



# Single Sign-On and Launch Pad User Guide



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## Welcome to Single Sign-On/Launch Pad

The *Single Sign-On* (SSO) system provides a common user registration process and a central repository for customer information, authentication, and authorization solutions for most Railinc web applications. You use a single user ID and password to access most web applications.

For registered users, SSO opens on the *Launch Pad*. The Launch Pad is a dashboard-style interface that allows you to not only access your applications, but to see pertinent notifications about those applications. You can also make inquiries or report issues that automatically create “cases” in Railinc’s internal ticketing system via the Launch Pad.

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## System Requirements

For information about the system requirements of Railinc web applications and for information about downloading compatible web browsers and file viewers, refer to the [Railinc UI Dictionary](#).

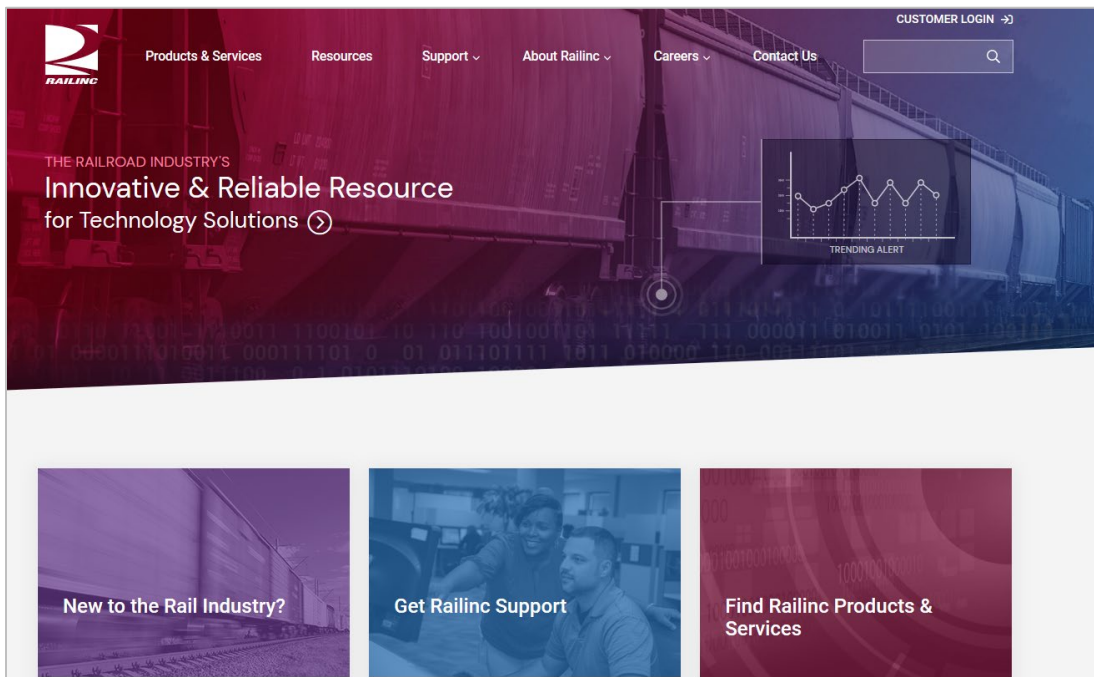
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## Accessing Single Sign-On

To access Single Sign-On:

1. Open your internet browser.
2. Type the Railinc portal URL (<https://public.railinc.com>) in the address field.
3. Press Enter. The **Railinc Home** page is displayed (see [Exhibit 1](#)).

**Exhibit 1. Railinc Home page**



Although the appearance of this page varies, select the **Customer Login** link in the upper right of the Railinc Home page (see [Exhibit 2](#)).

*Exhibit 2. SSO Customer Login Panel*

**RAILINC**

ACCOUNT ACCESS

User ID

Password

Remember me

Sign In

[Need help signing in?](#)

[Forgot Password?](#)

[Don't have a Railinc Account? Create an account now](#)

[Help](#)

Tasks available in the SSO panel include:

To log into SSO, enter your **User ID** and **Password** and select the **Sign In** button. See [Logging Into SSO](#).

**Need help signing in?**

- **Don't have a Railinc Account? Create an account now**—Select this link to register a new user to use SSO. See [Registering as a New User](#).
- **Forgot Password**—Select this link to reset a forgotten password. See [Resetting a Forgotten Password](#).
- **Help**—Select this link for additional instructions.

## Logging Into SSO

If you are an existing user and already have a Railinc SSO user ID, you can log in directly from the Railinc portal **Customer Login** panel (see [Exhibit 2](#)).

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**Note:** If you are a new user and do not have a Railinc SSO user ID, you must register first. See [Registering as a New User](#).

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To access Single Sign-On:

1. Open your internet browser.
2. Enter the Railinc portal URL (<https://public.railinc.com/>) in the address field.
3. Press Enter. The Railinc Home page is displayed (see [Exhibit 1](#)).
4. Select **Customer Login** link in the top right corner of the Home page. The SSO login page displays (see [Exhibit 2](#)).
5. Enter your user ID in the **User ID** field.
6. Tab down and enter your password in the **Password** field and press Enter. The result can be two-factor (see [Two-Factor Authentication](#)), unsuccessful (see [Unsuccessful Logins](#)) or successful (see [Successful Logins](#)).

---

## Two-Factor Authentication

Railinc's two-factor authentication on the SSO portal enhances security to help keep freight rail industry data safe. This type of multi-factor authentication requires a combination of two factors before a user can access Railinc's applications.

1. Railinc applications require a user ID and password – the password being one piece of evidence to prove identity.
2. Railinc's two-factor authentication requires another piece of evidence to prove identity. As part of the SSO login process, you could occasionally be prompted to enter a code that Railinc will send to the email address associated with your account.

**Note:** If you are using a shared SSO ID, this security enhancement could adversely affect your ability to access Railinc applications.

---

## Unsuccessful Logins

- a. If the login is not successful because the user ID and password do not match, retype carefully and resubmit, or use the **Forgot Password?** or **Help** links to obtain guidance. See [Handling a Forgotten Password or User ID](#).

**Note:** If you make nine unsuccessful login attempts, the account is locked and you'll be prompted to validate your account and change your password.

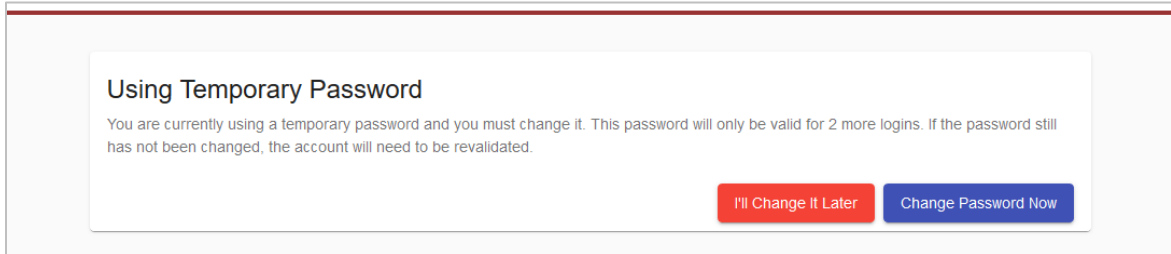
- b. If you have not used the account in more than 180 days (i.e., the account is inactive), revalidation is required. See [Revalidating a Locked Account](#).

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## Successful Logins

- a. If you have logged in with a temporary (administrator-provided) password, the **Using Temporary Password** page is displayed (see [Exhibit 3](#)).

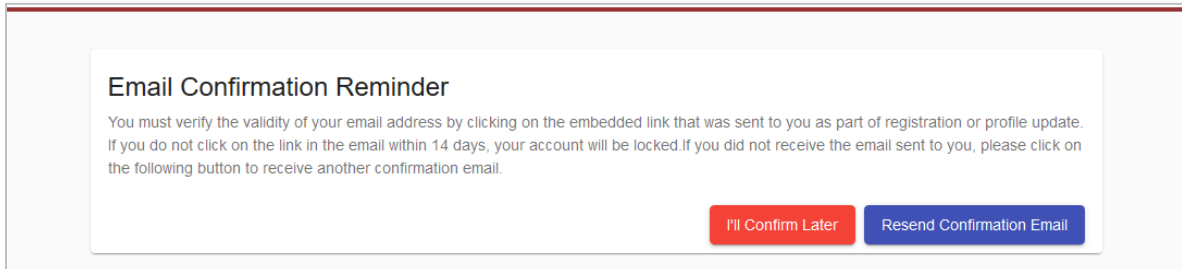
**Exhibit 3. Using Temporary Password**



Select **Change Password Now**. Refer to step 4 of [Changing Your Password](#). If the temporary password is not changed, after three uses, the account must be revalidated. See [Revalidating a Locked Account](#).

