



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 1<sup>st</sup>, 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](mailto:brigitte.beauchamp@tc.gc.ca), [isabelle.bourgeois@tc.gc.ca](mailto:isabelle.bourgeois@tc.gc.ca) or [aymeric.bersihand@tc.gc.ca](mailto: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](mailto:aymeric.bersihand@tc.gc.ca).

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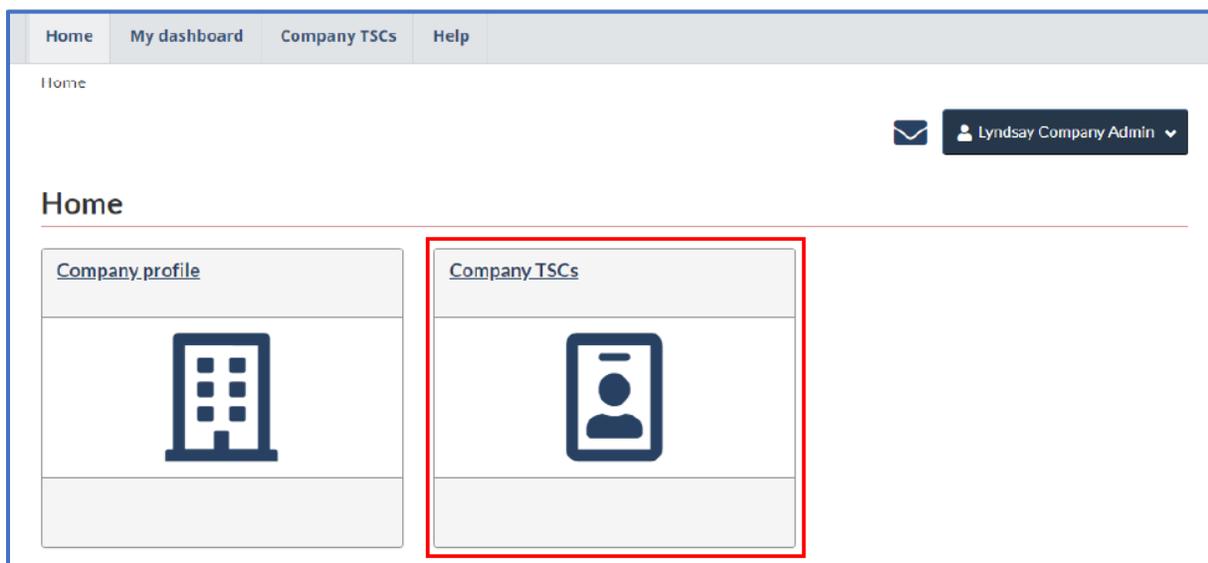
## Company Administrator

How to:

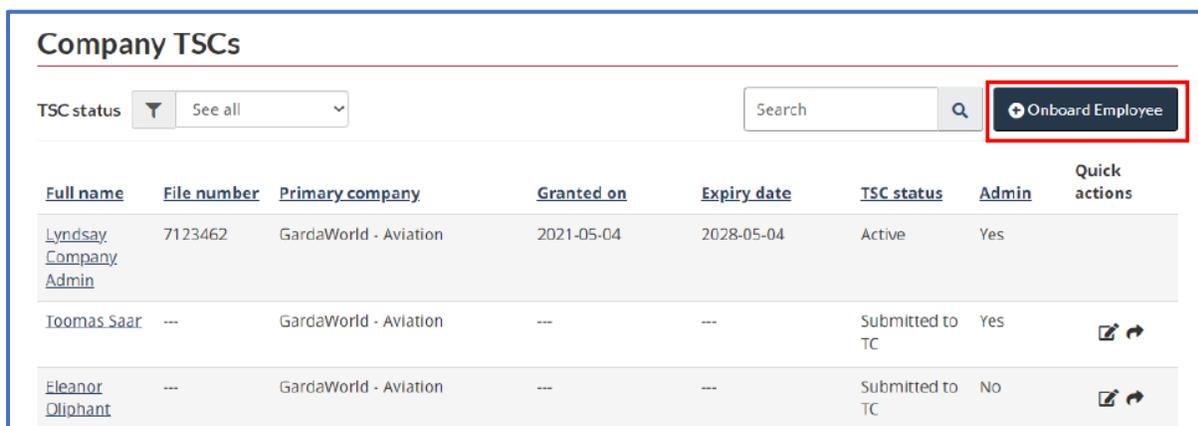
- [Onboard employee](#)
- [Resend invitation code](#)

### Onboard employee

From your Home page, click on “Company TSCs”.

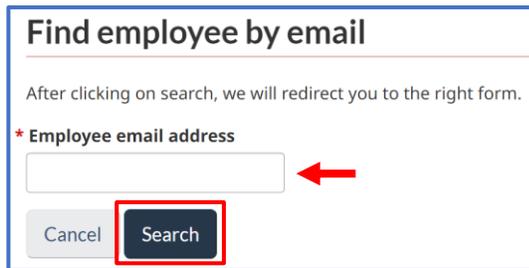


Then, click on “Onboard Employee” in the top right corner of the page.



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Enter the employee's email and click "Search"



**Find employee by email**

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

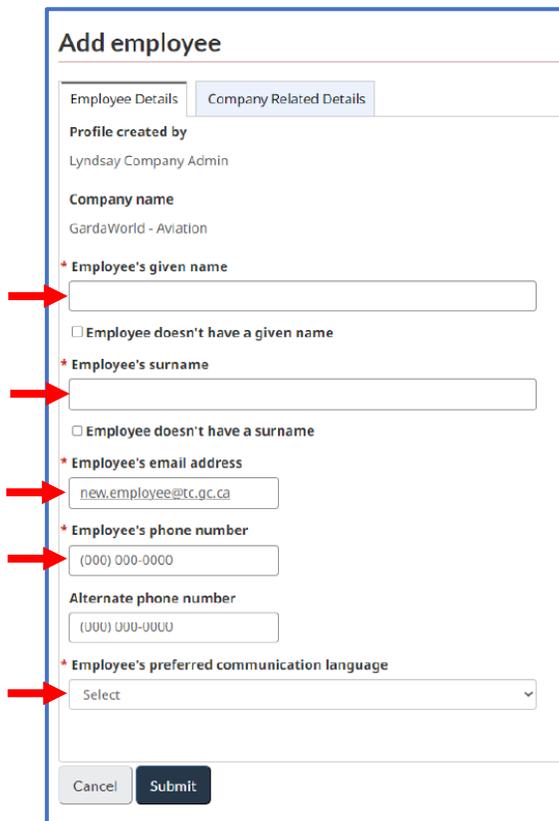
\* Employee email address

Cancel Search

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

Fill in the mandatory boxes identified by a red star.

**Note:** 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

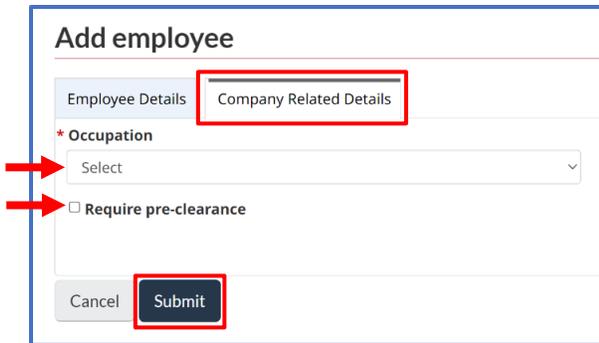
\* Employee's phone number  
(000) 000-0000

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 "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.

