

Single Sign On and Launch Pad Administrator Guide



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Welcome to Single Sign On/Launch Pad

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

For registered users, SSO opens on the *Launch Pad*. The Launch Pad is a dashboard-like interface that allows users to not only access their applications, but to see pertinent notifications about those applications, to subscribe to maintenance and outage e-mails for those applications. Users can also make inquiries or report issues that automatically create “cases” in the Railinc internal customer support system (RAPID), and view those cases (both open and closed).

What's Changed for This Version

Password change rules:

- The three previous passwords cannot be used
- Each password must have an alpha (one must be uppercase) and numeric character
- Password recovery (Security) question is not case sensitive ([Exhibit 10](#), and [Exhibit 19](#), and [Exhibit 22](#)).

Launch Pad now has User Services as a portlet ([Exhibit 5](#) and [Exhibit 49](#)). Both contain a link to the *SSO and Launch Pad User Guide* and/or the *SSO and Launch Pad Administrator Guide* ([Exhibit 42](#) and [Exhibit 43](#)).

Cases listed in the Your Support Cases can be updated not only by adding attachments, but by adding text to the Description field ([Exhibit 57](#)).

System Requirements

Single Sign On requires users to have a recent web browser and a reasonably fast connection. The application supports Internet Explorer 6 or 7 and Firefox 3.0. While the system should display properly with a newer version of a Netscape browser, Railinc does not officially support its use.

Recommended Connection

Railinc recommends that users connect to the application using a broadband Internet connection (e.g., T1, cable modem, or DSL). Even though users are able to access the application using a dial-up connection, the behavior of the system might be unpredictable due to slower response time.

Recommended Browsers

To ensure optimal performance of Single Sign On, use a supported version of Internet Explorer or Firefox.

- To download Internet Explorer 6.0 or 7.0 for free:
www.microsoft.com/windows/ie/ie6/downloads/default.mspx
- To download Firefox 3.6 for free:
www.mozilla.com/firefox/

Accessing Single Sign On

To access Single Sign On:

1. Open browser.
2. Type the Railinc portal URL in the address field:

www.railinc.com

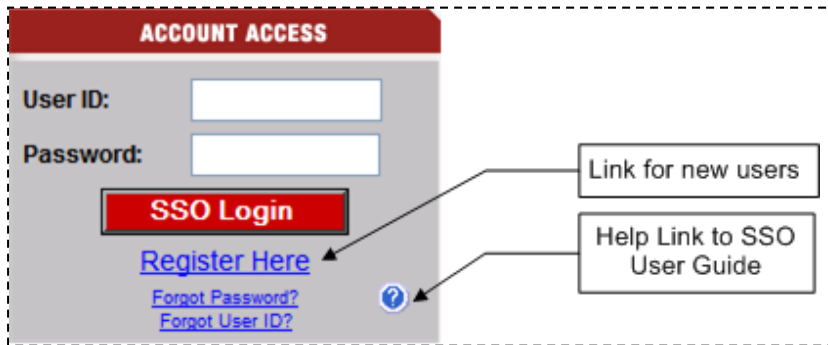
and press Enter. The Railinc portal Welcome page is displayed ([Exhibit 1](#)).

Exhibit 1. Railinc.com Welcome

The screenshot displays the Railinc.com homepage. At the top right, there are links for 'Sign In', 'Careers', and 'Contact Us'. The main navigation bar includes 'ABOUT RAILINC', 'PRODUCTS & SERVICES', 'COLLABORATION', and 'REFERENCE FILES'. A search bar with a 'GO' button is located on the right. The 'ACCOUNT ACCESS' section, outlined in a dotted red border, contains a 'User ID' field, a 'Password' field, a 'Sign In' button, and links for 'Register Here', 'Forgot User ID?', and 'Forgot Password?'. Below this, there are sections for 'PRODUCTS & SERVICES' (RailSight), 'REFERENCE FILES' (FindUs.Rail), and 'CONTACT US' (Customer Support Center). The main content area features a 'WELCOME TO RAILINC.COM' message, a 'QUICK LINKS' list, 'LATEST NEWS', and a 'RAILINC SHORT LINE INDEX' table.

Month	Value
February 2010	286,696
February 2009	298,441

Although the appearance of this page varies, the gray Account Access area at the upper right of the Railinc Welcome page (dotted red outline) is reserved for SSO ([Exhibit 2](#)).

Exhibit 2. SSO Account Access Panel


Tasks available on the Account Access include:

SSO Login—Logs existing user into SSO. See [SSO Login](#) on page 4.

Register Here—Select link to register to use SSO. See [Register a New User](#) on page 18.

Forgotten Password—Select link to reset a forgotten password. See [Forgotten Password](#) on page 8.

Forgotten User ID—Select link to recover a forgotten user ID. See [Forgotten User ID](#) on page 11.

—Select link to view the online SSO and Launch Pad User Guide in a new window. Or right-click and download a soft copy of the user guide.

SSO Login

Existing SSO users can log in directly from the Railinc portal Account Access panel ([Exhibit 2](#)).

Note: New users must register first. See [Register a New User](#) on page 18.

1. Open browser.
2. Type the Railinc portal URL in the address field:
www.railinc.com
and press Enter. The Railinc portal Welcome page is displayed ([Exhibit 1](#)).
3. Type user ID in the User ID field.
4. Tab and type password in the Password field and press Enter. Result can be unsuccessful [continue with [Unsuccessful Logins \(Exceptions\)](#)] or successful [continue with [Successful Logins](#) on page 5].

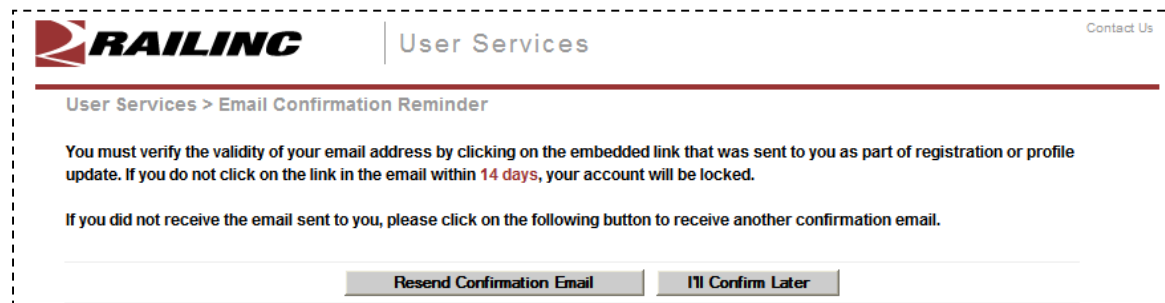
Unsuccessful Logins (Exceptions)

- a. If the login is not successful because the user ID and password do not match, retype carefully and resubmit, or use the Forgot Password? or Forgot User ID? links to obtain guidance. See [Forgotten Password or User ID Process](#) on page 8.

Note: If the user makes three unsuccessful login attempts, the account is locked and the user must contact Customer Support to unlock.

- b. If the login is not successful because a new user e-mail was not confirmed, the Email Confirmation Reminder page is displayed ([Exhibit 3](#)).

Exhibit 3. Email Confirmation Reminder



Choose one of the following options:

- Contact Railinc Customer Support to unlock/activate the account.
 - Locate the confirmation e-mail in mailbox, or select **Resend Confirmation Email** and confirm as described in Step [10](#) on page 25.
 - (Not recommended) Select **I'll Confirm Later** to continue.
- c. If the user has not used the account in more than 365 days (account inactive), revalidation is required. See [Account Revalidation](#) on page 14.

Successful Logins

- d. If the user has logged in with a temporary (Administrator-provided) password, the Using Temporary Password page is displayed ([Exhibit 4](#)).

Exhibit 4. Using Temporary Password

The screenshot shows the RAILING User Services interface. At the top, it says "signed in as AATEST01" with links for "Sign Out", "Launch Pad", "User Services", and "Contact Us". Below the header, the breadcrumb "User Services > Using Temporary Password" is visible. A red warning message states: "You are currently using a temporary password and you must change it. This password will only be valid for 2 more logins. If the password still has not been changed, the account will need to be revalidated." A button labeled "Change Password Now" is positioned at the bottom of the warning area.

- Select **Change Password Now**. Refer to [Changing Password](#) on page 17 (begin with Step 4). If the temporary password is not changed, after three uses, the account must be revalidated. See [Account Revalidation](#) on page 14.

- e. If the login is successful, the Launch Pad is displayed ([Exhibit 5](#)).

Exhibit 5. Launch Pad

The screenshot displays the RAILING Launch Pad dashboard. It features a top navigation bar with the RAILING logo (1), "Launch Pad" (2), "Signed in as NUEVOGAL" (3), and "Sign Out | Launch Pad | User Services | Contact Us" (4). The main content area is divided into several sections:

- Your Applications (5):** Lists "Umler Maintenance", "Umler Release", and "UMLER/EMIS Training".
- User Services (6):** Includes "My Profile Management" with links for "Edit My Profile", "Change Password", "View/Request Permissions", "Check Status of Permission Requests", and "User Guide".
- Your Notifications (7):** Shows "Current Notifications" and "Past Notifications" tabs. A table lists a notification:

Date	Type	Subject
07/23/2010 0000 EDT	System Wide	Railinc System Wide Notification Testing
- Your Support Cases (8):** Shows "Your Open Cases" and "All Your Cases" tabs. It displays "Showing 1 - 2 of 2 results." and a table:

Case #	Last Updated	Title	Status
2434	9/3/10 2:01 PM	Change Submit to Save	Active
2431	9/2/10 1:15 PM	Return from Application to	Active

 Below the table, it provides "Customer Support 1-877-RAILINC" and "Support Hours: Monday - Friday, 0700 - 1900 Eastern Time" with a "Create a New Case" button.
- Your Subscriptions (9):** Lists subscriptions for "Umler Release", "Umler Maintenance", and "UMLER/EMIS Training", all of type "Planned Maintenance", with "unsubscribe" links for each. A "Subscribe to more...." link is also present.

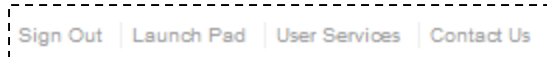
At the bottom, there is a footer with "legal notices | privacy rights | terms of service | contact us" (10) and "Copyright © 2010 Railinc. All rights reserved."

The SSO/Launch Pad is described in the next section.

SSO/Launch Pad Page Layout

- 1 **Railinc Logo**—Appears on all pages.
- 2 **Application**—Launch Pad or User Services (SSO).
- 3 **User ID**—Logged in user ID.
- 4 **Upper Navigation Links**—At the *upper right* of each page, the following links are shown ([Exhibit 6](#)):

Exhibit 6. Navigation Links (upper right of all pages)

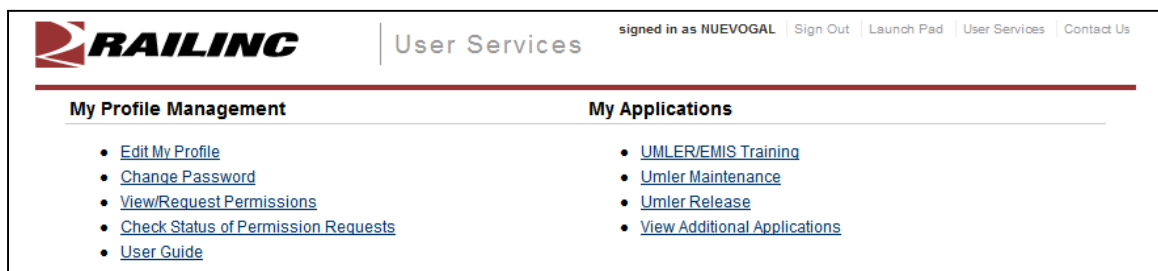


Sign Out—Logs out of the SSO application. See [SSO Logoff](#) on page 16.

Launch Pad—Returns to the Launch Pad. Refer to [Using the Launch Pad](#) on page 40.

User Services—Opens the User Services page ([Exhibit 7](#)).

Exhibit 7. User Services



Content of this page varies based on the SSO responsibilities assigned to the user. [Exhibit 7](#) shows a regular user. General user tasks include:

My Profile Management—Links to do the following tasks:

- a. **Edit My Profile**—Opens the Edit Profile <User ID> page ([Exhibit 46](#)). See [Edit Profile](#) on page 38.
- b. **Change Password**—Opens the Change Password page ([Exhibit 19](#)). See [Changing Password](#) on page 17.
- c. **View/Request Permissions**—Opens the Request Application Access page ([Exhibit 31](#)) See [Requesting Application Access](#) on page 27 .
- d. **Check Status of Permission Requests**—opens the Permission Request Status page ([Exhibit 38](#)). See [Check Status of Permission Requests](#) on page 31.
- e. **User Guide**—Opens the current user guide for SSO and Launch Pad in a new tab or window. See [User Guide](#) on page 33.

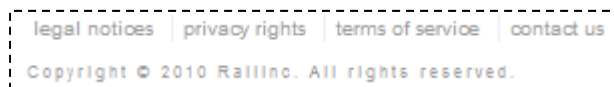
My Applications—Links to do the following tasks:

- a. Open each of the user's authorized applications (three shown in [Exhibit 7](#)).
- b. **View Additional Applications**—Open a list of all available Railinc applications. See [View Additional Applications](#) on page 37.

Contact Us—Opens a page with information for contacting Railinc via phone, fax, mail, e-mail, or a submitted online form.

- 5 **Your Applications**—Portlet with applications authorized for the logged on user ID. See [Your Applications](#) on page 41.
- 6 **User Services**—Portlet that provides quick access to the User Services management functions described after [Exhibit 7](#). See [User Services](#) on page 41.
- 7 **Your Notifications**—Portlet with official notifications for the application distributed to the logged on user ID. See [Your Notifications](#) on page 42.
- 8 **Your Support Cases**—Portlet with inquiries or issues (cases) submitted by the user ID. See [Your Support Cases](#) on page 43.
- 9 **Your Subscriptions**—Application-related e-mail lists to which the user belongs. See [Your Subscriptions](#) on page 49.
- 10 **Lower Links**—At the *bottom* of most pages, the following links are shown ([Exhibit 8](#)):

Exhibit 8. Navigation Links (bottom of pages)



Legal Notices—Opens a page with copyright information.

Privacy Rights—Opens a page with information about what information will be obtained initially during registration and during SSO usage, how it will be used, and how long it will be retained.

Terms of Service—Opens a page with the Railinc Terms of Service for the SSO application, and provides legal contacts for questions regarding access and usage.

Contact Us—Opens a page with information for contacting Railinc via phone, fax, mail, e-mail, or a submitted online form.

Forgotten Password or User ID Process

If a user cannot remember either a password, or a user ID, the links in the Account Access box can be selected to obtain online assistance.

Forgotten Password

The Forgotten Password process has three required steps:

- Enter email address, phone, and answer security question
 - Change Password
 - Validate Profile
1. On the Account Access panel ([Exhibit 2](#)), select the **Forgot Password?** link. The User Services Forgot Password? page is displayed ([Exhibit 9](#)).

Exhibit 9. Forgot Password? (first step)

RAILINC | User Services | [Contact Us](#)

→ **Step 1** | Enter email address, phone, and answer security question

⊖ **Step 2** | Change password

⊖ **Step 3** | Validate Profile

Forgot Password?

You must enter your email address, and phone number, and correctly answer your security question in order to continue.

Red field names represent mandatory fields.

User Id AATEST01

Email Address

Telephone

	Intl Code	Area Code	Number	Ext.
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

What's your favorite color?

International Code is not required for users in USA or Canada
Example: 919 6515000

2. Type in the following:
 - a. Email address
 - b. Phone (Area Code and 7-digit number)
 - c. Answer to security question (NOT case-sensitive).
3. Select **Continue**. The Change Password page is displayed ([Exhibit 10](#)).

Note: If an error is displayed after entering data, only one chance remains to validate successfully. If a third attempt is made, the ID is locked and the user must contact CSC at 1 877-RAILINC (877-724-5462) to unlock the ID.

Exhibit 10. Change Password (Forgot Password step two)

RAILINC | User Services Contact Us

✓ Step 1 | Enter email address, phone, and answer security question
➔ Step 2 | Change password Step 1 successful completion
⊖ Step 3 | Validate Profile

User Services > Change Password

User Id	AATEST01	Ian Camino	User Status	Active
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	04-06-2010 13:07:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	01-26-2009		User Type	Web User

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 3 passwords.

User Id AATEST01

New Password

Confirm Password

4. Type in the new password in accordance with the requirements:
 - a. In the New Password field
 - b. In the Confirm Password field

Note: None of the user's previous 3 passwords can be reused. New and Confirm entries must match.

5. Select **Submit**. If the new password meets SSO application standards, the Edit Profile page for the user ID is displayed with a successful password change message and Step 2 completed icon ([Exhibit 11](#)).

Exhibit 11. Edit Profile: User ID (top—for Forgot Password Step three)

RAILINC | User Services Contact Us

Step 1 | Enter email address, phone, and answer security question
 Step 2 | Change password
 Step 3 | Validate Profile

User Services > Edit Profile: AATEST01

User Id	AATEST01	Ian Camino	User Status	Active
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	04-06-2010 11:40:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	01-26-2009		User Type	Web User

• The password has been successfully changed.