- b. If the login is successful, the **Launch Pad** is displayed (see [Exhibit 5](#)).
- c. If the login is successful, but the new user email was not confirmed, the **Email Confirmation Reminder** page is displayed (see [Exhibit 4](#)).

**Exhibit 4. Email Confirmation Reminder**



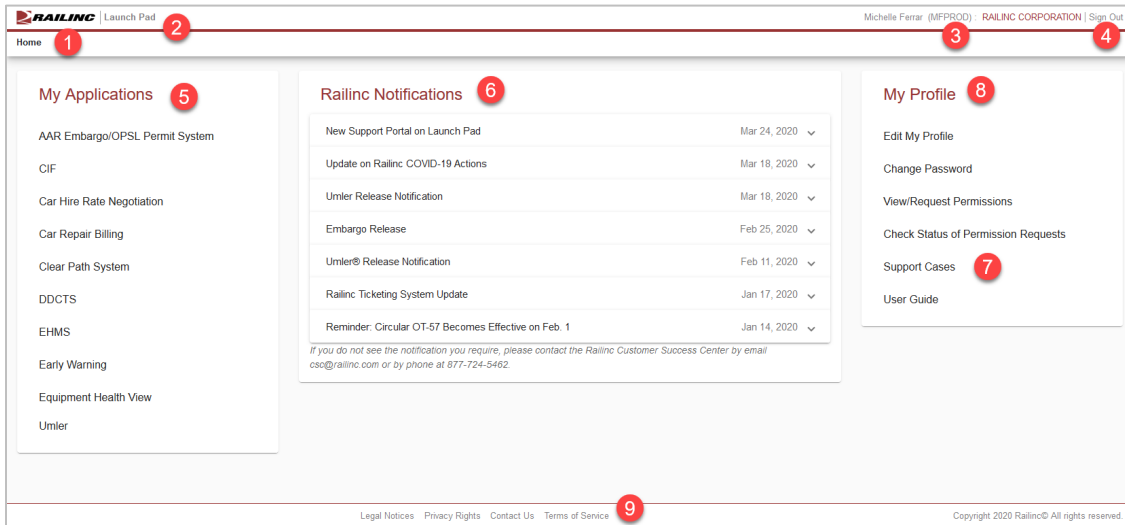
Choose one of the following options:

- Contact the Railinc Customer Success Center to unlock/activate the account.
- Locate the confirmation email in mailbox or select **Resend Confirmation Email** and confirm.
- (Not recommended) Select **I'll Confirm Later** to continue.

# SSO/Launch Pad Page Layout

The SSO/Launch Pad (see [Exhibit 5](#)) enables you to perform administrative tasks as well as access your Railinc applications.

**Exhibit 5. Launch Pad**



Refer to the numbers in [Exhibit 5](#) to locate the following SSO Launch Pad features and functions:

- 1 **Railinc Logo**—Appears on all pages
  - 2 **Application**—Launch Pad
  - 3 **User Name, ID and Company**—Logged in user and selected company
  - 4 **Sign Out**—Logs out of the SSO application. See [Signing Out of SSO](#).
  - 5 **My Applications** —Portlet with applications authorized for the logged-on user ID. See [My Applications](#).
  - 6 **Railinc Notifications**—Portlet with official notifications for the application distributed to the logged-on user ID. See [Railinc Notifications](#).
  - 7 **Support Cases**—Link in the **My Profile** Portlet opens the **My Requests** page in a new tab or window. This is where you can view or create inquiries or issues (cases) for the logged in user ID. See [Support Cases](#).
  - 8 **My Profile**—Portlet that provides quick access to the management functions. See [My Profile](#).
- Note:** Content of this portlet varies based on the SSO responsibilities assigned to the user. General user tasks include:
- a. **Edit My Profile**—Opens the **Edit Profile <User ID>** page (see [Exhibit 30](#)). See [Editing Your User Profile](#).
  - b. **Change Password**—Opens the **Change Password** page (see [Exhibit 13](#)). See [Changing Your Password](#).



- c. **View/Request Permissions**—Opens the **Request Application Access** page (see [Exhibit 21](#)). See [Requesting Application Access](#).
- d. **Check Status of Permission Requests**—Opens the **Permission Request Status** page (see [Exhibit 29](#)). See [Checking the Status of Permission Requests](#).
- e. **Support Cases**—Opens the **My Requests** page in a new tab or window. This is where you can view and create inquiries or issues (cases) for the logged in user ID. See [Support Cases](#).
- f. **User Guide**—Opens the user guide for SSO and **Launch Pad** in a new tab or window.

**9 Lower Links**—The following links are shown at the *bottom* of most pages:

- **Legal Notices**—Opens a page with copyright information.
- **Privacy Rights**—Opens a page with information about what information will be obtained initially during registration and during SSO usage, how it will be used, and how long it will be retained.
- **Contact Us**—Opens a page with information for contacting Railinc by phone, fax, mail, email, or a submitted online form.
- **Terms of Service**—Opens a page with links to the **Railinc Terms of Service** and the Products Terms of Use and provides legal contacts for questions regarding access and usage.

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## Handling a Forgotten Password or User ID

If you cannot remember a password or a user ID, you can select the links in the **Customer Login** panel to obtain online assistance.

## Resetting a Forgotten Password

To reset a forgotten password:

1. In the Customer Login panel (see [Exhibit 2](#)), enter your **User ID** and select the **Forgot Password?** link. The **Forgotten Password** page is displayed (see [Exhibit 6](#)).

**Exhibit 6. Forgotten Password**

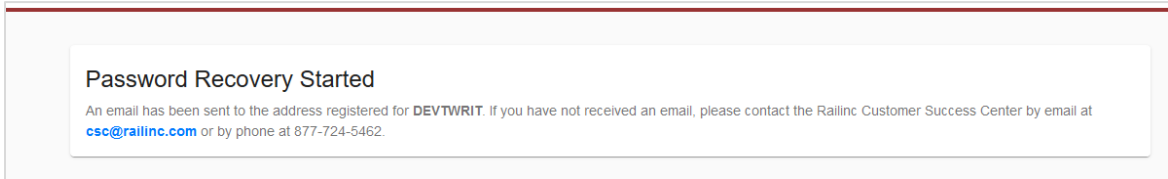
Forgotten Password

When you click 'Start Password Recovery', an e-mail will be sent to the registered email account for DEVTWRT. The e-mail will contain instructions to reset your password.

Cancel Start Password Recovery

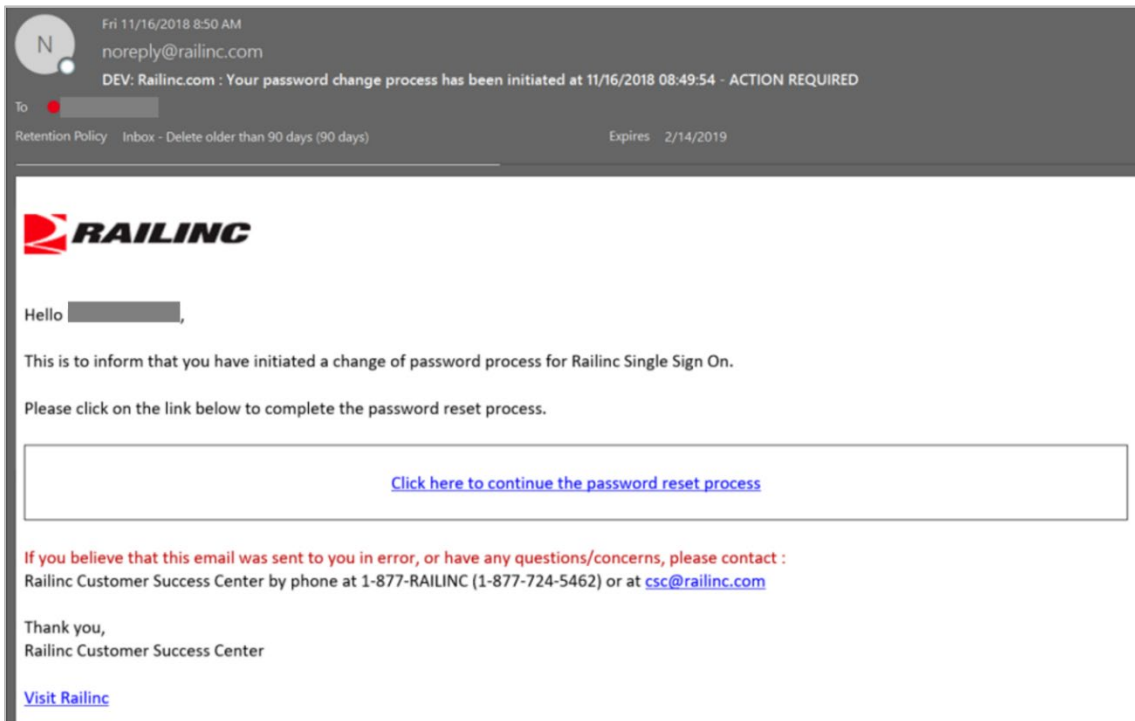
2. Select **Start Password Recovery**. The **Password Recovery Started** page is displayed (see [Exhibit 7](#)).

