

Designate Signing Authority Information Guide

March 2024



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DESIGNATED SIGNING AUTHORITY

As a Designated Requesting Officer, you are responsible to your Senior Requesting Officer to ensure that individuals employed by or providing a service to or on behalf of your organization, are complying with Canadian Aviation Security Regulations and Calgary Airport Authority directives pertaining to airport restricted area access.

Your Senior Requesting Officer has assumed financial liability on behalf of your organization for all fines, penalties and administrative charges levied by Transport Canada or the Calgary Airport Authority for failure, by anyone under control of your organization, to comply with Canadian Aviation Security Regulations and Calgary Airport Authority directives, and “terms” pertaining to airport restricted area access.

Unless the Security Manager at the Calgary Airport Authority has been notified, in writing, by your Senior Requesting Officer of any restrictions, your signature will have the same authority as your Senior Requesting Officer’s signature. You will be responsible to your Senior Authorizing Officer for all your actions.

Your prime responsibility is to assist your Senior Requesting Officer in their role.

It is your duty to ensure that:

1. You are familiar with Canadian Aviation Security Regulations and those sections of the Transportation Security Clearance Program applicable to your position.
2. You understand the responsibilities of your Senior Requesting Officer and the responsibilities they have given to you as their designate

IMPORTANT NOTE: Personal information about a company employee, will not be given out to anyone from the same company except a signing authority; either a Senior or Delegate. There are NO exceptions.

FAILURE TO RETURN PROCESS FOR RAIC/TEMP BADGES

As a Senior Signing Authority, it is your duty to ensure the return of employee RAIC/temp badges to the Pass Office. If an employee will be away for 30 days or more, it is required for the employee to return their RAIC/temp badge.

If an employee has been let go or leaves their job, it is up to the Designated or Senior, to notify the Pass Office they are no longer employed with the company. The Pass Office will then void the RAIC/Temp Badge until it has been returned.

Every month, a monthly report is sent to the Senior Signing Authority, to confirm that the employees listed are still employed with the company, along with the expiry and key report.

Once a RAIC or Temp badge has been voided, the company has 5 business days before they receive a “failure to return” notice. A failure to return is a notice, stating that we have voided a RAIC, or Temp Badge and the Pass Office has not received it. There are penalties surrounding the failure to return a badge as these badges are Calgary Airport Authority Property.

One unaccounted badge could cost the company up to \$525. If a company has over \$1500 in outstanding invoices their Pass Office privileges will be revoked until the charges have been paid

PENALTY

Initial Action: Employer will receive an email stating that the employees RAIC must be returned to the Pass Control Office within 5 business days.

First Notice: A first notice will be sent to the Senior Signing authority, two weeks after the **Initial** email has been sent, if the RAIC/Temp badge has not been returned.

Second Notice: Will go out one week after **First** notice has gone out and RAIC/Temp badge is still outstanding.

Reminder Email/ Final Notice: Will go out a month after the **Second** notice.

Invoice: Must be paid within 45 days

**Please note, companies with an outstanding balance could potentially have all pass control privileges revoked. There will be a 25% administrative penalty that will be retained by the Calgary Airport Authority if the RAIC is returned within 7 days.*

RETURN RECEIPTS

When RAIC/Temp Badges/Keys are returned, the Pass Office will send a Return Receipt to the Senior Signing Authority to notify them that they have been returned. These receipts will be sent over email.

Transport Security Services (TSS) & Transport Canada Guide

TRANSPORT CANADA SECURITY CLEARANCE

A Transport Canada Security Clearance allows an individual to work at the airport. This application will ask the applicant for their information, residences, and activities from the last 5 years.

ID Badges are issued to those who do not need to enter NPS zones (Non-Passenger Screening), so applicants are not required to complete a Transport Canada Security Clearance Application.

UPDATES – WHAT IS TSS?

As of February 2024, all applications are now required to be completed through a system platform called Transportation Security Services or TSS. *You can find the TSS platform through the email you would have received from “TSS MODERNIZATION” or through the [TSS Government Website](#).*

Any Administrator or Signing authority of a company, must have valid security clearance to be able to use the TSS platform. If they do not, they are unable to use the platform.

There is a difference between Administrator and Signing Authority accounts, in TSS.

Administrator account: allows you to onboard applicants, resend invitation codes, designate another administrator (there can be more than one), cancel applications, make changes to company and employee information.

Signing Authority account: allows you to onboard applicants, resend invitation codes, designate other signing authorities, certify that an applicant needs preclearance, review a “share for review” application, and cancel applications.

1. The employee must get onboarded by the Administrator or Signing authority of the company.

It is important to inform your new employee that they will need to download an authenticator app and they must have it readily available when they're using TSS.

2. The employee will receive an email from TSS Modernization about creating an account, with an invitation code, which is listed in their onboarding email.
3. Once they have created their account, completed their application, signed, and uploaded their documents, they will have the option to send it for review or submit it to the Signing authority, to be certified. It is up to the company, to decide what they would like to do.
4. Once their application has been submitted, the Signing authority will be able to certify that the applicant needs preclearance.
5. Their application then is sent to the Pass Office for review.

The employee should NOT book an appointment with the Pass Office until they have received a “Verification Appointment” email or notification. Once they have, they can book an appointment and are required to bring all documents, IDs and YYC forms to their appointment.

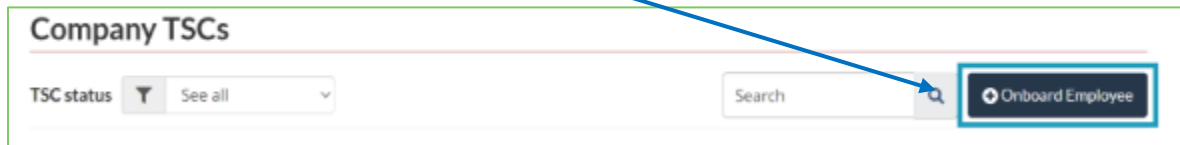
TSS – HOW TO ONBOARD AN EMPLOYEE

1. From the home page, click “COMPANY TSCs”

Home



2. On the top of the list, you will see “Onboard Employee.”



3. Enter the applicant/employees’ email (this search will check if the applicant is already set up with the TSS program)

Find employee by email

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

* Employee email address

Cancel Search

4. Fill out all required information:

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

5. Once this information has been filled out, go directly into the "Company Related Details" tab.

6. In OCCUPATION, choose the best selection possible.

7. Always select "YES" to pre-clearance.

8. Once this has been completed, press SUBMIT.

TSCM AIRPORT AUTHORITIES

Add employee

Employee Details | Company Related Details

* Occupation

* Require pre-clearance
 Yes
 No

Cancel Submit

TSS - OCCUPATIONS

If you have put your employee's occupation as "OTHER –" you need to notify them that they need to put their title in the "Additional notes" section of their TSC. This section is located in the Summary tab of their Application.

English	Definitions (E)
Air Carrier Administrative Staff	Staff based at an airport or based at head office locations who, on occasion, require access to the sterile/restricted area. Staff examples include airport scheduling personnel, administrative assistants, Human Resources staff, payroll staff, marketing staff, data collection staff, communications and public relations staff.
Air Carrier Customer Service Agent	Staff responsibilities include checking in customers, boarding customers, helping customers (e.g. wheelchair assist, unaccompanied minors, etc.).
Air Carrier Security Management	Conduct operational oversight (e.g. ensure regulatory compliance, aircraft and employee internal investigations).
Air traffic controller/specialist	
Aircraft Fueller	Responsible for fueling an aircraft.
Aircraft Groomer / Cleaner	Groom the inside of an aircraft, conduct security spot checks, etc.
Aircraft Maintenance Technician	Conduct aircraft repairs (e.g. engine repairs, aircraft tray replacements, replace soiled set covers, etc.).

Occupations (Continued)

English	Definitions (E)
Aircraft Tower	Persons operating a tug, towing an aircraft.
Airport Customer Service Agent	Responsible for providing assistance and information to passengers or airport visitors.
Airport Maintenance	Personnel employed or contracted by aerodrome operators to provide maintenance (e.g. repairing, maintaining, or demolishing), cleaning or related services to the airport.
Airport Security Management	Personnel employed directly or indirectly by the aerodrome operator to manage the airport's security programs, plans, infrastructure and personnel.
Airport Security / Safety Personnel	Personnel that provide security/safety to the airport by patrolling duties within the air terminal building, airside or on the aerodrome perimeter or by conducting access control at restricted area access point.
Armed Guard	Armed guards (e.g. Brinks employees) engaged in the protection of persons and/or currency at an aerodrome.
Baggage Handler	Responsibilities include: loading the aircraft with cargo, baggage, removing and putting on bridge, towing the baggage to different gates.

Occupations (Continued)

English	Definitions (E)
Border Services Agent	Responsible for border and immigration enforcement and customs services at aerodromes in Canada.
Cargo Driver	Transport cargo from a cargo facility to the aircraft. Load cargo from a truck to the aircraft.
Catering Provisions Driver	Transport catering supplies from a catering facility to aircraft. Load catering supplies from a truck to the aircraft.
Contracted Airport Security Personnel	Personnel that provide access to the restricted area, within the air terminal building or airside access points.
CSIS employee	A CSIS officer engaged in undercover operations at an airport.
De-Icer	Persons responsible for de-icing an aircraft.
Emergency Response Provider	Emergency service providers such as: Firefighters, first point of contact Emergency Medical Technicians (EMT), Ambulance, paramedics, etc.
Escort Officer	Responsible for escorting persons to the boarding gate or accompanying them on a flight.
Explosives Detection Dog Handler	Handlers of dogs trained to detect explosives.
Flight Attendant	Crew member, who has been assigned duties to be performed in the interest of passengers (i.e. on board food and beverage service, assist passengers when on board an aircraft, etc.).

Occupations (Continued)

English	Definitions (E)
Inspector	Ensure compliance with Security Measures/Regulations.
Internal Auditor	Audit internal processes (throughout different departments: security, safety, etc.). Regulated by IATAs Operational Safety Audit.
Military Personnel	Military personnel responsible for transporting human remains.
Pass Control Office Personnel	Personnel employed directly or indirectly by the aerodrome operator to facilitate the issuance and control of passes that provide access to the restricted area of the aerodrome, keys, parking passes and driving permits.
Peace Officer	A member of the CSC who is designated as a peace officer, a member of the RCMP (police officer or constable), an escort officer (immigration), a military police peace officer, a person designated as a peace officer by the Minister of Public Safety, the Commissioner of the RCMP or a Provincial Minister as a peace officer for the protection of the public at an aerodrome.
Pilot	Complete responsibility and authority for the operation and safety of the aircraft during the flight, conducts mandated aircraft walk-around for maintenance issues, etc.