Contact Info | User Background

6. Scroll down in the Edit Profile page to validate information ([Exhibit 12](#)).

Exhibit 12. Edit Profile: User ID (bottom—for Forgot Password Step three)

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 | What's your favorite color?
Personal Answer | Red

First Name | Ian
Last Name | Camino
Business Title | QA Tester
Address1 | 2001 Weston Pkwy
Address2 | Suite 200
City | Cary | **State/Province** | North Carolina
Zip/Postal Code | 27513 | **Country** | United States

Telephone | Intl Code: 1 | Area Code: 919 | Number: 6515000 | Ext.:
Fax | Intl Code: | Area Code: | Number: | Ext.:

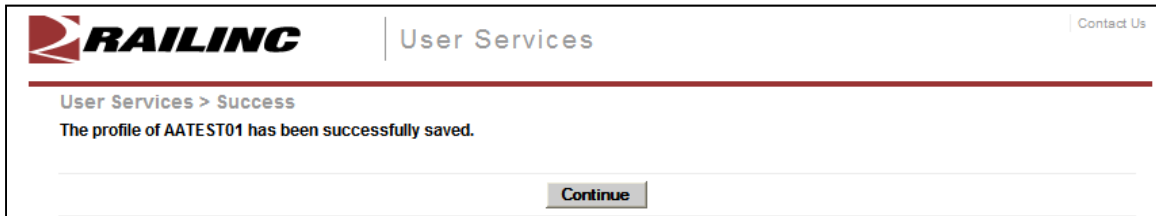
Email Address | ian.camino@railinc.com
 Please ensure the accuracy of your email address.
 Example: yourname@company.com

Primary Employer | RAIL - RAILINC CORPORATION
 Choose Company

Save | Cancel

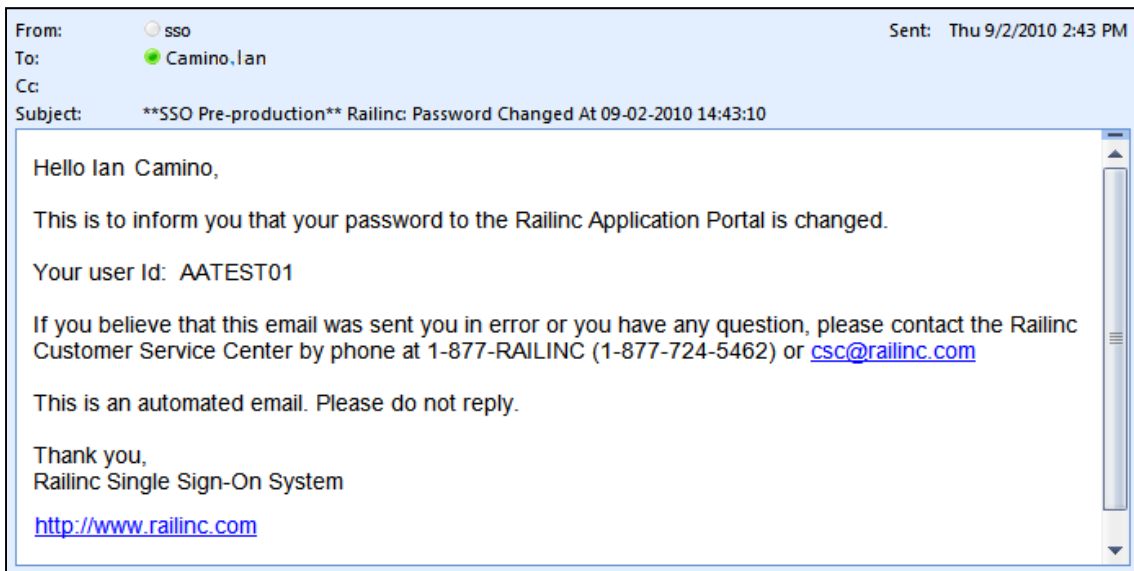
International Code is not required for users in USA or Canada
Example: 919 6515000

7. Ensure correctness of (or complete) all mandatory (red) fields and select **Save**. The Success page for the profile change is displayed ([Exhibit 13](#)).

Exhibit 13. Success (for profile change)

8. Select **Continue**. The SSO Login panel is redisplayed to do an immediate login. Similar to [Exhibit 2](#).

E-mail notifications are sent to the user's email address for both the password change and the saved profile. A password change notification is shown in [Exhibit 14](#).

Exhibit 14. E-Mail Notification of Password Change

Forgotten User ID

Some users may have multiple user IDs (e.g., one for regular use, and one for admin use for a specific application). The Forgotten User ID process has two required steps:

- Submit name, email address, and phone
- Retrieve user IDs from notification e-mails

1. On the Account Access panel ([Exhibit 2](#)), select the Forgot User ID? link. The Forgotten User ID page is displayed ([Exhibit 15](#)).

Exhibit 15. Forgotten User ID

RAILINC | User Services Contact Us

➔ **Step 1** | Enter name, email address, and phone

⊖ **Step 2** | Email notification of User ID

Forgotten User ID

You must enter your first name, last name, email address, and phone number 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

Last Name

Email Address

Telephone

	Intl Code	Area Code	Number	Ext.	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	International Code is not required for users in USA or Canada Example: 919 6515000

Send My User Id **Cancel**

2. Type in the following:
 - a. First Name
 - b. Last Name
 - c. Email address
 - d. Phone (Area Code and 7-digit number)
3. Select **Send My User Id**. The User ID Sent page is displayed ([Exhibit 16](#)).

Exhibit 16. User ID Sent

RAILINC | User Services Contact Us

✔ **Step 1** | Enter name, email address, and phone

➔ **Step 2** | Email notification of User ID

User ID Sent

An email message containing your User ID has been sent to your email address:

- ian.camino@railinc.com

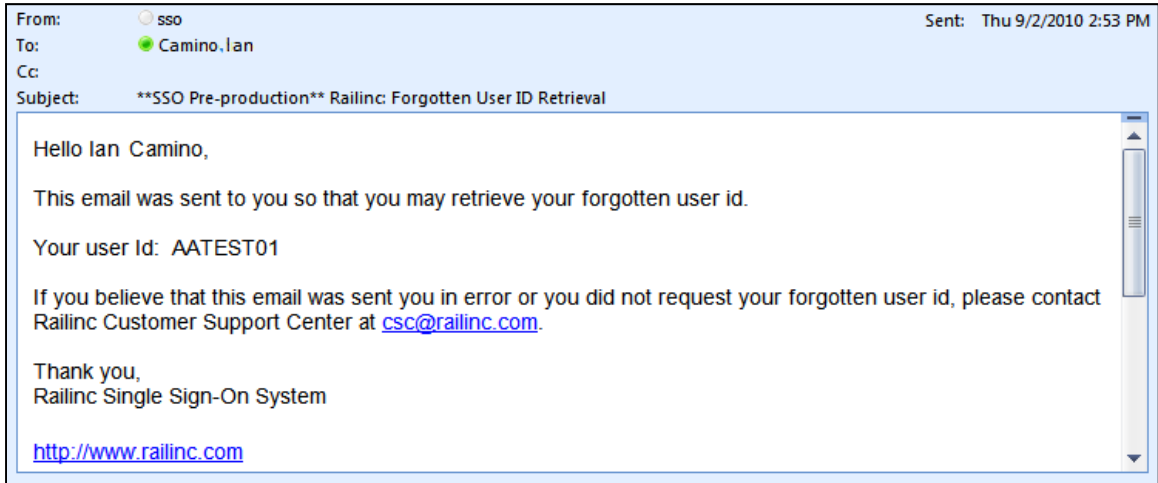
Continue

An email is sent to the email address provided for *each* user ID matching the submitted criteria ([Exhibit 17](#)). There can be multiple user IDs returned by the request.

4. Select **Continue**. The SSO Login panel is redisplayed to do an immediate login. Similar to [Exhibit 2](#).

5. Open the e-mail(s) received and locate the “Your user ID” entry. Optionally, copy the ID (**Ctrl+C**) to use for a login.

Exhibit 17. Notification E-Mail for Forgotten User ID



6. Toggle back to the SSO Login panel to use the retrieved ID.

Account Revalidation

If the user hasn't logged into the application in 365 days, the account information must be revalidated prior to login.

When a login is attempted as described in [SSO Login](#) on page 4, and the account is expired, the Account Revalidation page is displayed ([Exhibit 18](#))

Exhibit 18. Account Revalidation (Step 1)

RAILINC | User Services | [Contact Us](#)

➔ **Step 1** | Enter email address, phone, and answer security question

⊞ **Step 2** | Change password

⊞ **Step 3** | Validate Profile

Account Revalidation

Your account has expired. You must change your password and validate your profile information.

You must enter your email address, and phone number, and correctly answer your security question in order to continue.

Red field names represent mandatory fields.

User Id NOVOUSER

Email Address

Telephone

Intl Code Area Code Number Ext.

What's your favorite color?

[Continue](#) [Cancel](#)

International Code is not required for users in USA or Canada
Example: 919 6515000

1. Complete the mandatory fields (red font):

- Email Address
- Telephone: Area Code and 7-digit phone
- Personal Question Answer

Note: These answers must match the profile that was *active during the last use*. Use an “old” e-mail or phone number as needed to validate.

2. Select **Continue**:

- If information entered does not match the database, the user must contact Customer Support.
- If information entered matches the database, the Step 2 Change Password page is displayed (similar to [Exhibit 10](#)).

3. Type in the new password in accordance with the requirements:

- In the New Password field
- In the Confirm Password field

4. Select **Submit**. If the new password meets SSO application standards, the Edit Profile page for the user ID is displayed (similar to [Exhibit 11](#)).
5. Scroll down in the Edit Profile page to validate information. Ensure correctness of (or complete) all mandatory (red) fields.

Note: If e-mail address and phone numbers (or other profile data) have changed, make those changes now.

6. Select **Save**. The Success page for the profile change is displayed (similar to [Exhibit 13](#)).
7. Select **Continue**. The SSO Login page is displayed to allow the user to log in using the new password.

SSO Logoff

Warning: Never “X” out of an SSO application without signing out first. This can “hang” a user ID and prevent logging back in. One exception: when using multiple windows/applications (see [Closing Multiple Applications](#) on page 36).

From an Application or SSO Page

To log off of SSO from an application:

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

Changing Password

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

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Change Password** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 7](#)). Select **Change Password**.

The Change Password page is displayed ([Exhibit 19](#)).

Exhibit 19. Change Password

The screenshot shows the RAILINC User Services interface. At the top, it says 'signed in as NUEVOGAL' with links for Sign Out, Launch Pad, User Services, and Contact Us. The main heading is 'User Services > Change Password'. Below this is a table of user information:

User Id	NUEVOGAL	Eve Usergal	User Status	Active
Employer	AARE - RAILINC CORPORATION - TEST		Last Sign-in	09-02-2010 12:19:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	04-06-2010		User Type	Web User

Below the table, it says: '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 3 passwords.

The form fields are:

User Id: NUEVOGAL

Old Password:

New Password:

Confirm Password:

Buttons: Submit, Cancel

3. Type old password in the Old Password field.

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

4. Tab and type the new password (following the Password Requirement shown on the page).
5. Tab and retype the new password.

Note: Copying and pasting of the password is not allowed.

6. Select **Submit**.
 - a. If the typed passwords do not match, or do not adhere to the requirements, error messages are displayed and the passwords must be retyped or a compliant password pair resubmitted.
 - b. If the passwords match and are compliant, the Success page for password change is displayed (not shown).
7. Select **Continue** to return to the User Services page ([Exhibit 7](#)). A confirming e-mail is sent.

Register a New User

Before a user can access applications through SSO, the user must be registered to use SSO.

Note: Administrators can preregister new employees to use SSO by using the Administrative functions, which are documented later in this SSO Administrator User Guide.

To register as a new user:

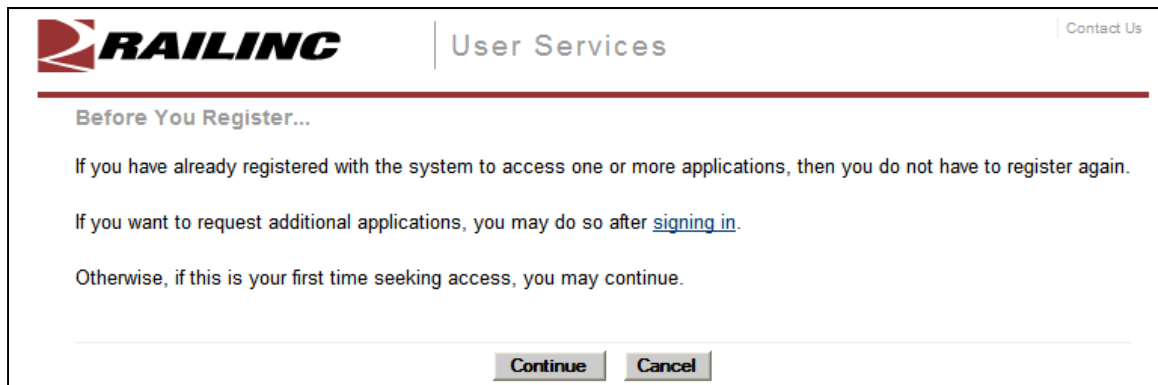
1. Open browser.
2. Type the Railinc portal URL in the address field:

<http://www.railinc.com>

and press Enter. The Railinc portal Welcome page is displayed ([Exhibit 1](#)).

3. In the Account Access Panel ([Exhibit 2](#)), select the **Register Here** link. The Before You Register... page is displayed ([Exhibit 20](#)).

Exhibit 20. Before You Register...



RAILINC | User Services | Contact Us

Before You Register...

If you have already registered with the system to access one or more applications, then you do not have to register again.

If you want to request additional applications, you may do so after [signing in](#).

Otherwise, if this is your first time seeking access, you may continue.

Note: If already registered, select **Cancel** to return to the Single Sign On login page. Similar to [Exhibit 1](#).

4. Select **Continue**. The Terms of Service page is displayed ([Exhibit 21](#)).

Exhibit 21. Terms of Service

The screenshot shows the Railinc User Services registration interface. At the top left is the Railinc logo, and at the top right is a "Contact Us" link. Below the header is a progress bar with three steps:

- Step 1** (indicated by a red arrow): Agree to the Terms of Service
- Step 2** (indicated by a grey circle): Complete contact information
- Step 3** (indicated by a grey circle): Request access to applications (optional)

Below the progress bar is the "Terms of Service" section. It contains a scrollable text box with the following text:

Be sure to read the Terms of Service below as they cover the terms and conditions that apply to your use of this website or affiliated Railinc web sites (the "Service," "Website," or "Site"). Railinc Corp. ("Railinc") may change the Terms of Service from time to time. By continuing to use the Service following such modifications, you agree to be bound by such modifications to the Terms of Service. If you have questions or wish to report a violation of these Terms of Service, please contact info@railinc.com. These terms were last updated on August 26, 2004.

General Terms and Conditions

In consideration of use of the Service, you agree to: (a) provide true, accurate, current and complete information about yourself as prompted by any Railinc registration form, and (b) to maintain and update this information to keep it true, accurate, current and complete. If any information provided by you is untrue, inaccurate, not current or incomplete, Railinc has the right to terminate your account and refuse any and all current or future use of the Service. You agree not to resell or transfer the Service or use of or access to the Service (or any portion thereof, including the unauthorized reselling or transferring of access to restricted content on the Service).

You acknowledge and agree that you must: (a) provide for your own access to the World Wide Web and pay any service fees associated with such access, and (b) provide all equipment necessary for you to make such connection to the World Wide Web, including a computer and modem or other access device.

By using the Railinc.com web site or other affiliated Railinc web sites, including any third party web sites, applets, software, and content contained therein, you agree that use of the Service is entirely at your own risk. THE SERVICE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY FOR INFORMATION, DATA, SERVICES, UNINTERRUPTED ACCESS, OR PRODUCTS PROVIDED THROUGH OR IN CONNECTION WITH THE SERVICE. SPECIFICALLY, RAILINC DISCLAIMS ANY AND ALL WARRANTIES, INCLUDING, BUT NOT LIMITED TO: (1) ANY WARRANTIES CONCERNING THE AVAILABILITY, ACCURACY, USEFULNESS, OR CONTENT OF INFORMATION, PRODUCTS OR

At the bottom of the scrollable text box are two buttons: **Accept** and **Decline**.

5. Read the terms in the scrollable text box and select **Accept**. The Complete User Profile page is displayed ([Exhibit 22](#)).

Warning: If the terms are not accepted and **Decline** is chosen, the new user process terminates.

Exhibit 22. Complete User Profile (top)

RAILINC | User Services Contact Us

Step 1 Agree to the Terms of Service

Step 2 Complete contact information Terms accepted

Step 3 Request access to applications (optional)

Complete User Profile

Contact Info **User Background** User Background tab

User ID Requirements:

- Must be capitalized.
- Must be between 6 and 8 characters long.
- Can contain any alphanumeric characters.
- Can contain hypens (-) and underscores (_).