**Exhibit 7. Password Recovery Started**



3. Close the page and wait for the email (see [Exhibit 8](#)).

**Exhibit 8. Email with Password Recovery Link**



4. Select the link in the email. The **Change Password** page is displayed (see [Exhibit 9](#)).

**Exhibit 9. Change Password**

JOHN SMITH ( NEWADMIN ) ACTIVE ▾

Password Requirements:

- Must be between 8 and 32 characters long.
- Must contain at least one number.
- Must contain at least one uppercase character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.
- You cannot reuse any of your last 9 passwords.

New Password \* 0/32

Confirm Password \* 0/32

Cancel

5. Enter the new password in accordance with the requirements:
  - a. In the **New Password** field
  - b. In the **Confirm Password** field

---

**Note:** None of your previous nine passwords can be reused. Your entries in the **New Password** field and **Confirm Password** field must match.

---

6. Select **Submit**. If the new password meets SSO application standards, the Success page for password change is displayed (not shown).
7. Select **Continue** to log in with your new password.

## Retrieving a Forgotten User ID

In the **Customer Login** panel (see [Exhibit 2](#)), select the **Need help signing in?** and **Help** links. Follow the instructions to your organization's Okta page and click **I can't access my account** on your organization's sign-in page.

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## Revalidating a Locked Account

If you haven't logged into the application in 180 days, the account becomes expired and the account information must be revalidated prior to login.

When a login is attempted as described in [Logging Into SSO](#) and the account is expired, the **Account Locked** page is displayed (see [Exhibit 10](#)).

**Exhibit 10. Account Locked**

**Account Locked**

- Step 1**  
Enter e-mail address and answer security question.
- Step 2**  
Change password upon receipt of e-mail from SSO.
- Step 3**  
Validate Profile.

You must enter your e-mail address and correctly answer your security question in order to continue.

User Id: **TESTUSER**

Email Address \* 0 / 50

What was the make of your first car? \* 0 / 50

Cancel

1. Complete the mandatory fields (red font with asterisks):

- Email Address
- Personal Question Answer

---

**Note:** These answers must match the profile that was *active during the last use*. If you have changed your email, you may need to enter an older email address to validate.

---

2. Select **Continue**:

- a. If information entered does not match the database, you must contact the Railinc Customer Success Center.
- b. If information entered matches the database, the **Password Change Initiated** page is displayed (see [Exhibit 11](#)).

**Exhibit 11. Password Change Initiated**

**Password Change Initiated**

Password change process for **TESTUSER** has been initiated. The next steps for the process are noted in the e-mail sent to you. You may close the window.

3. Close the browser, toggle to email, open the password change initiation email, and select the link. The **Password Change** page is displayed (see [Exhibit 13](#)).
4. Enter the new password in accordance with the requirements:
  - a. In the **New Password** field
  - b. In the **Confirm Password** field

5. Select **Submit**. If the new password meets SSO application standards, the **Edit Profile** page for the user ID is displayed (similar to [Exhibit 9](#)).
6. Scroll down in the **Edit Profile** page to validate information. Ensure correctness of (or complete) all mandatory (red) fields.

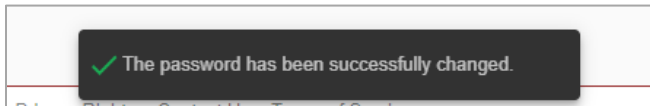
---

**Note:** If your email address (or other profile data) have changed, make those changes now.

---

7. Select **Save**. The **Success Message** pop-up for the password change is displayed (see [Exhibit 12](#)).

**Exhibit 12. Successful Password Change**



8. Select **Continue**. The **SSO Login** page is displayed to enable you to log in using the new password.

## Signing Out of SSO

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**Important:** Never “X” out of an SSO application without signing out first. This can “hang” your user ID and prevent you from logging back in. One exception: when using multiple windows/applications (see [Closing Multiple Applications](#)).

---

To sign out (or log off) of SSO from an application or SSO page:

1. Select the **Sign Out** link at the top of the application page. The Railinc SSO Login page is displayed (similar to [Exhibit 2](#)).
2. As desired, close the browser window (click top right **X**, or **File > Exit**, or **Alt+F4**).

## Changing Your Password

Use the **Change Password** function to change passwords that have become compromised, are temporary, or expired.

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed (see [Exhibit 5](#)).
2. Select **Change Password** in the **My Profile** portlet. The **Change Password** page is displayed (see [Exhibit 13](#)).

**Exhibit 13. Change Password**

Home / Change My Password

ACTIVE ▾

Password Requirements:

- Must be between 8 and 32 characters long.
- Must contain at least one number.
- Must contain at least one uppercase character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.
- You cannot reuse any of your last 9 passwords.

Old Password \* 0/32

New Password \* 0/32

Confirm Password \* 0/32

Cancel Submit

3. Enter your old password in the **Old Password** field.

---

**Note:** If you are changing a temporary password, this field does not appear. Continue with the next step.

---

4. Tab and enter your **New Password** (following the Password Requirements shown on the page).
5. Tab and enter to confirm the new password.

---

**Note:** Copying and pasting passwords is not allowed.

---

6. Select **Submit**.
  - a. If the entered passwords do not match, or do not adhere to the requirements, error messages are displayed and the passwords must be reentered to comply with instructions.
  - b. If the passwords match and are compliant, the **Success** page for password change is displayed (not shown).
7. Select **Continue**. The [Launch Pad](#) is displayed and a confirming email is sent.

## Registering as a New User

Before you can access applications through SSO, you must be registered to use SSO.

**Note:** If your company is new to Railinc and your company is a Railroad, Equipment Owner, Repair Shop, Shipper/Fleet Manager, or a Running Repair Agent, first request a company identifier and register to receive a Single Sign-On (SSO) User ID through the [Onboarding Application](#).

Once you have registered, select the **Sign in** button to return to the Single Sign-On login page (similar to [Exhibit 1](#)).

To register as a new user:

1. Open your internet browser.
2. Type the Railinc portal URL (<https://public.railinc.com/>) in the address field and press Enter. The Railinc Home page is displayed (see [Exhibit 1](#)).
3. Select the **Customer Login** link in the top right corner.
4. The Customer Login pages opens (see [Exhibit 2](#)), select the **Need help signing in? and Don't have a Railinc Account? Create an account now** links. The **Terms of Service** page is displayed (see [Exhibit 14](#)).

### Exhibit 14. Terms of Service

1 Terms Of Service 2 User Information 3 Confirmation

**Before You Register...**

Is your company new to Railinc? If so, and your company is a Railroad, Equipment Owner, Repair Shop, Shipper/Fleet Manager, or a Running Repair Agent, please visit our [Onboarding Application](#) to request an identifier and register to receive a Single Sign-On (SSO) User ID.

If you already have a SSO User ID to access one or more other Railinc applications, then you do not have to register again. [Sign in](#) to request access to additional applications. Otherwise, please continue to register for your SSO User ID.

Railinc takes reasonable and appropriate measures, including encryption, to ensure that your personal information is disclosed only to those individuals or entities you identify. However, the Internet is an open system and Railinc cannot and does not guarantee that the personal information you have entered will not be intercepted by others and decrypted, and Railinc shall have no liability in such event.

Registration and other information about you are subject to Railinc's privacy policy and shall be used only in accordance with that policy. For more information, please go to the Privacy Policy posted at the bottom of the webpage of the Service.

Miscellaneous

Your use of the Sites and the information provided under these Terms do not constitute a joint venture, partnership, or agency relationship between you and Railinc.

