

YYC PASS OFFICE

TSS APPLICANT GUIDE

*Please use this guide if you are applying for your Transportation Security Clearance **(TSC)** for the first time **OR** renewing your clearance with Transport Canada and are using the Transport Security Service **(TSS)** platform for the first time.*

DEFINITIONS

Security Clearance – You must obtain a security clearance, through Transportation Canada, to work at the airport. This is completed through TSS.

TSS – Transport Security Services website, where you must fill out an application, that requests what you have done in the last 5 years.

TSC – Transport Security Clearance, and the application you must fill out.

Signing Authority/Admin – A person of authority who you are in contact with, within the company that is hiring you, who has most likely notified you to complete the TSS process.

CASAP – Canadian Aviation Security Awareness Program training. There are two courses which are MANDATORY and must be completed at the time of appointment.

RAIC – Restricted Access Identity Card. You must submit a TSC application and proper YYC paperwork to obtain a temp badge to work until your clearance arrives. Once your clearance arrives, your temp badge turns into a RAIC.

CREATING AN ACCOUNT

The Transportation Security Service (TSS) platform was created to replace the Transport Security Clearance Application (TSCA) process.

In the past, Transport Canada accepted paper applications and DocuSign, but as of February 2024, they have implemented a new platform called Transport Security Services to complete the application process.

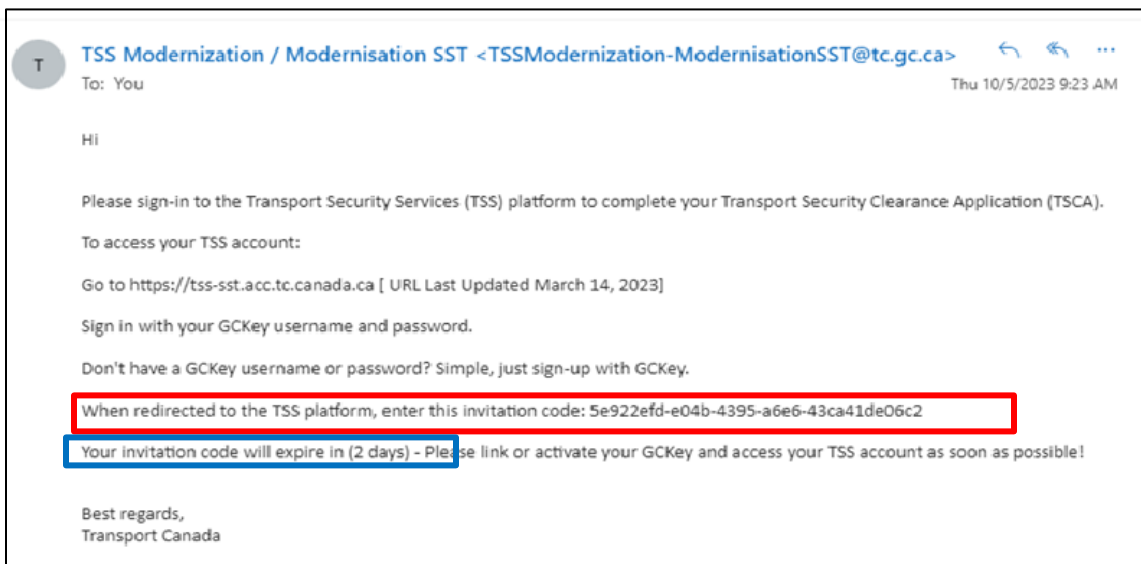
You will be able to make modifications to your application requested by the Pass Office, correct amendments sent from Transportation Canada, and see the status of your application.

GETTING STARTED

1. **The ADMIN or SIGNING AUTHORITY of the company you are being onboarded/hired with, must have your following information to start your file in the TSS platform.**
 - a. Given name.
 - b. Surname.
 - c. Email address (You **MUST** have access to this email address).
 - d. Phone number.

The ADMIN or SIGNING AUTHORITY is required to fill your Occupation with the company and to request access to preclearance area.

2. **After they have submitted all your information in the TSS portal, you will receive an email from TSS MODERNIZATION, which asks you to create an account.**



In **Red**, this is where the invitation code will be.

In **Blue**, this is where you will know when that invitation code will expire.