Occupations (Continued)

English	Definitions (E)
Retail Staff / Vendor	Personnel that provide retail and concessions within the confines of the aerodrome, either in the restricted or public areas (this includes restaurant staff).
Screening Authority Regional Manager	Oversee the delivery of screening services for CATSA at the airport.
Screening Authority Contractor Manager	Manage the delivery of screening services at screening checkpoints.
Screening Authority Headquarters Staff	Staff based at headquarters who, on occasion, require access to the sterile/restricted area. Examples include regulatory affairs staff, operations staff and program improvement staff.
Screening Officer	Screen passengers and their belongings, screen passengers checked baggage, screen non-passengers, their belongings and vehicles.
Snow Remover	Persons performing snow removal operations.
United States Preclearance Officer	Responsible for border and immigration enforcement and customs services at airports with preclearance facilities.
Wildlife Control	Persons responsible for preventing wildlife from threatening civil aviation.

TSS – EMPLOYEE ONBOARDING EMAIL

Do not send an employee the email link to TSS. Once you have onboarded them through the TSS platform, it will send them an email with instructions about how to set up their account.

An example of the email the employee receives is below:

Hi

Please sign-in to the Transportation Security Services (TSS) platform to complete your Transportation Security Clearance Application (TSCA).

To access your TSS account, you must complete 3 steps.

To get started, [go to your TSS account](#)

Step 1 - Sign in with GCKey or with Sign-in partner or Sign-up with GCKey

Step 2 - Choose and add your two-step verification

Step 3 - Enter your **invitation code**:

You need to enter **your invitation code the first time you log in only**.

Please access your TSS account as soon as possible, since **your invitation code expires in (4 days)**.

If you have questions, please contact your employer.

1. Your employee will need to make an account on TSS, as their GCKEY with the government will not work.
 2. They must have an authenticator app to use the program.
 3. The invitation code will be listed in the email they receive. **DO NOT** give out any codes you have received when building your own account, as this does not apply to the current applicant.
-

TSS – THE EMPLOYEE PROCESS

Inform your employee that is best to complete the application process through a desktop as the TSS website isn't formatted correctly on a tablet or phone. There is a readily available *Applicant Onboarding* document on the YYC website that explains this process.

1. Click on the website link in their TSS email they have received.

2. Click on "Sign up with GCKEY".

If they have a GCKEY with the CRA, this will not work for this system. They will need to create a new file, to use the TSS program.

1. Select "Sign Up"

3. Follow the prompts that the website gives them to set up their account; this is where they will create their security questions. To set up their authenticator, the following section will help them set up an account. They can use their phone, tablet, or laptop.

HOW TO SET UP AN AUTHENTICATOR WITH A MOBILE DEVICE

a. Choose "Set up mobile device."



b. Read and agree to the terms and conditions provide.



- c. Read the following information and select “confirm” once they have downloaded an authenticator app of their choosing.

Prepare your mobile device

You can use an app on your mobile device (smartphone or tablet) as a second factor.

▼ Example apps for two-factor authentication

There are several apps that provide this service, such as Google Authenticator and Microsoft Authenticator. Whichever app you choose, ensure that it comes from a reputable vendor.

How to install an app

Always download an app from a trusted source to reduce the risk of installing a malicious app onto your device. Trusted sources include the Apple App Store, Google Play Store, and the Microsoft Store.

▼ To install an authenticator app on your mobile device

1. Open the App Store on your device and search for “Authenticator”.
2. Choose the authenticator app that you wish to use.
3. Install your chosen app.

Ensure that you regularly apply security updates to your device.

Already have an authenticator app installed?

Open the authenticator app on your device and prepare to add your two-factor account:

1. On most apps, you tap on a plus (+) sign to add a new account.
2. Select the option to scan a bar code or QR code. If you are on a mobile device now and cannot scan a bar code or QR code, select the option to manually enter a pin or secret key.

Once you are ready, continue to the next page.

Need assistance in preparing your device? Please contact TSCModernization-ModernisationHST@tc.gc.ca for support.

- d. Point the phone to the QR code OR fill in the secret key listed, into their authenticator app.

- e. A one-time password code will show on the authenticator app. Put this code in the box below.

This code will expire every 30 seconds so its important to do it quickly and correctly)

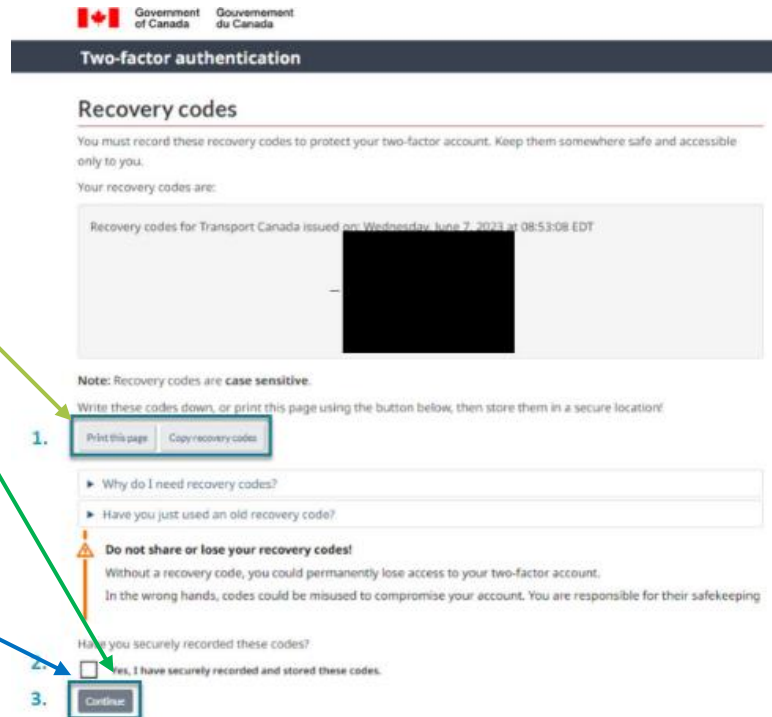
- f. Click “Continue”.

IMPORTANT NOTE: THEY SHOULD TAKE A SCREENSHOT OF THEIR RECOVERY CODES THAT ARE PROVIDED TO THEM. IF THEY LOSE OR DAMAGE THEIR SMARTPHONE, TABLET, OR DESKTOP, OR REINSTALL THEIR AUTHENTICATOR APP, THEN THEY CAN RECOVER ACCESS TO THEIR ACCOUNT USING A RECOVERY CODE. WITHOUT A RECOVERY CODE, THEY COULD PERMANENTLY LOSE ACCESS TO THEIR 2-FACTOR ACCOUNT. IN THE WRONG HANDS, CODES COULD BE MISUSED TO COMPROMISE YOUR ACCOUNT. THEY’RE RESPONSIBLE FOR KEEPING THEM SAFE.

g. Copy or print out their recovery codes and keep them safe.

h. Check the box to say that they have stored their recovery codes safely.

i. Click on “Continue” when they’re ready.



j. Once they have set up their authenticator account, they can press “continue” to move onto the invitation code section.



HOW TO SET UP AN AUTHENTICATOR WITH A LAPTOP

a. Choose "Set up mobile device."

Choose a method of two-factor authentication

Transportation Security Service (TSS) requires the use of two-factor authentication to secure your account. You will be asked to complete registration of a second factor in order to continue to access this service.

► What is two-factor authentication?

Need help? Please contact TSCModernization-ModernisationHST@tc.gc.ca for assistance.

<p>Use your smartphone or tablet (recommended)</p>  <p>Set up your mobile device</p>	<p>Use your desktop device</p>  <p>Set up your desktop device</p>
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b. Read and agree to the terms and conditions provide.

Terms and conditions of use

The Government of Canada and Shared Services Canada are committed to providing measures that respect and value your privacy and security. The collection, use and disclosure of any personal information as it applies to your two-factor credentials is governed by the [Privacy Act](#) and our [Privacy Policy](#).

In return for the Government of Canada providing you with a two-factor credential, you agree to abide by the following Terms and Conditions of Use:

- You understand and accept that you are at all times responsible for your two-factor credential. If you suspect that others have obtained access or that your credential has been compromised, you are responsible for revoking your access to the service and then re-registering with a new two-factor credential.
- You understand and accept that the Government of Canada can revoke your two-factor credential for security or administrative reasons.
- You understand and accept that the Government of Canada disclaims all liability (except in cases of gross negligence or willful misconduct) in relation to the use of, delivery of or reliance upon the two-factor authentication service. More details can be found in our [Disclaimers](#).

Choose the **I accept** button to accept the Privacy statement, as well as the Terms and Conditions, as stated above. Choose the **I decline** button to end this process and cancel the two-factor credential sign-up.

- c. Read the following information and select “confirm” once they have downloaded an authenticator app of their choosing.

Prepare your mobile device

You can use an app on your mobile device (smartphone or tablet) as a second factor.

▼ Example apps for two-factor authentication

There are several apps that provide this service, such as Google Authenticator and Microsoft Authenticator. Whichever app you choose, ensure that it comes from a reputable vendor.

How to install an app

Always download an app from a trusted source to reduce the risk of installing a malicious app onto your device. Trusted sources include the Apple App Store, Google Play Store, and the Microsoft Store.

▼ To install an authenticator app on your mobile device

1. Open the App Store on your device and search for “Authenticator”.
2. Choose the authenticator app that you wish to use.
3. Install your chosen app.

Ensure that you regularly apply security updates to your device.

Already have an authenticator app installed?

Open the authenticator app on your device and prepare to add your two-factor account:

1. On most apps, you tap on a plus (+) sign to add a new account.
2. Select the option to scan a bar code or QR code. If you are on a mobile device now and cannot scan a bar code or QR code, select the option to manually enter a pin or secret key.

Once you are ready, continue to the next page.

