

FAQ for TSS:

How do you create a TSS account?

- Your company signing authority must onboard you. Once they have you will receive an email from TSSModernization with an invitation code to create your account.

Which web browser should I use for TSS?

- The TSS platform should work on all web browsers. The Pass Office has found that less issues occur using Microsoft Edge.

I have a GCKEY log in with CRA. Can I use the same?

- No, you will need to create a separate GCKEY account for TSS.

Which authenticator app should I use?

- You can use any authenticator app of your choice. Microsoft and Google are top choices because there is no need to have an account to use.

Applicant - I have submitted my TSCA can I book an appointment right away?

- No, your application will be reviewed by an Enrollment Officer at the Pass Office. You will receive a notification from TSS once you are invited to book an appointment. Please do not an appointment regarding your TSCA until you have received this notification.

Applicant - Modification notes say to remove supplemental documents but there's nothing that says there are supplemental documents.

- 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.

Applicant – 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.

Applicant - 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.

Applicant - 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.

Applicant - 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.

Signing Authority - I do not see the correct occupation listed. What should I put?

- There is an occupation guide posted in the TSC section of the Pass Office website. Read the descriptions of the job titles and select the occupation that suits best.

Signing authority - You need to put my name in the signing authority section.

- This is auto populated when you have certified the application.

Signing Authority - Do I need to onboard my whole company?

- No, only onboard new employees and those who are due for their renewal of their Transport Security Clearance.

Signing authority – 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.

Signing authority – 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.