Email example LEFT.

It's very important to create your account within the window that is given to you. Transportation Canada has provided a 48-to-96-hour window to create your account. If you do not create an account within this time frame, you will need your ADMIN or SIGNING AUTHORITY to send you a new invitation code.

When creating your account or completing modification requests, use the TSS platform through a desktop computer or laptop, the margin for errors will decrease.

IMPORTANT NOTICE: YOU WILL NEED AN AUTHENTICATION APP ON YOUR PHONE/DEVICE TO COMPLETE THE NEXT STEPS. IT DOESN'T MATTER WHICH TYPE YOU USE; WE SUGGEST USING MICROSOFT OR GOOGLE AUTHENTICATION APP. (YOU DO NOT NEED AN ACCOUNT WITH EITHER MICROSOFT OR GOOGLE, TO USE THEM).

3. Click on the website link in your TSS MODERNIZATION email.

4. Click on **“Sign up with GCKEY”**.

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

5. Select **“Sign Up”**

6. Follow the prompts that the website gives you to set up your account; this is where you will create your security questions.
7. To set up your authenticator, the following section will help you set up your account. You can use your phone, tablet, or laptop.

HOW TO SET UP YOUR 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 you have downloaded an authenticator app of your 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.

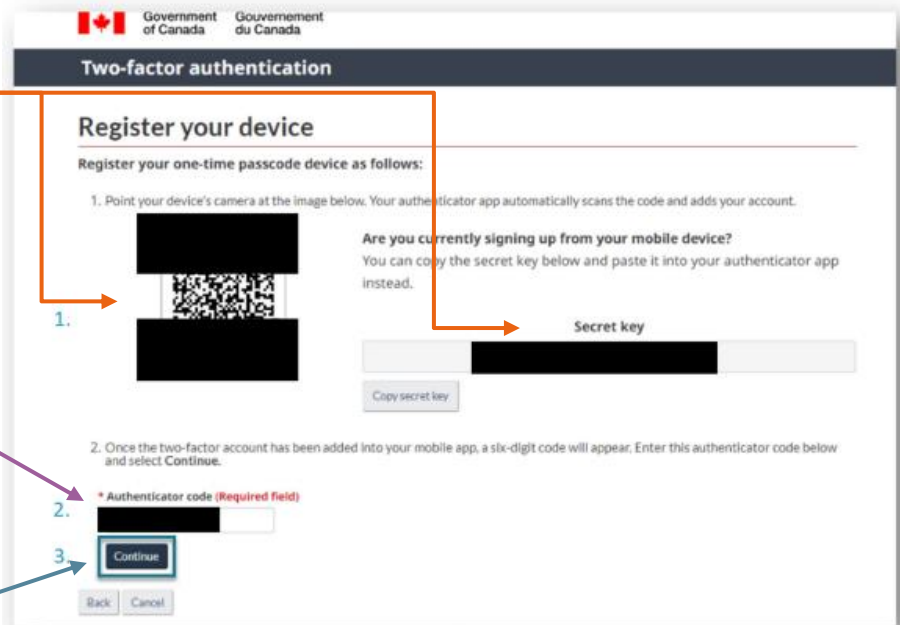


- d. Point your phone to the QR code OR fill in the secret key listed, into your authenticator app.

