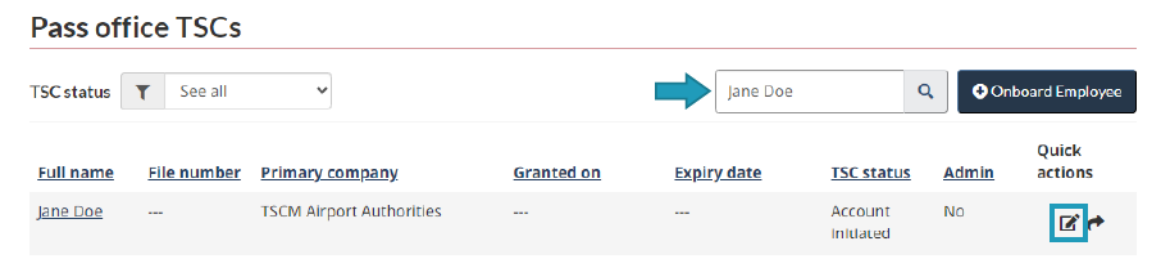
Assign/modify user roles within pass office

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.



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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.

* **Employee's preferred communication language**

English

The employee is a signing authority

The employee is an enrolment officer

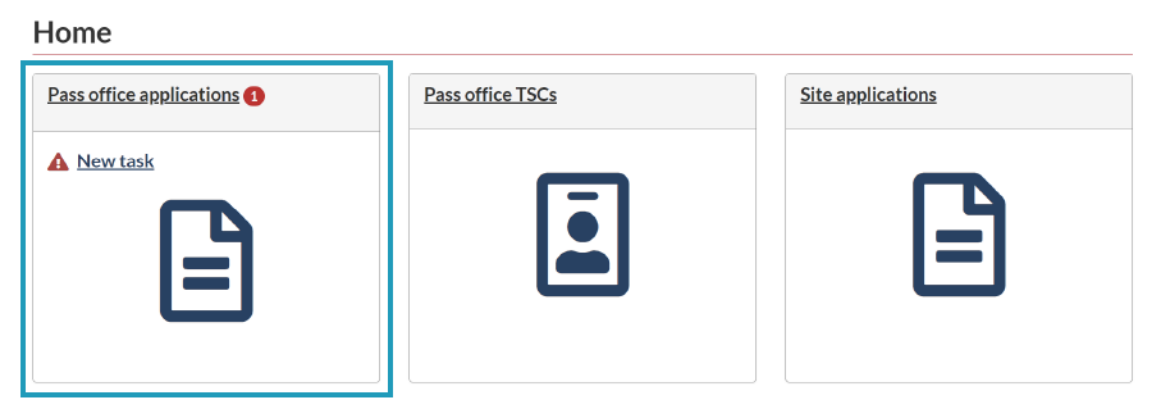
Cancel Submit

“Submit” to confirm your updates.

Certify pass office application

When onboarded pass office employees complete their application, a notification by e-mail and on the TSS platform will ask you to certify it.

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






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

To start the process, click on “Action from employer”

Pass office applications

Filter  See all Jane Doe 

<u>Full name</u>	<u>DOB</u>	<u>Primary company</u>	<u>Created on</u>	<u>Last modified on</u>	<u>Application status</u>	<u>Quick actions</u>
Jane Doe	1996-06-11	TSCM Airport Authorities	2023-11-20	2023-11-27	<u>Action from employer</u>	

On the “Certify TSC” page, check the “I confirm” box and select the appropriate reason.


Certify TSC

Surname: **Doe**
 Given name(s): **Jane**
 Date of birth: **1996-06-11**

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

I confirm

* For the following reason(s):

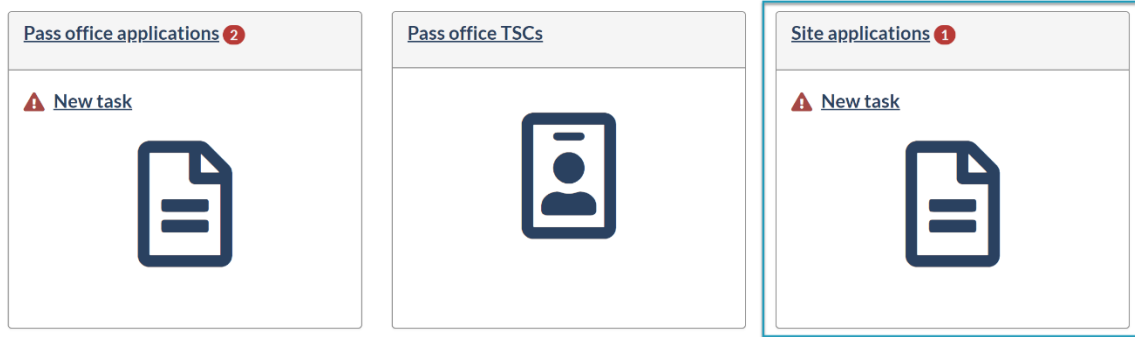
Select 

Click on ‘Send to enrolment site’ to complete the task.