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 3 passwords.

Red field names represent mandatory fields.
IMPORTANT NOTE: All new User IDs must be capitalized. While signing in, you must remember to capitalize your User ID.

User Id Check to see if this User ID is available

Password Confirm Password must exactly match the Password.

Confirm Password

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

Personal Answer

6. Type in the desired user ID in the User ID field. Select **Check** to determine whether the ID is available. See [Exhibit 23](#).

Exhibit 23. Complete User Profile (after ID Check)

RAILINC | User Services Contact Us

Step 1 Agree to the Terms of Service

Step 2 Complete contact information

Step 3 Request access to applications (optional)

Complete User Profile

Contact Info **User Background**

User ID Requirements:

- The user id 'NUEVOGAI' is available! User ID Available message
- Must be capitalized.
- Must be between 6 and 8 characters long.
- Can contain any alphanumeric characters.
- Can contain hypens (-) and underscores (_).

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 3 passwords.

Red field names represent mandatory fields.
IMPORTANT NOTE: All new User IDs must be capitalized. While signing in, you must remember to capitalize your User ID.

User Id Check to see if this User ID is available

Password

Confirm Password

Note: If the user ID is not available, choose another user ID to check for availability.

7. When an acceptable ID is available, complete the remainder of the profile ([Exhibit 22](#) and [Exhibit 24](#)) in accordance with screen instructions. *All mandatory fields must be completed.*

The User Profile is used to identify the user, and to provide information that can be used to validate a user when the user has forgotten either a password or user ID. Some fields are case-sensitive (notably the Personal Question Answer field. The User Background tab contains information about user's company responsibilities. When the user's profile information changes (for example, when a phone number or e-mail address changes), the profile must be edited. Refer to [Edit Profile](#) on page 38.

Exhibit 24. Complete User Profile (bottom)

First Name	<input type="text"/>		
Last Name	<input type="text"/>		
Business Title	<input type="text"/>		
Address1	<input type="text"/>		
Address2	<input type="text"/>		
City	State/Province	<input type="text" value="-- Select One State/Province --"/>	
Zip/Postal Code	Country	<input type="text" value="-- Select One Country --"/>	

	Intl Code	Area Code	Number	Ext.	
Telephone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	International Code is not required for users in USA or Canada Example: 919 6515000
Fax	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Email Address
Please ensure the accuracy of your email address.
Example: yourname@company.com

Primary Employer (No employer chosen)

Enter search criteria. Can be part of a company name or company ID.

- a. Personal Questions include the following choices:

--- Select a Personal Question ---

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

Note: The Answer is not case-sensitive. User should select something personally memorable. Using all uppercase or lowercase is recommended.

- b. Select Primary Employer using a search ([Exhibit 25](#)).

Exhibit 25. Primary Employer (with search results and choice)

Primary Employer (No employer chosen)

Enter search criteria. Can be part of a company name or company ID.

Search string → Railinc Search [Is your company not listed?](#)

- A000 RAILINC RUNNING REPAIR MARK
- AARE RAILINC CORPORATION - TEST
- MFX RAILINC UMLER GROUP
- RAIL RAILINC CORPORATION

Selected choice from results

Select Company Cancel

- c. Select radio button beside choice and select **Select Company**. The Search panel closes and the choice shows in the field.
8. Review the completed profile ([Exhibit 26](#)).

Exhibit 26. Complete User Profile (completed)

User Id	<input type="text" value="NUEVOGAL"/>	<input type="button" value="Check"/> to see if this User ID is available
Password	<input type="password" value="••••••"/>	Confirm Password must exactly match the Password.
Confirm Password	<input type="password" value="••••••"/>	
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	<input type="text" value="What is your favorite movie?"/>	
Personal Answer	<input type="text" value="Avatar"/>	
First Name	<input type="text" value="Eve"/>	
Last Name	<input type="text" value="Usergal"/>	
Business Title	<input type="text" value="Tech Writer"/>	
Address1	<input type="text" value="7001 Weston Pkwy"/>	
Address2	<input type="text" value="Suite 200"/>	
City	<input type="text" value="Cary"/>	State/Province <input type="text" value="North Carolina"/>
Zip/Postal Code	<input type="text" value="27513"/>	Country <input type="text" value="United States"/>
Telephone	<input type="text" value=""/>	<input type="text" value="919"/> <input type="text" value="6515000"/> <input type="text" value=""/>
Fax	<input type="text" value=""/>	<input type="text" value=""/>
International Code is not required for users in USA or Canada Example: 919 6515000		
Email Address	<input type="text" value="eve.usergal@railinc.com"/>	
Please ensure the accuracy of your email address. Example: yourname@company.com		
Primary Employer	AARE - RAILINC CORPORATION - TEST <input type="button" value="Choose Company"/>	
<input type="button" value="Continue"/> <input type="button" value="Cancel"/>		

8. (Optional, but recommended) Select the **User Background** tab ([Exhibit 22](#)) to provide optional user profile information ([Exhibit 27](#)).

Exhibit 27. Complete User Profile (User Background tab)

RAILINC | User Services | [Contact Us](#)

Step 1 | Agree to the Terms of Service
 Step 2 | Complete contact information
 Step 3 | Request access to applications (optional)

Complete User Profile

Contact Info | **User Background**

What is your role in the shipment process?

<input type="checkbox"/> Shipper	<input type="checkbox"/> IMC
<input type="checkbox"/> Consignee	<input type="checkbox"/> Shipper (Domestic)
<input type="checkbox"/> Broker	<input type="checkbox"/> Consignee (Domestic)
<input type="checkbox"/> Forwarder	<input type="checkbox"/> 3rd Party
<input type="checkbox"/> Carrier	<input type="checkbox"/> Equipment Owner

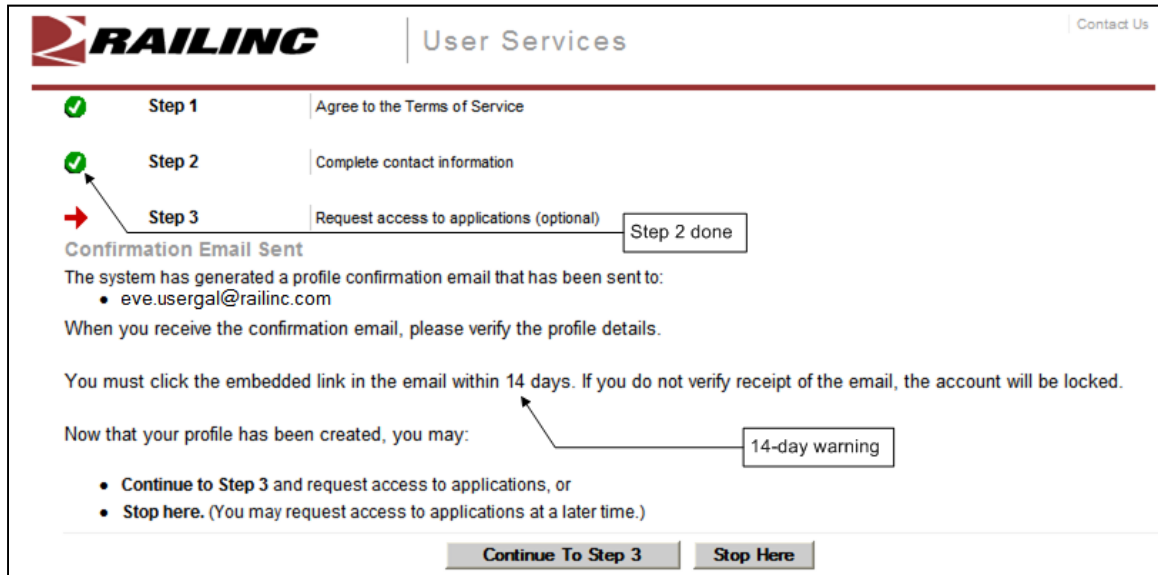
What types of products do you ship?

<input type="checkbox"/> Consumer Goods	<input type="checkbox"/> Chemicals
<input type="checkbox"/> Grain or Grain Products	<input type="checkbox"/> Petroleum Products
<input type="checkbox"/> Automotive	<input type="checkbox"/> Lumber, Pulp or Paper
<input type="checkbox"/> Ores, Minerals, Metals	<input type="checkbox"/> Coal, Sulphur, or Fertilizer
<input type="checkbox"/> Overseas Containers	

No, I would NOT like to be notified of new website features and news.
 Yes, I would like to be notified of new website features and news.

Select all applicable boxes for the two categories and choose an option to be notified of new website features and news (the default is NO). Select the **Contact Info** tab to return to the required profile, if desired. Otherwise continue with the next Step.

- If the profile is satisfactory, select **Continue** (on either tab). The Confirmation Email Sent page is displayed ([Exhibit 28](#)). The profile has been created.

Exhibit 28. Confirmation Email Sent

Choose from the following options:

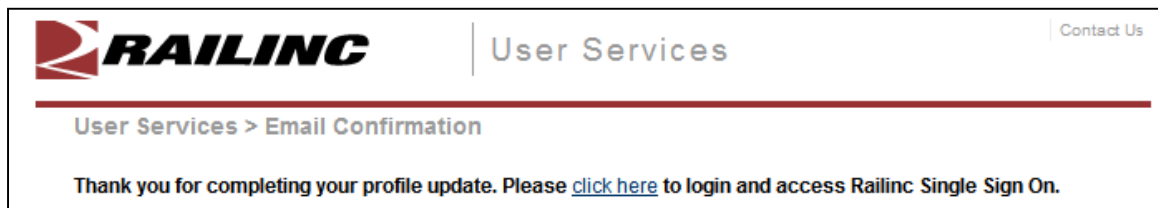
- **Continue to Step 3**—Opens the Request Application Access page ([Exhibit 31](#)).
- **Stop Here**—Opens the SSO Login panel to do an immediate login. Similar to [Exhibit 2](#). Since no e-mail confirmation has been done, the Email Confirmation Reminder page is displayed ([Exhibit 3](#)). Select **I'll Confirm Later** to continue working.
- (Recommended) Continue with Step [10](#).

10. Go to E-Mail application to confirm the new ID:

- a. Open the new Registration e-mail ([Exhibit 29](#)).

Exhibit 29. Registration E-Mail

- b. Select the confirmation link to confirm the registration. The Email Confirmation page is displayed ([Exhibit 30](#)).

Exhibit 30. Email Confirmation

- c. As desired, select the click here link to open the SSO Login page (similar to [Exhibit 2](#)).
11. After logging on, request access to applications as described in [Requesting Application Access](#) on page 27.

Requesting Application Access

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

To request application access:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **View/Request Permissions** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 7](#)). Select **View/Request Permissions**.

The Request Application Access page is displayed ([Exhibit 31](#)).

Exhibit 31. Request Application Access (top and bottom)

The screenshot shows the RAILINC User Services interface. At the top, it says 'signed in as NUEVOGAL' with links for Sign Out, Launch Pad, User Services, and Contact Us. The main heading is 'User Services > Request Application Access'. Below this is a table with user details:

User Id	NUEVOGAL	Eve Usergal	User Status	Active
Employer	AARE - RAILINC CORPORATION - TEST		Last Sign-in	04-06-2010 10:55:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	04-06-2010		User Type	Web User

Below the user details is a section for 'User Permissions' with 'Effective Dates'. The permissions listed are:

- 10th IRF: no permission granted, Request button
- AAR Embargo/OPSL Permit System: no permission granted, Request button
- CHDX: no permission granted, Request button
- CIF: no permission granted, Request button
- SC090: no permission granted, Request button
- TRAIN76/80: no permission granted, Request button
- Tank Car Equalization: no permission granted, Request button
- Umler Release: no permission granted, Request button
- Unified Equipment Viewer: no permission granted, Request button

At the bottom of the permissions list is a 'Done' button.

3. Scroll to the desired application and select its **Request** button. The <Application Name> Request Permission page is displayed ([Exhibit 32](#)).

Exhibit 32. Request Permission for Umler Release (pre-submit)

RAILINC | User Services | signed in as NUEVOGAL | Sign Out | Launch Pad | User Services | Contact Us

Select a Role for this application.

Select Role **Access for Query; (company required):**
Generic Access to the Umler System. Please Note: Users assigned SSO permission to the Umler system are charged \$50 per user per month (This Web User fee is not applicable to equipment owners).

Company Id

Enter Comment

4. Complete the mandatory fields:
 - a. There can be multiple roles to select. These differ by application.
 - b. Select the Company ID (similar to [Exhibit 25](#)).
 - c. (Optional) Type a comment—generally to clarify need for approval purposes.
5. Select **Submit**. The Confirm Permission Request page is displayed to confirm the request ([Exhibit 33](#)).

Exhibit 33. Confirm Request for Umler Release (post-submit)

RAILINC | User Services | signed in as NUEVOGAL | Sign Out | Launch Pad | User Services | Contact Us

User Services > Request Application Access > **Confirm Permission Request**

Umler Release

You have chosen to request following permission(s).

- **Access for Query** RAIL - RAILINC CORPORATION

By requesting access to an application(s), your personal information will be shared with the Company Administrator or Application Administrator for whom you have requested access.

If you do not wish for this information to be sent, please cancel this operation. Otherwise, please click on Continue to submit the request.

6. If the access was requested in error or is incorrect (role), select **Cancel**. If the request is satisfactory, select **Continue**. The Request Permission page is redisplayed again to indicate the requests have been sent to the application administrator ([Exhibit 34](#)).

Exhibit 34. Request for Umler Release (confirm submission)

RAILINC | User Services | signed in as NUEVOGAL | Sign Out | Launch Pad | User Services | Contact Us

User Services > Request Application Access > Request Permission

Umler Release

You have chosen to request following permission(s).

- Access for Query RAIL - RAILINC CORPORATION

An email has been sent to you for each request which includes the reference number assigned to that request. It may take up to 2 business days for the Administrator to respond to the request(s).

If you have questions, please contact csc@railinc.com.

When the request has been submitted, an e-mail is sent to the user ([Exhibit 35](#)). If other applications are needed, select **Request Additional Permissions**. The Request Application Access page is redisplayed ([Exhibit 31](#)). Otherwise, select **Done** to return to the User Services page ([Exhibit 7](#)).

Access Request E-Mails

Exhibit 35. Access Request Acknowledge E-Mail

From: sso
To: Usergal, Eve
Cc:
Subject: ****SSO Pre-production** Railinc: Access Request At 04-06-2010 11:07:28**

Sent: Tue 4/6/2010 11:07 AM

Hello Eve Usergal,

This email confirms that you submitted the following application access request(s).

Reference Number: 3120
Application: Umler Release
Permission: Access for Query
Company: RAIL - RAILINC CORPORATION

Please note: It may take up to 2 business days for the company administrator to respond to the request.

If you did not submit this request, or if you have any questions, please contact the Application Administrator at csc@railinc.com.