Recognizing the global nature of the Internet, you agree that your use of the Site and/or the Services will be in compliance with all applicable laws and regulations, including all applicable laws regarding the transmission of technical data exported from the United States or the country in which you reside.

Headings of these Terms are for convenience only and shall have no legal meaning or effect.

These Terms contains the entire agreement between you and Railinc with regard to your use of this Site and/or the Services. The language of the Terms, and not the conduct between you and Railinc or any trade practice, shall control the interpretation of the Terms. No transmission by you to Railinc can serve to modify or amend in any fashion any provision of these Terms. Should any part of these Terms be held by a court of competent jurisdiction to be invalid or unenforceable, the remaining provisions shall remain in full force and effect, and any provision held to be invalid or unenforceable shall be reconstituted in a way to render them valid and enforceable while best meeting the intent of the parties. The waiver by Railinc of any provision herein shall not constitute either an ongoing waiver of a requirement of these Terms or a waiver of any other breach of this agreement.

Read and scroll to the bottom of the Terms and Conditions in order to Accept. [Decline](#) [Accept](#)

5. Read the terms, scroll to the bottom of the text box, and select **Accept**. The Complete User Profile page is displayed (see [Exhibit 15](#)).

**Note:** If you do not accept the terms and select **Decline**, the new user process is ended.



**Exhibit 15. Complete User Profile**

The screenshot shows a multi-step registration process. Step 2, 'User Information', is the current step. It contains the following elements:

- Progress indicators for 'Terms Of Service', 'User Information', and 'Confirmation'.
- Text: 'Is your company already registered with Railinc? If so, please search for your company using the tool below:'
- Radio buttons for 'Name' (selected) and 'Mark'.
- Text: 'Employer \*' with a search dropdown menu.
- Text: 'If your company is not listed above and you need to obtain a Reporting Mark or Company ID, please access our [Onboarding application](#), and select the appropriate type of Mark or Company ID based on your company needs.'
  - Please note that there is a one-time setup charge for registering a Reporting Mark or Company ID with Railinc. If you do not believe you need a Reporting Mark or Company ID or if you have any questions, please contact our Customer Success Center at [csc@railinc.com](mailto:csc@railinc.com) or 1-877-724-5462.
- Requirements sections:
  - User ID Requirements:**
    - Must be between 6 and 8 characters long.
    - Can contain any alphanumeric characters.
    - Can contain hyphens (-) and underscores (\_)
  - Password Requirements:**
    - Must be between 6 and 32 characters long.
    - Must contain at least 1 number.
    - Must contain at least 1 uppercase character.
    - Your password cannot be your User ID.
    - Your password cannot contain your first or last name.
- Form fields:
  - User ID \*
  - Password \* (with eye icon for visibility)
  - Confirm Password \*
  - First Name \* (5/25)
  - Last Name \* (5/25)
  - Business Title \* (5/50)
  - Email \* (5/64)
  - Country \* (dropdown)
  - Address \* (5/40)
  - Address 2 (5/40)
  - Country Code (5/4), Phone Number \* (5/25), Extension (5/8), City \* (5/32)
  - Country Code (5/4), Fax Number (5/25), Extension (5/8), State/Province \* (dropdown)
  - Zip/Postal Code \* (5/10)
  - Personal Question \* (dropdown)
  - Personal Answer \* (5/50)
- Buttons: 'Cancel' and 'Confirm'.

- If your company has registered with Railinc, select **Name** or **Mark**, start entering your **Employer** and select it from the drop-down box. If the search produces results (pictured below), continue with Step 5.

**Exhibit 16. Enter and Choose Employer**

This screenshot shows the search dropdown menu for the 'Employer' field. The search results are:

- RAIL & MOTOR INTERNATIONAL LTD
- RAIL ACRES LLC
- RAIL BEARING SERVICES

- If the search does not produce results (pictured below), contact Railinc’s [CSC](#) as directed underneath the field to add the new company. Allow time for the company to be added. Once the company is added, continue with the next step.

**Exhibit 17. Employer with No Results**

Is your company already registered with Railinc? If so, please search for your company using the tool below:

Name  Mark

Employer \*  
quob

Employer not valid

If your company is not listed above and you need to obtain a Reporting Mark or Company ID, please access our [Onboarding application](#), and select the appropriate type of Mark or Company ID based on your company needs.

Please note that there is a one-time setup charge for registering a Reporting Mark or Company ID with Railinc. If you do not believe you need a Reporting Mark or Company ID or if you have any questions, please contact our Customer Success Center at [csc@railinc.com](mailto:csc@railinc.com) or 1-877-724-5462.

6. Enter your desired user ID in the **User ID** field to determine whether the ID is available. If the user ID is not available, the field will turn red and a message appears underneath the field on the right, “User ID is not valid or it already exists.”

---

**Note:** If the user ID is not available, choose another user ID to determine availability.

---

7. When an acceptable user ID is available, complete the remainder of the profile in accordance with screen instructions. *All mandatory fields are marked with asterisk (\*) and must be completed.*

Your **User Profile** is used for identification, and to provide information that can be used to validate your identity when you forget either a password or user ID. When your user profile information changes (for example, when a phone number or email address changes), you must edit your profile and update your information. See [Editing Your User Profile](#).

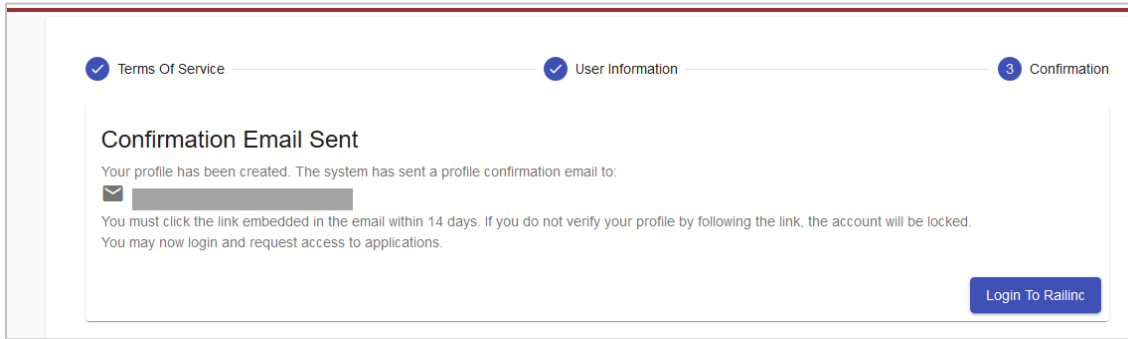
8. Select a **Personal Question** from the drop-down list. The **Personal Answer** field is not case-sensitive. Select something personally memorable. Using all uppercase or lowercase is recommended. **Personal Questions** include the following choices:

Personal Question \*

- In what city were you born?
- What high school did you attend?
- What is the name of your favorite pet?
- What is your favorite color?
- What is your favorite movie?
- What is your mother’s maiden name?
- What street did you grow up on?
- What was the make of your first car?
- When is your anniversary?

8. Review the completed profile. If the profile is satisfactory, select **Confirm**. The **Confirmation Email Sent** page is displayed (see [Exhibit 18](#)). The profile has been created.