Need assistance in preparing your device? Please contact TSCModernization-ModernisationHST@tc.gc.ca for support.

Continue

Back Cancel

- d. Copy and paste the Secret Key into the Authenticator app.

- e. A one-time password code will show on their authenticator app. Put this code in the box below.

This code will expire every 30 seconds so it's important to do it quickly and correctly)

- f. Click “Continue”.

Register your device

Register your one-time passcode device as follows:

1. Open your preferred desktop authenticator app.
2. Enter the secret key value shown in the box below into your desktop authenticator app.

Secret key

[Redacted Secret Key]

Copy secret key

3. Give the secret key a name you can remember. You can include the identifier 46Z5. This identifier will be displayed to help you find this secret when you login.
4. Once the two-factor account has been added into you desktop app, a six-digit code will appear. Enter this authenticator code below and select Continue.

* Authenticator code (46Z5) (Required field)

[Empty Input Field]

Continue

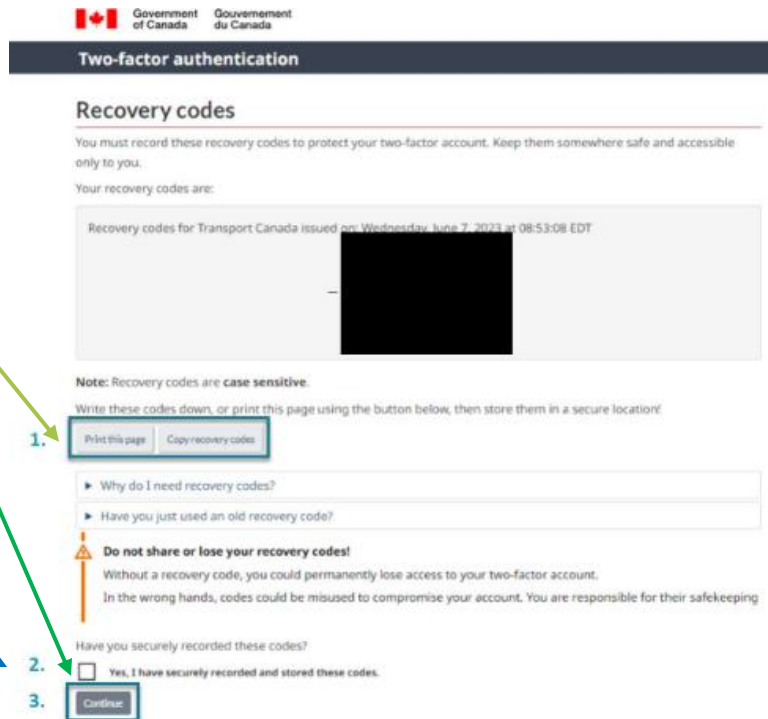
Back Cancel

IMPORTANT NOTE: THEY SHOULD TAKE A SCREENSHOT OF THEIR RECOVERY CODES THAT ARE PROVIDED TO THEM. IF THEY LOSE OR DAMAGE THEIR SMARTPHONE, TABLET, OR DESKTOP, OR REINSTALL THEIR AUTHENTICATOR APP, THEN THEY CAN RECOVER ACCESS TO THEIR ACCOUNT USING A RECOVERY CODE. WITHOUT A RECOVERY CODE, THEY COULD PERMANENTLY LOSE ACCESS TO THEIR 2-FACTOR ACCOUNT. IN THE WRONG HANDS, CODES COULD BE MISUSED TO COMPROMISE YOUR ACCOUNT. THEY'RE RESPONSIBLE FOR KEEPING THEM SAFE.

g. Copy or print out their recovery codes and keep them safe.

h. Check the box to say that they've stored their recovery codes safely.

i. Click on "Continue" when they're ready.



j. Once they have set up their authenticator account, they can press "continue" to move onto the invitation code section.



4. Once they have completed setting up their authenticator app, it will ask them for the invitation code. This is the long code they received in their onboarding email from TSS.

Sign up with an invitation code

i If you don't have an invitation code, you must ask your employer to send you an invitation code to access your TSS account

* Invitation code

Register

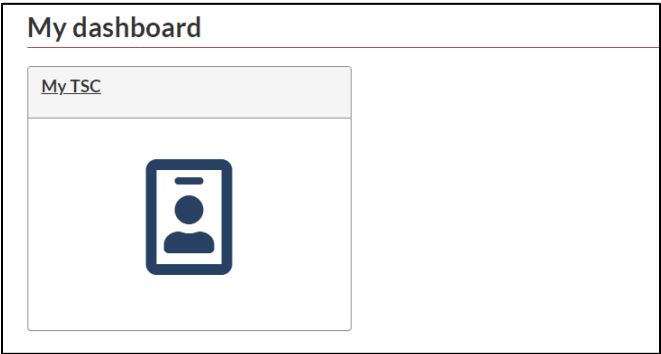
i The personal information enclosed in a Transportation Security Clearance Application is collected by or on behalf of Transport Canada and is only provided for the purpose of conducting all the necessary verifications or assessments for security clearances under the Transportation Security Clearance Program. This information is protected by the [Privacy Act](#) and shall not be used or disclosed for purposes other than those for which it was collected.

Use the 32-digit code listed in your TSS email.

Once the employee registers their account, it will prompt them to the TSS dashboard.

TSS – HOW AN EMPLOYEE CREATES AN APPLICATION

Once they are in their account, they must go to “MY DASHBOARD” from the top menu and select “MY TSC” to start their application.



APPLICATION SECTION

This part of the application requires them to fill out everything they have done in the last 5 years. This includes employment, unemployment, schooling, where they have lived, travel over 90 days and more.

The screenshot shows a progress bar with five steps: Complete application, Employer certification, Enrolment site review, Verification appointment, and Sent to TC. Below the progress bar, the title 'My TSC application' is displayed with the application number '2023-10-05-1394'. Under 'Your next steps', there are three items: 'Complete your application', 'Upload all documents', and 'Give consent'. A 'Cancel my application' button is located below these steps. A green box highlights a 'Complete Application' button with a document icon.



The screenshot shows the 'Applicant Details' form. On the left is a 'Section menu' with options: Applicant Details, Name History, Birthplace or Citizenship, Marital Status, Criminal History, Education History, Residences, Activities, Travel, and Summary / Submission. The main form area contains the following fields:

- Date of Birth:** A text input field with a placeholder 'mm/dd/yyyy' and a calendar icon.
- Gender:** Radio buttons for Male, Female, and Other gender.
- Height and Weight:** Two text input fields, one for height and one for weight.
- Units:** Two buttons, 'Imperial' and 'Metric', with 'Metric' selected.
- Hair colour:** A dropdown menu with 'Select' as the current value.
- Eye colour:** A dropdown menu with 'Select' as the current value.

Press Submit to get to the next section, Documents.

DOCUMENT SECTION

In this part of the application process, they must include all documents that they have used on their TSCA. If they have out of country documents, they will be requested here as well. They should NOT include documents that are not listed here, as they will be asked to remove them from their application.

The screenshot shows a progress bar at the top with five steps: Complete application, Employer certification, Enrolment site review, Verification appointment, and Sent to TC. Below the progress bar is the heading 'My TSC application' and the application number '2023-10-05-1394'. Under 'Your next steps', there are three items: 'Complete your application' (checked), 'Upload all documents' (warning icon), and 'Give consent' (warning icon). A 'Cancel my application' button is also present. Two main action cards are shown: 'Edit application' with a document icon and 'Document upload' with a paperclip icon. The 'Document upload' card is highlighted with a blue box and a large blue arrow points down to the next screenshot.

The screenshot shows the 'Application file upload' page for 'CALGARY INTERNATIONAL AIRPORT'. It lists two items for upload: 'Canadian birth certificate - Front Side' and 'Canadian birth certificate - Back Side'. Both items include the text 'Only JPG, PNG, TIFF, BMP and PDF formats are accepted. Max size of 10 Mb.' and an 'Upload' button with a paperclip icon. At the bottom, there are three buttons: 'Cancel', 'Add supplement document', and 'Complete upload'.

Press Submit to get to the next section, Consent.

CONSENT SECTION

In this section, they must “sign” each location the form directs them to. There will be no signature shown, just a number. This is how Transportation Canada confirms that they have used their account to sign the form.

The screenshot shows a progress bar with five steps: Complete application, Employer certification, Enrolment site review, Verification appointment, and Sent to TC. Below the progress bar is the heading "My TSC application" and the application number "2023-10-05-1394". Under "Your next steps", there are three items: "Complete your application", "Upload all documents", and "Give consent". A "Cancel my application" button is also present. Three large buttons are shown: "Edit application" (with a document icon), "Document upload" (with a paperclip icon), and "Give consent" (with a pencil icon). The "Give consent" button is highlighted with an orange border.

The screenshot shows a portion of a passport application form. A large orange arrow points to the "Sign" buttons. The form includes questions 28, 29, 30, 31, 32, 33, 34a, 34b, 34c, and 34d. Questions 32, 34b, 34c, and 34d have "Sign" buttons with a downward arrow icon. Question 33 has a table for "Name and address of institution(s)" with columns for "From", "De", "To", and "À".

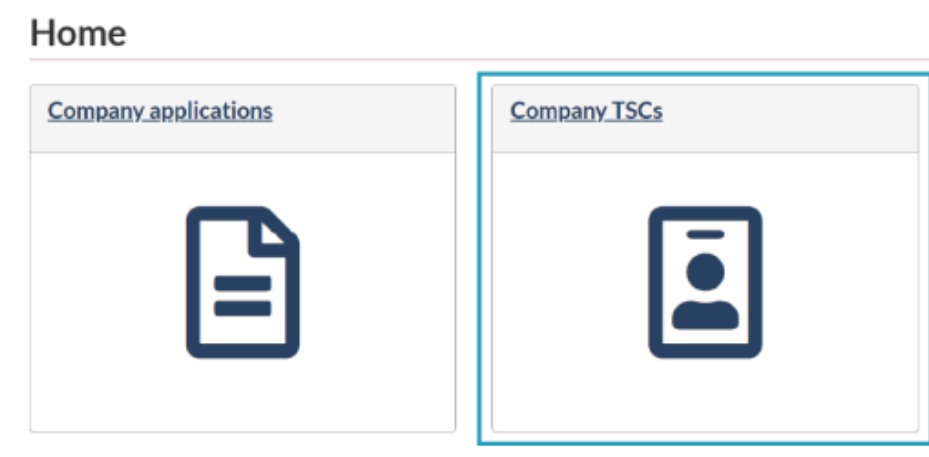
Once they have signed all necessary locations, they must submit it to the Enrollment Site or share to a signing authority for Review. If they have not submitted to the Enrollment Site, it does not get sent.