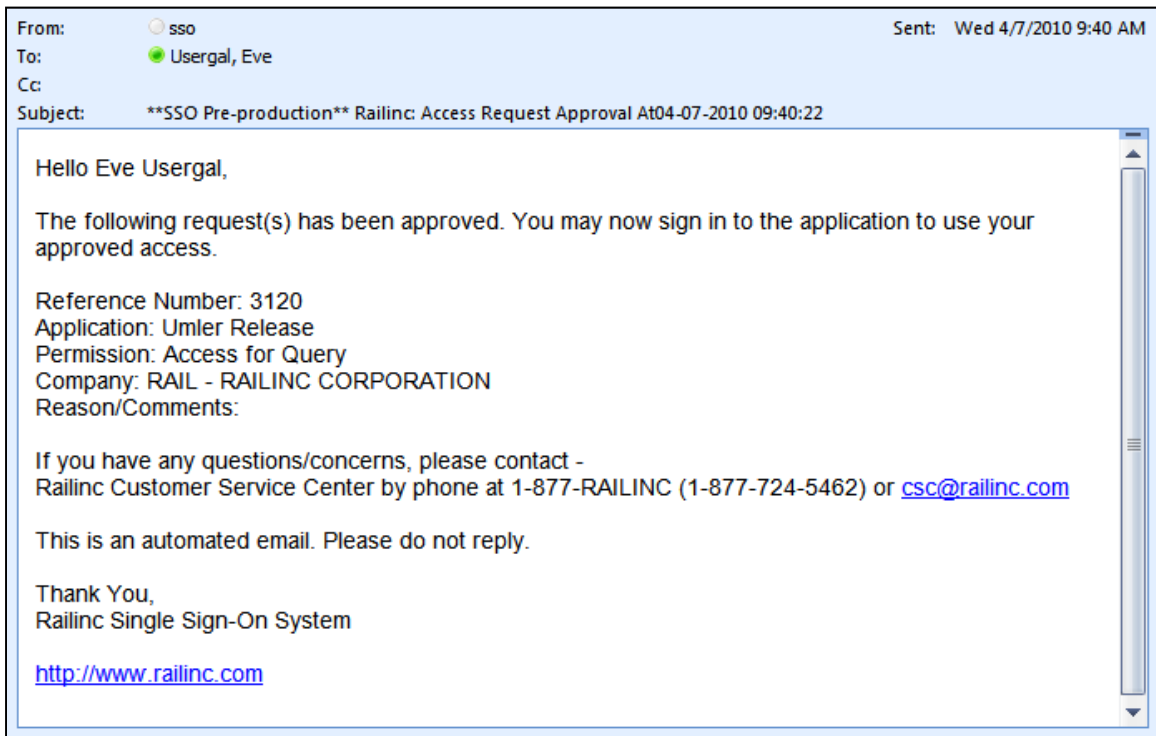
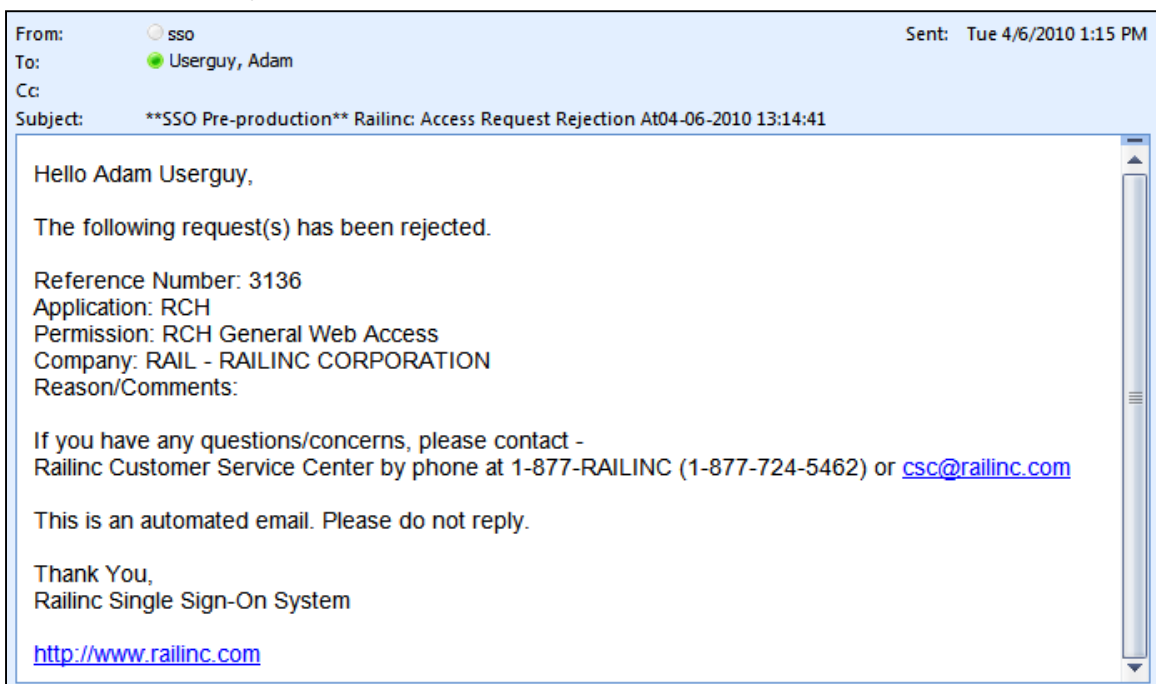
This is an automated email. Please do not reply.

Thank You,
Railinc Single Sign-On System

<http://www.railinc.com>

While waiting for a response, the user can check the status of the request as described in [Check Status of Permission Requests](#) on page 31 .

When the Administrator has processed the request, the system is updated and an approval or rejection e-mail notification is sent to the user ([Exhibit 36](#) and [Exhibit 37](#)).

Exhibit 36. Access Approval E-Mail**Exhibit 37. Access Rejection E-Mail**

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

Check Status of Permission Requests

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

- Requested
 - Approved
 - Pending
 - Cancelled
 - Rejected
1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
 2. Do one of the following:
 - a. Select **Check Status of Permission Requests** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 7](#)). Select **Check Status of Permission Requests**.

The Permission Request Status page is displayed ([Exhibit 38](#)).

Exhibit 38. Permission Request Status (Requested)

The screenshot shows the RAILINC User Services interface. At the top, there is a navigation bar with the RAILINC logo, 'User Services', and user information 'signed in as AATEST01'. Below the navigation bar, the breadcrumb 'User Services > Permission Request Status' is visible. The main content area shows a table with one application, 'Umler Release', and a 'Total Items: 1' indicator. The table has columns for Application Reference, Request Date, Permission Company, Action By Action Date, and Status Comment. The status for the 'Umler Release' application is 'Requested', and there is a 'Cancel Request' button next to it. A 'Done' button is located at the bottom of the table.

Application Reference	Request Date	Permission Company	Action By Action Date	Status Comment
Umler Release 3127	04-06-2010	Access for Query RAIL - RAILINC CORPORATION		Requested Cancel Request

Only one application (Umler Release) is included in the request status in [Exhibit 38](#). If more than one application's request is included, a pull-down to select the application is provided ([Exhibit 39](#)).

Exhibit 39. Permission Request Status (with multiple applications pull-down)

The screenshot shows the RAILINC User Services interface. At the top, it says "signed in as NUEVOGAL" with links for "Sign Out", "Launch Pad", "User Services", and "Contact Us". The main heading is "User Services > Permission Request Status". Below this, there is a "Select Application" dropdown menu currently set to "Car Repair Billing". To the right, it says "Total Items: 1".

Application Reference	Request Date	Permission Company	Action By Action Date	Status Comment
Car Repair Billing 3121	04-06-2010	CRB Billing Repair Card User RAIL - RAILINC CORPORATION		Requested Cancel Request

At the bottom of the table, there is a "Done" button.

When a request has been rejected, the status appears as shown in [Exhibit 40](#).

Exhibit 40. Permission Request Status (rejected)

The screenshot shows the RAILINC User Services interface. At the top, it says "signed in as NUEVOGUY" with links for "Sign Out", "Launch Pad", "User Services", and "Contact Us". The main heading is "User Services > Permission Request Status". Below this, there is an "Application" dropdown menu currently set to "RCH". To the right, it says "Total Items: 1".

Application Reference	Request Date	Permission Company	Action By Action Date	Status Comment
RCH 3136	04-06-2010	RCH General Web Access RAIL - RAILINC CORPORATION	warren Alvis <input checked="" type="checkbox"/> 04-06-2010	Rejected

At the bottom of the table, there is a "Done" button.

Canceling Unapproved Requests

With a requested status, the user can select **Cancel Request** (button shown in [Exhibit 39](#)) to cancel the unapproved request. The status becomes Cancelled as shown in [Exhibit 41](#).


Exhibit 41. Permission Request Status (Canceled)

The screenshot shows the RAILINC User Services interface. At the top, it says "signed in as NUEVOGAL" with links for "Sign Out", "Launch Pad", "User Services", and "Contact Us". The main heading is "User Services > Permission Request Status". Below this, there is a "Select Application" dropdown menu currently set to "Car Repair Billing". To the right, it says "Total Items: 1".

Application Reference	Request Date	Permission Company	Action By Action Date	Status Comment
Car Repair Billing 3121	04-06-2010	CRB Billing Repair Card User RAIL - RAILINC CORPORATION		Cancelled

At the bottom of the table, there is a "Done" button.

User Guide

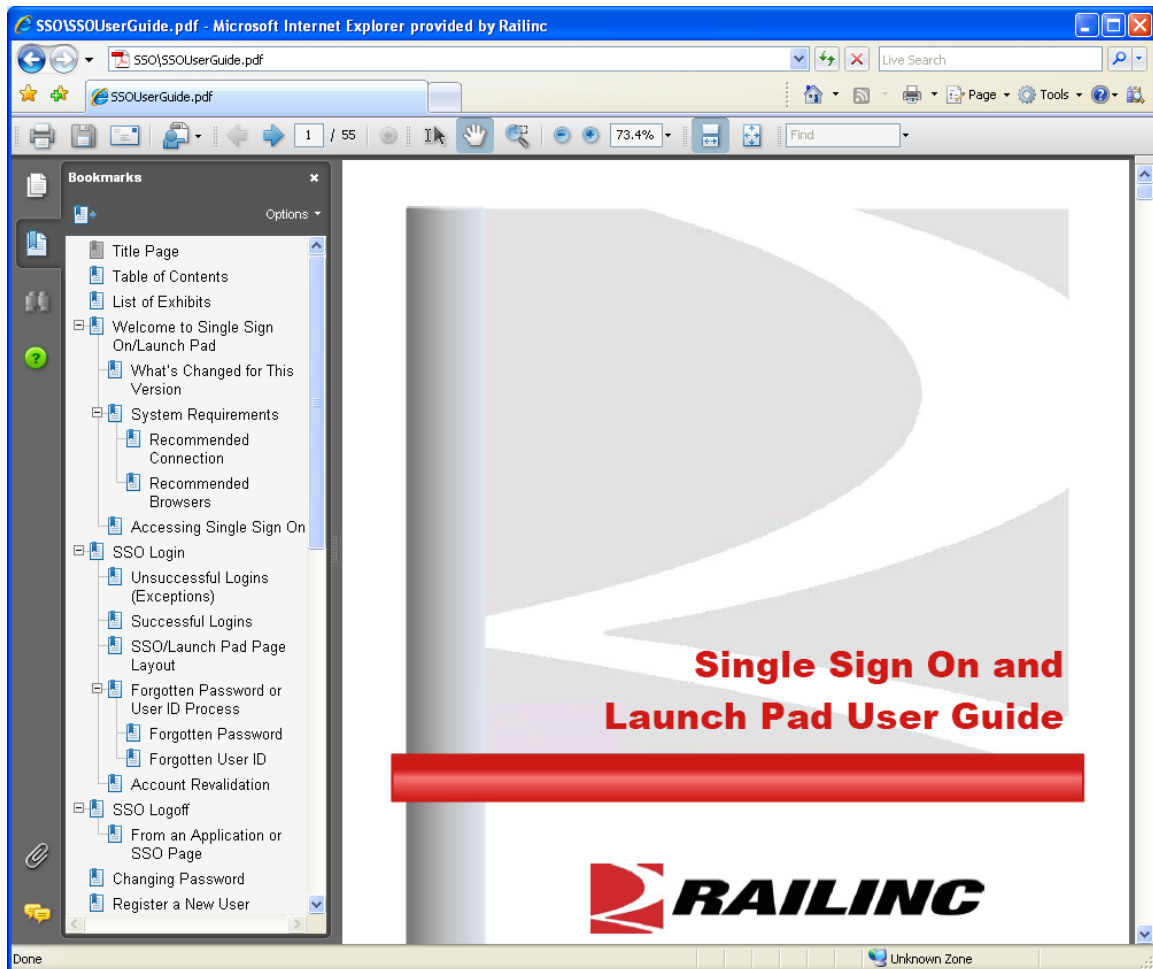
After logging in to SSO, the user can open a copy of the SSO and Launch Pad User Guide without signing out and returning to the Login panel (where the  icon allows unregistered users access to the guide to assist with registration).

To open the User guide:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **User Guide** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 7](#)). Select **User Guide**.

The SSO and Launch Pad User Guide is displayed in a new tab or new window ([Exhibit 42](#)).

Exhibit 42. User Guide



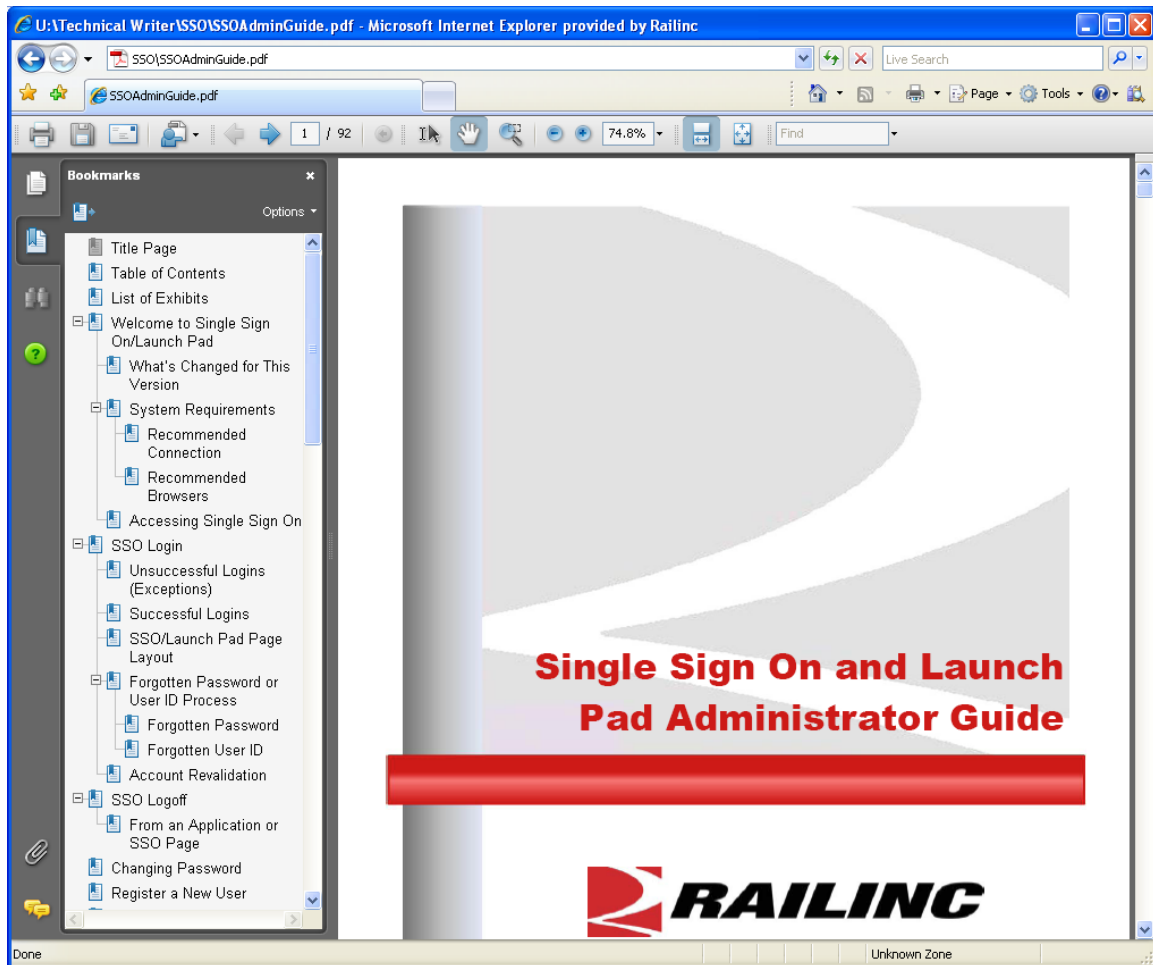
3. When finished viewing or printing the User Guide, close the extra tab or window.

To open the Administrator guide:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Administrator Guide** in the User Services portlet (in Admin Tools), or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 61](#)). Select **Administrator Guide** (in Admin Tools).

The SSO and Launch Pad Administrator Guide is displayed in a new tab or new window ([Exhibit 43](#)).

Exhibit 43. Administrator Guide



3. When finished viewing or printing the Admin Guide, close the extra tab or window.

Working with Applications

Launching a Single Application

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Select the desired link in the Your Application portlet on the left side. The application's welcome/home page is displayed.

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

Closing a Single Application

When finished working with an application, select the **User Services** link to return to the User Services page ([Exhibit 7](#)) without logging off. Select another application or log off as appropriate.

Working with Multiple Applications

Opening an application from the Launch Pad opens the application Home/Welcome page. If tasking requires obtaining input from a task from one application and using that information in another application, the user can choose to open multiple applications.

Opening Multiple Applications

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Select the desired link in the Your Application portlet on the left side. The application's welcome/home page is displayed.
3. On the browser menu bar, select **File>New Window**. A new window with a second instance of the first application.
4. In one window, select **User Services**. The User Services page is displayed ([Exhibit 7](#)).

Note: For applications offering a Launch Pad link, select the link, and then select the second application from the Your Applications portlet.

5. Select the second application from the My Applications links. The second application's Welcome/Home page is displayed.

Note: Toggle (**Alt+Tab**) between application browser windows to accomplishing tasking.

Closing Multiple Applications

Close All

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

Warning: Never “X” out of an SSO application without signing out first. This can “hang” a user ID and prevent logging back in.

Close One Only

If the user is finished with one application, but still using the other, close the window of the unneeded application (use the **X**, or press **Alt+F4**). The unneeded window closes, the other remains open with an active SSO login and work can continue.

View Additional Applications

When a user believes permission for an application has already been granted, but does not see the application listed in the My Applications column of the User Services page, the View Additional Applications function can be used to display the entire list of links to all SSO applications.

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Select the **User Services** link. The User Services page is displayed ([Exhibit 7](#)).
3. Select **View Additional Applications**. The Single Sign On Applications page is displayed ([Exhibit 44](#)).