Unlock review application with a padlock

Enrolment site officers may contact you to unlock Review application. Click on the “Site applications” tile from the Home page.

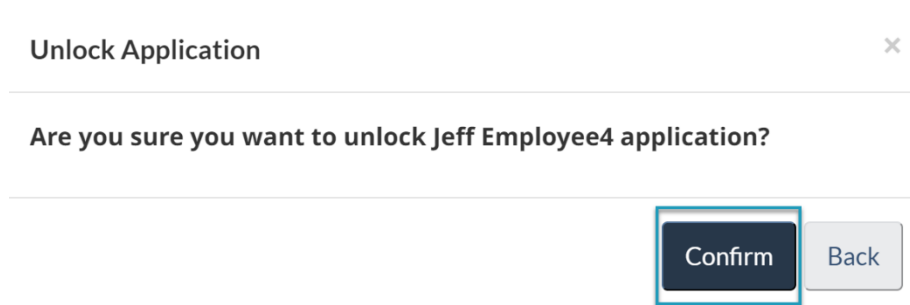
Home



Click on the padlock symbol of the application you want to unlock.

Full name	DOB	Primary company	Created on	Last modified on ↑	Application status	Quick actions
Trejsi Spirollari minor	2006-02-22	James Aviations Ltd	2023-10-10	2023-11-27	Review application	
Billy-Bob E. Officer	1980-01-01	TSCM Airport Authorities	2023-11-24	2023-11-28	Review application	
Desiree Eddht White	1984-04-15	Indian Dosa House	2023-10-03	2023-11-28	Review application	
Jeff Employee4	1990-01-01	TSCM Airport Authorities	2023-11-27	2023-12-05	Review application	

The message below will appear. Click on “Confirm” to unlock the application.



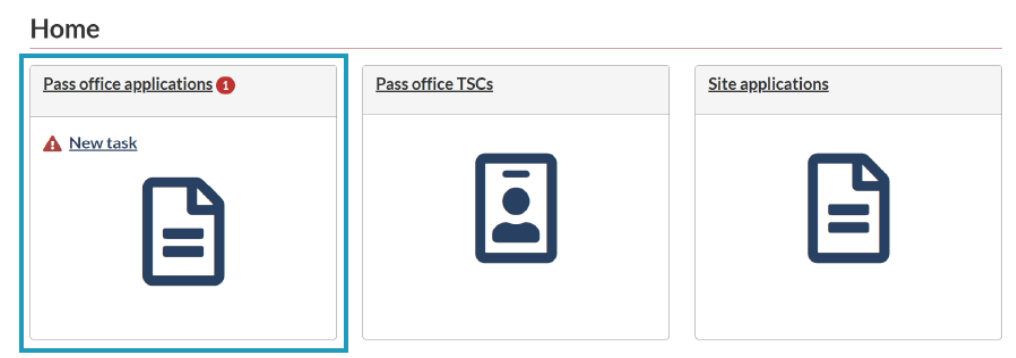
The enrolment site officer will then be able to review the application.

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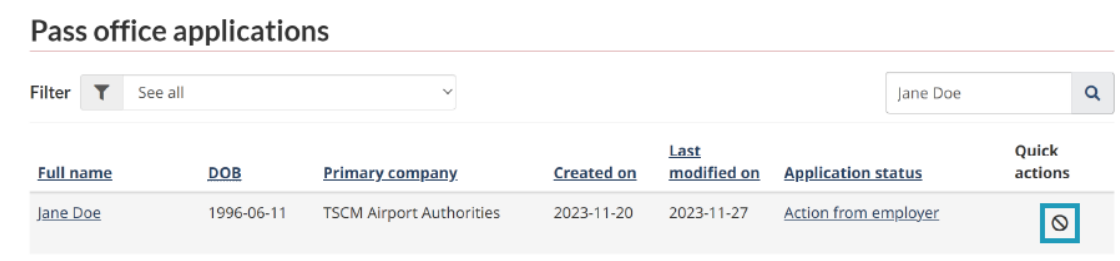
Cancel application

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. However, they can be invited to join another company and resume their application while being sponsored by that company.