TSS – HOW TO RESEND AN INVITATION CODE

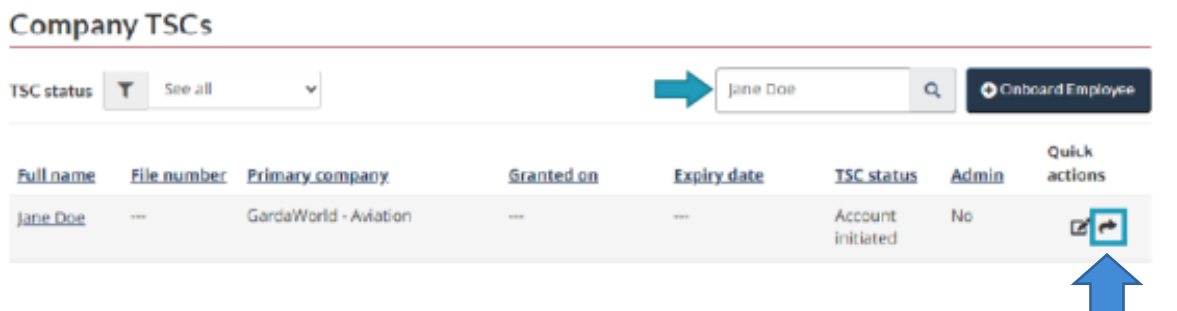
Applicants have 48-96 hours to create their account. If they do not set up their account within this time frame, the Administrator or Signing Authority must resend them an onboarding invitation code.

HOW TO RESEND AN INVITATION CODE

1. Go into “Company TSCs”

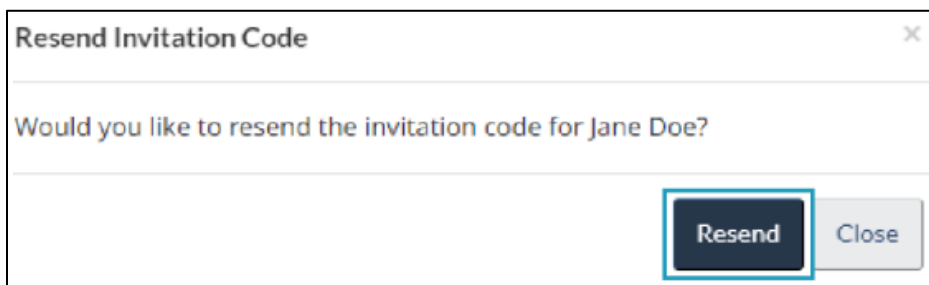


2. Search the applicant by their first name.



3. Once you have found the person you need to resend the invitation code to, select the quick arrow button to resend the invitation code.

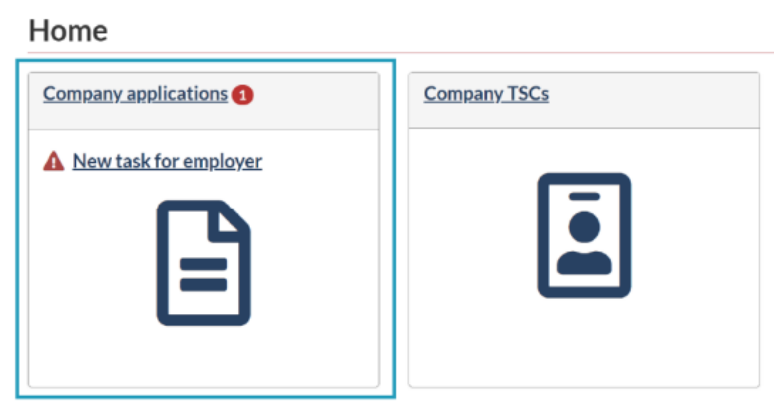
4. The TSS program will ask if you want to resend an invitation code, select “Resend”



TSS - CERTIFYING EMPLOYEES

Once an applicant completes their TSCA, uploads their documents and signs their application, the Signing Authority will be notified to certify an application. This means that the applicant needs a TSC for their job.

1. On the home screen, you will see a notification waiting for you in “Company Applications”.



2. Those that are listed “Action by Employer” mean that they must be Certified.

The screenshot shows a table titled 'Company applications'. At the top, there is a filter dropdown set to 'See all' and a search box. The table has the following columns: Full name, DOB, Primary company, Created on, Last modified on, Application status, and Quick actions. A blue arrow points from the text above to the 'Application status' column of the first row, which contains the text 'Action from employer'.

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

3. Once selected, it will pull up the following form. You must select “I confirm” and use the drop down menu, to give a reason why the applicant needs a TSC. “Send to Enrollment Site” once completed.

The screenshot shows a 'Certify TSC' form. It displays the applicant's details: Surname: Doe, Given name(s): Jane, Date of birth: 1996-06-05. Below this is a red asterisk followed by the text: 'Lyndsay Signing Authority, certify that the applicant named above needs or will need a transportation security clearance.' There is a checkbox labeled 'I confirm' with a blue arrow pointing to it. Below that is another red asterisk followed by the text: 'For the following reason(s):' and a dropdown menu with the word 'Select' and a blue arrow pointing to it. At the bottom, there are two buttons: 'Back' and 'Send to enrolment site', with the latter button highlighted by a blue box.

TSS - SHARE FOR REVIEW

The applicant has the choice to send their application to the Signing Authority for review. If your company should ask them to send it, this section will explain what you will complete.

1. On the home screen, there will be a notification waiting under “Company Applications.”

Home

The screenshot shows a home dashboard with two main cards. The left card, titled 'Company applications', has a red notification icon with the number '1' and a sub-header 'New task for employer'. Below this is a document icon. The right card, titled 'Company TSCs', features a person icon representing a user profile.

2. Choose the application where it says, “Review Employee Application.”

Company applications

Filter ▼ Review employee application ▾ Search 🔍

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane Doe	1997-06-10	GardaWorld - Aviation	2023-12-07	2023-12-18	Review employee application	

3. The link will direct you to the employee’s application.

Transport Canada / Transports Canada		PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)	
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE		DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT	
TSCA - DHSMT#: E4C158F8-699B-EE11-BE37-000D3A09D855			
Type of application - Type de demande New / Nouveau	Transportation facility / Enrolment site - Installation de transport / Point d'inscription TSCM Airport	Applicant's Pass ID / Numéro d'identification de la passe du demandeur	File No. - N° de référence
Applicant's surname / last name - Nom du demandeur Doe	Applicant's given name(s) - Prénom(s) du demandeur Jane	Date of birth (yyyy-mm-dd) Date de naissance (aaaa-mm-jj) 1996-08-14	

TSS – MODIFICATION REQUEST FROM SIGNING AUTHORITY OR ADMIN

If you have reviewed the employee’s application and noticed there needs to be a correction, either documents or within the application itself, you can send the application back.

1. Select what option best suites the situation.

Choice 1: The application doesn’t need any modifications.

Choice 2: Modifications are required.

Review application

Surname: Doe
Given name(s): Jane
Date of birth: 1996-08-14
Preferred communication language: English

Time (UTC)	User	Activity	Modification Request
2023-12-18 19:41	Jane Doe	Sent to company signing authority	

- The application doesn't need any modification
 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

2. If there is a Modification, select one or both selections listed.

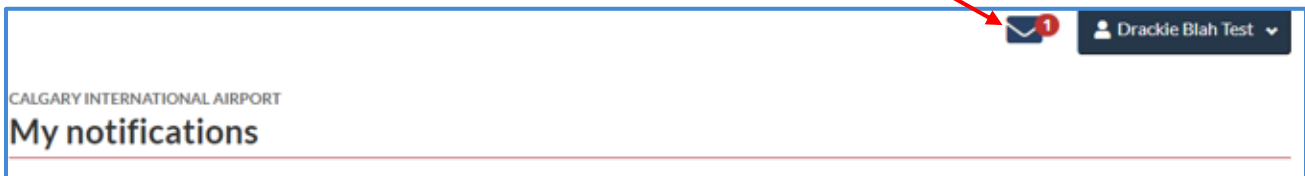
3. In Modification Details, write to the best of your ability about what needs to be adjusted, added, or changed in the employee’s application.

4. Once Modification information has been listed, send it back to applicant.

TSS – HOW AN EMPLOYEE COMPLETES A MODIFICATION REQUEST


It's important to understand that modifications can be completed within an employee's TSS account. No employee should be cancelling their application to create a new account. When the Pass Office requests modifications to any part of the employee's application, it is important to understand how the process works.

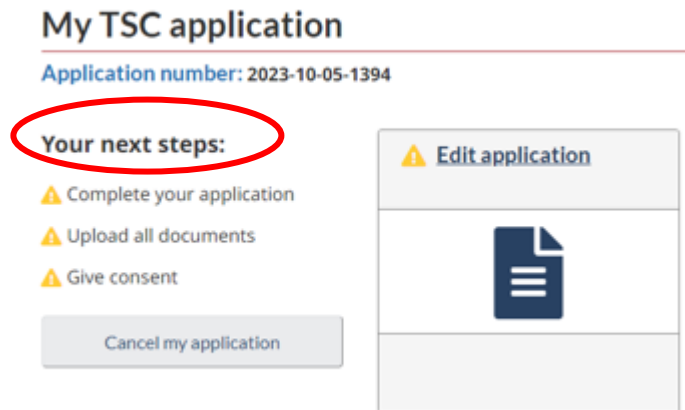
After the Enrollment Officer sends off the Modification request, they will receive an email right away from TSS, letting them know they have a message. They will be required to log into their TSS account to read the notification and see what modifications are being requested.



IMPORTANT NOTE: THE EMPLOYEE MUST MAKE NOTE OF WHAT MODIFICATIONS ARE BEING REQUESTED. IF THEY SEND BACK THE APPLICATION, WITH NO CHANGES, THE PASS OFFICE WILL SEND THE APPLICATION BACK TO THEM UNTIL THE MODIFICATIONS ARE COMPLETED.