Exhibit 44. Single Sign On Applications

The screenshot shows the 'Single Sign On Applications' page. At the top, there is a navigation bar with the RAILING logo, 'User Services', and a user profile 'signed in as AATEST01' with links for 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below the navigation bar, the page title is 'Single Sign On Applications'. There are three tabs for filtering applications: 'A - E', 'F - N', and 'O - Z'. Under the 'A - E' tab, the following applications are listed: 10th IRF, AAR Embargo/OPSL Permit System, CHDX, CIF, and CIF61. Under the 'F - N' tab, the following applications are listed: FindUs.Rail, Guardian, HAZMAT, IRF Web, and IRF Web 61. Under the 'O - Z' tab, the following applications are listed: PUPS, PUPS Adapters, PUPS Adapters QA, PUPS QA, and RAMPED.

4. Scroll to the application desired and select its link.
 - a. If the user is authorized, the application opens in the browser.
 - b. If not authorized, the Unauthorized Access Attempt page is displayed ([Exhibit 45](#)).

Exhibit 45. Unauthorized Access Attempt

The screenshot shows the 'UNAUTHORIZED ACCESS ATTEMPT' page. At the top, there is a navigation bar with the RAILING logo, 'User Services', and a user profile 'signed in as AATEST01' with links for 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below the navigation bar, the page title is 'UNAUTHORIZED ACCESS ATTEMPT'. The main content area contains the following text: 'Sorry, you don't have the permissions to access the requested application or function. If you think you already have the required permissions, please contact our Customer Support Center at 1-800-544-7245. To request permissions for an application, please click on following button.' Below the text are two buttons: 'View Pending Permission Requests' and 'Request Permissions'.

Choose from the following options:

- **View Pending Permission Requests**—See [Check Status of Permission Requests](#) on page 31.
- **Request Permissions**—See [Requesting Application Access](#) on page 27.


Edit Profile

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

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Edit My Profile** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 7](#)). Select **Edit My Profile**.

The Edit Profile page is displayed ([Exhibit 46](#) and [Exhibit 47](#)).

Exhibit 46. Edit Profile: <User ID> (top)



User Services

signed in as NUEVOGAL | [Sign Out](#) | [Launch Pad](#) | [User Services](#) | [Contact Us](#)

User Services > Edit Profile: NUEVOGAL

User Id	NUEVOGAL	Eve Usergal	User Status	Active
Employer	AARE - RAILINC CORPORATION - TEST		Last Sign-in	04-06-2010 11:44:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	04-06-2010		User Type	Web User

Contact Info
User Background

Red field names represent mandatory fields.

User Id NUEVOGAL

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

Personal Answer

First Name

Last Name

Business Title

Address1

Address2

City **State/Province**

Zip/Postal Code **Country**


3. Review all data in the mandatory fields and make changes as needed.
 - a. Refer to [Step 7](#) on page 21.

Exhibit 47. Edit Profile: <User ID> (bottom)

Telephone	Intl Code	Area Code	Number	Ext.	International Code is not required for users in USA or Canada Example: 919 6515000
	1	919	6515000		
Fax					
Email Address	eve.usergal@railinc.com				
	Please ensure the accuracy of your email address. Example: yourname@company.com				
Primary Employer	AARE - RAILINC CORPORATION - TEST				
	<input type="button" value="Choose Company"/>				
<input type="button" value="Save"/> <input type="button" value="Cancel"/>					

- b. (optional) Select the **User Background** tab and make desired changes. Refer to Step 8 on page 23.
4. When all edits are satisfactory, select **Save**. The Success page is displayed ([Exhibit 48](#)).

Exhibit 48. Success (after Profile edit)

	User Services	signed in as NUEVOGAL Sign Out Launch Pad User Services Contact Us
User Services > Success		
The profile of NUEVOGAL has been successfully saved.		
<input type="button" value="Continue"/>		

Note: An e-mail is sent to the user confirming the profile update.

5. Select **Continue** to return to the User Services page ([Exhibit 7](#)).

Using the Launch Pad

As described previously, the Launch Pad is a dashboard-like interface that allows users to access their applications, to see pertinent notifications about those applications, to subscribe/unsubscribe to maintenance and outage e-mails for those applications, and to make inquiries or report issues that automatically create “cases” in the Railinc internal customer support system (RAPID). Refer to [Exhibit 5](#). The following sections described the Launch Pad functions.

Exhibit 49. Launch Pad (with portlet labels, for Administrators)

The screenshot displays the Railinc Launch Pad interface for administrators. The interface is divided into several portlets, each with a numbered label:

- 1 Your Applications:** Lists applications such as Umler Maintenance, Umler Release, and UMLER/EMIS Training.
- 2 User Services:** Contains sections for My Profile Management, Administrator Functions, Permissions, Accounts, and Tools.
- 3 Your Notifications:** Shows a table of notifications with columns Date, Type, and Subject. A notification is listed for 07/23/2010 0000 EDT, System Wide, with subject Railinc System Wide Notification Testing.
- 4 Your Support Cases:** Shows a table of support cases with columns Case #, Last Updated, Title, and Status. Two cases are listed: 2434 (Change Submit to Save) and 2431 (Return from Application to).
- 5 Your Subscriptions:** Shows a table of subscriptions with columns Application and Type. Subscriptions are listed for Umler Release, Umler Maintenance, and UMLER/EMIS Training, all of type Planned Maintenance.

The interface also includes a top navigation bar with the Railinc logo, 'Launch Pad' title, and user information 'Signed in as NUEVOGAL'. A footer contains legal notices and copyright information.

Note: Users can return to the Launch Pad from any SSO page by selecting the Launch Pad link at the upper right.

Context (hover) help is available in many of the Launch Pad portlets by pointing over a field or ? button ([Exhibit 50](#)).

Exhibit 50. Launch Pad Context (hover) Help

RAILING | Launch Pad | Signed in as NUEVOGAL | Sign Out | Launch Pad | User Services | Contact Us

Customer Support [Return to Full Page](#)

Enter your case details here then click the Submit button.

Title ?

Description ?

Description - Text describing the issue.
 Include as much information as needed to fully describe the issue.
 Description should include any error messages, steps taken resulting in the issue, details of a request, and examples.

Product ?

Impact ?

Urgency ?

Environment ?

Attachment
 Attachment size limited to 7.0 MB.

Your Applications

Your applications are shown in the portlet labeled **1** in [Exhibit 49](#). To access applications:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 49](#)).
2. Select the desired application link in the Your Applications portlet on the left side. The application opens.

User Services

User Services are shown in the portlet labeled **2** in [Exhibit 49](#). To access User Services:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 49](#)).
2. Select the desired Profile Management task in the User Services portlet on the left side. The task page opens. These tasks are discussed in the following sections:
 - [Edit Profile](#) on page 38
 - [Changing Password](#) on page 17
 - [Requesting Application Access](#) on page 27
 - [Check Status of Permission Requests](#) on page 31
 - [User Guide](#) on page 33

Note: Other authorized administrative tasks can be selected from the Launch Pad User Services portlet. These are described in [Application Administrator Tasks](#) on page 51 and [SSO Administrator Tasks](#) on page 73.

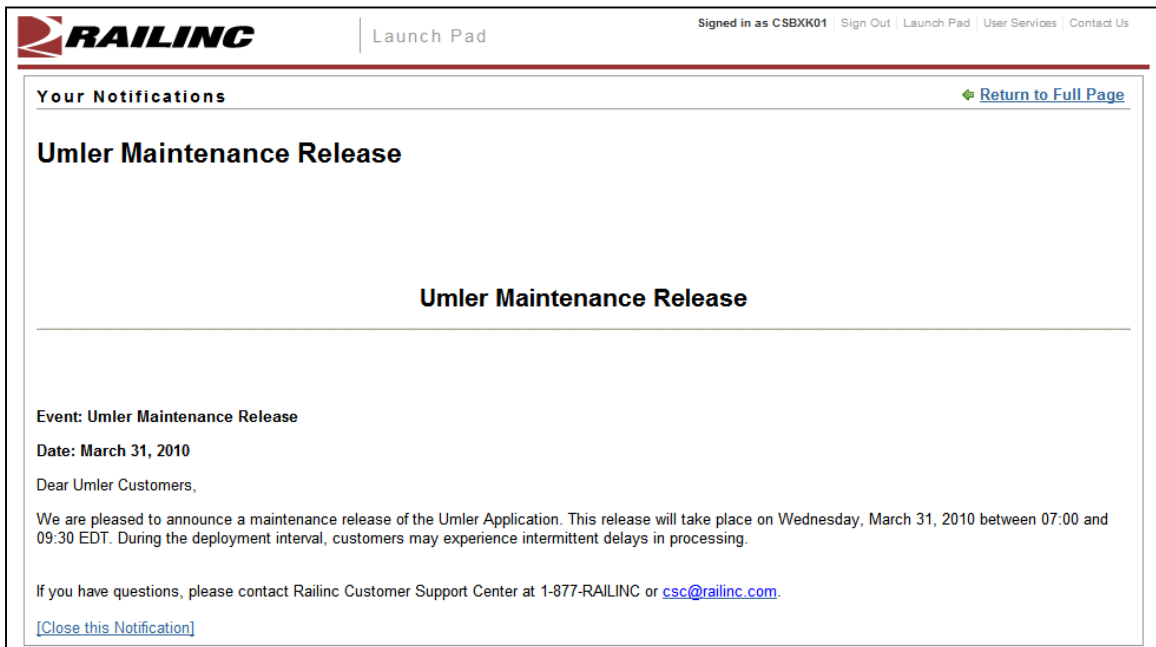
Your Notifications

Your notifications are shown in the portlet labeled **3** in [Exhibit 49](#).

The Your Notification portlet lists all official CSC notifications that have been sent by Railinc regarding the user's authorized applications. The links provided allow the user to view the details of specific notifications without having to go to a mailbox and search for a specific e-mail. To view notifications:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 49](#)).
2. Select the desired notification link in the Your Notifications portlet on the right side. The notification e-mail opens ([Exhibit 51](#)).

Exhibit 51. Notification (details)



The screenshot shows a web interface for Railinc. At the top left is the Railinc logo. To its right is the text 'Launch Pad'. Further right, it says 'Signed in as CSBXK01' followed by links for 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below this is a header for the notification portlet titled 'Your Notifications' with a 'Return to Full Page' link. The main content area displays the notification title 'Umler Maintenance Release' in large bold text, followed by a smaller version of the same title. Below this is a horizontal line. The notification details include: 'Event: Umler Maintenance Release', 'Date: March 31, 2010', and 'Dear Umler Customers,'. The body text reads: 'We are pleased to announce a maintenance release of the Umler Application. This release will take place on Wednesday, March 31, 2010 between 07:00 and 09:30 EDT. During the deployment interval, customers may experience intermittent delays in processing.' At the bottom, it says: 'If you have questions, please contact Railinc Customer Support Center at 1-877-RAILINC or csc@railinc.com.' There is a '[Close this Notification]' link at the very bottom.

3. To exit the notification, select either the Return to Full Page or Close this Notification link. The Launch Pad is redisplayed ([Exhibit 49](#)).

Your Support Cases

Your support cases are shown in the portlet labeled **4** in [Exhibit 49](#).

The Your Support Cases portlet allows users to make inquiries or report issues that automatically create “cases” in the Railinc internal customer support system (RAPID). Besides e-mails sent to the Customer Support Center at Railinc, this is the only automated way to initiate a case in the RAPID system. Users can upload documents or screen captures to help clarify the case. Users can also view and update their cases.

Note: Limited data is available within this Launch Pad function. Authorized users can view all case data via RAPID.

Creating a Case

If a user would like to report a problem or inquire about a change to a Railinc application:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 49](#)).
2. Select **Create a New Case** in the Your Support Cases portlet on the right side. The Customer Support page is displayed ([Exhibit 52](#)).

Exhibit 52. Customer Support

The screenshot shows the 'Customer Support' form within the Railinc Launch Pad. At the top, the Railinc logo and 'Launch Pad' are visible, along with user information: 'Signed in as NUEVOGAL | Sign Out | Launch Pad | User Services | Contact Us'. The form title is 'Customer Support' with a 'Return to Full Page' link. Below the title, it says 'Enter your case details here then click the Submit button.' The form contains several input fields: 'Title' (text), 'Description' (text area), 'Product' (dropdown menu with 'Analytics' selected), 'Impact' (dropdown menu with 'Normal' selected), 'Urgency' (dropdown menu with 'Normal' selected), and 'Environment' (dropdown menu with 'Production' selected). There is an 'Attachment' field with a 'Browse...' button and a note: 'Attachment size limited to 7.0 MB.' At the bottom, there are 'Save' and 'Cancel' buttons.

3. Complete the required fields:
 - a. Type a title for the case (limit is 254 characters, but should be concise enough to fit in the subject line of an e-mail).

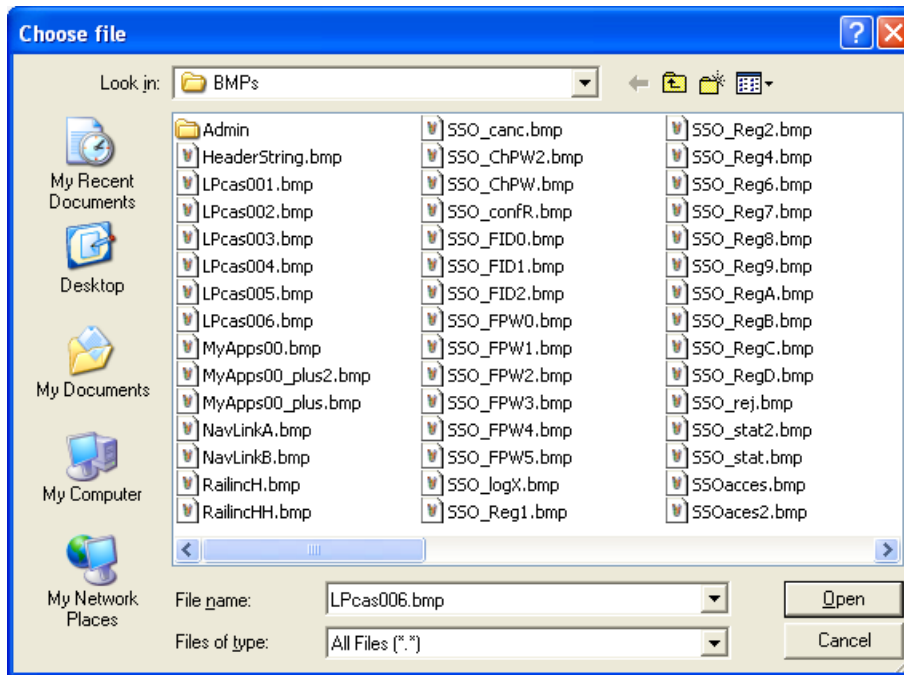
- b. Enter the description of the case.
 - c. Select the product from the drop down. If not listed, select Other.
 - d. Choose the impact. Valid values are:
 - Normal (default)
 - Medium
 - High

Note: Use context help to assist with choosing this value. Generally this is driven by the number of users affected by the issue.

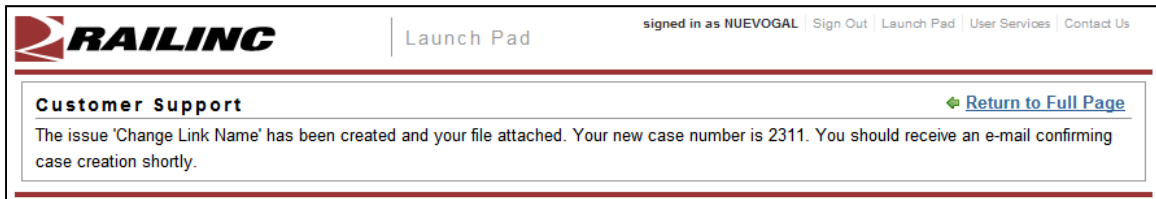
 - e. Choose the urgency. Valid values are:
 - Normal (default)
 - Medium
 - High

Note: Use context help to assist with choosing this value. Generally this is driven by the amount of time affiliated with issue resolution.

 - f. Choose the environment. Valid values are:
 - Production (default)
 - Test
4. (Optional) Attach a screen capture or document that might assist Customer Support with the disposition of the case.
 - a. Select **Browse**. The Choose File panel is displayed ([Exhibit 53](#))

Exhibit 53. Choose File (for case attachment)

- b. Locate the file to be attached and select **Open**. The Customer Support page is redisplayed with the file fullpath appearing in the Attachment field.
5. When all information is completed, select **Save**. The Customer Support page displays a success message ([Exhibit 54](#)).

Exhibit 54. Customer Support (create case with file upload confirmation)

A confirming e-mail is sent to the user ([Exhibit 55](#)).

Exhibit 55. RAPID Case Confirmation E-Mail

From:	<input type="radio"/> Dev Rapid SD Project Mailbox	Sent:	Fri 9/3/2010 1:23 PM
To:	<input checked="" type="radio"/> Usergal, Eve		
Cc:			
Subject:	Railinc Case Creation Notification ISSUE=2434 PROJ=1		

When replying, type your text above this line.

