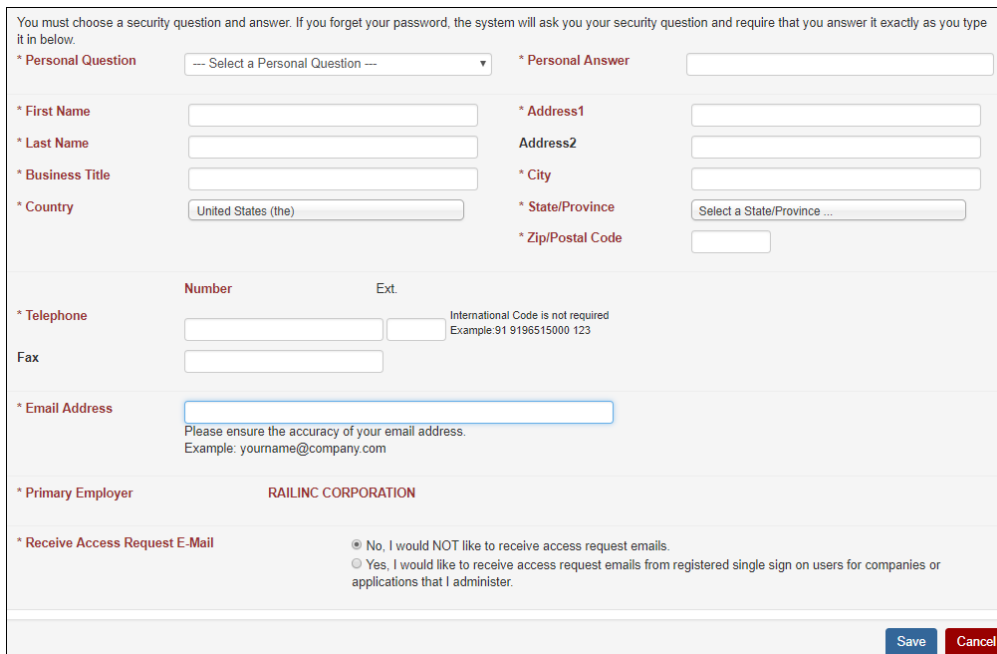


This Quick Guide helps Steelroads® users update their user profile and recover forgotten user IDs or passwords.

You can access Steelroads through one of two links: either enter www.steelroads.com to access Steelroads directly, or enter www.railinc.com and then select the Steelroads application. Each link logs you into Steelroads by using Railinc’s Single Sign On (SSO) system, which enables you to update your user profile as well as recover a forgotten user ID or password.

Updating Your User Profile

1. Use your web browser to navigate to www.steelroads.com or www.railinc.com.
2. Login using your user ID and password.
3. Select **User Services**.
4. Select **Update User Profile**. The User Profile page is displayed (see below).



You must choose a security question and answer. If you forget your password, the system will ask you your security question and require that you answer it exactly as you type it in below.

* Personal Question: --- Select a Personal Question ---

* Personal Answer: [Text Field]

* First Name: [Text Field]

* Last Name: [Text Field]

* Business Title: [Text Field]

* Country: United States (the)

* Address1: [Text Field]

Address2: [Text Field]

* City: [Text Field]

* State/Province: Select a State/Province ...

* Zip/Postal Code: [Text Field]

* Telephone: Number [Text Field] Ext. [Text Field] International Code is not required Example: 91 9196515000 123

Fax: [Text Field]

* Email Address: [Text Field] Please ensure the accuracy of your email address. Example: yourname@company.com

* Primary Employer: RAILINC CORPORATION

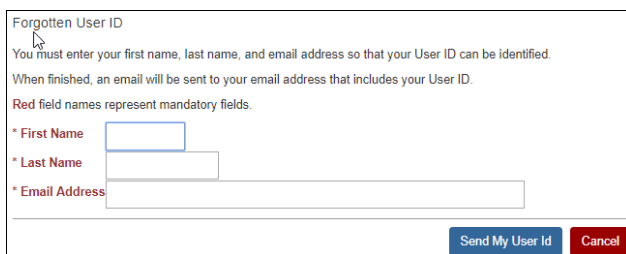
* Receive Access Request E-Mail: No, I would NOT like to receive access request emails. Yes, I would like to receive access request emails from registered single sign on users for companies or applications that I administer.

Save Cancel

5. Update your information as needed and select **Save**.

Retrieving a Forgotten User ID

1. Use your web browser to navigate to www.steelroads.com or www.railinc.com.
2. Under the User ID field, select **Forgot User ID?**. The Forgotten User ID page is displayed (see below).