Once they have made notes about what modifications are being requested, they must go back into their Dashboard, and select "My TSC".

In "My TSC", they will notice that their application has 3 alert signs ->  below under the "Your next steps" section.



MOST IMPORTANT INFORMATION ABOUT MODIFICATIONS

They **must** go through each step (Application, Documents and Consent) individually, one after the other, before being able to move onto the next section, regardless of whether they need to make a correction in that section.

Complete application Employer certification Enrolment site review Verification appointment Sent to TC

My TSC application

Application number: 2023-10-05-13

Your next steps:

- ✓ Complete your application
- ✓ Upload all documents
- ⚠ Give consent

Cancel my application

- 1** ✓ [Edit application](#)
- 2** ✓ [Document upload](#)
- 3** ⚠ [Give consent](#)

Section menu

- Applicant Details
- Name History
- Birthplace or Citizenship
- Marital Status
- Criminal History
- Education History
- Residences
- Activities
- Travel
- Summary / Submission

1 [Application](#)

Application

If they were notified to make corrections in their application, they must go through their application and make their corrections.

If they do not need to make any corrections in their **application**, they still must click on it, go into the summary tab, and click on “submit application”.

They **DO NOT** need to through each section of the menu to get to the summary page. Once it opens, the summary section will un-gray itself, allowing them to click on it.

2 Document

CALGARY INTERNATIONAL AIRPORT

Application file upload

Canadian birth certificate - Front Side

Only JPG, PNG, TIFF, BMP and PDF formats are accepted. Max size of 10 Mb.

Canadian birth certificate - Back Side

Only JPG, PNG, TIFF, BMP and PDF formats are accepted. Max size of 10 Mb.

Cancel

If they're required to remove a document, select “Upload” and reupload a new document, as it will replace the previous one.

If they are asked to remove a supplemental document, they will not see it in the following list. They must go into “[Add Supplemental Document](#)”, and it will show all files they have uploaded.

If they do not need to correct any documents, select “Complete Upload” and it will bring them back to “My TSC Application page.”

3

Consent

They must sign all locations of your application where it asks them, even though they have done this previously.

4

Submit to Enrollment Site

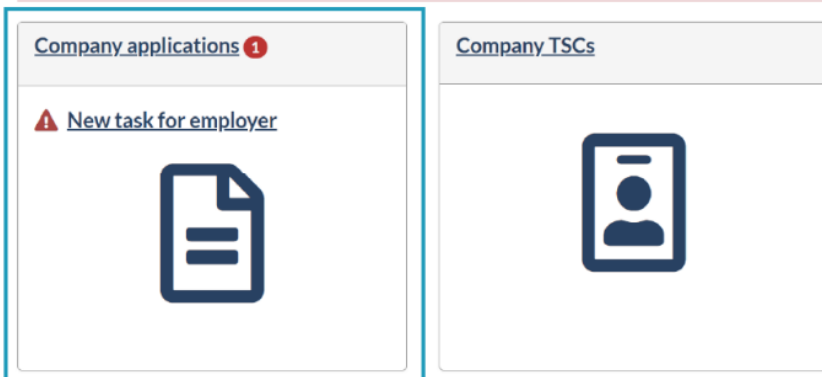
Once all sections have been reviewed, or modifications have been made, they must select “SEND TO ENROLLMENT SITE” or the Pass Office will not receive their application.

TSS - CANCELLING AN APPLICATION

If an employee will no longer be employed with your company, the Administrator and Signing authority can cancel their application.

1. Go into “Company Applications”

Home



2. Find the applicants name by the TSCs in the list or by their first name

Company applications

Filter ▼ See all ▼ Search 🔍

Full name	DOB	Primary company	Created on	Last modified on	Application status	Quick actions
Jane Doe	1996-06-05	GardaWorld - Aviation	2023-11-16	2023-11-20	Action from employer	🗑️

3. Once you have found the applicant, select the button listed above.

- A notification will pop up asking you if you would like to cancel their application. Select confirm to cancel application.

✕

Cancel application

Are you sure you want to cancel Jane Doe application?

If you cancel the application:

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

Confirm
Back

You will notice that the status on that employee's row will say "Application Cancelled by Signing Authority."

Company applications

Filter See all Jane Doe Q

Full name	DOB	Primary company	Created on	Last modified on	Application status ↑	Quick actions
Jane Doe	1998-06-09	GardaWorld - Aviation	2023-09-21	2023-10-23	Application cancelled by signing authority	✕

- You must remove them completely from the Company list, select the X button to remove.
- A notification will pop up, asking you to confirm your choice.

✕

Remove cancelled application from company applications list

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

Confirm
Back

IMPORTANT NOTE: AN EMPLOYEE SHOULD NOT BE CANCELLING THEIR APPLICATION IF THEY HAVE RECEIVED A MODIFICATION REQUEST. ONLY CANCEL AN APPLICATION IF THE EMPLOYEE IS NO LONGER WORKING FOR THE COMPANY OR HAVE BEEN ADVISED BY THE PASS OFFICE, TO DO SO.

TSS – HOW TO CREATE A SIGNING AUTHORITY OR ADMIN


Through the TSS platform, you can designate or remove signing authority and admin power.

QUICK INFORMATION:

- Only those who have admin power, within a company, can designate another individual to become an admin.
- An individual can have both signing authority and admin power.
- To designate a signing authority, the person must have a security clearance.
- You must still inform the Pass Office if you are adding someone to become a registered signing authority at YYC, as those who have been given signing authority power through TSS, does not mean that they can sign YYC forms.
- If someone is to become a signing authority and has not been set up on the TSS platform, you must notify the Pass Office so we can give the information to TC.
- Those who are admin or signing authorities can designate someone to be a signing authority.
- Those who have out of city RAIC or CANADA passes, cannot become a signing authority in TSS, as they do not have a designated RAIC from YYC.

HOW TO DESIGNATE OR REMOVE

1. Go into the employees file through the “Company TSC” and click on the “**edit profile**” button.

EMPLOYEE NAME	FILE NUMBER	COMPANY NAME	2022-07-28	2027-07-11	Active	Yes	

2. From the options listed at the bottom of their account you will see the following selections.

*** Employee's preferred communication language**

English ▼

- The employee is admin
- The employee is a signing authority
- This is an employee

3. Choose whether to designate or remove signing authority access and submit when you are done.

TSS - FAQ

Do I need to onboard my entire company?

No, you just need to onboard new employees and employees who need to complete their Renewal.

Once the application has been sent to the Enrollment site, can my employee book an appointment with the Pass Office?

No. There will be a notification that is sent to the employee, if their application is good to go. This is called a Verification Appointment. They SHOULD NOT book an appointment with the Pass Office if they haven't received this message. This applies to modifications on applications as, as modifications mean there are specific things that need to be adjusted before they can book at the Pass Office.

How come I can't see all Signing Authorities in our Company section?

TC has made it mandatory for Company Signing Authorities and Administrators to have a security clearance. If you did not receive an invitation code from TSS Modernization, notify the Pass Office so we are able to send an invitation code or set you up as an employee to the company, to start your Security Clearance application.

Do I still need to notify the Pass Office when making someone a signing authority?

Although you can remove or add someone as an Administrator or Signing Authority in TSS with the click of a button, The Pass Office still requires a YYC Senior or designated form to be filled out. It's imperative to notify the Pass Office when there are changes to company signing authorities, as all information in the office needs to be updated.

My name or email is not listed in the employer section of their application.

Your name will auto populate when the application has been certified. The email address will not show on the application as you have signed it through your account profile, which has your email address.

I am a signing authority at YYC, and I was never given an email for TSS. What do I do?

No Security Clearance: *If you are a signing authority that is registered at YYC, and you have no TSC clearance, you would have not received an email from TSS. It is mandatory to have a transport Canada security clearance, to use the platform. If you do not have clearance, you will need to be onboard by someone in your company that is a signing authority and whom has clearances. You will need to apply for clearance and make an appointment with the Pass Office to submit your application and forms. Once you have received clearance, you can then have access to the TSS platform.*

Has security clearance, but the invitation code is not working: *Please reach out to the Pass Office, so a team member can send you another code through the TSS platform. This code is only valid for 4 days, so it must be used as soon as possible.*

Just became a Signing Authority and has clearance: *The Administrator of the Pass Office, should have received an email from a designated or senior of a company, to add this person as a signing authority of YYC. If you have not contacted the Administrator first, you must do so. The Administrator will notify you when they have been given the go ahead to book an appointment to complete an electronic signature and when their information has been sent to TC to be set up as a signing authority on TSS. If you haven't informed us, we cannot contact TC.*

Has Security clearance but has a different city RAIC: *Those who have clearance but have a RAIC that has not been printed at YYC, cannot have access to the TSS portal. The TSS portal can only be used for the designated airport, the clearance is located in.*

Someone from the company is being brought up to be a Signing Authority (who already has access to TSS - with clearance) or a signing authority has left the company; what needs to be completed on TSS?

If a signing authority of a company has left or has been brought on, the ADMIN or Signing authority of the company must find the person they want to remove or add. Under Company TSC, you must find the person. In their row, you will see two buttons under "Quick Action". You must select the one that says "EDIT" when placing your mouse over it. In the employees' profile, you will see that you can select or unselect ADMIN or Signing authority from their profile. You are still REQUIRED to notify the Pass Office when you remove or add someone as a signing authority as there is additional paperwork that must be completed.

The employee has sent up their account, but the site is asking for an invitation code. The one I have isn't working. What do I do?

*The employee should be onboarded through the TSS website. If they weren't, and you only provided them the link to the TSS platform, you are required to complete the onboarding process **FIRST**. The invitation code they will receive, will be in the email from TSS Modernization, **AFTER** you have onboarded them. Invitation codes are specific to **ONE** person and cannot be used multiple times.*

TSS – APPLICATION REQUESTED INFORMATION

CONTACT INFORMATION

- Client should be using an email address and phone number, they have access to and intend to keep as if Transport Canada has any questions, they will contact them on that email.
- A company phone number can be used i.e., HR's direct contact.

APPLICANT DETAILS

- Only use information found on Official documents, Birth Certificate, Landing Paper, PR, or Citizenship document.
- The Pass Office will only use the official information on the government issued ID.