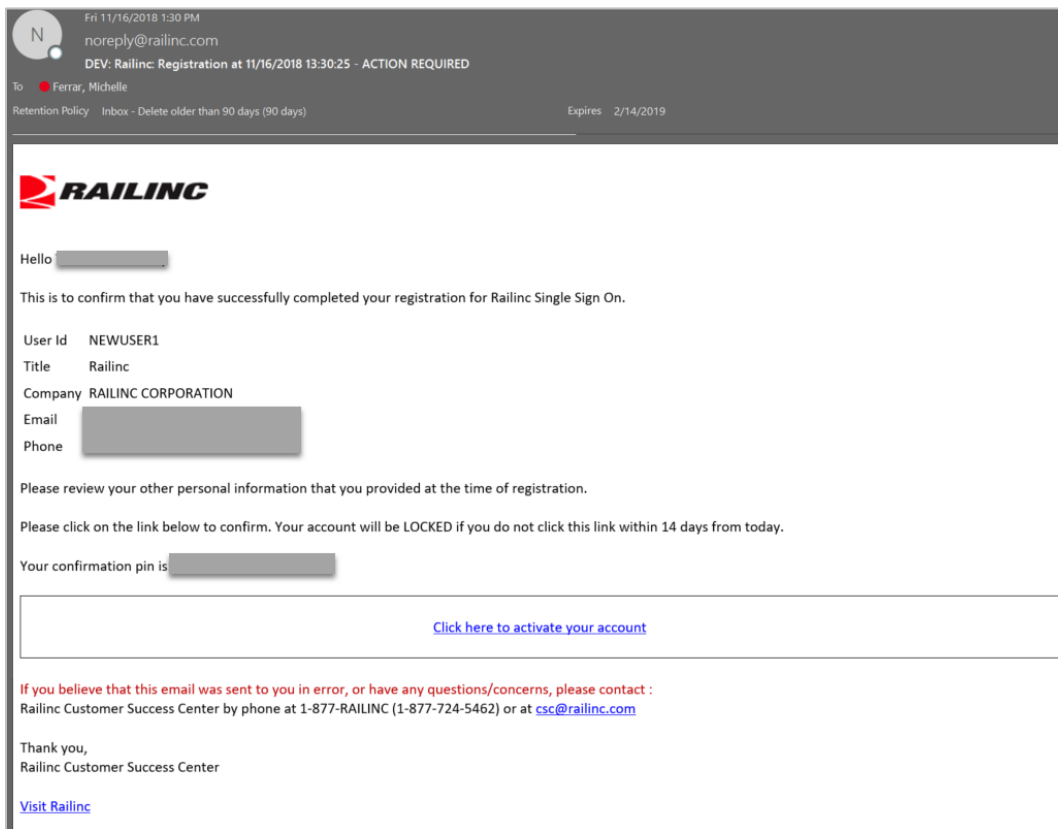
**Exhibit 18. Confirmation Email Sent**



At this point, you can select **Login to Railinc** to login immediately; however, it is recommended that you continue with step 9 now to confirm your new ID.

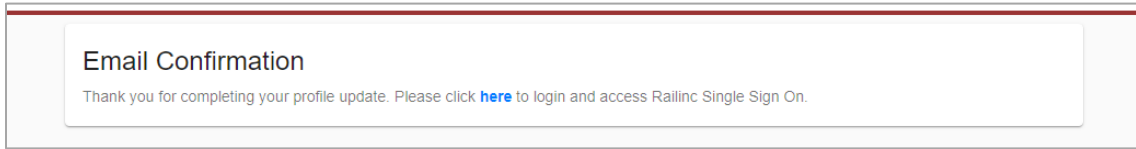
9. Go to your Email application to confirm your new ID:
  - a. Open the new Registration email (see [Exhibit 19](#)).

**Exhibit 19. Registration Email**



- b. Select the **Click here to activate your account** link to confirm the registration. The **Email Confirmation** page is displayed (see [Exhibit 20](#)).

**Exhibit 20. Email Confirmation**



- c. Select the **click here** link to open the **SSO Login** page (similar to [Exhibit 2](#)).
10. After logging in, request access to applications as described in [Requesting Application Access](#).

## Requesting Application Access

After SSO registration is complete, you can request access to the applications and sites needed to do work.

To request application access:

1. Log into SSO as described in [Logging Into SSO](#) on page 5. The **Launch Pad** is displayed (see [Exhibit 5](#)).
2. Select **View/Request Permissions** in the **My Profile** portlet.

The **Request Application Access** page is displayed (see [Exhibit 21](#)).

**Exhibit 21. Request Application Access**

The screenshot displays the 'Request Application Access' page within the RAILINC Launch Pad. The page header shows the RAILINC logo, 'Launch Pad', and the user's name 'John Smith (CBTEST)' along with 'RAILINC CORPORATION' and a 'Sign Out' link. The main content area features three application cards, each with a 'Request' button:

- Letter of Authorization**: Includes a sub-header 'Letter of Authorization', a description 'Letter of Authorization', and a table with columns 'LOA User' and '12/17/2018'.
- AAR Embargo/OPSL Permit System**: Includes a sub-header 'AAR Embargo/OPSL Permit System' and a description: 'AAR Embargo/OPSL Notes and Permit System allows a railroad to issue, amend and cancel an embargo or OPSL Note. It allows to search by Embargo or OPSL Note Number and attributes like Commodities (STCC), State/Province, Stations (FSAC), locations etc.'
- AskRail**: Includes a sub-header 'AskRail' and a description 'Ask Rail'.

**Note:** A description is included under the product name.

3. Scroll to the desired application and select its **Request** button. The **<Application Name> Request Permission** page is displayed (see [Exhibit 22](#)).

**Exhibit 22. Request Permission for Umler Access**

Home / Request Application Access by Role

ACTIVE ▾

### Umler Release

The Universal Machine Language Equipment Register (Umler<sup>®</sup>) is a central Rail Industry mission-critical database and suite of applications that store and communicate data pertaining to the massive inventory of railway equipment used by the industry.

1 Select Roles 2 Confirm 3 Done

**Umler Access for Query ( MARK required )**  
 Access to Umler Query functionality. (Display Unit, Equipment Query, Car management Query, Transaction Log, Inspection History, Historical Lineage Query, Locomotive Historical Blue Card Query and Equipment Unit Comparison).

Name  Mark  Apply to all

Mark  
AARE|

AARE - RAILINC CORPORATION - TEST

Selected Mark(s)  
RAIL

**Umler Advanced Query Access ( MARK required )**  
 Ability to download data from the Umler system. For some queries, downloading data may incur per record charges.

**Umler Bulk Upload ( MARK required )**  
 Upload transactions in CSV format. Upload corrected notices in CSV format.

**Umler Company Admin Access ( MARK required )**  
 Qualify as a Company Administrator. Manage SSO permissions and Umler Rights. Configure ticklers.

**Umler Manage Future Trans ( MARK required )**  
 Create, view, and delete transactions that the system will process at a specified future date.

**Umler Refresh Request Access ( MARK required )**  
 Allows a company to resynchronize its local copy of pool and equipment data following an interruption of messaging or an error occurring at the company site.

Comments...

Return Next 0/255

4. Complete the mandatory fields for the roles you need:
  - a. Roles differ by application. You may need to select multiple roles.
5. If required, select the appropriate **Name** or **Mark** (Company ID). Multiple marks can be entered and selected one at a time, so that they appear in the **Selected Mark(s)** section (see [Exhibit 23](#)).

**Note:** If the application you want to access requires a Mark/Company ID and you do not currently have one, request a company identifier for your company through the [Onboarding Application](#). If you want to access data that belongs to another company, you may need to obtain a [Letter of Authorization](#) for this access.

**Exhibit 23. Search a Company**

Umler Access for Query ( MARK required )

Access to Umler Query functionality. (Display Unit, Equipment Query, Car management Query, Transaction Log, Inspection History, Historical Lineage Query, Locomotive Historical Blue Card Query and Equipment Unit Comparison).

Name  Mark

Mark AARE

AARE - RAILINC CORPORATION - TEST

Apply to all

Selected Mark(s)

RAIL

- a. (Optional) Enter **Comments**—generally to clarify need for approval purposes.
6. Select **Next**. Confirm the application and role by clicking the **Continue** button ([Exhibit 24](#)).

**Exhibit 24. Request for Umler Access**

Umler Release

The Universal Machine Language Equipment Register (Umler®) is a central Rail Industry mission-critical database and suite of applications that store and communicate data pertaining to the massive inventory of railway equipment used by the industry.

1 Select Roles 2 Confirm 3 Done

You have chosen to request following permission(s).

- Umler Access for Query for RAIL

By requesting access to an application(s), your personal information will be shared with the Company Administrator or Application Administrator for whom you have requested access. If you do not wish for this information to be sent, please cancel this operation. Otherwise, please click on Continue to submit the request.

Cancel Back Continue

7. If the access was requested in error or is incorrect (role), select **Cancel**. If the request is satisfactory, select **Continue**. The **Request Permission** page is redisplayed again to indicate the requests have been sent to the application administrator (see [Exhibit 25](#)).

**Exhibit 25. Request for Umler Access Submission Confirmation**

Umler Release

The Universal Machine Language Equipment Register (Umler®) is a central Rail Industry mission-critical database and suite of applications that store and communicate data pertaining to the massive inventory of railway equipment used by the industry.

1 Select Roles 2 Confirm 3 Done

You have chosen to request following permission(s).