Forgotten User ID

You must enter your first name, last name, and email address so that your User ID can be identified. When finished, an email will be sent to your email address that includes your User ID.

Red field names represent mandatory fields.

* First Name: [Text Field]

* Last Name: [Text Field]

* Email Address: [Text Field]

Send My User ID Cancel

3. Enter your first and last name as well as your email address, and then select **Send My User ID**.
 - If the system can locate an account associated with your email address, an email is sent containing your User ID.
 - If the system cannot locate an account associated with the email address you provided, you are prompted to try another email address or contact the Railinc Customer Success Center (at csc@railinc.com or 877-724-5462).

Resetting a Forgotten Password

1. Use your web browser to navigate to www.steelroads.com or www.railinc.com.
2. Enter your user ID.
3. Select **Forgot Password?**. A page is displayed to confirm that you want to start the password recovery process.
4. Select **Start Password Recovery**. An email is sent containing a link to continue with the password reset process.
5. Select **Click here to continue the password reset process**. A page is displayed for you to enter a new password (see below).

Please enter the following requested information to change password. Red field names represent mandatory fields.

Password Requirements:

- Must be between 6 and 12 characters long.
- Must contain at least one number.
- Must contain at least one uppercase character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.
- You cannot reuse any of your last 9 passwords.

User Id

* New Password

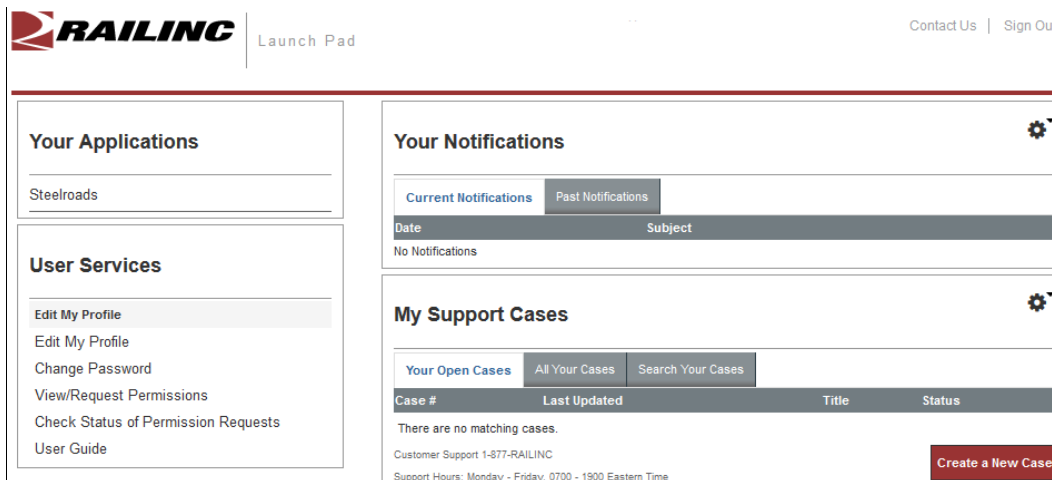
* Confirm Password

6. Enter a new password in the New Password and Confirm Password fields. Make sure your new password meets the password requirements listed on the page.
7. Select **Submit**. If your new password meets the password requirements, a confirmation message is displayed to confirm that your password has been changed.

Confirmation Message

The password has been successfully changed.

8. Select **Continue** to go to the Railinc Launch Pad.
9. From the Railinc Launch Pad, select **Steelroads** from the list of applications to start Steelroads.



The screenshot shows the Railinc Launch Pad interface. At the top left is the RAILINC logo and the text "Launch Pad". On the right are links for "Contact Us" and "Sign Out". The main content area is divided into several sections:

- Your Applications:** A list containing "Steelroads".
- User Services:** A list of links: "Edit My Profile", "Edit My Profile", "Change Password", "View/Request Permissions", "Check Status of Permission Requests", and "User Guide".
- Your Notifications:** A section with tabs for "Current Notifications" and "Past Notifications". Below the tabs is a table with columns "Date" and "Subject", and the text "No Notifications".
- My Support Cases:** A section with tabs for "Your Open Cases", "All Your Cases", and "Search Your Cases". Below the tabs is a table with columns "Case #", "Last Updated", "Title", and "Status", and the text "There are no matching cases." At the bottom right of this section is a red button labeled "Create a New Case".

At the bottom of the page, it says "Customer Support 1-877-RAILINC" and "Support Hours: Monday - Friday, 0700 - 1900 Eastern Time".

Refer to the [Railinc Single Sign On and Launch Pad User Guide](#) for more information. Contact the Railinc Customer Success Center at 1-877-RAILINC (1-877-724-5462) or csc@railinc.com if you need assistance.