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

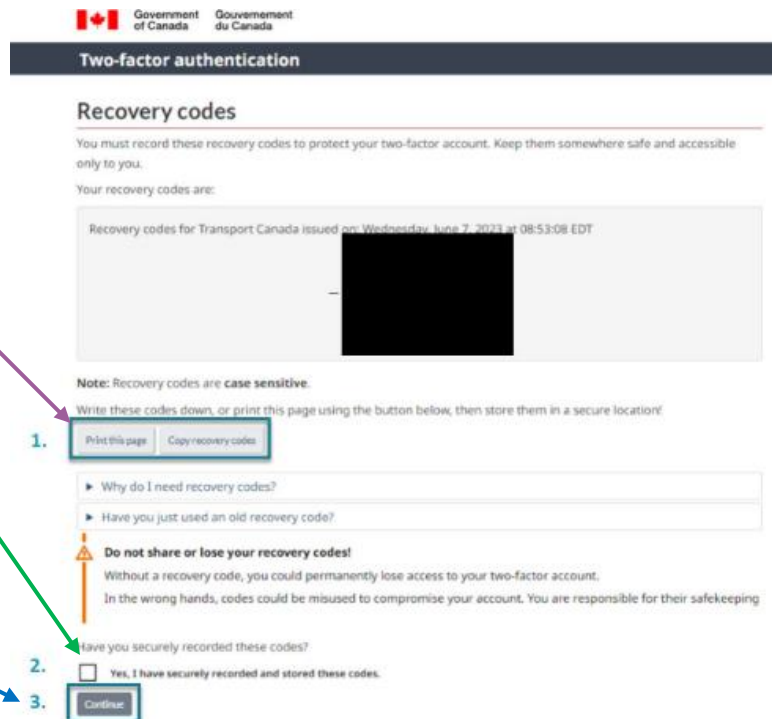
This code will expire every 30 seconds so its important to do it quickly and correctly)

- f. Click “Continue”.



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

- g. Copy or print out your recovery codes and keep them safe.
- h. Check the box to say that you have stored your recovery codes safely.
- i. Click on "Continue" when you are ready.



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



HOW TO SET UP YOUR AUTHENTICATOR WITH A DESKTOP

a. Choose “Set up your desktop device.”

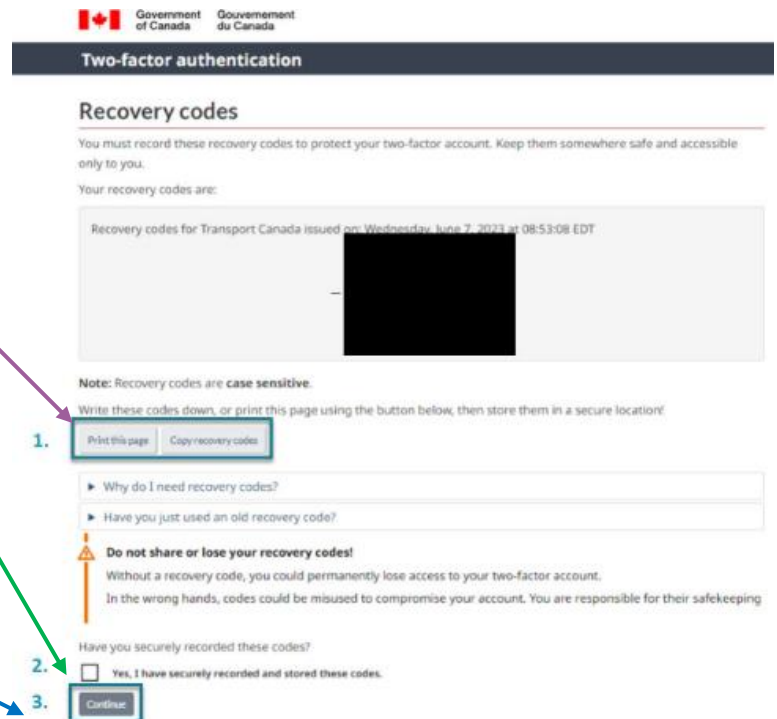


b. Read and agree to the terms and conditions provide.



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

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- j. Once you have set up your authenticator account you can press "continue" to move onto the invitation code section.



HOW TO INPUT AN INVITATION CODE

- Once you have completed setting up your account, it will ask you for the invitation code. This is the long code you received in your 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.

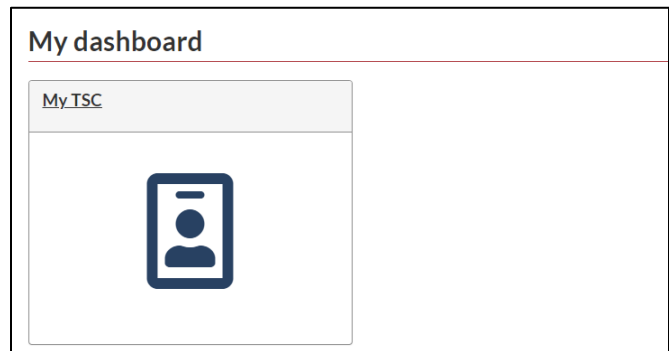
Use the 32-digit code listed in your TSS email.