To cancel an application, click on the “Pass Office applications” tile from 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. You can use the search bar to find a specific employee.



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The following window will appear:

Cancel application ✕

Are you sure you want to cancel Jane Doe application?

If you cancel the application:

1. The applicant will no longer have access to a TSC application.
2. The Enrolment site will see the status 'Application cancelled' for this applicant.

Confirm
Back

Click “confirm” to proceed with the cancellation.

Pass office applications

Filter
▼

See all

▼

🔍

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane Doe	1996-06-11	TSCM Airport Authorities	2023-11-20	2023-11-27	Application cancelled by signing authority	✕

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.

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Remove cancelled application from company applications list ✕

Would you like to remove the cancelled application of Jane Doe from company applications list?

Confirm

Note: You are completely removing the applicant from the list when you remove the cancelled application from the company's list. The applicant will have to redo the application from the beginning if he/she wants to apply again.

Enrolment Site Officer

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

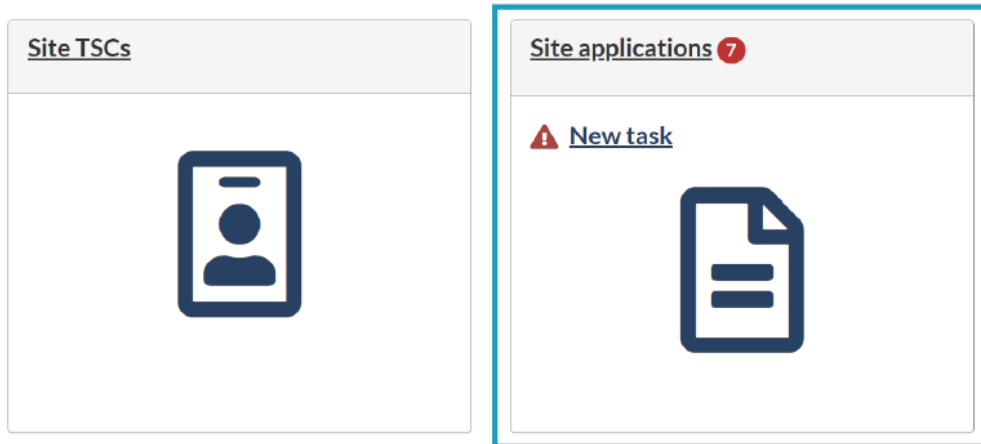
- [Review application](#)
 - [Send appointment booking notification](#)
 - [Send modifications](#)
- [Review modifications](#)
- [Verification appointment](#)
- [Cancel applications](#)
- [Review application with a padlock](#)
- [How underage applicants are processed](#)

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Review application

From the Home page, click on the “Site applications” tile.

Home



Use the search bar to quickly find the employee.

In front of the employee’s name, click on “Review application.”

Site applications


Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane.Doe	1996-06-05	GardaWorld - Aviation	2023-11-16	2023-11-20	Review application	

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

Click on "Assign" to stop others from working on it. The application will be locked under your name.

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Review application

<div style="border: 1px solid black; padding: 2px; display: inline-block;">Assign</div>		
	Transport Canada / Transports Canada	PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE		DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT
TSCA - DHSMT#: 75015BC1-5762-EE11-8DF0-000D3A09D0FA		

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




The title of each document is displayed underneath it. The title is also displayed at the bottom of each page when a document has multiple pages.



If you must exit the application before you've completed your review, click on "Exit file" at the top. This will unlock the application and let others work on it.

Review application

<div style="border: 1px solid black; padding: 2px; display: inline-block;">Exit file</div>		
	Transport Canada / Transports Canada	PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE		DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT
TSCA - DHSMT#: 75015BC1-5762-EE11-8DF0-000D3A09D0FA		

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Send appointment booking notification

When you reach the bottom of the application, 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 needs reviewing during the verification appointment.

Review application

Surname: Doe
Given name(s): Jane
Date of birth: 1996-06-05
Preferred communication language: English

Time (UTC)	User	Activity	Modification Request
2023-11-20 16:16	Lyndsay Signing Authority	Sent to Enrolment Site	

- The application doesn't need any modification
 Modifications are required
 The application will be verified during verification appointment

Send back to applicant

Send booking notification

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.