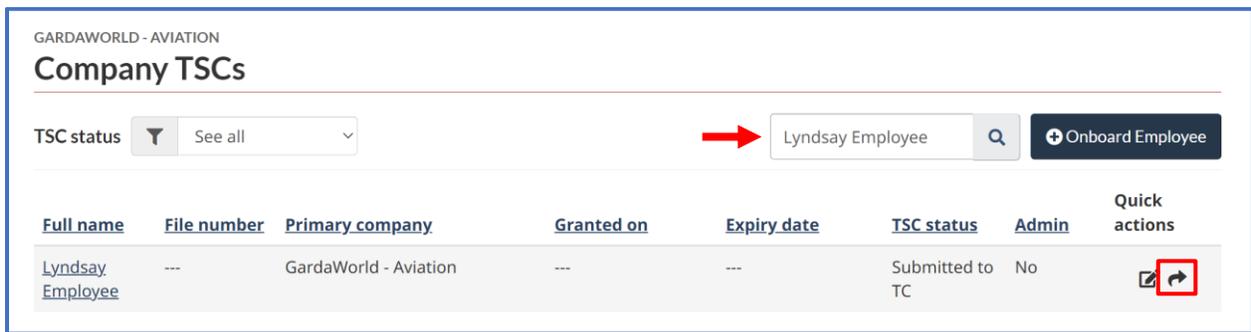
If the employee does not create an account during those 4 days window, you will have to resend an invitation code.

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).

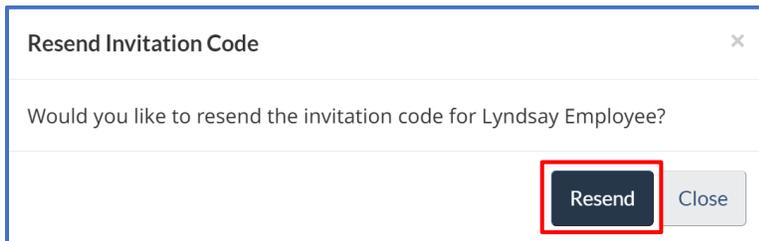


GARDAWORLD - AVIATION  
**Company TSCs**

TSC status See all → Lyndsay Employee  + Onboard Employee

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
<a href="#">Lyndsay Employee</a>	---	GardaWorld - Aviation	---	---	Submitted to TC	No	

Click “Resend” to complete the task.



Resend Invitation Code ×

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

Resend Close

## Company Signing Authority

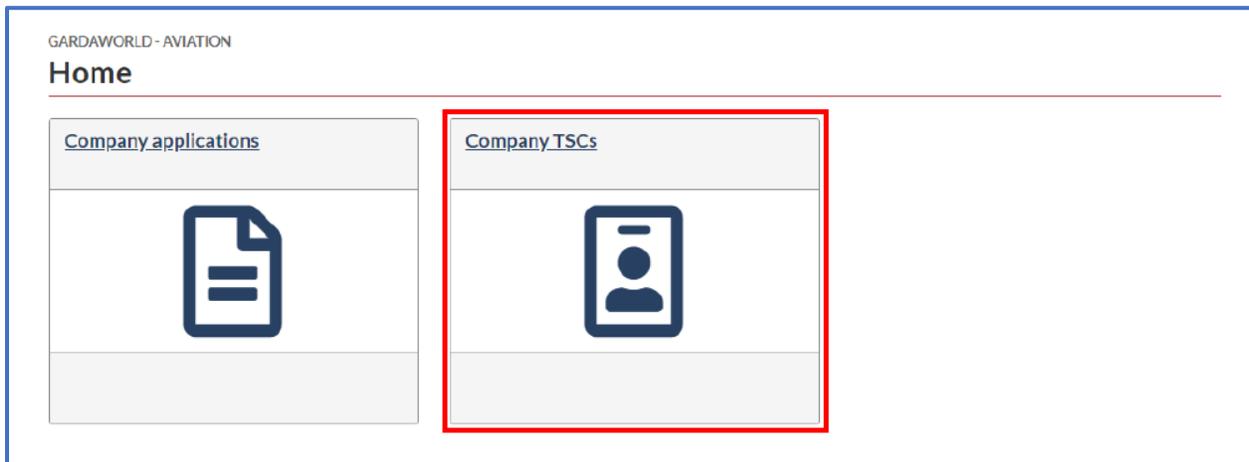
### How-to:

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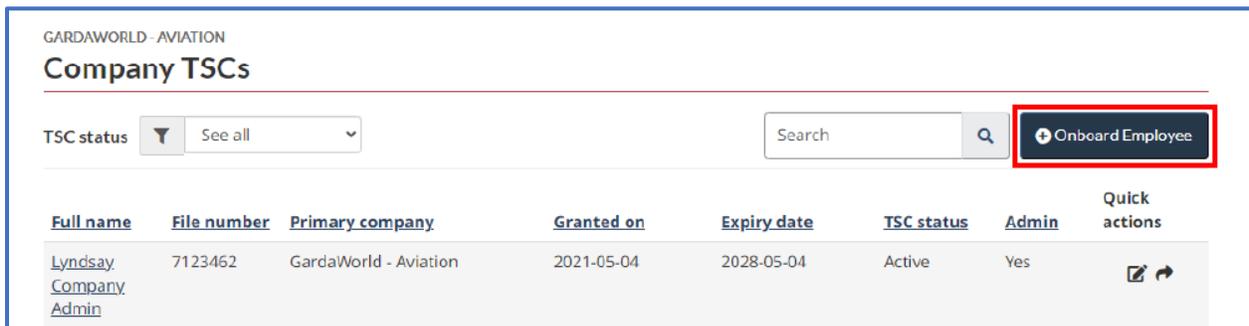
- [Onboard employee](#)
- [Resend invitation code](#)
- [Certify company application](#)
- [Cancel company application](#)

## 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.

**Note:** 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

\* Employee's phone number

Alternate phone number

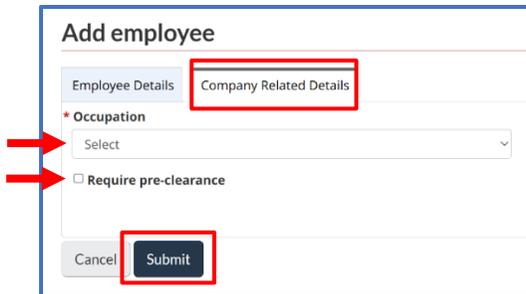
\* Employee's preferred communication language

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.

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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”.



Look up for the employee in the search bar.

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

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

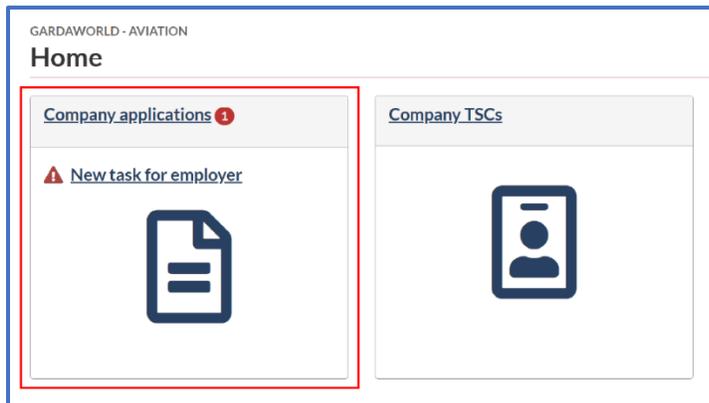
Click “Resend” to complete the task.

## 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”.

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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](#).

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
<a href="#">Lyndsay Employee</a>	2001-06-25	GardaWorld - Aviation	2023-10-05	2023-10-05	<a href="#">Action from employer</a>	
<a href="#">Christopher Bacon</a>	1993-06-09	GardaWorld - Aviation	2023-09-11	2023-09-18	With applicant	
<a href="#">Dorian Gray</a>	1984-05-08	GardaWorld - Aviation	2023-08-28	2023-08-28	With Transport Canada	

On the “Certify TSC” page, check the “I confirm” box and select the appropriate reason before clicking on “Send to enrolment site”.

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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):

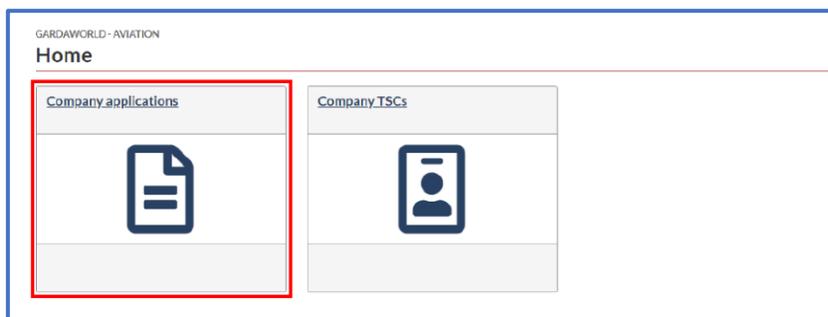
Select

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.