- Umler Access for Query for RAIL

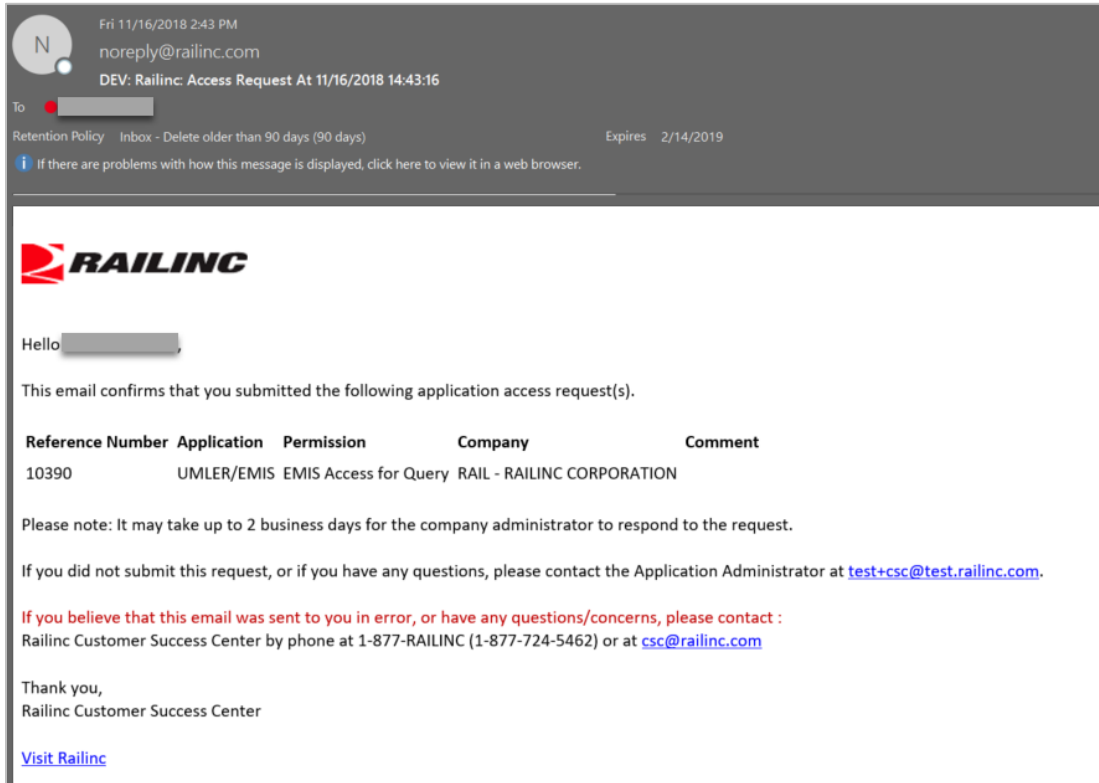
An email has been sent to you for each request which includes the reference number assigned to that request. It may take up to 2 business days for the Administrator to respond to the request(s). If you have questions, please contact [csc@railinc.com](mailto:csc@railinc.com).

Request Additional Permissions Done

When the request has been submitted, an email is sent to your email address ([Exhibit 26](#)). If other applications are needed, select **Request Additional Permissions**. The **Request Application Access** page is redisplayed (see [Exhibit 21](#)). Otherwise, select **Done**. The Launch Pad is displayed.

## Access Request Emails

**Exhibit 26. Access Request Acknowledge Email**

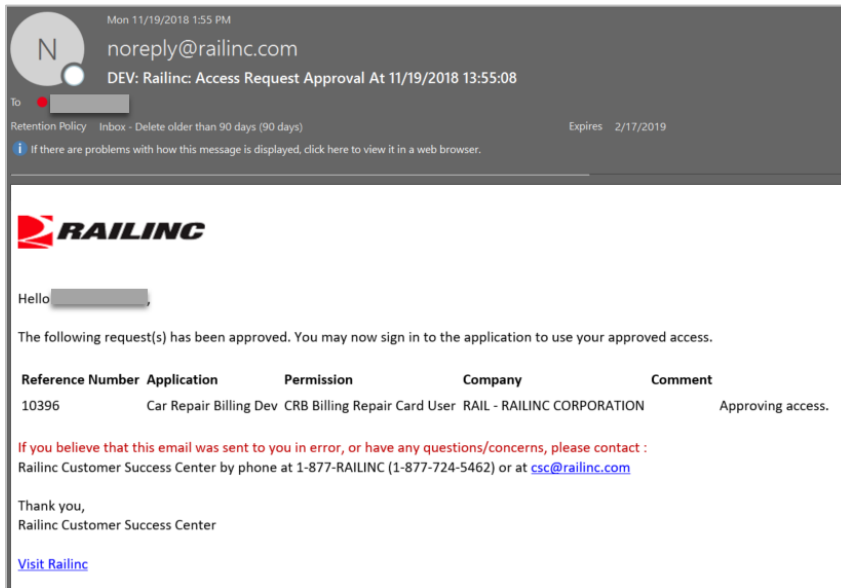


While waiting for a response, you can check the status of the request as described in [Checking the Status of Permission Requests](#).

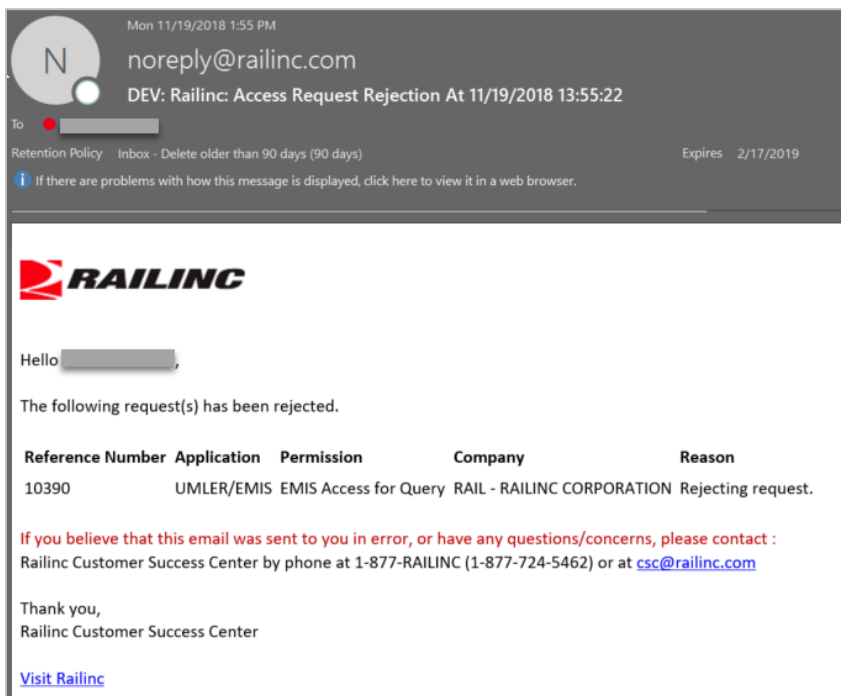
When the administrator has processed the request, the system is updated and an approval or rejection email notification is sent to your email address ([Exhibit 27](#) and [Exhibit 28](#)).



**Exhibit 27. Access Approval Email**



**Exhibit 28. Access Rejection Email**



When access is approved, you can access the application by using SSO and selecting the application link that has been added to the left side of the Launch Pad ([Exhibit 5](#)).

## Checking the Status of Permission Requests

You can check the status of permission requests. Valid statuses include:

- **Requested** – the initial status of a request
- **Cancelled** – requesters can cancel a request at any time
- **Approved** – when a request has been approved by the administrator
- **Pending** – when a request has been seen by the administrator, but more information is needed, the status may be set to Pending
- **Rejected** – when a request has been rejected by the administrator


1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed ([Exhibit 5](#)).
2. Select **Check Status of Permission Requests** in the **My Profile** portlet. The **Permission Request Status** page is displayed ([Exhibit 29](#)).

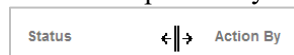
### Exhibit 29. Permission Request Status Example

Reference ↓	Application	Permission	Company	Requested	Status	Action By	Action Date	Comment
10397	DDCTS	Car Owner Damage...	RAIL - RAILINC CO...	11/19/2018	Cancelled	Michelle Ferrar	11/19/2018	
10396	Car Repair Billing Dev	CRB Billing Repair ...	RAIL - RAILINC CO...	11/19/2018	Requested			
10390	UMLER/EMIS	EMIS Access for Q...	RAIL - RAILINC CO...	11/16/2018	Pending	Cameron Bumgarner	11/19/2018	Pending this request.
9667	Letter of Authorization	test role for loa2 CR...	RAILINC CORPORA...	5/22/2018	Approved	Dileep Badveli	6/6/2018	
9666	Letter of Authorization	LOA User Prototype	RAILINC CORPORA...	5/22/2018	Approved	Dileep Badveli	6/6/2018	
9665	Letter of Authorization	LOA User		5/22/2018	Approved	Dileep Badveli	6/6/2018	

Only one application is shown in the **Requested** status in [Exhibit 29](#). Requested applications can be canceled at any time by clicking the red x button on the right.