Send back to applicant


Send booking notification

Applicants will receive an email and a notification in their TSS account with the procedure to follow for fingerprinting.

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 carrying out the verification appointment.

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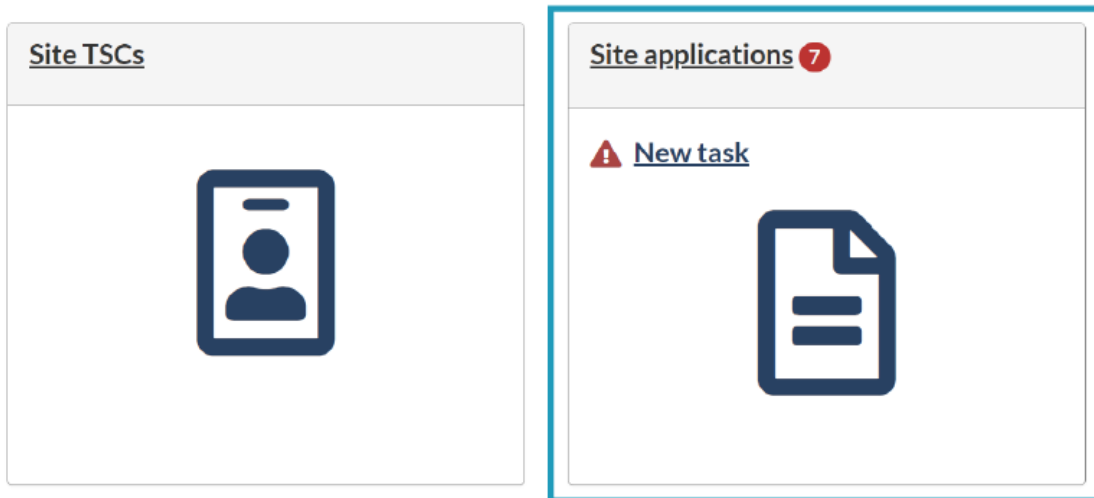
Caution message seen during the verification appointment:

 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.


Home



Click on “Review application” in the Application status column in front of the employee’s name.

Site applications

Filter  See all 


Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane.Doe	1996-06-05	GardaWorld - Aviation	2023-11-16	2023-11-20	Review application	

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Click on "Assign" to stop others from working on it. The application will be locked under your name.

Review application

Assign

	Transport Canada	Transports Canada	PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE			DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT
TSCA - DHSMT#: 75015BC1-5762-EE11-8DF0-000D3A09D0FA			

While reviewing an application, check “Modifications are required” at the bottom of the page if it is incomplete, it contains errors, or if the documents are insufficient or incorrect.

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

Review application

Surname: Doe
Given name(s): Jane
Date of birth: 1996-06-05
Preferred communication language: English

Time (UTC)	User	Activity	Modification Request
2023-11-20 16:16	Lyndsay Signing Authority	Sent to Enrolment Site	

- The application doesn't need any modification
 Modifications are required
 The application will be verified during verification appointment

Modification Request

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

* Modification details:

Exit file

Send back to applicant

Send booking notification

You must also add details to explain to the applicant exactly what they need to fix. **Consider the applicant's preferred communication language**, displayed above.

Click the “Send back to applicant” button when you are finished.

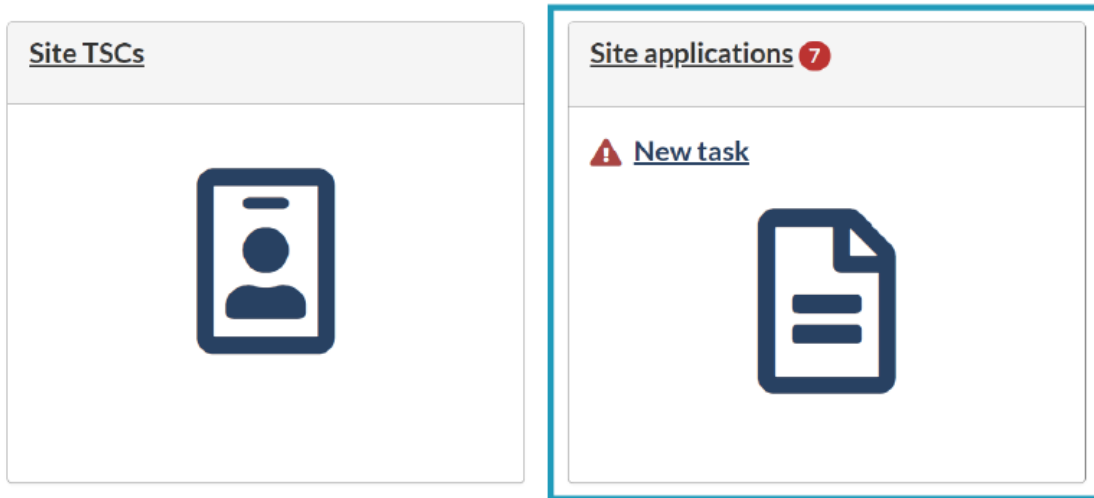
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Review modifications