Notification of Case Escalation

Project: Service Desk
Case: Change Submit to Save
Case Number:2434

Status: Request **Date:** 2010-09-03
Time: 13:23:14 **Creation Date:**2010-09-03
Creation Time:13:23:13

Description:
Create a Case function instructs user to select Submit. There is no Submit button (it is Save)

Current Assignees: CSC

Case Information:

Submission Method: Web	Impact: Normal
Urgency: Normal	Type: Product
Product: Single Sign-On System	

Contact Information:

Last Name: Usergal	First Name: Eve
Email Address: eve.usergal@railinc.com	Primary Phone Number: 1.919.6515000
Company: AARE - RAILINC CORPORATION - T EST	

Note: Responses to the e-mail get copied directly into the internal RAPID case Description field which can be seen when viewing case details. See [Viewing/Updating Case Details](#) on page 47.

6. Select **Return to Full Page** to return to the Launch Pad. The new case is shown in the Your Support Cases portlet ([Exhibit 56](#)).

Exhibit 56. Your Support Cases (Your Open Cases tab shown)

The screenshot shows a web interface titled "Your Support Cases" with a menu for "Your Open Cases" and "All Your Cases". Below the menu, it indicates "Showing 1 - 2 of 2 results." and "Page 1 of 1" with navigation buttons for "First", "Previous", "Next", and "Last". A table lists two cases:

Case #	Last Updated	Title	Status
2434	9/3/10 1:23 PM	Change Submit to Save	Request
2431	9/2/10 1:15 PM	Return from Application to	Active

At the bottom, it displays "Customer Support 1-877-RAILINC" and "Support Hours: Monday - Friday, 0700 - 1900 Eastern Time". A red button labeled "Create a New Case" is located in the bottom right corner.

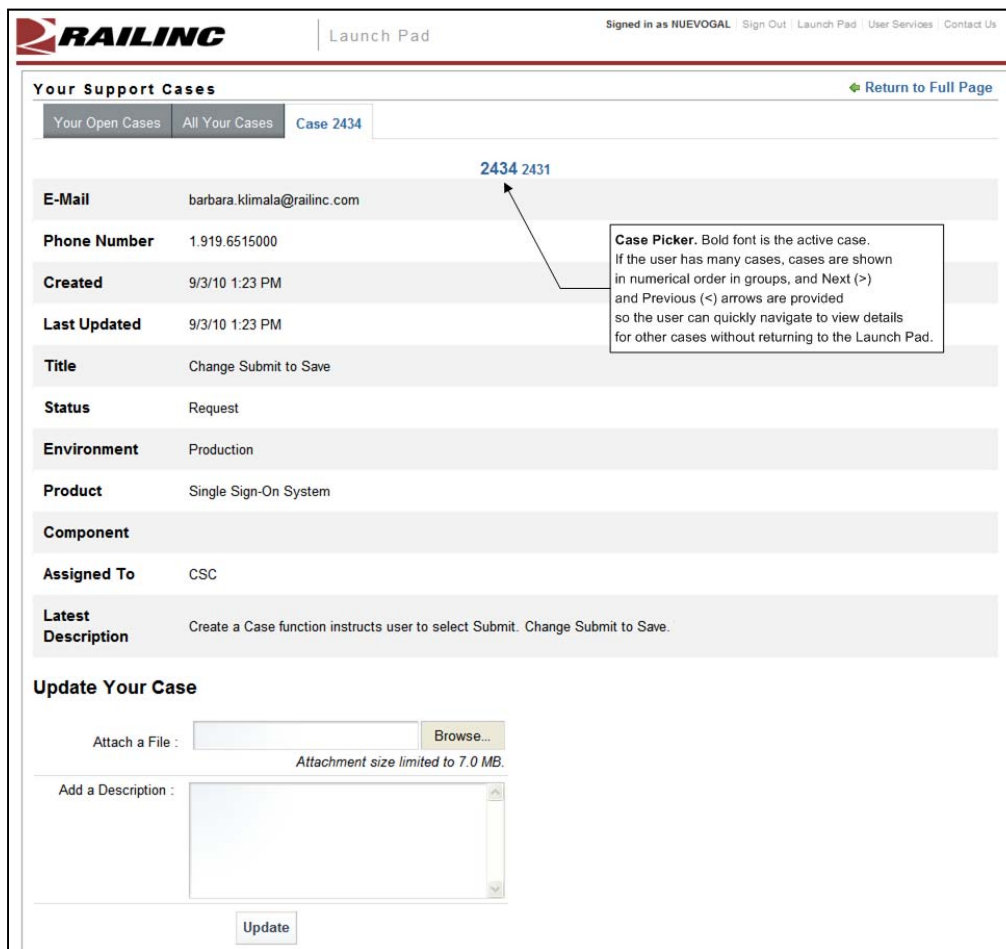
Open cases appear in the Your Open Cases tab. All cases submitted (including those that have been closed) can be viewed by selecting the All Your Cases tab.

Viewing/Updating Case Details

To view some information about a case submitted by the logged on user:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 49](#)).
2. Select the **Your Open Cases** or **All Your Cases** tab in the Your Support Cases portlet on the right side. The Customer Support page is displayed (refer to [Exhibit 56](#)).
3. Select the **Case #** link. The Case Details page is displayed ([Exhibit 57](#)).

Exhibit 57. Case Details (for Case 2434)



RAILINC | Launch Pad | Signed in as NUEVOGAL | Sign Out | Launch Pad | User Services | Contact Us

Your Support Cases [Return to Full Page](#)

Your Open Cases | All Your Cases | **Case 2434**

2434 2431

E-Mail	barbara.klimala@railinc.com
Phone Number	1.919.6515000
Created	9/3/10 1:23 PM
Last Updated	9/3/10 1:23 PM
Title	Change Submit to Save
Status	Request
Environment	Production
Product	Single Sign-On System
Component	
Assigned To	CSC
Latest Description	Create a Case function instructs user to select Submit. Change Submit to Save.

Update Your Case

Attach a File :
Attachment size limited to 7.0 MB.

Add a Description :

Case Picker. Bold font is the active case. If the user has many cases, cases are shown in numerical order in groups, and Next (>) and Previous (<) arrows are provided so the user can quickly navigate to view details for other cases without returning to the Launch Pad.

Note: Actions available on this page include attaching additional information/files and adding more comments to the Add a Description field.

4. Use the Case picker links to view other cases. In [Exhibit 57](#), there are two cases available for viewing.
5. As needed, add attachments. Refer to [Step 4](#) on page 44 for instructions.
6. As needed, type new information to be added to the case in the Add a Description field.
7. Select **Update**.
8. When finished viewing/updating cases, select one of the first two tabs to return to a list of cases (on the Launch Pad), or select **Return to Full Page** to return to the Launch Pad ([Exhibit 49](#)).

Your Subscriptions

Your subscriptions are shown in the portlet labeled **5** in [Exhibit 49](#).

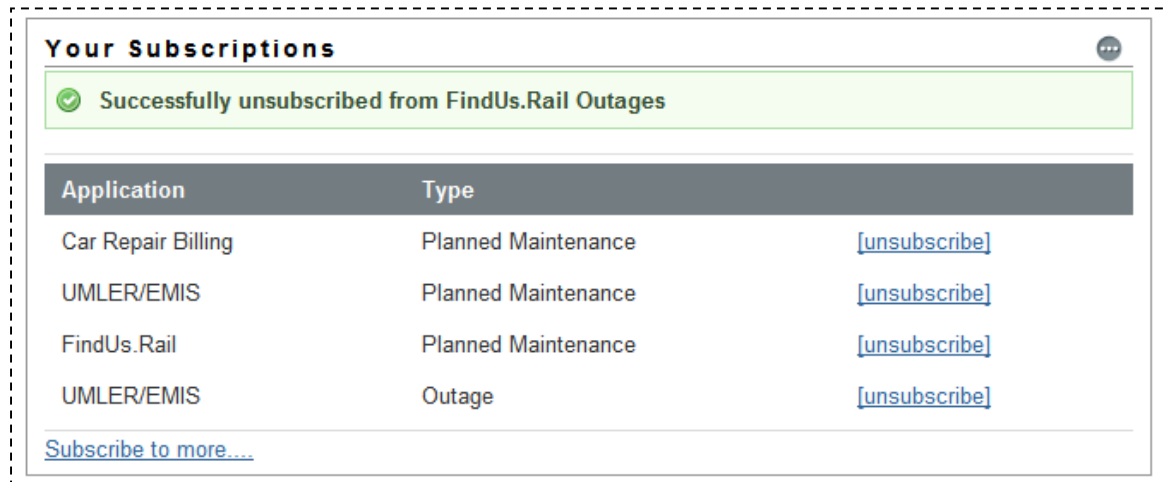
By default, when a user is authorized to use Railinc Single Sign On applications, the user is automatically added to an e-mail subscription list for *both* Maintenance and Outage notifications for those applications.

Unsubscribing

If the user does not want to receive e-mails regarding authorized applications:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 49](#)).
2. Select the **unsubscribe** link in the Your Subscriptions portlet on the lower right side. A unsubscribe message is displayed at the top of the portlet ([Exhibit 58](#)) and the subscription is removed from the list.

Exhibit 58. Your Subscription (after unsubscribe)



The screenshot shows a portlet titled "Your Subscriptions" with a success message at the top: "Successfully unsubscribed from FindUs.Rail Outages". Below the message is a table with the following data:

Application	Type	
Car Repair Billing	Planned Maintenance	[unsubscribe]
UMLER/EMIS	Planned Maintenance	[unsubscribe]
FindUs.Rail	Planned Maintenance	[unsubscribe]
UMLER/EMIS	Outage	[unsubscribe]

At the bottom of the portlet, there is a link: [Subscribe to more...](#)

3. Repeat as needed to remove other unwanted subscriptions.

Subscribing

If the user wants to receive e-mails regarding authorized applications not listed:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 49](#)).
2. Select the **subscribe to more...** link in the Your Subscriptions portlet on the lower right side. A list of available mailing list is displayed ([Exhibit 59](#)).

Exhibit 59. Your Subscriptions—Available Mailing Lists

Your Subscriptions ⋮

Available Mailing Lists

Application	Type	Select
Car Repair Billing	Outage	<input checked="" type="checkbox"/>
FindUs.Rail	Outage	<input checked="" type="checkbox"/>

Note: Only those applications that the user has previously “unsubscribed” from are displayed.

3. Check the box to the right of each mailing list wanted and select **subscribe**. The subscriptions are added back into the list and a success message is displayed ([Exhibit 60](#)).

Exhibit 60. Your Subscriptions—Successful Subscribe to Mailing Lists

Your Subscriptions ⋮

✔ Successfully subscribed to Car Repair Billing Outages
✔ Successfully subscribed to FindUs.Rail Outages

Application	Type	
Car Repair Billing	Planned Maintenance	[unsubscribe]
UMLER/EMIS	Planned Maintenance	[unsubscribe]
FindUs.Rail	Planned Maintenance	[unsubscribe]
Car Repair Billing	Outage	[unsubscribe]
UMLER/EMIS	Outage	[unsubscribe]
FindUs.Rail	Outage	[unsubscribe]

[Subscribe to more....](#)

Application Administrator Tasks

If the user is an *SSO Application Administrator*, additional Permissions, Accounts, and Tools tasks are listed in the Administrator Functions area as shown in [Exhibit 61](#). Most of these tasks can be accessed using the Launch Pad User Services portlet. These tasks are described in this section.

Exhibit 61. User Services (Application Administrator)

The screenshot displays the RAILING User Services interface. At the top, the RAILING logo is on the left, and the text 'User Services' is in the center. To the right, it says 'signed in as NUEMPLOY' with links for 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below this is a horizontal line. The main content area is divided into several sections:

- My Profile Management:**
 - [Edit My Profile](#)
 - [Change Password](#)
 - [View/Request Permissions](#)
 - [Check Status of Permission Requests](#)
 - [User Guide](#)
- My Applications:**
 - [FindUs.Rail](#)
 - [Locomotive Repair Billing](#)
 - [View Additional Applications](#)
- Administrator Functions:**
 - Permissions:**
 - [Approve/Reject Permission Requests](#)
 - [Manage User Permissions](#)
 - [Manage My Permissions](#)
 - Tools:**
 - [Advanced User Query](#)
 - [Find Admin Contacts for Application](#)
 - [Admin User Guide](#)
 - Accounts:**
 - [Create New User](#)

Approve/Reject Permission Requests

The application administrator is responsible for responding to requests for access to a specific application. To approve or reject application access requests:

Individual Requests

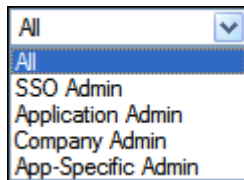
1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Approve/Reject Permission Requests** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 61](#)). Select **Approve/Reject Permission Requests**.

The Approve/Reject Permission Requests page is displayed ([Exhibit 62](#)).

Exhibit 62. Approve/Reject Permission Requests

The screenshot displays the 'User Services > Approve/Reject Permission Requests' page. At the top, it shows the RAILINC logo and 'User Services' navigation. The page is signed in as 'NUEMPLOY'. The main content area features a table of permission requests. The table has columns: Application, Admin Type, Request Status, User ID, User Name, and Permission. A callout box points to the 'Locomotive Repair Billing' application in the dropdown menu, stating 'If user is admin for several applications, this appears as a drop-down list'. Another callout points to the 'Select/Deselect All' checkbox, stating 'Select to use same Start/End Dates for all listed requests'. A third callout points to the 'Specific permission checkbox' for a request, stating 'Specific permission checkbox'. The interface includes buttons for 'Approve', 'Reject', 'Pending', and 'Cancel', and a text input for 'Enter Comment'.

3. If administering more than one application, select the application from the Application pull-down.
4. Select the admin type from the pull-down (default is All). Valid values are:



The page is populated with requests for that application.

5. Review the requests:
 - a. As needed, select the user ID hyperlink to open the Manage User Permissions function. Refer to [Manage User Permissions](#) on page 54.
 - b. As needed, select the information icon (i) to open a new window with SSO user information for the requester. Close the extra window to return to the Approve/Reject Permissions page.
 - c. Read any comments the requester might have written to clarify the need for access.
6. Check the box to the left of the specific requests to be approved or denied. For batch approvals or rejection of all requests, see [Batch Approvals/Rejection](#) on page 54.
7. (for approvals) Use the calendar icon (📅) to select the Start and End dates for access.
8. (optional) Type a comment as appropriate. Entry might appear as shown in [Exhibit 63](#). This comment is included in the notification e-mail.

Exhibit 63. Approve/Reject Permission Requests (ready for Approve/Reject)

The screenshot shows the RAILINC User Services interface. At the top, there is a navigation bar with the RAILINC logo, 'User Services', and links for 'signed in as NUEMPLOY', 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below this, the page title is 'User Services > Approve/Reject Permission Requests'. The main content area shows a form for 'Locomotive Repair Billing' with a 'Select Admin Type' dropdown set to 'All'. A 'Total Items: 1' indicator is present. Below the form is a table with columns for 'Select', 'Application Reference', 'Admin Type', 'Request Status', 'Request Date', 'User Id', 'User Name', 'Permission', and 'Company'. A single row is visible for 'Locomotive Repair Billing' with status 'Requested', date '04-09-2010', user 'NOVOUSER', and permission 'LRB Billing Repair Card User'. The 'User Comments' field contains 'For documentation'. To the right of the table, there are 'Approval valid for' fields with start and end dates. At the bottom, there is an 'Enter Comment' field with the text 'Does BRC work' and four buttons: 'Approve', 'Reject', 'Pending', and 'Cancel'.

9. Select one of the following options:

Approve—Approves the request for the specified period, sends an approval e-mail to the user, and makes the application link available on the user’s Launch Pad ([Exhibit 5](#)). Request status is set to “*approved*.”

Reject—Rejects the request, sends a rejection e-mail to the user. The application link is NOT available on the user’s Welcome page and the request status is set to “*rejected*.”


Pending—Pends the request (status = Pending). The application link is NOT available on the user’s Welcome page. Use Pending when a determination about the access cannot be made without further investigation.

Cancel—Returns to the User Services page ([Exhibit 61](#)).

Note: Requests that have been approved or rejected are removed from the Approve/Reject Permission Requests page. Those that are Pending remain in the list.

Batch Approvals/Rejection

When viewing requests for approval/rejection, the application administrator can elect to approve/reject/pend all requests in the list at the same time.

1. Select the **Select** checkbox at the upper left of the page to select all requests on the page.
2. (for approvals) In the topmost pair of date fields (in header line), use the calendar icon () to select the Start and End dates for access.
3. Select **Fill**. The dates are repeated for all request lines.
4. Select from the options shown in Step 9 on page 53. If all requests have been approved or rejected, the list becomes empty.