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.

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GARDAWORLD - AVIATION

## Company applications

Filter See all Search

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
<a href="#">Christopher Bacon</a>	1993-06-09	GardaWorld - Aviation	2023-09-11	2023-09-18	With applicant	
<a href="#">Dorian Gray</a>	1984-05-08	GardaWorld - Aviation	2023-08-28	2023-08-28	With Transport Canada	
<a href="#">Gabriel Hauser</a>	1997-04-23	GardaWorld - Aviation	2023-08-25	2023-09-02	Submitted to TC	
<a href="#">Jane Doe</a>		GardaWorld - Aviation	2023-09-21	2023-09-22	With applicant	

The following message 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.

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.

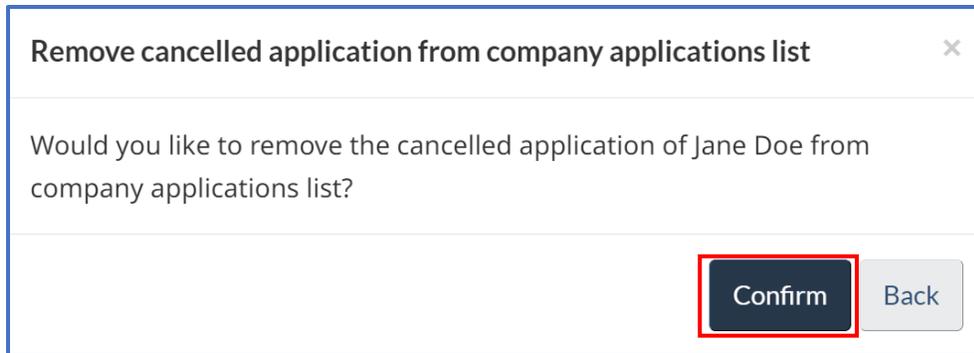
GARDAWORLD - AVIATION

## Company applications

Filter See all Search

Full name	DOB	Primary company	Created on	Last modified on	Application status ↑	Quick actions
<a href="#">Lyndsay Forty</a>		GardaWorld - Aviation	2023-09-28	2023-09-28	Account Initiated	
<a href="#">Jane Doe</a>		GardaWorld - Aviation	2023-09-21	2023-10-23	Application cancelled by signing authority	

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.

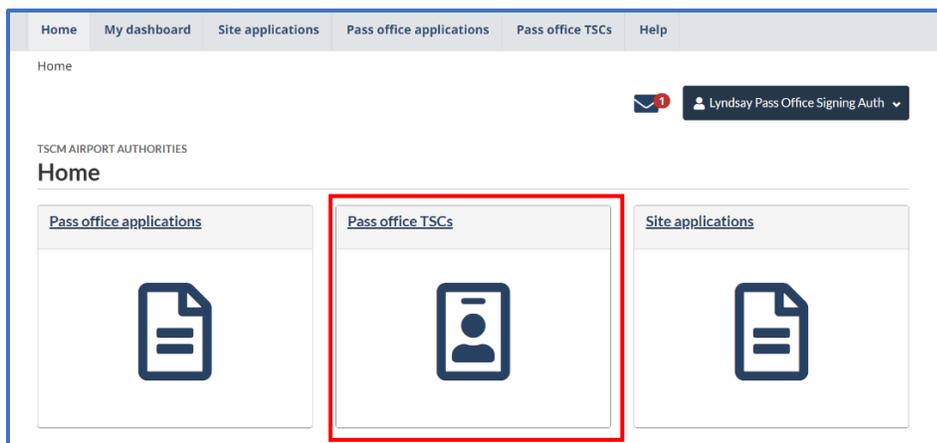
## Pass Office Signing Authority

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.

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TSCM AIRPORT AUTHORITY

### Pass office TSCs

TSC status See all

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
<a href="#">Caroline SiteAdmin</a>	---	TSCM Airport Authority	---	---	Account initiated	Yes	
<a href="#">Jeff Employee2</a>	---	TSCM Airport Authority	---	---	Account initiated	Yes	
<a href="#">Marc Pass Office Admin Mainville</a>	---	TSCM Airport Authority	---	---	Account initiated	Yes	
<a href="#">welguang_test123</a>	---	TSCM Airport Authority	---	---	Account initiated	Yes	

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

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.

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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”.

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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.

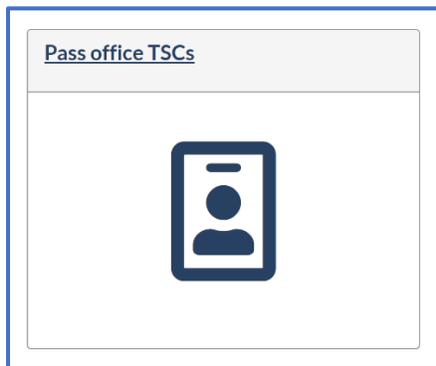
**Caution:** If an employee wants and is permitted to work for both companies, they'll have to complete the application process with the other company. Once they've been granted a TSC, you must ask the enrolment site to send an email request to Security Screening Programs to **add your pass office/company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

TSCM AIRPORT AUTHORITIES

## Pass office TSCs

TSC status See all Lyndsay Enrolment Onboard Employee

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
<a href="#">Lyndsay Enrolment Officer</a>	---	TSCM Airport Authorities	---	---	Account initiated	No	

Click “Resend” to complete the task.

Resend Invitation Code ×

Would you like to resend the invitation code for Lyndsay Enrolment Officer?

Resend Close

Assign/modify user roles within pass office

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

Home My dashboard Site applications Pass office applications Pass office TSCs Help

Home 1 Lyndsay Pass Office Signing Auth

TSCM AIRPORT AUTHORITIES

## Home

[Pass office applications](#)



[Pass office TSCs](#)



[Site applications](#)



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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TSCM AIRPORT AUTHORITY

## Pass office TSCs

TSC status See all

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
<a href="#">Lyndsay Pass</a> <a href="#">Office Signing</a> <a href="#">Auth</a>	---	TSCM Airport Authority	---	---	Account initiated	No	<input type="checkbox"/> <input type="checkbox"/>

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” 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.

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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.

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Isabelle <a href="#">SA Aviation 42</a>	1996-02-29	Luxury aviation	2023-10-23	2023-10-23	<a href="#">Action from pass office signing authority</a>	

On the “Certify TSC” page, check the “I confirm” box and select the appropriate reason before clicking on “Send to enrolment site”.

TSCM AIRPORT AUTHORITIES  
**Site admin certify TSC**

Surname: SA Aviation\_42  
Given name(s): Isabelle  
Date of birth: 1996-02-29

\* 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

Back 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.

Home My dashboard Site applications Pass office applications Pass office TSCs Help

Home

TSCM AIRPORT AUTHORITIES  
**Home**

Pass office applications Pass office TSCs Site applications

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.

TSCM AIRPORT AUTHORITIES

### Pass office applications

Filter ⌵ Action from pass office signing authority ▾  🔍

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
<a href="#">Lindsey Minor Deux</a>	2007-09-04	GardaWorld - Aviation	2023-09-25	2023-09-25	With applicant	

The following window will appear:

**Cancel Application** ✕

**Are you sure you want to cancel Lindsey Minor Deux 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.

Click "confirm" to proceed with the cancellation.