When an applicant returns their application after 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.

Home



Click on “Review modification.”

Site applications


Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane Doe	1996-06-05	GardaWorld - Aviation	2023-11-16	2023-11-30	Review Modification	

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Click on "Assign" to stop others from working on it. The application will be locked under your name.

Review application

Assign

	Transport Canada / Transports Canada	PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE		DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT
TSCA - DHSMT#: 75015BC1-5762-EE11-8DF0-000D3A09D0FA		


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

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

Review application

Surname: Doe
Given name(s): Jane
Date of birth: 1996-06-05
Preferred communication language: English

Time (UTC)	User	Activity	Modification Request
2023-11-30 20:07	Jane Doe	Sent to Enrolment Site	
2023-11-30 19:55	Lyndsay Enrolment Officer	Modification Needed	<ul style="list-style-type: none"> • You need to modify your uploaded documents Please upload the back side of your birth certificate.
2023-11-20 16:16	Lyndsay Signing Authority	Sent to Enrolment Site	

- The application doesn't need any modification 

 Modifications are required

 The application will be verified during verification appointment

Exit file

Send back to applicant

Send booking notification

Click on "Send booking notification."

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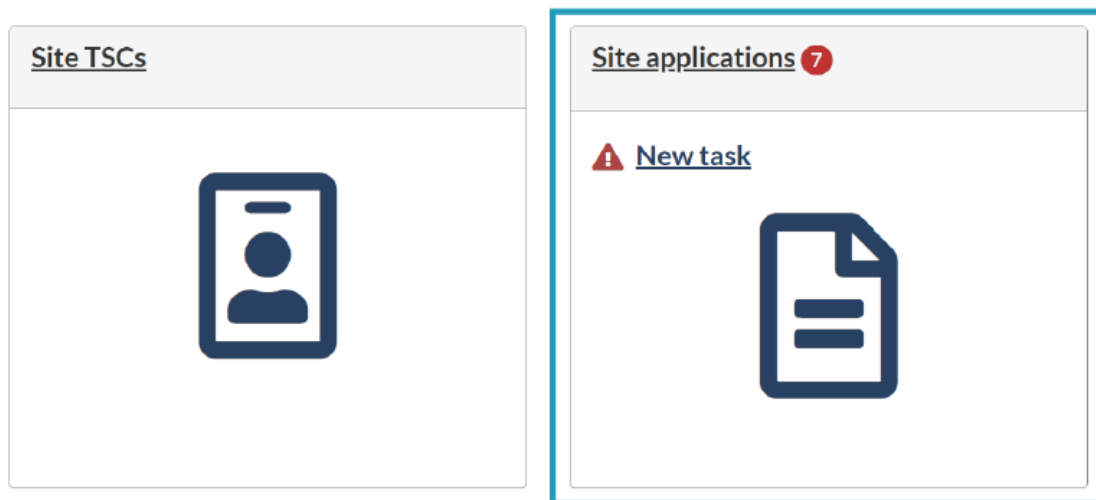
Verification appointment

Caution: Only sign if you are submitting fingerprints on the same day – whether through 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.

Home



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.

Site applications

Filter ▼ Verification appointment

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane Doe	1996-06-05	GardaWorld - Aviation	2023-11-16	2023-11-30	Verification appointment	<input type="button" value="⊗"/>

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Click on "Assign" to stop others from working on it. The application will be locked under your name.

Review application

Assign

	Transport Canada / Transports Canada	PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE		DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT
TSCA - DHSMT#: 75015BC1-5762-EE11-8DF0-000D3A09D0FA		

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
Given name(s): Jane
Date of birth: 1996-06-05
Language of preference: English

Time (UTC)	User	Activity	Modification Request
2023-12-01 12:50	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:**

Sign application
Send back to applicant
Submit to Transport Canada

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

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You must also add details to explain to the applicant exactly what they need to fix. **Consider the applicant's preferred communication language**, displayed above. Click the "Send back to applicant" button when you are finished.