Once you have registered your account, it will bring you to the home page of the TSS platform.

IMPORTANT NOTE: IF YOU REQUIRE A NEW INVITATION CODE AS THE ONE YOU HAVE IS EXPIRED, PLEASE CONTACT YOUR SIGNING AUTHORITY.

HOW TO CREATE AN APPLICATION

Once you are into your account, go to “MY DASHBOARD” from the top menu and select “MY TSC” to start your application.



APPLICATION SECTION

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

The screenshot shows the 'My TSC application' dashboard. At the top, a progress bar indicates the following steps: Complete application, Employer certification, Enrolment site review, Verification appointment, and Sent to TC. The 'Complete application' step is currently active. Below the progress bar, the title 'My TSC application' is displayed, followed by the application number '2023-10-05-1394'. Under the heading '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 callout box highlights the 'Complete Application' link, which is accompanied by a document icon.



The screenshot shows the 'Applicant Details' form. The breadcrumb trail is 'Home > My TSC application > Edit Application'. On the left, a 'Section menu' lists various sections: Applicant Details (selected), 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 date format '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:** Radio buttons for Imperial and Metric.
- Hair colour:** A dropdown menu with 'Select' as the current value.
- Eye colour:** A dropdown menu with 'Select' as the current value.

Activities section – make sure to put in the Company that is hiring you for this application.

Summary section – in “additional information” section, you may need to put your occupation with the company.

Press Submit to get to the next section, Documents.

DOCUMENT SECTION

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

The screenshot shows a progress bar at the top with five stages: Complete application, Employer certification, Enrolment site review, Verification appointment, and Sent to TC. Below the progress bar, the title 'My TSC application' is displayed, followed by 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 located below these steps. To the right, there are two main action buttons: 'Edit application' (with a document icon) and 'Document upload' (with a paperclip icon). The 'Document upload' button is highlighted with a blue border and a blue arrow points down from it to the next screenshot.

The screenshot shows the 'Application file upload' page for a Canadian birth certificate. It lists two items: 'Canadian birth certificate - Front Side' and 'Canadian birth certificate - Back Side'. Each item has a note: '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 of the page, 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, you must “sign” each location the form directs you to. There will be no signature shown, just a number. This is how Transportation Canada confirms that you have used your account to sign the form.

Progress bar: Complete application (active), Employer certification, Enrolment site review, Verification appointment, Sent to TC

My TSC application

Application number: 2023-10-05-1394

Your next steps:

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

Buttons: Cancel my application, Edit application, Document upload, Give consent

28. Do you possess a valid passport? - Possédez-vous un passeport valide?
No / Non
If Yes - Si oui

29. Country of Issue - Pays de délivrance | 30. Passport No. - N° de passeport | 31. Date of Expiry - Date d'expiration

Note: Bring original of your Birth Certificate / Immigration / Citizenship Documents / Passport | Nota: Apportez l'original de votre Certificat de naissance / Document d'immigration / Citoyenneté / Passeport

32. Outside of the last 5 years, did you ever attend a post secondary institution? - En dehors de la période des cinq dernières années, avez-vous déjà fréquenté un établissement post secondaire?
No / Non [Sign] [↓]

If Yes - Si oui

33. Name and address of institution(s) - Nom et l'adresse de/des établissement(s)	From - De Y-A M	To - À Y-A M
34a. Have you ever been convicted in Canada or elsewhere of an offence for which you have not been granted a pardon? - Avez-vous déjà été condamné d'une infraction criminelle au Canada ou ailleurs pour laquelle vous n'avez pas été gracié(e)? No / Non		
34b. If you have been convicted of an offence for which you have not been granted a pardon, please indicate the country - Si vous avez déjà été condamné(e) d'une infraction pour laquelle vous n'avez pas été gracié(e), veuillez indiquer le pays		
34c. Have you ever been charged in Canada or elsewhere of an offence which remains outstanding, and has not yet been dealt with by the courts? - Avez-vous déjà été accusé au Canada ou ailleurs d'une infraction qui demeure en suspens et n'a pas été traitée par les tribunaux? No / Non		
34d. If you have outstanding charges against you, for which a final disposition has not yet been rendered by the courts, please indicate the country - Si vous faites l'objet d'une accusation en instance pour laquelle une décision n'a pas été rendue par les tribunaux, veuillez indiquer le pays		

Once everything has been signed, you have the option to submit your application to be reviewed or you can submit it to the enrollment site. If you have shared it with your signing authority to be reviewed, you will be unable to do anything with the application until it is reviewed. Once reviewed, submit your application to the enrollment site.