Pages with information in the row/column format of a table have been set up with several customizable functions for users. These functions are:

- Columns can be moved around in a different order by dragging a column to another place
- Each column can be sorted by ascending or descending by clicking the column header
- Each column can be filtered by hovering the column header, clicking the filter  icon and selecting a filtering option from the drop-down list.
- Each column can be manually expanded by catching the divide between columns (as pictured below) in the header with your mouse and dragging it over to the left or right and auto-expanded by double-clicking the divide between column headers:



## Working with Applications

---

### Launching a Single Application

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed ([Exhibit 5](#)).
2. Select the desired link in the **Your Applications** portlet on the left side. The application's welcome/home page is displayed.

---

**Note:** It is beyond the scope of this document to describe tasks of specific applications. Each application has a user guide and/or help that can be accessed while in the application.

---

---

### Closing a Single Application

When you have finished working with an application, select the **Launch Pad** link to return to the Launch Pad ([Exhibit 5](#)) without logging off. Select another application or log off as needed.

---

## Working with Multiple Applications

Opening an application from the **Launch Pad** opens the application **Home/Welcome** page. If you need to obtain input from a task in one application and use that information in another application, you can choose to open multiple applications.

### Opening Multiple Applications

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed ([Exhibit 5](#)).
2. Right-click the desired application link in the **Your Applications** portlet on the left side and select **Open link in new window**. The application's welcome/home page is displayed in a new browser window.
3. Go back to the original browser window (which still shows the **Launch Pad**) and select a second application from the **Your Applications** portlet. The second application's **Welcome/Home** page is displayed.

---

**Note:** You can toggle between application browser windows using **Alt+Tab**.

---

## Closing Multiple Applications

### Close All Applications

To close all applications simultaneously, select the **Sign Out** link in one application. The SSO Login page is displayed. It *also* logs you out of Single Sign-On for *all* applications. Then close all windows (use the **X** or **Alt+F4**).

---

**Important:** Never “X” out of an SSO application without signing out first. This can “hang” your user ID and prevent you from logging back in. See below for the one exception to this.

---

### Close One Application

If you are finished with one application, but are still using another application, close the window of the unneeded application (use the **X** or **Alt+F4**). The unneeded window closes, and the other remains open with an active SSO login.

Select **Request Permissions** to return to the **Request Application Access** page (see [Requesting Application Access](#)).

## Editing Your User Profile

The Edit Profile function is used to change personal data. This is important if you have had a change in name, email address, employer or telephone, etc. SSO uses email to transmit notifications, so email address changes are vital. Likewise, the email address and personal question and answers are used for forgotten password or user ID functions. To edit a user profile:

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed (see [Exhibit 5](#)).
2. Select **Edit My Profile** in the **My Profile** portlet.  
The **Edit My Profile** page is displayed (Exhibit 30).

**Exhibit 30. Edit My Profile**

Home / Edit My Profile

JOHN SMITH ( CBTEST) ACTIVE ▾

First Name *	Country *
John	United States ▾
Last Name *	Address *
Smith	7001 Weston Parkway
Business Title *	Address 2
Tester	
Email *	Phone Number *
john.smith@railinc.com	9195555555
Country Code	Extension
0/4	10/26
Country Code	Extension
0/4	0/6
City *	State/Province *
Cary	North Carolina ▾
Zip/Postal Code *	Security Answer *
27513	New York City, NY
Security Question *	
In what city were you born? ▾	
<input checked="" type="checkbox"/> I would like to receive access request emails from registered single sign on users for companies or applications that I administer.	

Cancel Save

3. Review all data in the mandatory fields and make necessary updates.
4. When all edits are satisfactory, select **Save**. A Success message is displayed, and an email is also sent to your user ID confirming the profile update.

## Using the Launch Pad

As described previously, the **Launch Pad** ([Exhibit 5](#) and [Exhibit 31](#)) is a dashboard-style interface that enables you to access your applications, to see pertinent notifications about those applications, and to make inquiries or report issues that automatically create “cases” in Railinc’s internal ticketing system via the Launch Pad. The following sections describe the **Launch Pad** functions.

### Exhibit 31. Launch Pad

**Note:** You can access the Launch Pad from any SSO page by selecting the **Launch Pad** link at the upper right.

## My Applications

Your applications are shown in the portlet labeled **My Applications** ([Exhibit 31](#)). To access applications:

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed ([Exhibit 31](#)).
2. Select the desired application link in the **My Applications** portlet on the left side. The application opens.

## My Profile

Managing your services is done in the **My Profile** portlet ([Exhibit 31](#)). To access My Profile:

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed ([Exhibit 31](#)).

2. Select the desired task in the **My Profile** portlet on the left side. The task page opens. These tasks are discussed in the following sections:
  - [Editing Your User Profile](#)
  - [Changing Your Password](#)
  - [Requesting Application Access](#)
  - [Checking the Status of Permission Requests](#)
  - [Creating and Viewing Support Cases](#)

---

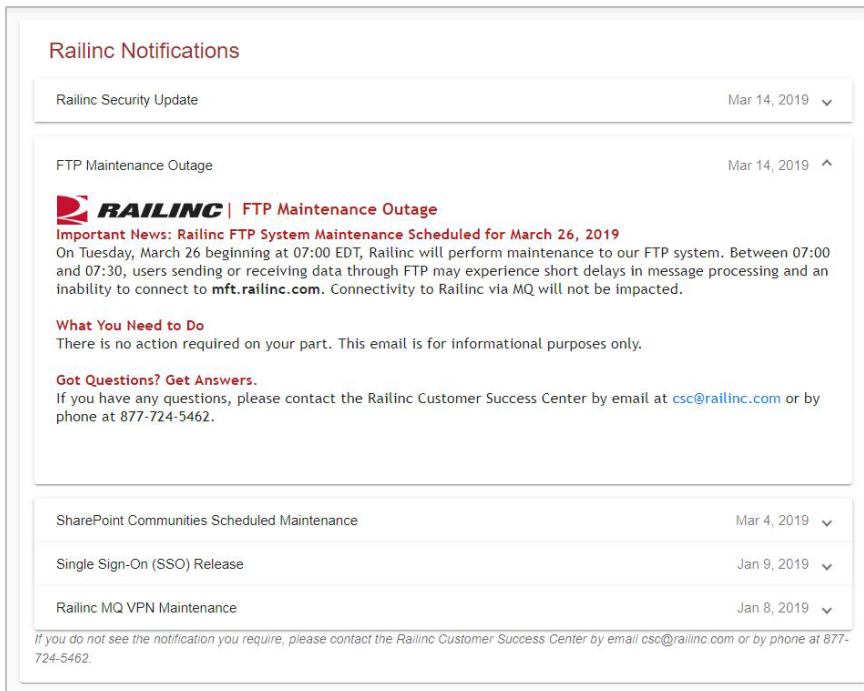
## Railinc Notifications

Railinc notifications are shown in the Launch Pad portlet labeled **Railinc Notifications** ([Exhibit 31](#)).

**Railinc Notifications** list all official notifications that have been sent by Railinc regarding your authorized applications. The links provided enable you to view the details of specific notifications without having to go to a mailbox and search for a specific email. To view notifications:

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed ([Exhibit 31](#)).
2. From the **Railinc Notifications** portlet on the right side, select the down arrow of the desired notification link to expand it. The notification email opens ([Exhibit 32](#)).

**Exhibit 32. Railinc Notifications**



3. Select the up arrow next to the date of the open notification to close it.

## Support Cases

The **Support Cases** link in the **My Profile** portlet ([Exhibit 31](#)) enables you to make inquiries or report issues that automatically create “cases” into Railinc’s ticketing system from the Launch Pad. You can upload documents or screen captures to help clarify the case.

## Creating a Support Case

If you would like to make an inquiry or report an issue about a Railinc application:

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed ([Exhibit 31](#)).
2. Select the **Support Cases** link in the **My Profile** portlet on the right side. This opens the **My Requests** page. Your cases will appear on this page. To open a new case, select **Submit a Request** in the upper right ([Exhibit 33](#)).