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

Verification Appointment

Surname: Doe
Given name(s): Jane
Date of birth: 1996-06-05
Language of preference: English

Time (UTC)	User	Activity	Modification Request
2023-12-01 12:50	Lyndsay Signing Authority	Sent to Enrolment Site	

Modifications are required

Sign application

Send back to applicant

Submit to Transport Canada

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

PART - PARTIE B - ENROLMENT OFFICIAL - AGENT D'INSCRIPTION

I, the undersigned, am responsible for taking fingerprints and hereby certify that at the time of taking the fingerprints of the applicant named above, I confirmed the applicant's identity by requesting a valid photo-bearing identification.

Je, soussigné(e), responsable de la prise des empreintes digitales, certifie par la présente qu'au moment de prendre les empreintes digitales du demandeur susnommé, j'ai confirmé son identité en demandant une pièce d'identité valide avec photo.

Sign

Signature of enrolment official - Signature de l'agent d'inscription

Date fingerprinted - Date de prélèvement des empreintes

DCN / NCD

I, the undersigned, confirm that the applicant named above requires access to the preclearance area.

Je, soussigné(e), confirme que le demandeur susmentionné doit avoir accès à la zone de précontrôle.

Sign

Signature of enrolment official - Signature de l'agent d'inscription

Date

Full name - Nom complet
Doe, Jane

Date of Birth - Date de naissance
1996-06-05

PROTECTED "A" (WHEN COMPLETED)
PROTÉGÉ "A" (LORSQUE REMPLI)

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

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Click on “Submit to Transport Canada” to complete your task.

Verification Appointment

Surname: Doe
Given name(s): Jane
Date of birth: 1996-06-05
Language of preference: English

Time (UTC)	User	Activity	Modification Request
2023-12-01 12:50	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. However, the employee can 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

Site TSCs



Site applications 7

! [New task](#)




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Use the search bar to find the employee.

Click on “prohibited sign” symbol under the Quick Actions column.

Site applications

Filter	See all		Search		Q	
Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane.Doe	1996-06-05	GardaWorld - Aviation	2023-11-16	2023-11-20	Review application	

The following window will appear:

Cancel Application ×

Are you sure you want to cancel Jane Doe application?

If you cancel the application:

1. The applicant will no longer have access to a TSC application.
2. The Signing authority will see the status 'Application cancelled' for this applicant.


Confirm
Back

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.

Site applications

Filter	See all		jane Doe		Q	
Full name	DOB	Primary company	Created on	Last modified on	Application status ↑	Quick actions
Jane.Doe	1998-06-09	GardaWorld - Aviation	2023-09-22	2023-11-20	Application cancelled by pass office	

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Note: You are completely removing the applicant from the list when you remove the cancelled application from the company's list. The applicant will have to redo the application from the beginning if he/she wants to apply again.

Remove cancelled application from site applications list



Do you want to permanently remove Jane Doe from your site's list?

Remove employee

Close

Click on "Remove employee."

Review application with a padlock

When someone is already working on an application, a padlock will appear next to it. You can still open it, but you won't be able to take any action

Mateo Ramirez	1999-01-01	Poulet Bleu	2023-12-08	2023-12-13	Review application	
Jeff Employee4	1990-01-01	TSCM Airport Authorities	2023-11-27	2023-12-05	Review application	
Lily Applicant2	1983-02-01	TSCM Airport Authorities	2023-10-13	2023-12-13	Review application	

There'll be a warning message at the top of the application showing the name of the person who assigned it to her/himself.

This application is currently open for review by Lily Enrolment Officer. To unlock the review task buttons, you must contact [Lily Enrolment Officer](#) or your [pass office signing authority](#).

Review application

	PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE	DEMANDE D'HABILITATION DE SECURITE EN MATIERE DE TRANSPORT
TSCA - DHSMT#: F510EFA9-648D-EE11-8179-000D3A09DCA9	

To unlock the application, ask the person that is working on it to click on "Exit file" at the top of it. You can also ask your pass office signing authority.

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How underage applicants are processed

Applicants who are under the age of majority must get approval from their parents or legal guardian. Once an underage applicant completes 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.

The applicant cannot 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 have to review the parent or legal guardian's digital signature on the application.