TSCM AIRPORT AUTHORITIES

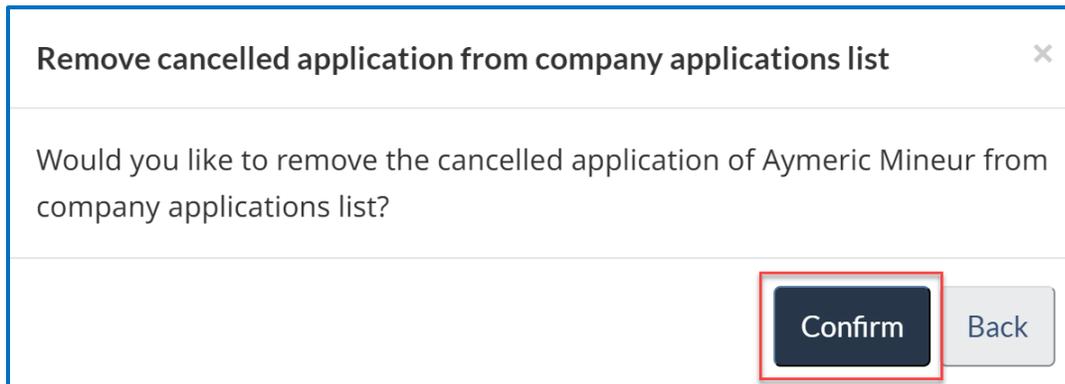
### Pass office applications

Filter ⌵ Action from pass office signing authority ▾  🔍

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
<a href="#">Lindsey Minor Deux</a>	2007-09-04	GardaWorld - Aviation	2023-09-25	2023-09-25	With applicant	

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.



**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

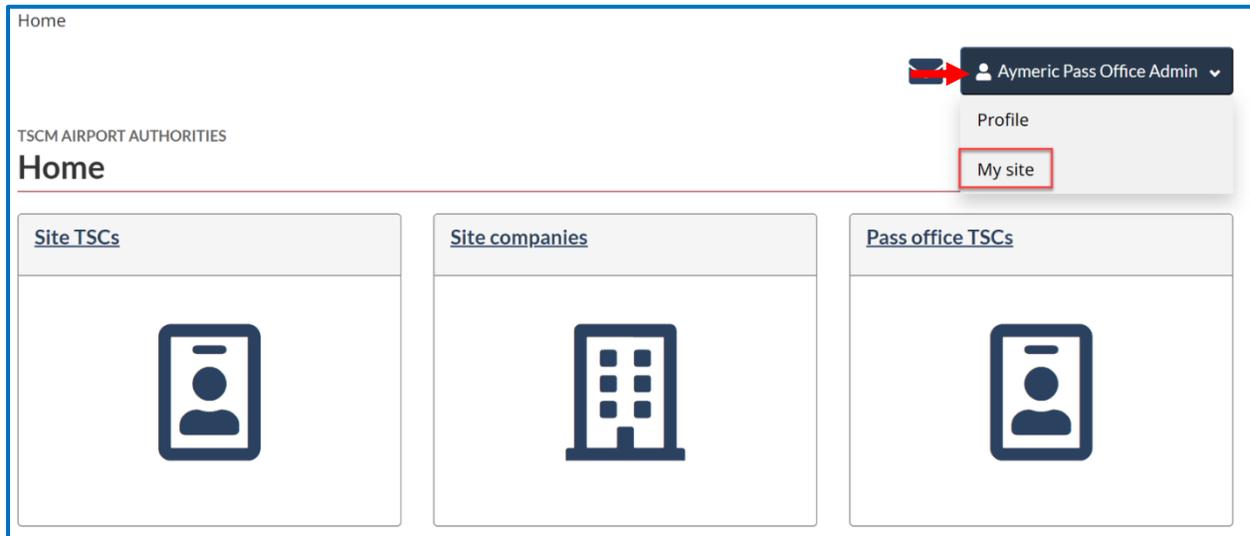
Below is the list of tasks related to your role and how to complete them.

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.

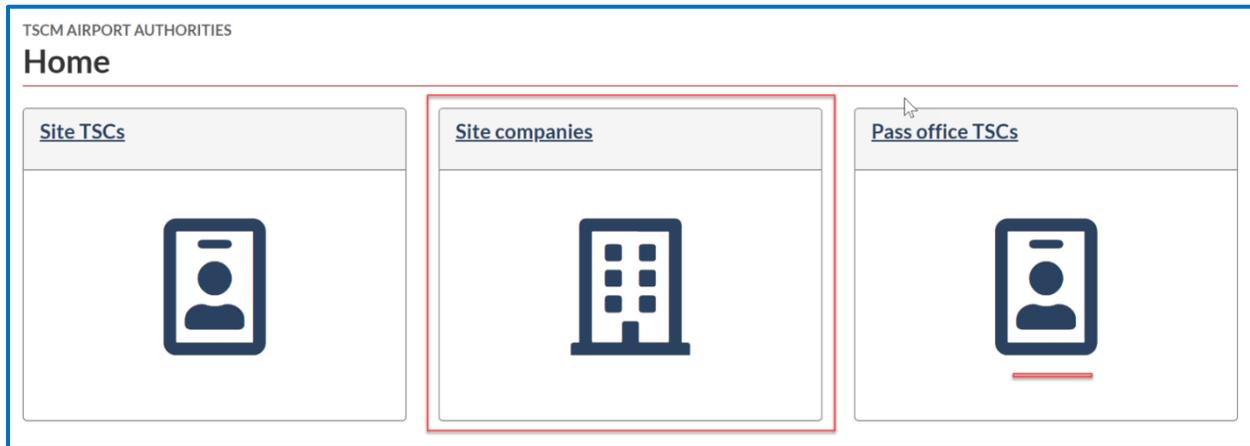
The address must be updated in the 'Street Address' text box, as it uses Canada Post lookups.

The image displays two screenshots of the 'Site information' and 'ADDRESS' forms. The 'Site information' form on the left includes fields for 'English name' (TSCM Airport Authorities), 'French name' (Autorité Aéroportuaire MHST), 'Email', 'Phone' (with a placeholder 'Provide a telephone number'), and 'Fax'. The 'ADDRESS' form on the right includes fields for 'Street Address' (300 Sparks St), 'Office number', 'City' (Ottawa), 'Province' (ON), 'Country/Region' (Canada), and 'ZIP/Postal Code' (K1R 7S3). At the bottom of the 'ADDRESS' form, there are 'Cancel' and 'Submit' buttons, with the 'Submit' button highlighted by a red rectangular box.

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

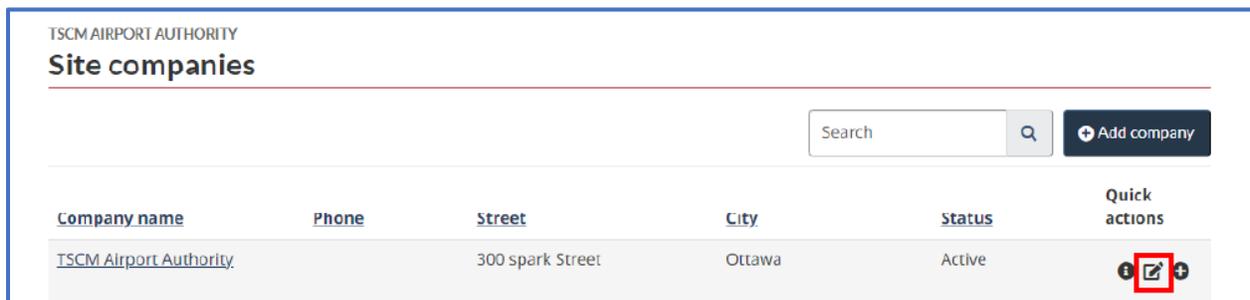
## Edit company info

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.