**Exhibit 33. My Requests – Support Cases**

Subject	Id	Created	Last activity	Status
<a href="#">Test Request</a>	#13535	1 minute ago	1 minute ago	open
<a href="#">Test Request</a>	#13227	1 day ago	1 day ago	solved



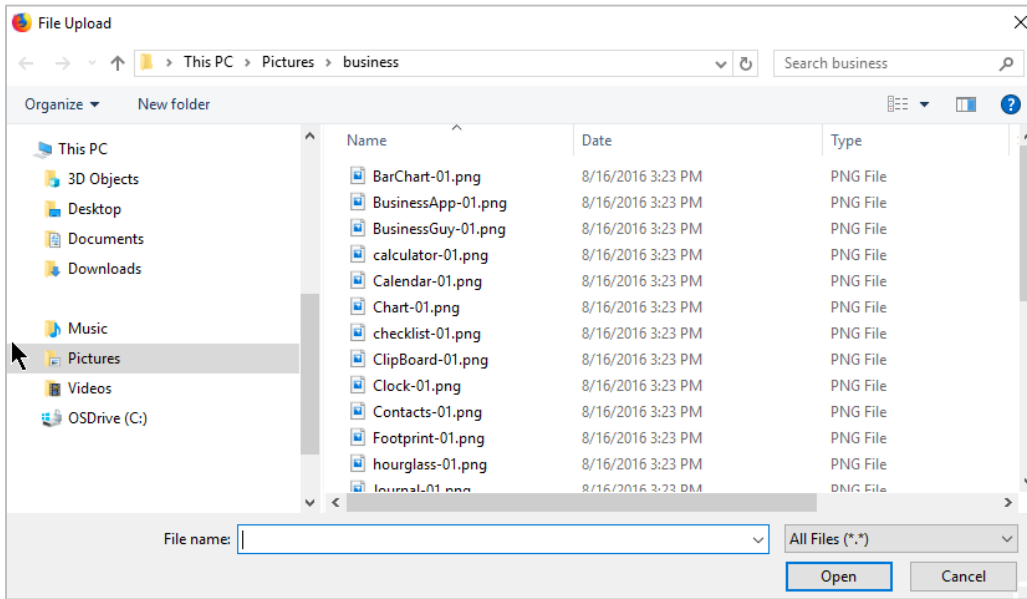
**Exhibit 34. Submit a Request Form**

The screenshot shows the Railinc 'Submit a Request' form. At the top left is the Railinc logo. Below it is a breadcrumb trail: 'Railinc > Submit a request'. The main heading is 'Submit a request'. The form contains the following fields:

- Subject\***: A text input field.
- Description\***: A larger text area for details.
- Product\***: A drop-down menu.
- Attachments**: A file upload area with the text 'Add file or drop files here'.

Below the Description field, there is a note: 'Please enter the details of your request. A member of our support staff will respond as soon as possible.' At the bottom of the form is a red 'Submit' button.

3. Enter the following fields in the **Submit a Request** form ([Exhibit 34](#)):
  - a. Enter the **Subject** for the case. This is the title. Limit is 254 characters and should be concise enough to fit in the subject line of an email.
  - b. Enter the **Description** of the case.
  - c. Select the **Product** pertaining to the case from the drop-down list. If the product is not listed, select **Other** and explain in the Description.
4. Attach a screen capture or document that might assist the Railinc Customer Success Center with the disposition of the case.
  - a. To add an attachment, select **Add file** to search for the appropriate file to upload ([Exhibit 35](#)).

**Exhibit 35. Browse (for file attachment)**

- b. Locate the file to be attached and select **Open**. The file name displayed in the **Attachment** section.
5. When information has been entered, select **Submit**. The **My Requests** page displays a confirmation message ([Exhibit 36](#)).

**Exhibit 36. Create Support Case Confirmation**

A confirmation email is sent to your email address ([Exhibit 37](#)).

**Exhibit 37. Case Confirmation Email**

Tue 3/31/2020 10:47 AM  
 ZS Railinc Support <support@railinhelp.zendesk.com>  
 A Railinc Support Case Has Been Created - Case 13227 - Test Request  
 To: Ferrar, Michelle  
 Retention Policy: Inbox - Delete older than 90 days (90 days) Expires: 6/29/2020

Thank you for contacting Railinc Customer Success. Your case number is 13227. A Railinc Customer Success Specialist will respond to your inquiry as quickly as possible. If you would like to provide any additional information in the meantime, you may update your case by replying to this email.

Please note that our support hours are from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and we provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. If you need assistance outside of our normal support hours and your matter is urgent, please contact us toll-free by phone at 877-RAILINC (877-724-5462) and select option 1.

Thank you.

Railinc Customer Success  
[csc@railinc.com](mailto:csc@railinc.com)  
 877-724-5462

**Michelle Ferrar (Railinc Support)**  
 Mar 31, 11:46 AM ADT

Description of support case for test request

[Railinc Support Resources](#)

*Railinc values your feedback. Should you receive our survey, please take a moment to complete it so that we may improve your customer experience.*

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#)

**Ticket #** 13227  
**Status** New  
**Requester** Michelle Ferrar  
**CCs** -  
**Group** CSC  
**Assignee** -  
**Priority** Normal  
**Type** Ticket  
**Channel** Web Form

This email is a service from Railinc Support. Delivered by [Zendesk](#) | [Privacy Policy](#)

**Note:** Responses to the email are copied directly into the internal case description field which can be seen when viewing case details. See [Viewing/Updating a Support Case](#).

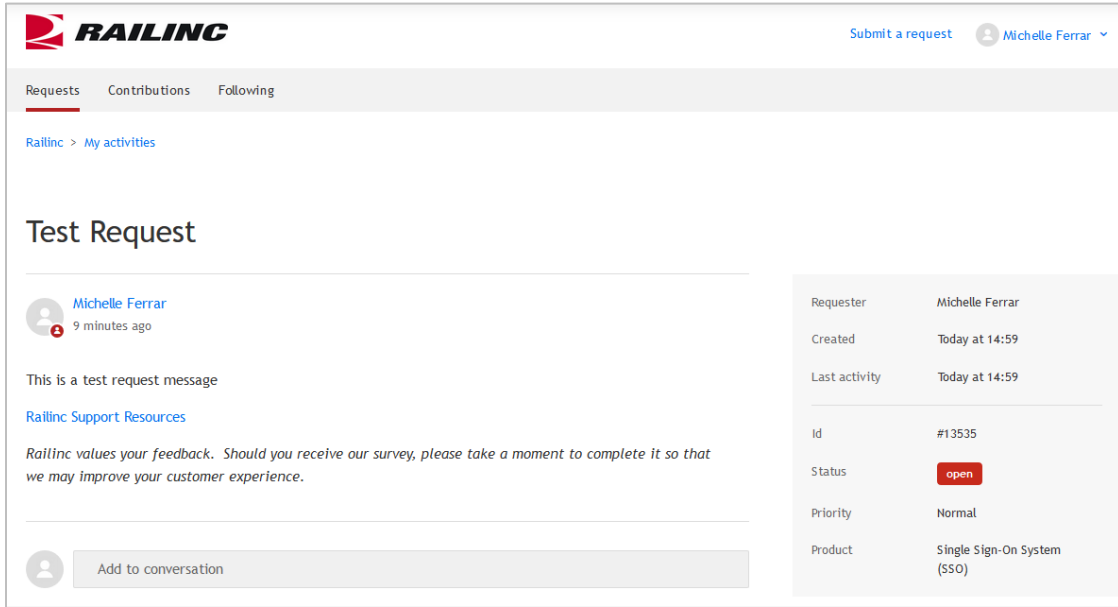
6. The new case displays on the **My Requests** page ([Exhibit 33](#)).

## Viewing/Updating a Support Case

To view (and optionally update) a case you submitted:

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed (see [Exhibit 31](#)).
2. Select the **Support Cases** link in the **My Profile** portlet on the right side. The **My Requests** page opens in a new tab or window ([Exhibit 33](#)).
3. **My Requests** ([Exhibit 33](#)) lists the open and solved cases for your user ID.
4. Select the **Subject** link of a case. The **Case Details** page is displayed ([Exhibit 38](#)).

**Exhibit 38. View Case Details**



5. Enter new information to the case by clicking the **Add to conversation** field, entering your information and adding attachments as needed.
6. Select **Submit**.
7. When you have finished viewing or updating your cases, close the browser tab and return to the Launch Pad tab ([Exhibit 31](#)).

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