APPLICATION SENT TO ENROLLMENT SITE

The Pass Office will review your application to make sure that the application itself or the documents you have uploaded, don't require modifications.

- Requested **Modifications** must be made **first**; if you have not received a “**Book Verification Appointment**” after you have made modifications, do not book an appointment with the Pass Office. You must receive this notification before you book.

Once the Pass Office has reviewed your application, you may receive a message from TSS saying that you can book a Verification Appointment.

- If you have **not** received a modification request, and have received a “**Book Verification Appointment**”, book an appointment with the Pass Office through our online portal.
- You **must** bring all YYC Forms, Documents, and IDS (*Everything used on your TSCA*) to your appointment or we will not be able to process your application.

A Verification Appointment doesn't always mean your application is good to go. It means that your application appears to be good, but the information must be verified at the Pass Office.

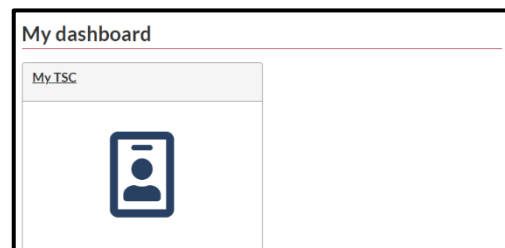
MODIFICATIONS – APPLICATION, DOCUMENT OR CONSENT


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



IMPORTANT NOTE: Please make note of what modifications are being requested from you. If you send back the application, with no changes, The Pass Office will send the application back to you until the modifications are completed.

Once you have made notes about what modifications are being requested, go back into your Dashboard, and select “My TSC”.



In “My TSC”, you will notice that your application has 3 alert signs ->  below in the “Your next steps” section.




MOST IMPORTANT INFORMATION ABOUT MODIFICATIONS

You **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 you need to make a correction in that section.


My TSC application


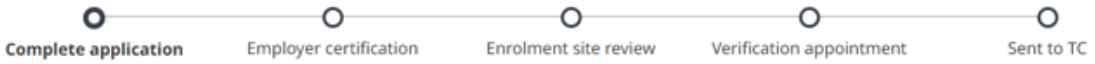
Application number: 2023-10-05-1394

Your next steps:

-  Complete your application
-  Upload all documents
-  Give consent




Cancel my application

 [Edit application](#)


My TSC application
Application number: 2023-10-05-1394


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

- 1** [Application](#)
- [Applicant Details](#)
- [Name History](#)
- [Birthplace or Citizenship](#)
- [Marital Status](#)
- [Criminal History](#)
- [Education History](#)
- [Residences](#)
- [Activities](#)
- [Travel](#)
- [Summary / Submission](#)

Application

If you were notified to make corrections in your application, in the menu listed on the left, select what section requires attention.

If you do not need to make any corrections in your **application**, you must click on it, to get to the summary tab and click on submit application.

You **DO NOT** need to through each section of the menu to get to the summary page. Once it opens, the summary section will pop up, allowing you 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.

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

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

If you do not need to upload a document, select “Complete Upload” and it will bring you back to “My TSC Application page.”

3 Consent

You must sign all locations of your application where it asks you, even though you had done this previously.

4 Submit to Enrollment Site

Once all sections have been reviewed, or modifications have been made, make sure to select “SEND TO ENROLLMENT SITE” or the Pass Office will not receive your application.

CANCELLING YOUR APPLICATION

Do not cancel your application if you have been asked to make a modification. The only time that you must cancel your application is if you are no longer going to be working with the company that onboarded you. Otherwise, if you have been asked to make a modification, do so through “the TSC”.

TSS - FAQ

Modification notes say to remove supplemental documents but there's nothing in the list that shows supplemental documents have been uploaded.