Manage User Permissions

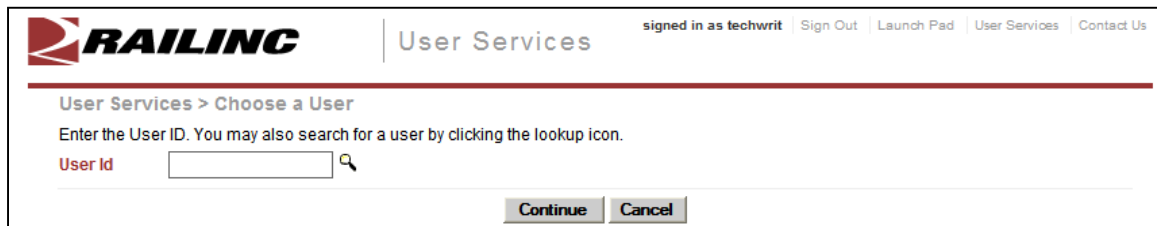
The Manage User Permissions function allows the application administrator to grant access that has not officially been requested. This function can be used to quickly grant application accesses to new personnel whose SSO access has been established. It can also be used to remove access where it is no longer needed.

Adding a Permission

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Manage User Permissions** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 61](#)). Select **Manage User Permissions**.

The Choose a User page is displayed ([Exhibit 64](#)).

Exhibit 64. Choose a User



The screenshot shows the 'Choose a User' page within the RAILING User Services application. At the top left is the RAILING logo. To its right is the text 'User Services'. Further right, it says 'signed in as techwrit' with links for 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below this is a breadcrumb trail: 'User Services > Choose a User'. The main instruction reads: 'Enter the User ID. You may also search for a user by clicking the lookup icon.' There is a text input field labeled 'User Id' with a magnifying glass icon to its right. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.


3. Type in the user ID to be managed or select the lookup icon (). The page is redisplayed with search criteria fields ([Exhibit 65](#)).

Exhibit 65. Choose a User (with lookup search criteria /selected results)

RAILING | User Services | signed in as NUEMPLOY | Sign Out | Launch Pad | User Services | Contact Us

User Services > Choose a User

Enter the User ID. You may also search for a user by clicking the lookup icon.

User Id

You are authorized to search for users only with permissions to the following applications:

- Locomotive Repair Billing

Enter any search criteria.

Eve Usergal Search

User Id First Name Last Name Employer

Total Items: 1

<input checked="" type="radio"/>	NUEVOGAL	Eve	Usergal	AARE - RAILINC CORPORATION - TEST
----------------------------------	----------	-----	---------	-----------------------------------

Select User Cancel

Continue Cancel

- Type criteria (in this example, both first and last names have been used).

Note: If the first name begins with Eve, type **eve** in the field for the query. Case is ignored. This string would also show users named Everett, Steve, Beverly, or other names that contain the string **eve**. Wildcards can be used for partially-known fields, or when internal characters are unknown. For example, typing **joh*ns*on** will find Johnson, Johanson, Johansson, and Johnston.

- Select **Search**. Results are listed in the table.
 - Select the radio button beside the desired user ID, and select **Select User**. The search panel closes and the selected user ID appears in the User ID field.
- Select **Continue**. The Manage User Permissions page is displayed ([Exhibit 66](#)).

Exhibit 66. Manage User Permissions

RAILING | User Services | signed in as NUEMPLOY | Sign Out | Launch Pad | User Services | Contact Us

User Services > Edit User > Manage User Permissions

User Id	NUEVOGAL ⁱ	Eve Usergal	User Status	Active
Employer	AARE - RAILINC CORPORATION - TEST		Last Sign-in	04-07-2010 10:44:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	04-06-2010		User Type	Web User

User Permissions Effective Dates

[?]	Locomotive Repair Billing	Add
no permission granted		

Done

Note: The only applications listed on this page are those the administrator is authorized to administer. In [Exhibit 66](#), only one application is listed (Locomotive Repair Billing).

5. Select **Add**. The <Application Name> Add Permission page is displayed ([Exhibit 67](#)).

Exhibit 67. <Application Name> Add Permission

The screenshot displays the 'Locomotive Repair Billing' Add Permission page. At the top, the RAILINC logo and 'User Services' are visible. The user is signed in as 'NUEMPLOY'. The breadcrumb trail is: User Services > Edit User > Manage User Permissions > Request Application Access > Add Permission. The user details for 'Eve Usergal' are shown in a table:

User Id	NUEVOGAL	Eve Usergal	User Status	Active
Employer	AARE - RAILINC CORPORATION - TEST		Last Sign-in	04-07-2010 10:44:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	04-06-2010		User Type	Web User

Below the user details, the instruction 'Select a Role for this application.' is followed by three radio button options:

- LRB - BRC Company Admin: (company required):
Allows for the management of Billing Repair Card data of a company.
Company Id: [] Search
Effective Date: 04-09-2010 [] Expiration Date: []
- LRB Application Admin:
Railinc personnel, responsible for managing LRB permissions of users.
Effective Date: 04-09-2010 [] Expiration Date: []
- LRB Billing Repair Card User: (company required):
Allows the creation of Billing Repair Card data in order to submit invoices and repair records to the AAR Data Exchange
Company Id: RAIL Search
Effective Date: 04-09-2010 [] Expiration Date: 04-08-2011 []

At the bottom, there is an 'Enter Comment' field, a 'Submit' button, and a 'Done' button.

6. Select the radio button for the appropriate role.
7. Select the appropriate Company ID. See Step [7.b](#) on page 22.
8. Use the calendar icon to select the Effective and Expiration dates.
9. Scroll to the bottom of the page.
10. (Optional) Type a comment.
11. Select **Submit**. The Manage User Permissions page is redisplayed with the added permission ([Exhibit 68](#)).

Exhibit 68. Manage User Permissions (with added permission)

The screenshot shows the RAILINC User Services interface. The user is signed in as NUEMPLOY. The page title is 'User Services > Edit User > Manage User Permissions'. The user details are as follows:

User Id	NUEVOGAL ⁱ	Eve Userral	User Status	Active
Employer	AARE - RAILINC CORPORATION - TEST		Last Sign-in	04-07-2010 10:44:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	04-06-2010		User Type	Web User

Under 'User Permissions', there is a table with one entry:

User Permissions	Effective Dates	
[?] Locomotive Repair Billing		Add Remove
LRB Billing Repair Card User RAIL - RAILINC CORPORATION	04-09-2010 - 04-08-2011	<input type="checkbox"/>

Buttons at the bottom: Remove Selected Permissions, Done.

12. If other listed application permissions are needed, select **Add** and repeat the submission process.

13. Otherwise, select **Done**. The User Permissions Updated page is displayed ([Exhibit 69](#)).

Exhibit 69. User Permissions Updated

The screenshot shows the RAILINC User Services interface. The user is signed in as NUEMPLOY. The page title is 'User Services > Edit User'. The user details are as follows:

User Id	NUEVOGAL ⁱ	Eve Userral	User Status	Active
Employer	AARE - RAILINC CORPORATION - TEST		Last Sign-in	04-07-2010 10:44:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	04-06-2010		User Type	Web User

Shortcuts:

[Manage User Permissions](#) **Done**

14. Select the Manage User Permissions link to return to the same user's Manage User Permission page, or select **Done** to return to the administrator User Services page.

Removing a Permission

This function allows an application administrator to remove access for a specified user ID. To remove application access:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Manage User Permissions** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 61](#)). Select **Manage User Permissions**.

The Choose a User page is displayed ([Exhibit 64](#)).

- Type in the user ID to be managed and select **Continue**. The Manage User Permissions page is displayed ([Exhibit 70](#)).

Exhibit 70. Manage User Permissions (with removal marked)

The screenshot shows the RAILINC User Services interface. At the top, it says "signed in as NUEMPLOY" with links for "Sign Out", "Launch Pad", "User Services", and "Contact Us". The main heading is "User Services > Edit User > Manage User Permissions".

User Id	NUEVOGAL <i>i</i>	Eve Usergal	User Status	Active
Employer	AARE - RAILINC CORPORATION - TEST		Last Sign-in	04-07-2010 10:44:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	04-06-2010		User Type	Web User

User Permissions	Effective Dates
<input type="checkbox"/> Locomotive Repair Billing <small>LRB Billing Repair Card User RAIL - RAILINC CORPORATION</small>	Add Remove 04-09-2010 - 04-08-2011 <input checked="" type="checkbox"/>

At the bottom, there are two buttons: "Remove Selected Permissions" and "Done".

- Scroll to the permission/role to be removed and select the **Remove** checkbox to the right of the specific permissions to be removed.
- Select **Remove Selected Permissions**. The Manage User Permissions page is redisplayed with only remaining accesses showing.
- Otherwise, select **Done**. The Edit User page is displayed ([Exhibit 69](#)).
- Select the **Manage User Permissions** link to return to the same user's Manage User Permission page, or select **Done** to return to the administrator User Services page.

Create New User

The Create New User function allows the Application Administrator to create a new user ID for an incoming employee, a test ID, or an expected visitor needing access.

Note: There is currently no way for an Application Administrator to create a new user with a temporary password. The Administrator must communicate the password and personal question set for the new user.

To create a new user ID:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Create New User** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 61](#)). Select **Create New User**.

The Complete User Profile page is displayed ([Exhibit 71](#)).

Note: Unlike the registration of a new user (refer to [Register a New User](#) on page 18), there is no acceptance of terms required ([Exhibit 21](#)).

Exhibit 71. Complete User Profile (by Admin–top completed)

RAILINC | User Services | signed in as NUEMPLOY | Sign Out | Launch Pad | User Services | Contact Us

Edit User > Complete User Profile

Contact Info | User Background

User ID Requirements:

- Must be capitalized.
- Must be between 6 and 8 characters long.
- Can contain any alphanumeric characters.
- Can contain hypens (-) and underscores (_).

Password Requirements:

- Must be between 6 and 12 characters long.
- Must contain at least one number.
- Must contain at least one upper case alpha character.
- Must contain at least one lower case alpha character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.

Red field names represent mandatory fields.
IMPORTANT NOTE: All new User IDs must be capitalized. While signing in, you must remember to capitalize your User ID.

User ID: to see if this User ID is available

Password:

Confirm Password:

Confirm Password must exactly match the Password.

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:

Personal Answer:

First Name:

Last Name:

Business Title:

Address1:

Address2:

City: State/Province:

Zip/Postal Code: Country:

- Complete the fields as described in Steps [6–7](#) beginning on page 20.

Exhibit 72. Complete User Profile (by Admin–bottom completed)

Intl Code | Area Code | Number | Ext.

Telephone:

Fax:

International Code is not required for users in USA or Canada
Example: 919 6515000

Email Address:
Please ensure the accuracy of your email address.
Example: yourname@company.com

Primary Employer: **RAIL - RAILINC CORPORATION**

- Review the completed profile for accuracy and select **Continue**. The Success page is displayed ([Exhibit 73](#)).

Exhibit 73. Success (for Create New User)

5. Select **Continue** to return to the administrator User Services page ([Exhibit 61](#)).

Advanced User Query

The Advanced User Query allows Application and SSO Administrators to locate specific users of specific applications. Criteria can include:

- Application/Role tab:
 - Application
 - Role
 - Company (for specific Roles)
 - User IDs
 - ID status (active, inactive, etc.)
- User Profile tab:
 - Various User Profile information (see [Exhibit 78](#))

Note: Information entered on *both* tabs are considered in the query.

Starting a Query

To find a user using a query:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Advanced User Query** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 61](#)). Select **Advanced User Query**.

The Advanced User Query page is displayed. The Advanced User Query page has two tabs:

- The default *Application/Role* tab interface ([Exhibit 74](#)) is described in with [Application/Role Queries](#) on page 63.
 - The *User Profile* tab is shown in [Exhibit 77](#). Using the interface is described in with [User Profile Queries](#) on page 65.
3. Begin ALL queries on the Application/Role tab by selecting the application for the user from the drop-down. This is required for all queries.

Note: If the Administrator has only one application, there is only one application in the pull-down.

4. Continue the query:
 - a. Using Application/Role tab input only (continue with [Application/Role Queries](#) on page 63).
 - b. Using User Profile tab input (continue with [User Profile Queries](#) on page 65).
 - c. Using input from both tabs. Input can occur in any order until the **Search** button is selected.

Application/Role Queries

1. Begin the query as described in [Starting a Query](#) on page 62.

Exhibit 74. Advanced User Query—Application/Role (Default tab)

The screenshot shows the 'User Services > Advanced User Query' page. It features two tabs: 'Application/Role' (selected) and 'User Profile'. The search criteria section includes:

- Application:** A dropdown menu.
- Role:** A large empty text area for selecting multiple roles.
- Company:** A text input field with a lookup icon (magnifying glass) and an arrow icon (right-pointing triangle) to add the selection to the query. A red 'X' icon is used to remove the selection.
- User Id:** A text input field with an arrow icon to add the selection to the query and a red 'X' icon to remove it.
- User Status:** A dropdown menu with options: Active, Hard Locked, and Inactive.
- Include Active Permissions In Results:** A checkbox that is currently unchecked.

At the bottom of the form are three buttons: **Search**, **Reset**, and **Done**.

Icons and buttons on this page include:

Exhibit 75. Query/Search Icons and Buttons


	Description
	Lookup icon for Company (for permissions, not Employer)
	Add selection to query (Company and User ID)
	Remove selections from query field
Search	Executes the search using input from both tabs
Reset	Clears all search criteria, except active user permissions checkbox
Done	Returns to Welcome page
<input checked="" type="checkbox"/>	Includes list of all active user permissions in the search results
	<i>For Search results table viewing:</i>
	When search results include user permissions, expands the permission list
	When search results include user permissions, collapses the permission list
	Opens view only User Profile information in a new window

2. Select the Role of the user. Multiple roles can be selected by holding down the **Ctrl** key while selecting. A series of roles can be selected by holding down the **Shift** key while selecting the first and last items in the series. To select all roles, select the top role and then press **Shift +End**, or drag the mouse through the entire list.
3. (Optional) Type a Company ID in the Company field—or to search for a company ID, select the lookup icon (). Refer to [Exhibit 25](#). When the selected company's ID is displayed in the Company field, select the arrow icon () to add the company to the query. Repeat the company entry process until all company choices have been added.

Note: The Company is a mark for which the user is authorized to act, not necessarily the user's employer. Employer is on the User Profile tab.

Exhibit 76. Add/Remove Query Elements



- To remove selected company IDs from the query, highlight the IDs in the right box, and select the remove icon (**X**). The highlighted IDs are removed.
 - To remove ALL company IDs from the query, highlight nothing and select the remove icon (**X**). All company IDs are removed.
4. (Optional) Type a user ID in the User Id field and select  (arrow icon). The ID is added to the query.

Note: A wildcard search can be used for a partially-known user ID. For example, if the ID includes a number 47, type *47* in the field and add to the query. Surrounding the string with asterisks on both sides is recommended.

Removal of IDs from the query is as described in the preceding step.

5. (Optional) Select a User Status. Multiple statuses can be selected by holding down the **Ctrl** key while selecting. A series of statuses can be selected by holding down the **Shift** key while selecting the first and last items in the series. If no status is specified, all statuses are used as the default. Valid values for status include:
- Active
 - Hard Locked
 - Inactive
 - Password Expired
 - Locked
 - Suspended
 - System Inactive
6. (Optional) Check the Include Active Permissions in results checkbox. If checked, the user query results show each active permission granted for ALL applications. This option is described in [Viewing Query Search Results](#) on page 67.
7. When all criteria have been specified, select **Search**. The Advanced User Query default page is redisplayed with a search results table at the bottom. Refer to [Viewing Query Search Results](#) on page 67.

User Profile Queries

1. Begin the query as described in [Starting a Query](#) on page 62.
2. Select the **User Profile** tab. The Advanced User Query page is redisplayed ([Exhibit 77](#)).

Exhibit 77. Advanced User Query—User Profile

The screenshot shows the RAILINC User Services interface. The breadcrumb trail is 'User Services > Advanced User Query'. Below the breadcrumb, there is a search instruction: 'Enter your search criteria and click on the "Search" button to retrieve the users. You may use a wildcard (*) for all criteria except application, role, company, user status, user type and dates.' The main form has two tabs: 'Application/Role' and 'User Profile'. The 'User Profile' tab is active. A pull-down menu is open, showing a list of fields: 'First Name', 'Last Name', 'Phone Number (ex: 1.919.5551234)', 'Fax Number (ex: 1.919.5551234)', 'Email Address', 'Title', 'Employer', 'Address 1', 'Address 2', 'City', 'State', 'Zip', 'Country', 'User Type', 'Last Login Date', 'Password Expiration Date', 'Email Changed Date', 'Account Revalidation Date', and 'Last Update Date'. The 'First Name' field is selected. To the right of the pull-down is an 'Add' button. At the bottom of the form are 'Search', 'Reset', and 'Done' buttons.

The pull-down provided allows the administrator to select fields to be “added” to the query. Available fields are shown in [Exhibit 78](#).

Exhibit 78. User Profile Pull-Down for Queries


The close-up shows the pull-down menu with the following items: First Name, Last Name, Phone Number (ex: 1.919.5551234), Fax Number (ex: 1.919.5551234), Email Address, Title, Employer, Address 1, Address 2, City, State, Zip, Country, User Type, Last Login Date, Password Expiration Date, Email Changed Date, Account Revalidation Date, and Last Update Date. The 'First Name' item is highlighted. To the right of the menu is an 'Add' button.