NAME HISTORY

- Only use information that is found on official documentation.
- Certain countries do not require Surnames/Given names for the unwed.
- Detail all name changes, include changing back to a maiden name after separation or divorce.
- Applications or RAICS cannot be printed to reflect a middle name or assumed name.
- We cannot change any name in our system unless it was a legal name change and proper supporting documentation was submitted.

BIRTHPLACE OR CITIZENSHIP

- For those born outside of Canada, we require the following information on the Transport Canada application.
- Point of entry into Canada: The port first entered when receiving their landing papers.
- Date of Entry: The date they first arrived in Canada.
- For refugees select other and provide document information.
- Country of the passport is the country issuing the passport not the country where the passport was obtained.

CRIMINAL HISTORY

- Having a criminal history does not automatically prevent them from obtaining a TSC.
 - A review of their history is completed by RCMP and CSIS to verify accuracy.
 - Providing false information can result in refusal and a ban from apply for a TSC for at least 5 years.
-

EDUCATION

- Must provide information if they have completed School outside the last 5 years.
- Current Education from the last 5 years, must be listed.
- Make sure to include all Institution attended.

RESIDENCES (SECTION 35)

- Include all places that they have resided in the Past Five years.
- If they have maintained one residence for the entire time, they do not need to break up the stay at that residence; this will remain their primary residence.
- If they have multiple residences mark their primary as the residence where they received most of their mail
- If they have spent extended periods in other places or have worked outside of the city of their primary residence, make sure to include all locations that were stayed at.

ACTIVITIES (SECTION 36)

- Include all education, employment, volunteer work, and unemployment in this section.
- If unemployed use home address of the time for the work address
- If moved while unemployed, stop one block of unemployment and start a new block with the updated address.
- If working remotely the address of the company does not need to match the address of residence.
- If off during the summer months and not employed, this must be broken down and have unemployed during those months.
- If out of country for more than 6 months, please indicate this in activities.

TRAVEL (SECTION 37)

- Only to include travel of over 90 days consecutively
 - If travel occurred 90-6 months, please input this into Section 37.
 - Travel over 6 months should be placed in section 35 and 35 (Residences and Activities, respectfully)
 - Travel to US not required.
 - Living in the US not required here but still must be included in the Resident section of the Transport Canada Application
 - If travel occurred before the age of 16, or before the applicant had applied for Permanent Residency extra documentation is not required.
 - If travel occurred before first PR/landing papers application submitted, it needs to appear in the travel section, but no extra documentation is required.
 - If client was out of the country but not a PR, travel does not need to be completed in this section.
-

OUT OF COUNTRY INFORMATION

TRAVEL – UNDER 24 MONTHS

For travel 6 months to 2 years, additional documentation must be added to the applicant's application:

Travel from 6-24 Months

- Police Certificate
- Statement of activities

TRAVEL – 24 MONTHS OR MORE

Travel from 24 Months & Beyond

- Police certificate
- Statement of activities
- Documents to support residency.
- Documents to support employment, education and/or activities.

All supporting documents must be translated in French or English, and original documents should be submitted

TC - BULLETIN 85

When applicants have been advised that their application was denied under Bulletin 85, this means that the applicants OUT OF COUNTRY documents were not sufficient, and they are required to apply again. The applicant will receive an email or general mail from Transport Canada with the information that wasn't included in their application, before the Pass Office gets notified.

At the time of the Pass Office receiving the letter of the TC Suspension, the applicants Temp Badge will be voided, a letter will go out to the Senior Signing Authority and the applicant will be required to reapply. Reapply requires the same forms as a New Enrollment.

Pass Office Guide

TYPES OF APPOINTMENTS AT THE PASS OFFICE & PARKING POLICY

All appointments must be booked [online](#). We will not book in person, on the phone, or by email.

We have different appointments for different actions in the Pass Office. Help your employees book the right one. We may not have the time to complete everything requested based on the appointment booked.

Turn Away - If a client is late 5 minutes or more to their appointment, we will still talk with the applicant if they show up within appointment time. We will then mark them as a TURN AWAY.

No Show - If they are late, arriving after the scheduled time of their appointment, they will need to pay a NO-SHOW fee of \$50 before we can process them on their next scheduled appointment.

20 Minute - RAIC/ID badge appointments should be booked for the following:

- Print or reprint RAIC or Change/Add Employer
- Extend Temp Badge (*clearance has not arrived*)
- Renewal of ID Badge or Print an ID Badge
- Adjust Parking
- Airport Transfers
- Issuing Keys
- Submit Canada Pass Application (can be submitted over email as well)

20 Minute - Visitor Pass Audit appointments should be booked for the following:

- Must be completed every 3 months and all certificates must be brought to the appointment.
- If you are completing an audit
- If you are picking up passes
- If you need more certificates.

30 Minute - New Enrollment appointments should be booked for the following:

These appointments are designed to be able to submit AFIS, record information and print a badge.

- New Enrollment (*Applying or reapplying to Transport Canada*)
 - Bulletin 85
-

30 Minute - Renewal appointments should be booked:

- Those who's clearance is expiring within 6 months.

40 Minute - New Enrollment – Out of Country appointments should be booked:

- Those who have out of country documents.

Parking Policy

- We can validate an applicant's parking if they currently do not have employee parking at the airport.
 - When the applicant's clearance has arrived, they are REQUIRED to park in the lot that is designated to them.
 - If an applicant does not have employee parking at the airport, we can validate their parking.
-

REQUIRED FORMS AS PER APPOINTMENT TYPE

Each Appointment can be different so specific forms must be submitted at your employee's appointment. As part of your role, you are **REQUIRED** to inform your employee of what appointment they must book and what forms they must bring to their appointment.

All forms can be found on the YYC website under Calgary Airport Authority -> Pass Office.

NEW ENROLLMENT *(applying to Transport Canada for the first time):*

- RAIC or ID Badge form*
- Complete both CASAP modules – National and YYC
- Transport Canada Application completed via TSS
- Airport Keys & Access form* (IF applicable)
- Parking form* (IF applicable)
- Original IDs used on the Transport Canada Application

TRANSFER *(from a different Airport and clearance is still valid):*

- RAIC or ID Badge form*
- Complete both CASAP modules – National and YYC
- Airport Keys & Access form* (IF applicable)
- Parking form* (IF applicable)
- Government issued ID

RENEWAL *(must be completed 6 months before expiry date on their RAIC):*

- RAIC or ID Badge form*
- Complete both CASAP modules – National and YYC
- Transport Canada Application completed via TSS
- Airport Keys & Access form* (IF applicable) only if there are change in your access
- Parking form* (IF applicable) if changes in your lot or license plate(s), or vehicle(s)
- Original IDs used on the Transport Canada Application

When RETURNING TO WORK *(if clearance is still valid):*

- RAIC or ID Badge form*
 - Complete both CASAP modules – National and YYC
 - Airport Keys & Access form* (IF applicable)
 - Parking form* (IF applicable)
 - Government Issued ID
-

When CHANGING/ADDING EMPLOYER:

- RAIC or ID Badge form*
- Airport Keys & Access form*
- Parking form* (IF applicable)
- RAIC/TEMP/ID BADGE

*Must be signed by a signing authority.

AT THE TIME OF APPOINTMENT

For all New Enrollments (looking to obtain a Transport Canada Security Clearance) or Renewal, all employees are required to bring in the information that has been requested of them from Transport Canada and the list provided as per appointment type.

We cannot complete the appointment with all required documents, IDS and forms brought to the appointment.

The Pass Office is unable to photocopy or send a document that was not submitted into their application. Modifications may be requested but may not be complete at the time of their appointment.

AFTER APPLYING

Temp Badges - Temp badges are given out at every New Enrollment, Reapplication and Renewal (when clearance has expired). Temp badges contain two cards and are only valid for 6 months. It is important to always keep both cards on you as losing one card will still be considered losing your entire badge.

Clearance Time Frame - Clearance generally takes 6 months to up until a year to become approved by Transport Canada. The Pass Office has no say in what clearances get pushed first, but it is entirely up to Transport Canada of how long it takes to get approval.

Clearance Arrival - When clearances arrive, **we notify the Senior signing authority**, and inform them that they can tell their employee that they can book a 20-minute appointment at the Pass Office. We do not inform applicants over the phone, email or in person when their clearance arrives. This duty is on the Senior signing authority to delegate the information to their designated or to the applicants themselves.

Senior or designated signing authorities can ask on behalf of their employees to see if clearance has arrived, but please know that some clearances do take some time to become approved. The rate of requests from signing authorities has recently increased (since 2023) regarding employee's clearances, please understand that there

are currently 18,000 active employees at the airport. It is the importance of the Senior Signing authority to relay any information from the Pass Office to their designates.

At the Pass Office, we do not pre-print RAIC badges, but they are printed, encoded, and tested at the applicant's appointment. The badges are encoded with the applicants' biometrics so their identity can be confirmed at all NPS zones.

Expired Badges - If the applicants Temp Badge/RAIC/ID badge has expired, we required a RAIC or ID Badge form, to be filled out (indicating that the employee is still working with the company), so we are able to print out a new badge.

Extensions on Clearance - Transport Canada does not create extensions. In the past, clearances were printed out, 4 to 6 months before the expiration date of the applicant's clearance. This is no longer in practice and all RAICs are printed out to the last day of their clearance.

We cannot print out additional clearance if a RAIC has expired; the applicant will need to submit a Transport Canada Security Clearance application first before we can print out a Temp badge.

CASAP (CANADIAN AIRPORT SECURITY AWARENESS PROGRAM)

For those applying for a Transport Canada Application, there are [2 CASAP modules](#) that must be completed at the time of their appointment:

- National Module
- YYC Security Awareness Module (*also includes an Active Shooter portion*)

Both courses are mandatory for the following:

- New Enrollment
- Renewal
- A return to work after 6 months away from the Airport
- Transfer from another Airport.

Make sure these are completed before your employee's appointment date.

The validity date of these modules are **6 months**. After 6 months, the employee must complete the modules again. This standard is set and implemented by YYC Security and Calgary Airport Authority.

For those who do not require a Transport Canada Security Clearance, and only require an **ID badge**, they are only required to complete the YYC Security Awareness CASAP module.

RAIC OR ID BADGE FORM (ALSO KNOWN AS A SHORT FORM)

This form is **MANDATORY**.