**Company information**

\* **Company name (English)**  
TSCM Airport Authorities

\* **Company name (French)**  
Autorité Aéroportuaire MHST

**Phone**  
Provide a telephone number

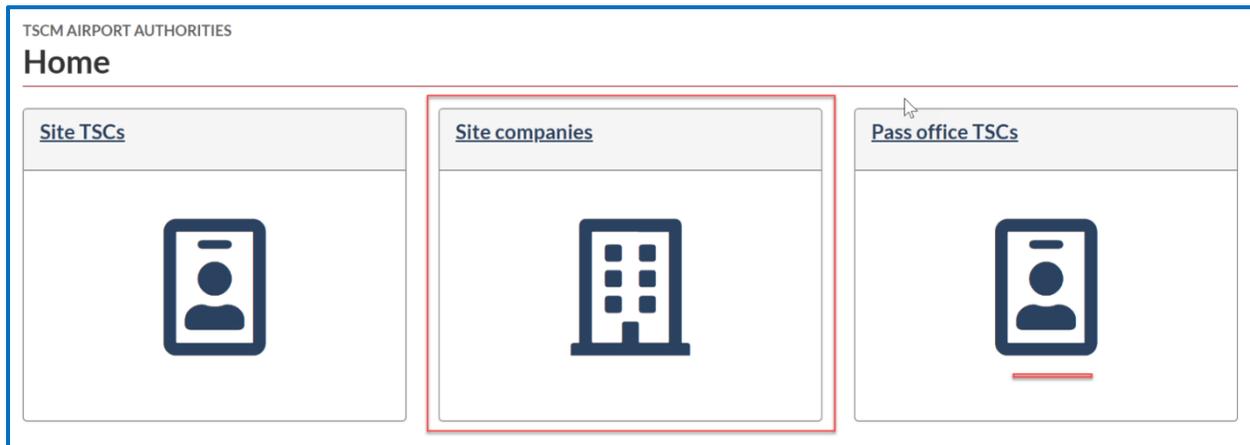
**Address**

\* **Street address**  
300 Sparks St

**Office number**

## Create new company

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



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

TSCM AIRPORT AUTHORITY

## Site companies

Company name	Phone	Street	City	Status	Quick actions
<a href="#">TSCM Airport Authority</a>		300 spark Street	Ottawa	Active	
<a href="#">Airsides Services</a>	(888) 888-8888	251-22 blv Eddy	Vancouver	Active	
<a href="#">Bluesky</a>	(251) 448-7789	98 One Way st.	Burnaby	Active	
<a href="#">Canadian Heritage Warplane Museum</a>	(251) 887-9988	443 Wayland	Vancouver	Active	
<a href="#">Cargojet Airways</a>	(251) 889-7744	25-222 blv Conroy	Burnaby	Active	

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

### Company information

\* Company name (English)

\* Company name (French)

Phone

### Address

\* Street address

\* City

\* Province

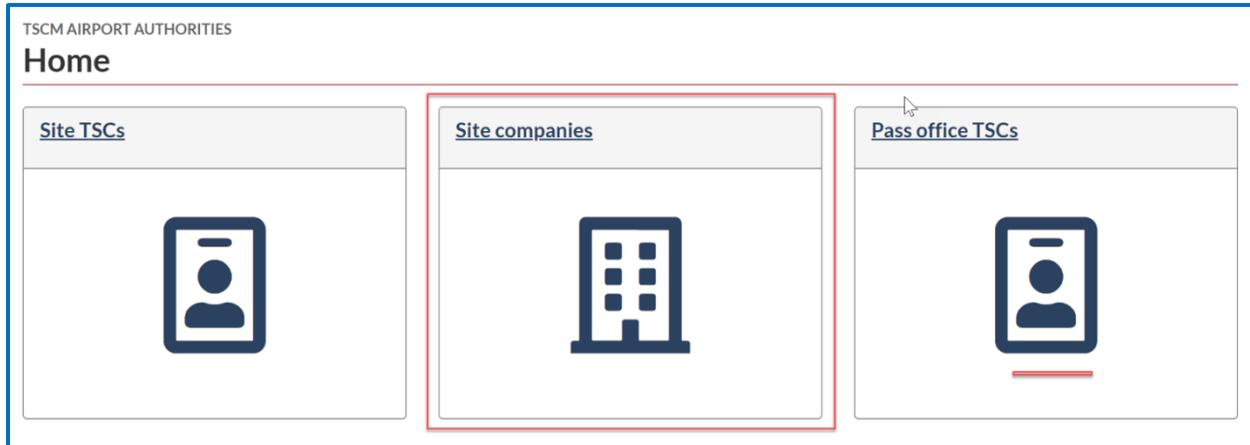
\* Country

\* ZIP/Postal code

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

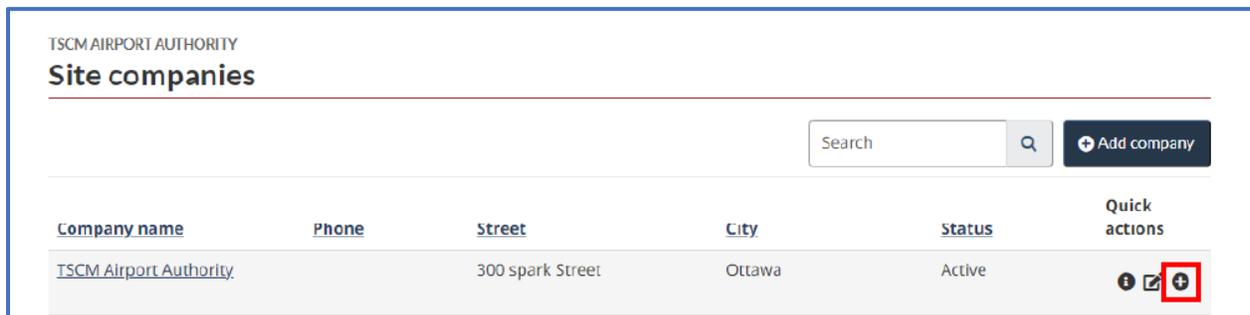
## Onboard company employee

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”.

### Find employee by email

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

**\* Employee email address**

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.

TSCM AIRPORT AUTHORITIES  
**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

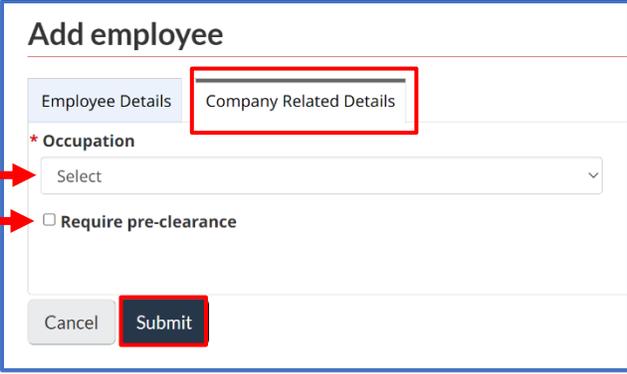
\* Employee's preferred communication language

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

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.



The screenshot shows a form titled "Add employee" with two tabs: "Employee Details" and "Company Related Details". The "Company Related Details" tab is selected and highlighted with a red box. Below the tabs, there is a required field labeled "\* Occupation" with a dropdown menu showing "Select". Below the dropdown is a checkbox labeled "Require pre-clearance". At the bottom of the form are two buttons: "Cancel" and "Submit", with "Submit" highlighted in red. Two red arrows point to the "Occupation" dropdown and the "Require pre-clearance" checkbox.

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.

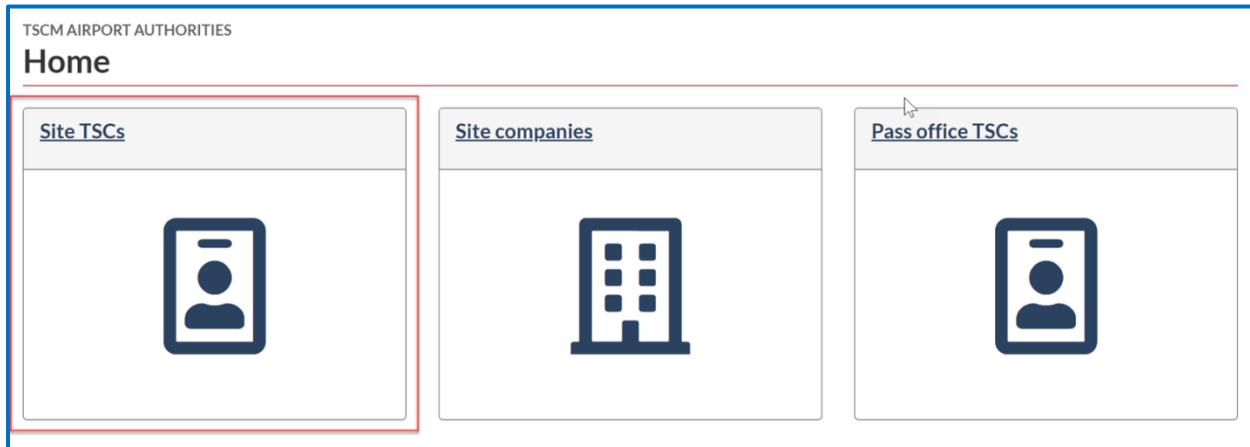
"A matching user was found! However, the employee cannot be invited at the moment".