- In the Document tab, it will show the list of documents attached to the application. Supplemental documents can be found in in the tab "Add Supplemental Document". You must select this, to get to this section.

When create my account, it says I need an invitation code. Where do I find this?

- Please read the email you have received from TSS Modernization, as the initiation code is listed in the email. Invitation codes expire after 4 days, so you MUST create your account as soon as possible. If your code has expired, ask your signing authority to send you another one through the TSS portal.

There are notes about modifications but when I go to the document tab, it says there's an error.

- If there is a modification request from the enrollment site, you must go through the first step before you can get to that section.

Example: Modification request is for documents uploaded.

Do NOT go into documents first but go into Application, and then documents.

It should always go in this order:

1. Application.
2. Documents.
3. Consent and submit to enrollment site.

Can't find or see the documents that I need to remove.

- Use a desktop when completing your application, as the program hasn't been fully formatted to be used on your phone.

I was given a notification that told me to book at the Enrollment Site. What do I do?

- If you have received a "Book verification appointment" or "Verified at appointment" notification, please book a 30- or 40-minute appointment with the Pass Office. You are REQUIRED to bring in all IDS, Documents and YYC forms to your appointment. If you do not bring in any additional documents, we cannot process your application. Please speak with your signing authority about what forms you need to bring or have completed.

APPOINTMENTS AT YYC

After you have received the notification from TSS that you can book an appointment at YYC, you are required to have the following completed, or brought to your appointment.

Failure to complete or bring these items, may result in the Pass Office not completing the appointment and you may need to return. All forms and trainings can be found on the [YYC Pass Office Website](#).

FOR NEW ENROLLMENT

For those who are applying for the first time or reapplying.

- Must bring in **MANDATORY** RAIC or ID Badge form*
- Completed the **MANDATORY** CASAP modules – National **and** YYC
- Completed the Transport Canada Application via TSS and have received the notification to book.
- Bring in the Airport Keys & Access form* (*IF applicable*)
- Bring in the Parking form* (*IF applicable*)
- Bring in all original IDs and documents used on the Transport Security Clearance Application (**MANDATORY**)

APPOINTMENT TYPE: Please book a **30 Minute - New Enrollment** appointment.

FOR NEW ENROLLMENTS – OUT OF COUNTRY

For those who have been out of the country for more than two years and have been asked to submit additional supporting documents or for those who have received a bulletin 85 from Transport Canada.

- Must bring in **MANDATORY** RAIC or ID Badge form*
- Completed the **MANDATORY** CASAP modules – National **and** YYC
- Completed the Transport Canada Application via TSS and have received the notification to book.
- Bring in the Airport Keys & Access form* (*IF applicable*)
- Bring in the Parking form* (*IF applicable*)
- Bring in all **original** IDs **and** out-of-country documents (including translated copies) used on the Transport Security Clearance Application (**MANDATORY**)

APPOINTMENT TYPE: Please book a **40 Minute - New Enrollment – Out of Country** appointment.

FOR RENEWALS

For those who have their security clearance expiring within 6 months and require submitting their application to Transport Canada for an additional 5 years.

- Must bring in **MANDATORY** RAIC or ID Badge form*
- Complete the **MANDATORY** CASAP modules – National **and** YYC
- Completed the Transport Canada Application via TSS and have received the notification to book.
- Bring in the Airport Keys & Access form* (*IF applicable* - only if there are change in your access)
- Bring in the Parking form* (*IF applicable* - if changes in your lot or license plate(s), or vehicle(s))
- Bring in all original IDs and documents used on the Transport Security Clearance Application (**MANDATORY**)
- Bring in current or expired RAIC and any keys.

APPOINTMENT TYPE: Please book a **30 Minute – Renewal** appointment.

PARKING POLICY AT THE TIME OF APPOINTMENT

- You must have an appointment with the Pass Office, on the same day, for us to Validate your parking.
- We can validate your parking if you currently **do not** have employee parking at the airport.
- You are required to park in **P1 LONG Term or Over Height** (*We can validate if your vehicle is too tall for P1 LONG TERM*). There are **NO** exceptions.
- If your clearance arrives or if you already have company employee parking, you are **REQUIRED** to park in the lot that is designated to you. We will **NOT** validate your parking if you have employee parking. There are **NO** exceptions.