- Requires Signing Authority Information and Signature
- Authorizes Pass Office to print a RAIC/Temp/ID badges for the requested individual.
- Authorizes Pass Office to collect information of the requested individual.
- Is required to make any changes to the RAIC.
 - EX: *Occupation change*
 - Employer change*
 - Name Change*
- Or when a badge has **Expired**, for **Renewals, Transfers and New Enrollments**
- Includes Security Policy which needs to be understood and signed by the applicant.
- Allows the applicant to add additional employers to their RAIC.

YYC CALGARY AIRPORT AUTHORITY				APPLICATION FOR RAIC OR ID BADGE	
THIS FORM MUST BE FILLED OUT ELECTRONICALLY – HAND WRITTEN FORMS WILL NOT BE ACCEPTED					
REQUESTING OFFICER					
As a Requesting Officer for my organization, I request that the Calgary Airport Authority issue a RAIC, Temp or ID Badge of the type indicated to this applicant. On behalf of my organization, I accept responsibility for the RAIC, Temp or ID Badge issued and commit to pay all fees levied by the Calgary Airport Authority for loss or misuse.					
NAME			POSITION		
EMPLOYER		CONTRACTED BY		DEPARTMENT, DIVISION OR CONTRACTOR NAME	
EMPLOYER ADDRESS (Street or Box number)					
CITY		PROVINCE	POSTAL CODE	BUSINESS PHONE	
RAIC REQUESTED FOR (Check only boxes that apply)					
<input type="checkbox"/> RAIC <input type="checkbox"/> Canada Pass <input type="checkbox"/> Aircrew <input type="checkbox"/> ID Badge (Pre-Security Only)				NEW APPLICATIONS ONLY SECURITY CONTROL REQUESTED <input type="checkbox"/> Escort Required <input type="checkbox"/> Search Required	
DATE APPLICANT COMPLETED SWING GATE ELEARNING (as applicable- must include Certificate and Access Level application form) (YYYY-MM-DD)					
DATE APPLICANT COMPLETED SUPPLY CHAIN TRAINING (YYYY-MM-DD)					
DATE OF APPLICATION (YYYY-MM-DD)		EMPLOYER SIGNATURE		CONTRACTOR SIGNATURE	
APPLICANT					
SURNAME		GIVEN NAMES		BIRTH DATE (YYYY-MM-DD)	
HEIGHT (Mandatory)	WEIGHT (Mandatory)	EYE COLOUR (At time of application)		HAIR COLOUR (At time of application)	
HOME ADDRESS (Street or Box number)			CITY	PROVINCE	
POSTAL CODE		MOBILE PHONE (Include area code)		WORK PHONE (Include area code)	
HOME PHONE (Include area code)		OCCUPATION			
APPLICANT'S CONSENT AND CERTIFICATION					
For the purpose of this application for a Restricted Area Identity Card (RAIC) I consent to the collection and storage of the personal information on this application form. I understand that the information will be stored in the RAIC and Access Control computer systems of Calgary International Airport, and that I may obtain a copy of the stored information upon request. NOTE: The Pass Office destroys this form once the information is entered into the computer systems.					
I consent to the collection of the personal information that will be displayed on the RAIC, and the fingerprint and iris images that will be used to create the biometric template that will be stored on the RAIC. NOTE: The Pass Office does not retain any fingerprints or iris images; the biometric template created from these images is only stored on the RAIC card.					
I consent to the disclosure to the Canadian Air Transport Security Authority (CATSA) of the templates that will be stored on the RAIC.					
I certify that all the information set out by me in this application, including any supporting documentation, is true and correct to the best of my knowledge and belief.					
APPLICANT'S SIGNATURE _____				DATE _____	
NOTE: Consent may be given only by an individual who has reached the age of majority. Where an applicant is a minor, the signature of a parent, guardian or tutor is mandatory on both this form and the receipt form at the Pass Office. The parent, guardian or tutor who signs the consent must be in attendance at the Pass Office while this application is being processed. Photo ID will be required.					

IMPORTANT INFORMATION: When completing a Transport Canada Application with multiple employers, all employers must fill out a RAIC or ID badge for the applicant's renewal process.

KEYS AND ACCESS REQUEST FORM

- Requires Signing Authority Information and Signature, with the proper access levels required for applicant occupation.
- YYC Security determines the access allowed per occupation.
- Required to make any access adjustments.
- Can be used to assign access to **Restricted access levels** with proper signature used for both Keys and access.
- Swing gate access requires a controlled access level approval and signature.

YYC CALGARY AIRPORT AUTHORITY **APPLICATION FOR AIRPORT KEYS & ACCESS**
TO BE COMPLETED BY THE REQUESTING OFFICER

THIS FORM MUST BE FILLED OUT ELECTRONICALLY – HAND WRITTEN FORMS WILL NOT BE ACCEPTED

APPLICANT			
SURNAME	GIVEN NAMES	BIRTH DATE (YYYY-MM-DD)	
EMPLOYER	CONTRACTED BY	DEPARTMENT, DIVISION OR CONTRACTOR NAME	POSITION

REQUESTING OFFICER		
As a Requesting Officer for my organization, I request that the Calgary Airport Authority issue the keys and access card listed below to the individual named above. On behalf of my organization, I accept responsibility for the items issued and commit to pay all fees levied by the Calgary Airport Authority for loss or misuse, and for the cost or any changes to key, lock or access control systems occasioned by this loss or misuse.		
EMPLOYER	CONTRACTED BY	NAME
DEPARTMENT, DIVISION OR CONTRACTOR NAME		POSITION
BUSINESS PHONE (Including area code)	DATE OF APPLICATION (YYYY-MM-DD)	SIGNATURE

ACCESS LEVELS REQUESTED	CONTROLLED ACCESS LEVEL APPROVAL VERIFIED Name: _____ Signature: _____ Date: _____
ACCESS LEVEL EXPIRY DATE(S) (If applicable)	

KEYS REQUESTED (E.G. ske-123)	KEY LEVEL APPROVAL VERIFIED Name: _____ Signature: _____ Date: _____
-------------------------------	--

Who can obtain access at YYC?

- Transfer to YYC
- Hold a Canada Pass
- Hold a YEG RAIC

A list of access levels available to your organization is available upon request from the Pass Office. Requests such as "the same as ..." or "the doors that lead to ..." **will not be honoured.**

IMPORTANT INFORMATION: No access can be added on RAIC or Temp badge that is issued out of city, except for a Canada Pass. A RAIC or ID badge and Access form must be given at the client's appointment before we are able to add access to a Canada Pass.

Keys: if keys have been requested, the client has 2 weeks after being notified to pick up their keys. After 2 weeks, keys will be returned to the vault and another Keys and Access form must be submitted.

EMPLOYEE PARKING FORM

- Requires Signing Authority Information and Signature
- Requires lot selection.
- Requires Accounting Code
- There is a company pay and personal pay form.
- Personal pay requires credit card.
- There are no upgrades being offered.
- Department/Accounting code must be present on all forms.
- Forms must be typed out and signed.



Ground Transportation & Parking Form

Employee Parking Permit Application - Company Pay

Applicants must appear in person with this completed form to the Pass Control Office located in the Main Terminal, Mezzanine Level. Appointments must be booked in advance at <https://www.yyc.com/en-us/calgaryairportauthority/passoffice.aspx>

Pass Control Office
Mon – Fri, 8:00 am – 3:00 pm
(Closed for lunch)
403-735-1500
parking@yyc.com

***Mandatory fields**

*Employee Name		*Date		
*Company/Organization		*Department / Accounting Code		
*Company Phone Number	*Cellphone Number	*Company Employee Number		
*Email Address				
*Vehicle #1				
*License Plate	*Color	*Make	*Model	*Province
Vehicle #2				
License Plate	Color	Make	Model	Province
<i>I have read and understand the parking regulations. I agree it is solely my responsibility to abide by these regulations and understand that a violation of one or more of these regulations may result in ticketing, towing and/or loss of my parking privileges. For the purpose of this Parking application, I consent to the collection and storage of the personal information and I understand that the information will be stored in the RAIC and Access Control computer systems of Calgary International Airport and that I may obtain a copy of the stored information upon request.</i>				
*Applicant Signature		*Date		
*COMPANY AUTHORIZATION FOR NEW PERMIT				
*LOT: Green <input type="checkbox"/> Blue <input type="checkbox"/> Red <input type="checkbox"/> White <input type="checkbox"/> Orange <input type="checkbox"/> Grey <input type="checkbox"/>				
Issuance of Employee Parking Permit to the above named Permit Holder is authorized by:				
*Name	*Position	*Company		
*Effective Date	*Signature	*Date		
<ul style="list-style-type: none"> • It is the responsibility of an invoiced company to ensure that their employee's parking permit/ProxCard is returned to the Employee Parking Office upon their termination. • Billing will continue until the permit and ProxCard have been returned or Lost/Stolen fees paid. The fee for a Lost/Stolen/Non-Returned parking Permit/Prox is \$25.00 (+GST). The fee is refundable on return of Permit/ProxCard card within 30 days of deactivation and/or notice. • Parking rates and/or associated fees are subject to change without notice. 				
OFFICE USE ONLY				
PERMIT #	PROX #	EXPIRATION:	INITIALS:	

Please contact parking@yyc.com if you are not sure of lot or accounting code assigned for your company.

CANADA PASS APPLICATION

- Application for a RAIC that can be used to enter the Restricted Area at multiple Canadian airports.
- Requires signing authority signature.
- Is printed for entire clearance.
- Forms must be sent off to YYC Security for approval before the Pass Office is able to issue a badge.
- Both sides of application must be submitted and can be submitted over email
- We will notify the applicant when their application has been approved and when they can book an appointment with the Pass Office.



APPLICATION FOR CANADA PASS

TYPE THE INFORMATION REQUIRED USING TAB TO NAVIGATE FROM FIELD TO FIELD.
PRINT DOUBLE-SIDED ON 8 1/2" X 14" (LEGAL SIZE) PAPER.