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.

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

The employee is a signing authority

Cancel Submit

“Submit” to confirm your updates.

## Onboard pass office employee

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

TSCM AIRPORT AUTHORITIES

Home

Site TSCs

Site companies

Pass office TSCs

Click on the “Onboard Employee” button.

TSCM AIRPORT AUTHORITY

Pass office TSCs

TSC status See all

Search

Onboard Employee

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
<a href="#">Caroline SiteAdmin</a>	---	TSCM Airport Authority	---	---	Account initiated	Yes	
<a href="#">Jeff Employee2</a>	---	TSCM Airport Authority	---	---	Account initiated	Yes	

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Fill up 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 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.

TSCM AIRPORT AUTHORITY

## Add employee

Employee Details
Company Related Details

**Profile created by**  
Lyndsay Pass Office Admin

**Company name**  
TSCM Airport Authority

**\* 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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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.

The screenshot shows a form titled "Add employee" with two tabs: "Employee Details" and "Company Related Details". The "Company Related Details" tab is active and highlighted with a red box. Below the tabs, there is a field for "Occupation" with a dropdown menu showing "Select" and a red arrow pointing to it. Below that is a checkbox labeled "Require pre-clearance" with a red arrow pointing to it. At the bottom of the form, there are two buttons: "Cancel" and "Submit", with the "Submit" button highlighted by a red box.

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.

TSCM AIRPORT AUTHORITIES  
**Pass office TSCs**

TSC status  →

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
<a href="#">Lyndsay Enrolment Officer</a>	---	TSCM Airport Authorities	---	---	Account initiated	No	<input type="button" value="Resend"/> <input type="button" value="Close"/>

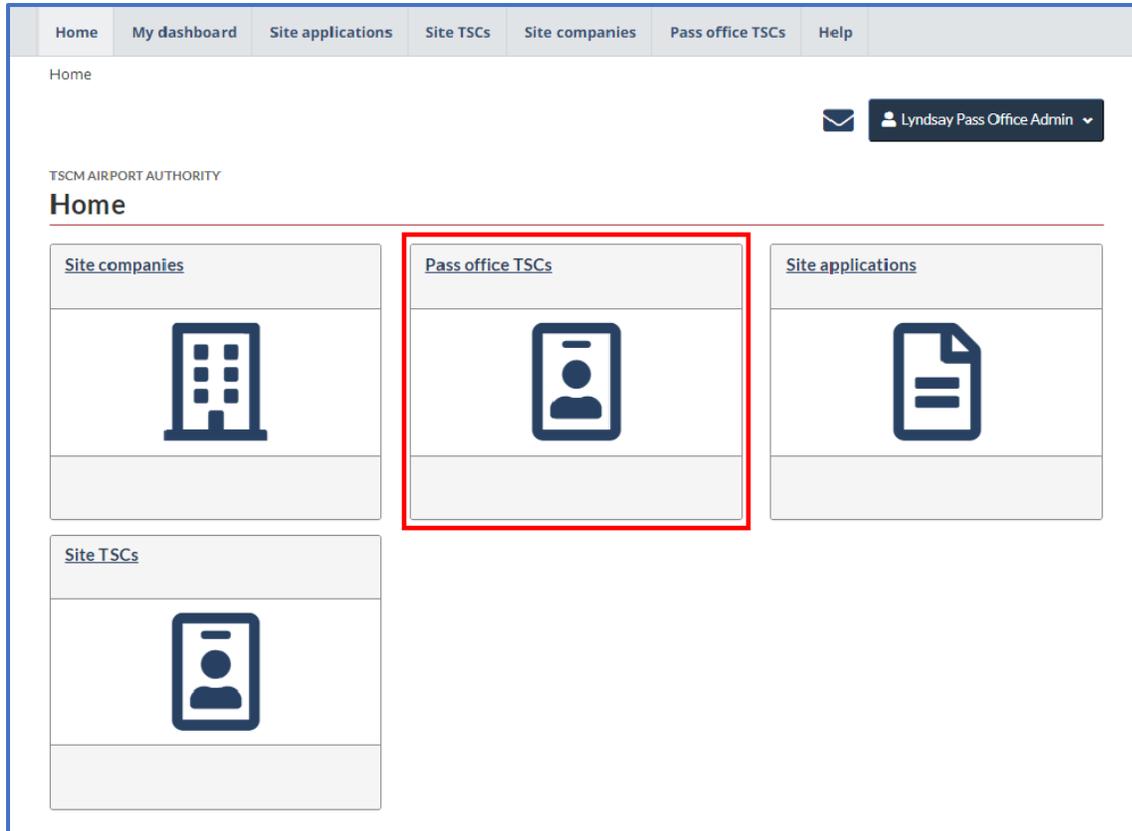
Click “Resend” to complete the task.

**Resend Invitation Code**

Would you like to resend the invitation code for Lyndsay Enrolment Officer?

## 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.

TSCM AIRPORT AUTHORITY

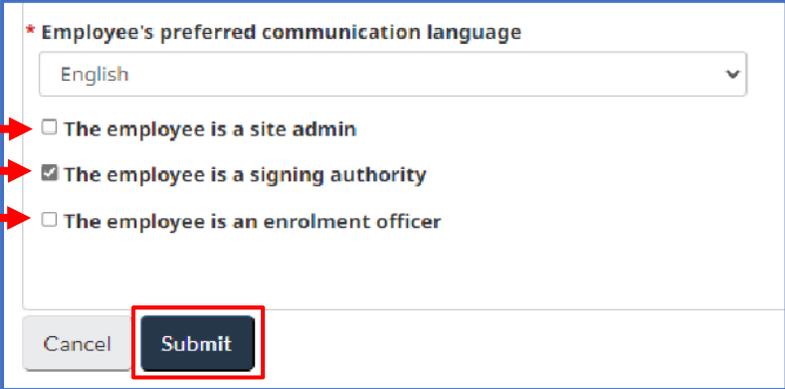
### Pass office TSCs

TSC status  See all

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
<a href="#">Lyndsay Pass Office Signing Auth</a>	---	TSCM Airport Authority	---	---	Account initiated	No	<input type="button" value="✍️"/>

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



The screenshot shows a form titled “\* Employee's preferred communication language” with a dropdown menu set to “English”. Below this are three checkboxes, each with a red arrow pointing to it from the left:

- The employee is a site admin
- The employee is a signing authority
- The employee is an enrolment officer

At the bottom of the form are two buttons: “Cancel” and “Submit”. The “Submit” button is highlighted with a red rectangular box.

**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

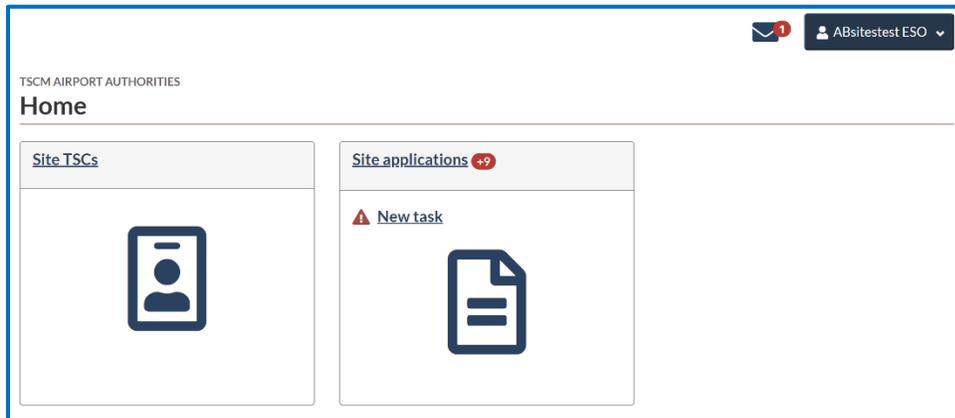
Below is the list of tasks related to your role and how to complete them.