NEW RENEWAL REPLACEMENT

PART 1 - APPLICANT			
SURNAME	GIVEN NAMES	DATE OF BIRTH YEAR MONTH DAY	
CURRENT CALGARY PASS NUMBER		YYC	
EMPLOYER (Company name)	Applicant's Occupation	Applicant's Work Phone Number	
COMPANY ADDRESS			
CITY	PROVINCE	POSTAL CODE	
HOME ADDRESS			
CITY	PROVINCE	POSTAL CODE	
HOME TELEPHONE NUMBER		CELL PHONE NUMBER	
AIRPORTS VISITED AND FREQUENCY OF VISITS (Attach a separate sheet if more space is required)			
LAST THIRTY DAYS:		ANTICIPATED DURING THE NEXT THIRTY DAYS:	
Airport	# of VISITS	Airport	# of VISITS
DUTIES PERFORMED WITHIN RESTRICTED AREAS AT THESE AIRPORTS: (Attach a separate sheet if more space is required)			
REASONS IT IS NOT FEASIBLE TO MAKE PASS EXCHANGE ARRANGEMENTS AT THE AIRPORTS LISTED ABOVE: (Attach a separate sheet if more space is required)			
I, the undersigned, certify that the information set out by me in this document is true and correct to the best of my knowledge and belief.			

APPLICATION FOR CANADA PASS - PAGE 2

PART 2 - COMPANY DESIGNATED REQUESTING OFFICER		
I, the undersigned, certify that the individual named on the reverse is employed by my organization, that a Canada Pass is essential for them to effectively carry out their assigned duties, and that the information set out in this document is true and correct to the best of my knowledge and belief. I also certify that I have read the relevant excerpts of the Canadian Aviation Security Regulations, acknowledge that my corporation has specific responsibilities regarding Airport Restricted Area Access Passes issued on my request, and realize that the maximum amount payable by my organization for contravention of these regulations is \$25,000.		
Requesting Officer's Name	TITLE	SIGNATURE
BUSINESS PHONE NUMBER	DATE	
Comments of Requesting Officer		
PART 3 - PASS CONTROL		
FILE NUMBER	CLEARANCE EXPIRY DATE	
1900		
VERIFIED BY Name	Date	SIGNATURE
OTHER INFORMATION		
PART 4 - SECURITY MANAGER CALGARY AIRPORT AUTHORITY		
CANADA PASS AUTHORIZED:		
SIGNATURE	DATE	
Comments of Security Manager		
CANADA PASS DENIED FOR THE FOLLOWING REASONS:		
SECURITY MANAGER'S SIGNATURE	DATE	
Comments of Security Manager		
PART 5 - RECEIPT OF CANADA PASS		
I, the undersigned, certify that:		
I am the applicant named on the face of this form;		
I have received Canada Pass YYC _____;		
I have received a copy of the Terms of Issue, and that I have read, understood and agree to abide by these terms of issue:		
RECIPIENT'S NAME	Date	SIGNATURE
WITNESS'S NAME	Date	WITNESS'S SIGNATURE

LOST OR STOLEN PASSES OR KEYS REPORT

All signing authorities and holders of a RAIC have a duty to inform the Pass Office when a RAIC has been stolen or lost. This ensures the safety of the airport as well as the holder of a RAIC.

Leaving a RAIC in the vehicle is not considered a safe location.

If an employee's RAIC or key is stolen, the employee is required to submit evidence of a valid police case number and a copy of a written statement to the Pass Control Office. Police case numbers are verified by CPS.



LOST OR STOLEN PASSES OR KEYS REPORT

Any person who has lost or had any of the following items stolen is required to fill out this report and submit it to the Pass Office. The items include: RAIC, Temp Badge, ID Badge or keys. **ALL INFORMATION MUST BE TYPED.**

APPLICANT INFORMATION			
SURNAME	GIVEN NAME(S)	WORK PHONE	EMPLOYER
OCCUPATION	SIGNING AUTHORITY (Name)	SIGNING AUTHORITY SIGNATURE	
CURRENT RAIC OR TEMP NO. YYC	PASS/BADGE TYPE (If applicable) <input checked="" type="radio"/> Search <input type="radio"/> Escort <input type="radio"/> RAIC <input type="radio"/> Canada Pass <input type="radio"/> Air Crew		
LOST OR STOLEN ITEM INFORMATION			
<input checked="" type="radio"/> LOST <input type="radio"/> STOLEN		LAW ENFORCEMENT FILE NO.	POLICE DEPT.
KEY (Provide key details e.g. SS-1234)		PASS (Provide pass details e.g. RAIC, Temp Badge or ID Badge)	
Please provide the following details of the loss or theft in the area provided below:			
<ul style="list-style-type: none"> When, where and how the loss occurred When and where the item(s) was last in your possession When, where and how the item disappeared The efforts taken to recover the item(s) 			
Applicant Signature:			Date
FOR PASS CONTROL USE			
Review by the Calgary Airport Authority Security Department is required: <input type="radio"/> YES <input checked="" type="radio"/> NO			
Security Department Signature:			Date
<input checked="" type="radio"/> 1 st LOSS <input type="radio"/> 2 nd LOSS <input type="radio"/> 3 rd LOSS	\$ _____ FOR RAIC/BADGE		\$ _____ FOR KEYS
TOTAL AMOUNT DUE \$ _____	TOTAL AMOUNT RECEIVED \$ _____	RECEIPT NO. _____	
Accounts Receivable Clerk:			Signature
Pass Control Officer Signature:			Date

PENALTY FOR LOST RAICS:

<u>Lost Key:</u>	<u>Penalty:</u>	<u>Lost RAIC</u>	<u>Penalty</u>
1st Offence	\$25 + GST	1st Offence	\$100 + GST
2nd Offence	\$50 + GST	2nd Offence	\$200 + GST
3rd Offence*	\$75 + GST	3rd Offence*	\$300 + GST

- First and second offences will be dealt with at the Pass Control Office. A third offence* will require an in-person interview with the Security Department, prior to the Pass Control Office issuing a third replacement RAIC or key.
- If a reported lost RAIC or key is found, physical proof will need to be produced to the Pass Control Office within 5 business days of reporting the RAIC or key lost, for a refund to be considered.
- However, 25% of the administrative penalty will be retained by the Pass Control Office to cover administrative fees.

VISITOR PASS

To request visitor passes, a Designate or Senior Signing Authority must agree that the Staff Members needs to hold them and then fill out the online application.

The employee must have a valid Transport Security Clearance (RAIC) to hold Visitor Passes; using a temp badge is not allowed.

Reminder emails will be sent 10 days before audit is due. These are automated messages. If you get your audit done early these messages will still come 10 days before original audit day.

Visitor Passes are good for 1 year.

Certificates (Blue and Yellow) are audited every 3 months. Certificates are only valid for 24 hours only.

To provide an easy audit experience, please ensure that all Certificates are in numerical order, and stapled together.

You must submit a new visitor pass application for us to issue you new visitor passes, as these need to be preapproved.



APPLICATION TO HOLD A BLOCK OF VISITOR PASSES

In those rare instances where obtaining Visitor Passes would have severe operational implications for the company sponsoring the visitor, The Calgary Airport Authority may issue a block of Escort Required Visitor Passes to a responsible authority of the company wishing to sponsor visitors.

THIS APPLICATION MUST BE TYPED, SIGNED BY YOUR DESIGNATED REQUESTING OFFICER AND SENT TO THE PASS OFFICE FOR VERIFICATION.

APPLICANT INFORMATION		
COMPANY		DEPARTMENT/DIVISION (If "all" please specify)
COMPANY ADDRESS		
CITY	PROVINCE	POSTAL CODE
As Designated Requesting Officer for the company and division(s) identified above, I request that a block of visitor passes be issued to the individual whose particulars appear below. Drawing visitor passes from the Pass Office or on an on-call basis would not be feasible as this would cause severe operational implications for my organization. Following are the reasons:		

FOR RENEWALS, PLEASE PROVIDE THE FOLLOWING INFORMATION		
Number of passes currently held:	Number of passes requested:	
Number of Serial Certificates used:	Number or Airport Visitor/Block Pass certificates requested:	
Number of unused certificates returned:	Type of pass requested	<input type="checkbox"/> AIRSIDE <input type="checkbox"/> TERMINAL
Name of Designated Requesting Officer	SIGNATURE	DATE

PARTICULARS OF INDIVIDUAL AUTHORIZED TO DRAW THE BLOCK OF VISITOR PASSES		
SURNAME	GIVEN NAMES	EMAIL
WORK PHONE	MOBILE	POSITION

CALGARY AIRPORT AUTHORITY SECURITY DEPARTMENT APPROVAL		
<input type="checkbox"/> The issue of these passes is authorized	<input type="checkbox"/> The issue of these passes is not authorized	DATE
SIGNATURE	COMMENTS:	

FOR PASS OFFICE USE – Data verified prior to forwarding application to Security Department		
<input type="checkbox"/> This data has been verified	SIGNATURE	DATE
<input type="checkbox"/> Passes have been printed and the applicant has been notified via email	SIGNATURE	DATE

Only the holder of the Passes may issue a visitor pass. The Certificate must be filled out with all parties present. The issuer must verify that the person being escorted does not hold an active clearance.

The escort must be of the SAME company as the issuer.

Not to be used by anyone that has an ACTIVE CLEARANCE as this would give that person a 2nd document of entitlement.

PENALTY FOR LOST OR STOLEN BADGES:

<u>Visitor Pass:</u>	<u>Penalty:</u>
Visitor Passes	\$50 + GST (per pass)
Visitor Pass Certificates	\$50 + GST (per certificate)

*There are fines of \$50 plus GST for each Certificate or Pass that is missing at the time of your Audit

More information, applications and conditions can be found on the [Pass Office Website](#), under **Visitor Passes**.

Designated Signing Authority Confirmation

I understand that only the Senior or myself, the Designated Signing Authority, are only allowed to ask about the personal information of my employees _____(Initial)

I understand the Failure to Return process and understand the punitive fees if an employee does not return their RAIC/Temp Badge _____(Initial)

I understand the Transport Canada Security Clearance Application process _____(Initial)

I understand the TSS process _____(Initial)

I understand what documents, IDs and trainings are required of my staff, and am confident in relaying this information to them _____ (Initial)

Please sign, date, and send (*by email provided below*) this form as a confirmation that you have read this material, understood the duties and conditions of being a Designated Signing Authority.

If you have questions about any of the following information, please email joseph.ingrilli@yyc.com.

Name Of Designated Signing Authority

Name of Pass Officer

Company Name

Date of Signature

Date of Signature