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](#)”

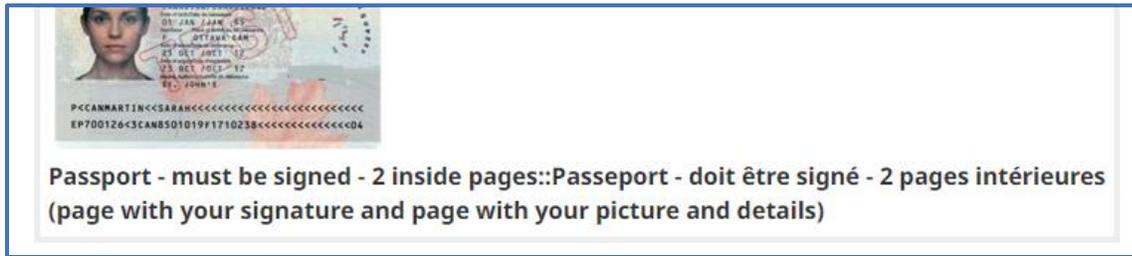
Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
<a href="#">Aymeric Nolastrname</a>	2003-02-06	Calm Air	2023-09-07	2023-09-08	<a href="#">Review application</a>	
<a href="#">Lyndsay Employee</a>	2001-06-25	GardaWorld - Aviation	2023-10-05	2023-10-12	<a href="#">Review application</a>	

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

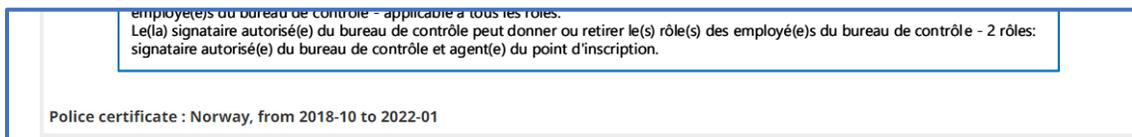
Review application	
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE / DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT	
<b>TSCA - DHSMT#: 72888696-8563-EE11-8DF0-000D3A09DCA9</b>	
Type of application - Type de demande <b>New / Nouveau</b>	Transportation facility / Enrolment site - Installation de transport / Point d'inscription <b>TSCM Airport</b>
Applicant's surname / last name - Nom du demandeur <b>Employee</b>	Applicant's given name(s) - Prénom(s) du demandeur <b>Lyndsay</b>
Applicant's Pass ID / Numéro d'identification de la passe du demandeur	Date of birth (yyyy-mm-dd) / Date de naissance (aaaa-mm-jj) <b>2001-06-25</b>

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



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.



## 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.

### Review application

Surname: Employee  
Given name(s): Lyndsay  
Date of birth: 2001-06-25  
Preferred communication language: English

Time (UTC)	User	Activity	Modification Request
2023-10-12 19:20	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

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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.

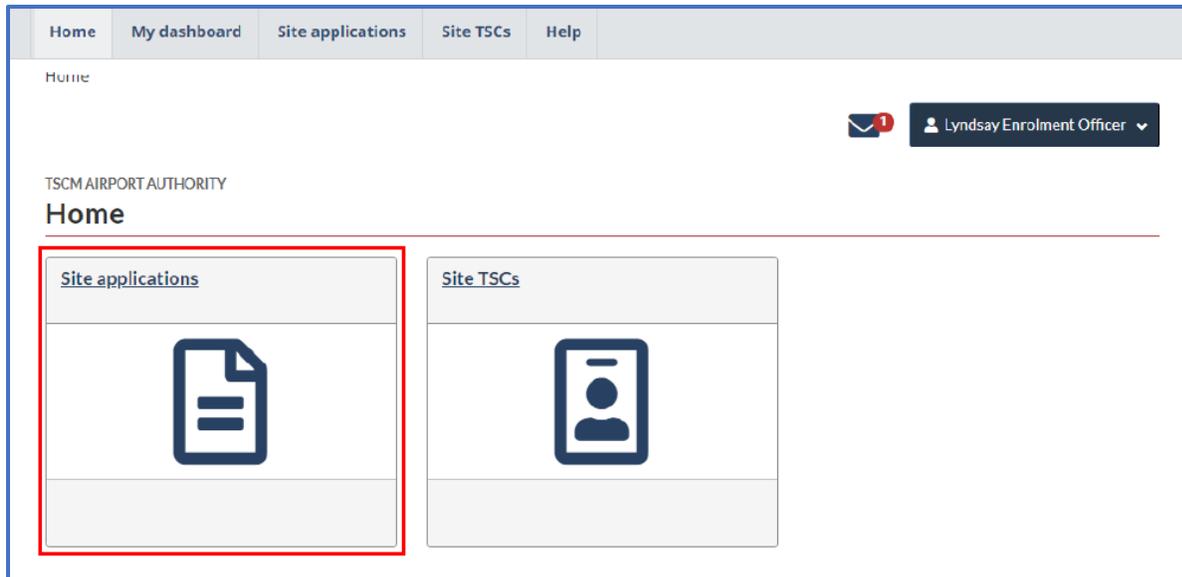
Note that if you check the box “The application will be verified during verification appointment” a caution message will be displayed at the top of the page to inform the person who will carry out the verification appointment.

Caution message seen during the verification appointment:



## 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.

TSCM AIRPORT AUTHORITY

### Site applications

Filter See all Search

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
<a href="#">Aymeric Nolastrame</a>	2003-02-06	Calm Air	2023-09-07	2023-09-08	<a href="#">Review application</a>	
<a href="#">Lyndsay Employee</a>	2001-06-25	GardaWorld - Aviation	2023-10-05	2023-10-12	<a href="#">Review application</a>	

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.

### Review application

**Surname:** Employee  
**Given name(s):** Aymeric  
**Date of birth:** 2000-01-01  
**Preferred communication language:** English

Time (UTC)	User	Activity	Modification Request
2023-10-20 17:41	Absitestest 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

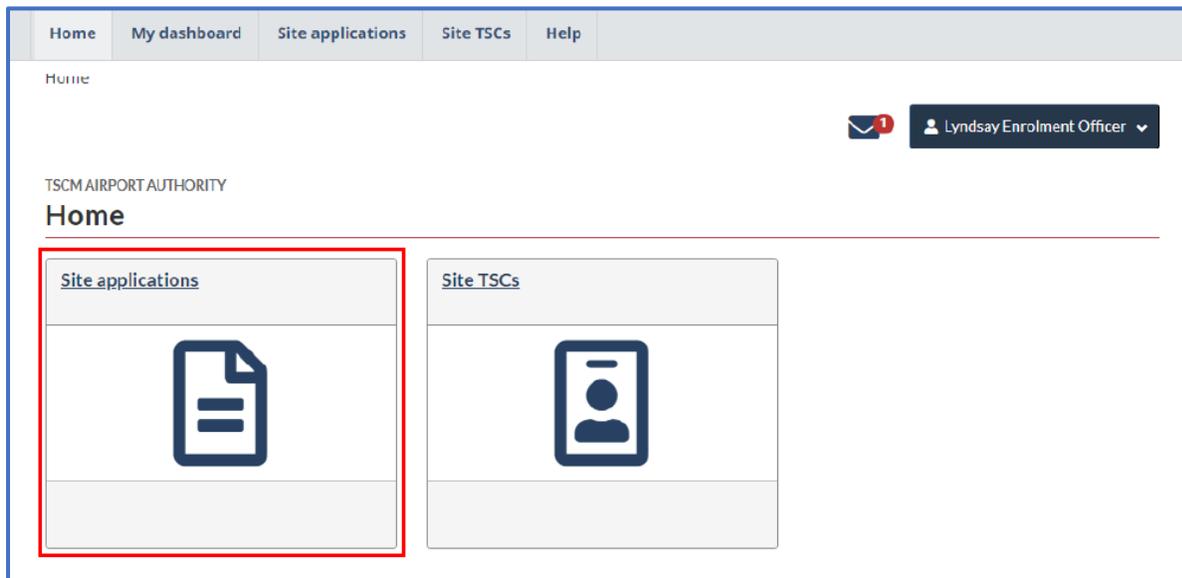
**\* Modification details:**

Finally, specify the modification details in the dialog box (mandatory) and click on the “Send back to applicant” button. Don't forget to consider the applicant's preferred communication language, 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](#)”.

TSCM AIRPORT AUTHORITY

## Site applications

Filter ▼  ▼  🔍

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Lyndsay Employee	2001-06-25	GardaWorld - Aviation	2023-10-05	2023-10-16	<a href="#">Review Modification</a>	🗑️

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.

### Review application

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

Time (UTC)	User	Activity	Modification Request
2023-10-16 15:21	Lyndsey Employee	Sent to Enrolment Site	
2023-10-16 15:17	Lyndsay Enrolment Officer	Modification Needed	Votre demande nécessite des modifications : <ul style="list-style-type: none"><li>Vous devez modifier vos documents téléversés</li></ul> Please upload the back side of your birth certificate.
2023-10-12 19:20	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.

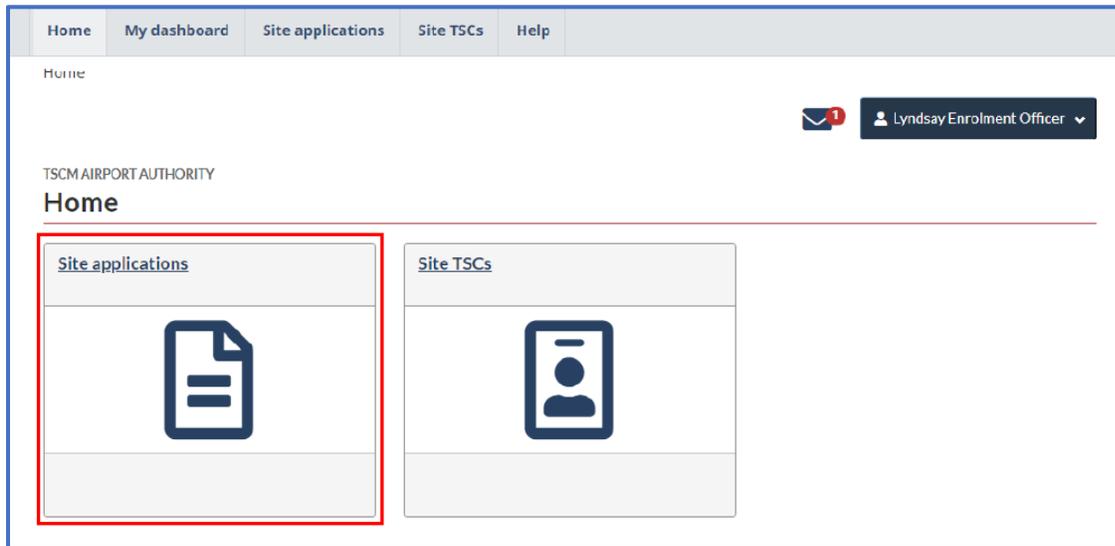
Click on "Send booking notification".

## Verification appointment

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

TSCM AIRPORT AUTHORITIES

### Site applications

Filter:

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane Doe	1998-06-09	GardaWorld - Aviation	2023-09-22	2023-10-27	Verification appointment	<input type="button" value="🔗"/>

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”.

**Verification Appointment**

---

**Surname:** Doe  
**Given name(s):** Jane  
**Date of birth:** 1998-06-09  
**Language of preference:** English

Time (UTC)	User	Activity	Modification Request
2023-10-27 16:35	Jane Doe	Sent to Enrolment Site	
2023-10-27 16:20	Lyndsay Enrolment Officer	Modification Needed	<ul style="list-style-type: none"> <li>You need to modify your uploaded documents</li> </ul> Please upload the back side of your birth certificate.
2023-10-27 15:28	Lyndsay Signing Authority	Sent to Enrolment Site	

Modifications are required

Sign application

Send back to applicant

Submit to Transport Canada

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.

**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.
<div style="border: 1px solid red; padding: 2px; display: inline-block;">Sign</div>	<div style="border-bottom: 1px solid black; width: 100%;"></div> <small>Date Fingerprinted - Date de prélèvement des empreintes</small>
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.
<div style="border: 1px solid red; padding: 2px; display: inline-block;">Sign</div>	<div style="border-bottom: 1px solid black; width: 100%;"></div> <small>Date</small>

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

TSCMAIRPORT AUTHORITY

Home

Lyndsay Enrolment Officer

**Site applications**

**Site TSCs**

Use the search bar to easily find the employee.

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

TSCM AIRPORT AUTHORITY

## Site applications

Filter ▼ See all ▼  Q

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
<a href="#">Aymeric_Nolastname</a>	2003-02-06	Calm Air	2023-09-07	2023-09-08	<a href="#">Review application</a>	
<a href="#">Lyndsay_Employee</a>	2001-06-25	GardaWorld - Aviation	2023-10-05	2023-10-12	<a href="#">Review application</a>	

The following window will be displayed:

**Cancel application** ✕

**Are you sure you want to cancel Lyndsay Employee application?**

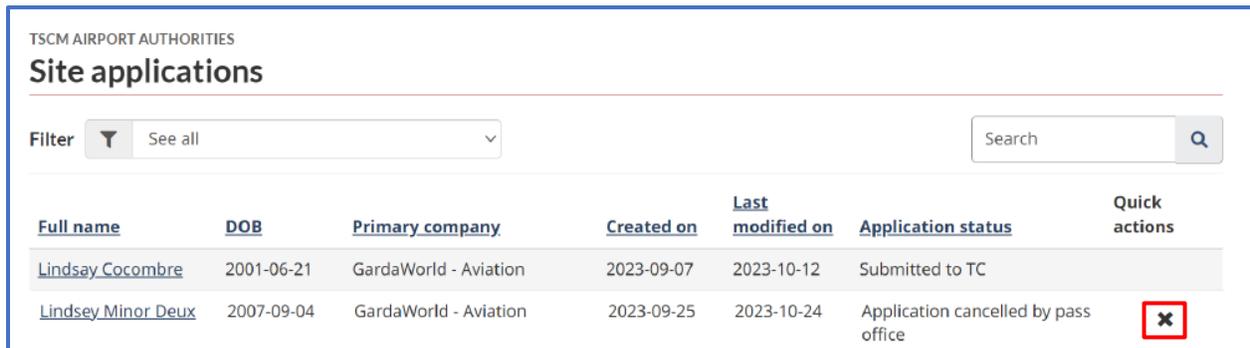
If you cancel the application:

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.

Click on “Confirm” to cancel the application.

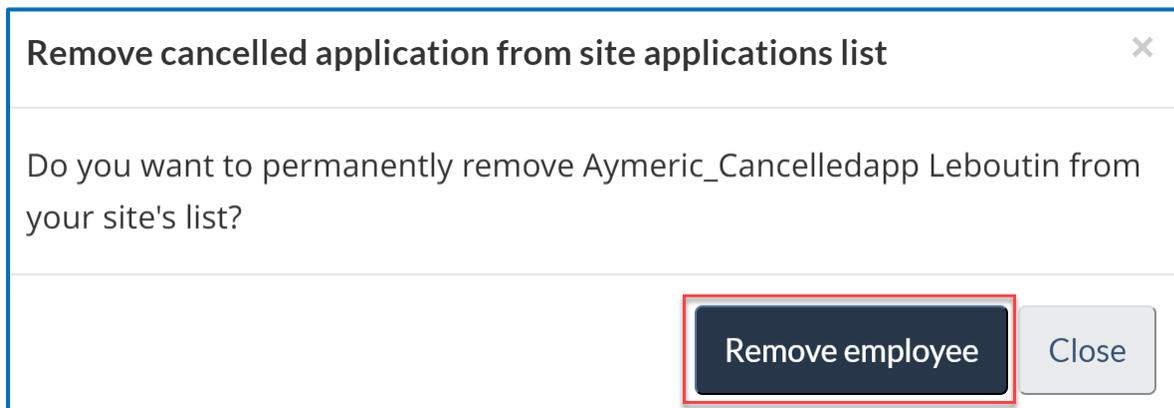
You'll be directed to the “Site applications” page.

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



Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
<a href="#">Lindsay Cocombre</a>	2001-06-21	GardaWorld - Aviation	2023-09-07	2023-10-12	Submitted to TC	
<a href="#">Lindsey Minor Deux</a>	2007-09-04	GardaWorld - Aviation	2023-09-25	2023-10-24	Application cancelled by pass office	

**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.



**Remove cancelled application from site applications list** ✕

Do you want to permanently remove Aymeric\_Cancelledapp Leboutin from your site's list?

**Remove employee** Close

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.