3. Open the pull-down and select the first field desired. The pull-down closes with the selected field displayed.
4. Select **Add**. An input field for the selected field is displayed under the pull-down. Repeat the pull-down selection and **Add** process until all desired fields have been added. [Exhibit 79](#) shows two added fields (for first and last name, with search values added).

Exhibit 79. User Profile Query (with Two Added Fields—with search values entered)

The screenshot shows a web interface with two tabs: "Application/Role" and "User Profile". The "User Profile" tab is active. Below the tabs, there is a search field labeled "Last Name" with a dropdown arrow and an "Add" button. Below this, there are two rows of search criteria, each with a red "X" delete icon to its left:

- First Name matches Nelda
- Last Name matches Newbee

Note: To remove a field from the query, select the delete icon () to its left.

5. Type search strings in the added fields:

Note: A wildcard can be used for a partially-known field. For example, if the first name begins with Nel, type nel* in the field for the query. Case is ignored. Surrounding the string with asterisks on both sides is recommended for internal strings. Date fields *cannot* have wildcards.

6. When all criteria have been specified, select **Search**. The Advanced User Query default page is redisplayed with a search results table at the bottom. Refer to [Viewing Query Search Results](#) on page 67.

Combined Queries

Some Advanced User queries involve input on both tabs. Enter query criteria as described in the previous two sections, and when input is complete, select **Search**. The Advanced User Query default page is redisplayed with a search results table at the bottom. Refer to [Viewing Query Search Results](#) on page 67.

Hint: Always use the minimum, optimal criteria for efficient searches. First and Last names together generally produce a short results list (unless the last name is common—like Smith). Other unique criteria include User IDs. Specifying too many criteria can result in no match found. Use wildcards to overcome spelling variations. For example, *JOHNS*N* will result in names Johnson, Johnsen, Johnston, Johnsten, etc.

Viewing Query Search Results


When a successful user search has been executed, the results are displayed in a table at the bottom of the Advanced User Query default page. The following sections show samples of various types of queries, and a detailed description of the Search Results table navigation and tasks.

Application/Roles Queries

This query in [Exhibit 80](#) was to find “active” users who are LRB Data Exchange Admins (2 criteria specified). The same query with Active Permissions included is shown in [Exhibit 81](#).

For a description of the search results table, see [Working with Search Results](#) on page 69.

Exhibit 80. Application/Role Query Results (without Active Permissions)



[User Services](#) | signed in as NUEMPLOY | [Sign Out](#) | [Launch Pad](#) | [User Services](#) | [Contact Us](#)

User Services > Advanced User Query

Enter your search criteria and click on the "Search" button to retrieve the users. You may use a wildcard (*) for all criteria except application, role, company, user status, user type and dates.

Application/Role
User Profile

***Application:**

Role:

- LRB Billing Repair Card User
- LRB Message Admin
- LRB Job Code Admin
- LRB US Price Master Admin
- LRB Data Exchange Admin
- LRB Data Exchange User
- LRB Application Admin
- LRB CA Price Master Admin
- LRB MX Price Master Admin
- LRB Part Admin
- LRB Codes Admin

Company:

User Id:

User Status:


- Active
- Hard Locked
- Inactive

Include Active Permissions In Results:

Total Items: 2 | Export: [CSV](#)

User Id	First Name	Last Name	Employer	Title	Status
i _BSLX001	Larry	O'Neally	RAIL - RAILINC CORPORATION	Consultant	Active
	1.919.6515000	larryoneally@railinc.com		Web User	
	Edit Roles				
i _DSUMMER	David	Summer	RAIL - RAILINC CORPORATION	Analyst	Active (NON-EXPIRING)
	1.919.6515100	david.summer@railinc.com		Web User	
	Edit Roles				

Exhibit 81. Application/Role Query Results (with Active Permissions)



User Services

signed in as NUEMPLOY | [Sign Out](#) | [Launch Pad](#) | [User Services](#) | [Contact Us](#)

User Services > Advanced User Query

Enter your search criteria and click on the "Search" button to retrieve the users. You may use a wildcard (*) for all criteria except application, role, company, user status, user type and dates.

Application/Role
User Profile

***Application:**

Role:

- LRB Billing Repair Card User
- LRB Message Admin
- LRB Job Code Admin
- LRB US Price Master Admin
- LRB Data Exchange Admin
- LRB Data Exchange User
- LRB Application Admin
- LRB CA Price Master Admin
- LRB MX Price Master Admin
- LRB Part Admin
- LRB Codes Admin

Company:

User Id:

User Status:

- Active
- Hard Locked
- Inactive

Include Active Permissions In Results:

Total Items: 2 | Export: [CSV](#)

User Id	First Name	Last Name	Employer	Title	Status
<div style="display: flex; align-items: center;"> <div style="width: 20px; text-align: center; font-weight: bold; color: #000080;">i</div> <div> <p>BSLX001</p> <p>Larry O'Neally</p> <p>1.919.6515000</p> <p>Edit Roles</p> </div> </div>	Application	Permission	RAIL - RAILINC CORPORATION	Consultant	Active
	Phone	Email		Web User	
				<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">Active permissions for this user</div>	
		Locomotive Repair Billing	LRB Application Admin	RAIL	
		Locomotive Repair Billing	LRB - BRC Company Admin	RAIL	
		Locomotive Repair Billing	LRB Billing Repair Card User	RAIL	
		Locomotive Repair Billing	LRB Data Exchange User	RAIL	
		Locomotive Repair Billing	LRB Survey Participant	RAIL	

User Profile Queries

This query used fields on the User Profile tab for the LRB application. The query used is that shown in [Exhibit 79](#).

For a description of the search results table, see [Working with Search Results](#) on page 69.

Exhibit 82. User Profile Query Results (without Active Permissions)

The screenshot shows the 'User Services > Advanced User Query' page. The search criteria are as follows:

- Application/Role: User Profile
- *Application: Locomotive Repair Billing
- Company: [Empty]
- User Id: [Empty]
- User Status: Active
- Include Active Permissions In Results: [Unchecked]

The search results table is as follows:

User Id	First Name	Last Name	Employer	Title	Status
i NUEMPLOY	Nelda	Newbee	RAIL - RAILINC CORPORATION	Gopherette	Active
	1.919.6515000	nelda.newbee@railinc.com		Web User	

Additional details from the screenshot include: Total Items: 1 | Export: [CSV](#), and a link to [Edit Roles](#) for the user.

Working with Search Results

The search results table is a fixed size, and has a scroll bar at the right for viewing records. Each record is divided by a horizontal line.

Records can be “sorted” by selecting the underlined links in the table heading. The default sort is by User Id.

Icons used on this page are as shown in [Exhibit 75](#). Expand/Collapse icons in the heading affect all records in the table. Expand/Collapse icons beside each record affect that record only.

Hint: Due to the limited size of the search results table, results with Active Permissions included can be difficult to scroll. Roles *should* be collapsed for all records initially and individual records expanded as needed.

Exhibit 83. Search Results (with active permissions shown)

User Id	First Name	Last Name	Employer	Title	Status
NOVOUSER	Novgorod	Usertown	RAIL - RAILINC CORPORATION	Tech Writer	Active
	1.919.6515000	novgorod.usertown@railinc.com		Web User	
			Locomotive Repair Billing	LRB Billing Repair Card User	
				RAIL	
NUEMPLOY	Nelda	Newbee	RAIL - RAILINC CORPORATION	Gopherette	Active
	1.919.6515000	nelda.newbee@railinc.com		Web User	

Total Items: 2 | Export: [CSV](#)

Link to Manage User Permissions page (for this user)

Active permissions for this user

Total records in table

Link to export table in CSV format

Select the **CSV** link at the upper right to export the query results to a comma separated value file (which can be opened in Excel for printing).

Note: It is beyond the scope of this manual to describe the download process.

Select the information icon () to open a view only window with the user’s User Profile ([Exhibit 84](#)). Close the window when finished viewing.

Exhibit 84. User Information [User Id]

User Information [NOVOUSER] - Microsoft Internet Explorer provided by Railinc

User Id	NOVOUSER	Novgorod Usertown	User Status	Active
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	04-09-2010 10:44:00
Next Password Expiration	10-03-2010		Next Revalidation	04-06-2011
Member Since	01-07-2009		User Type	Web User

Name Novgorod Usertown

Address 7001 Weston Pkwy
Suite 200
Cary, NC 27513
US

Business Title Tech Writer

Telephone	Intl Code	Area Code	Number	Ext.
	1	919	6515000	

Email Address novgorod.usertown@railinc.com

[Close](#)

Find Admin Contacts for Application

The Find Admin Contacts for Application function allows administrators to determine who is an administrator for specific Railinc applications.

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Find Admin Contacts for Application** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 61](#)). Select **Find Admin Contacts for Application**.

The Find Contacts for Application page is displayed ([Exhibit 85](#)).

Exhibit 85. Find Contacts for Application

The screenshot shows the Railinc User Services interface. At the top left is the Railinc logo. To its right is the text 'User Services'. Further right are links for 'signed in as NUEMPLOY', 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below the header is a breadcrumb trail: 'User Services > Find Contacts for Application'. A paragraph of instructions reads: 'Enter an application and an optional company and click the search button. If no company is provided, only application administrators will be displayed. If a company is provided, only company administrators will be displayed.' Below the instructions are two input fields: 'Application' (a pull-down menu) and 'Company Id' (a text box with a search icon). At the bottom are 'Search' and 'Cancel' buttons.

3. Use the application pull-down to select the application.
4. (optional) Type a Company ID in the Company Id field—or to search for a company ID, select the lookup icon (🔍). Refer to [Exhibit 25](#).
5. Select **Search**. The Find Contacts for Application page is redisplayed with a list of administrators:
 - [Exhibit 86](#) shows Application Administrators only. No Company was specified in the search.
 - [Exhibit 87](#) shows results when a Company ID is added to the search. The list shows administrators for the TILX company, some of whom are NOT employees of TILX, but have been authorized to administer permissions for the Company for the specified application.

Information shown includes phone numbers and e-mail addresses for the administrator contacts. The tables can be sorted by selecting the links in the table headings.

Exhibit 86. Find Contacts for Application (with DDCTS Application Administrators)

RAILINC | User Services | signed in as NUEMPLOY | Sign Out | Launch Pad | User Services | Contact Us

User Services > Find Contacts for Application

Enter an application and an optional company and click the search button. If no company is provided, only application administrators will be displayed. If a company is provided, only company administrators will be displayed.

Application: Umler Release

Company Id:

Umler Release Application Administrators

First Name	Last Name	Title	Employer	Email	Phone
Larry	User	Consultant	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000
Doni	User	EMIS Tester	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000
Guest	User	Umler Admin	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.800.6515000
Jeff	User	Business Analyst	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000
Mike	User	Business Analyst	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000
sumedha	User	associate tester	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000
Sheetal	User	QA	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000

Exhibit 87. Find Contacts for Application (with Company Administrators)

RAILINC | User Services | signed in as NUEMPLOY | Sign Out | Launch Pad | User Services | Contact Us

User Services > Find Contacts for Application

Enter an application and an optional company and click the search button. If no company is provided, only application administrators will be displayed. If a company is provided, only company administrators will be displayed.

Application: Umler Release

Company Id: TILX

Umler Release Company Administrators for TILX

First Name	Last Name	Title	Employer	Email	Phone
rohini	User	Senior Software Engineer	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000
Ronald	User	Business Analyst	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000
Susan	User	Mgr of Administration	TILX - TRINITY INDUSTRIES LEASING COMPANY	anonymous.user@railinc.com	1.919.6515000
Louise	User	UMLER/EMIS Admin	TILX - TRINITY INDUSTRIES LEASING COMPANY	anonymous.user@railinc.com	1.919.6515000
Sheetal	User	Sr. QA Analyst	RAIL - RAILINC CORPORATION	anonymous.user@railinc.com	1.919.6515000
Serge	User	Analyst	RAILINC	anonymous.user@railinc.com	1.919.6515000

Admin User Guide

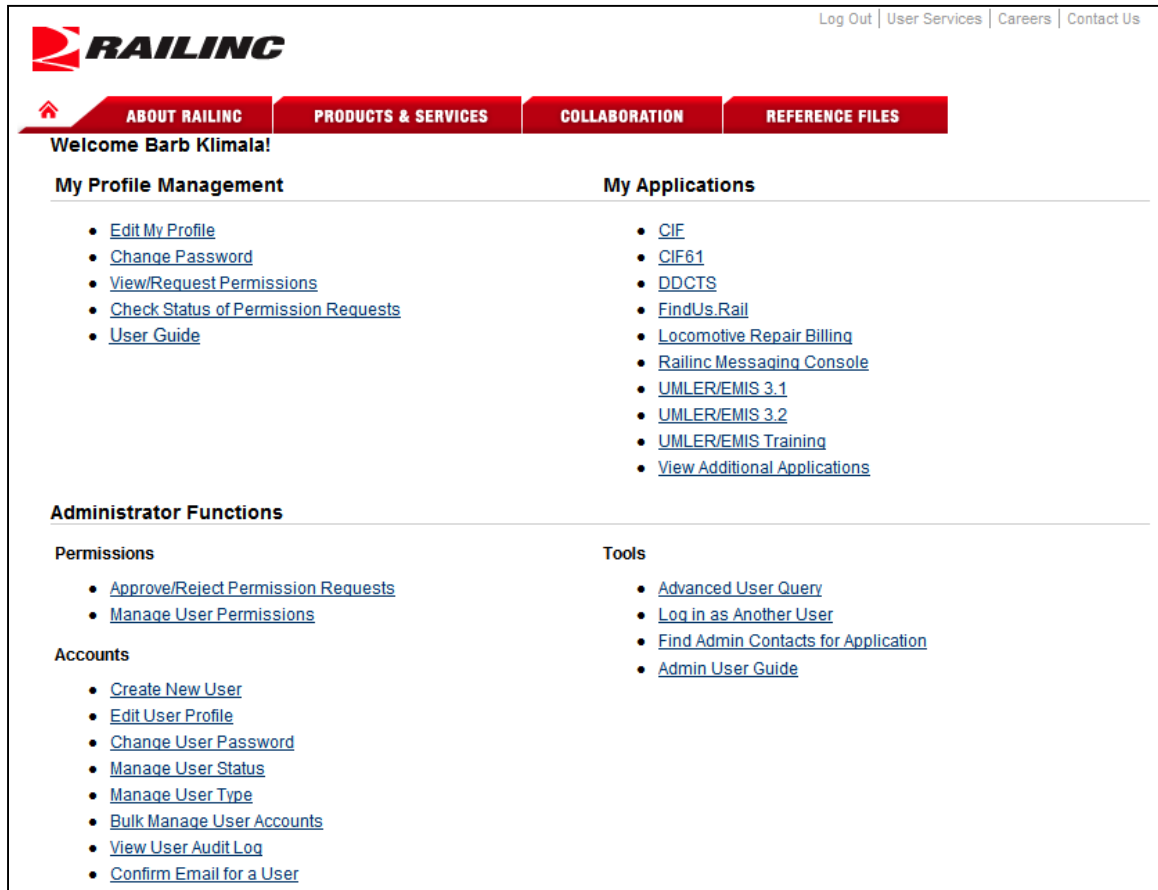
The Admin User Guide link opens the SSO and Launch Pad Administrator Guide in a new tab or window. See [User Guide](#) on page 33 and [Exhibit 43](#).

SSO Administrator Tasks

In addition to the functions described in [Application Administrator Tasks](#) on page 51, some powerful administrative options are exclusively available for Railinc support staff (SSO Administrators).

If the user is an *SSO Administrator*, additional Permissions, Accounts, and Tools tasks are listed in the Administrator Functions area as shown in [Exhibit 88](#). These tasks can be accessed using the Launch Pad User Services portlet. These tasks are described in this section.

Exhibit 88. User Welcome (SSO Administrator)



Log Out | User Services | Careers | Contact Us

RAILINC

ABOUT RAILINC | PRODUCTS & SERVICES | COLLABORATION | REFERENCE FILES

Welcome Barb Kiimala!

My Profile Management

- [Edit My Profile](#)
- [Change Password](#)
- [View/Request Permissions](#)
- [Check Status of Permission Requests](#)
- [User Guide](#)

My Applications

- [CIF](#)
- [CIF61](#)
- [DDCTS](#)
- [FindUs.Rail](#)
- [Locomotive Repair Billing](#)
- [Railinc Messaging Console](#)
- [UMLER/EMIS 3.1](#)
- [UMLER/EMIS 3.2](#)
- [UMLER/EMIS Training](#)
- [View Additional Applications](#)

Administrator Functions

Permissions

- [Approve/Reject Permission Requests](#)
- [Manage User Permissions](#)

Accounts

- [Create New User](#)
- [Edit User Profile](#)
- [Change User Password](#)
- [Manage User Status](#)
- [Manage User Type](#)
- [Bulk Manage User Accounts](#)
- [View User Audit Log](#)
- [Confirm Email for a User](#)

Tools

- [Advanced User Query](#)
- [Log in as Another User](#)
- [Find Admin Contacts for Application](#)
- [Admin User Guide](#)

Edit User Profile

The Edit User Profile function allows the SSO Admin to make changes to user's profile information. This might need to be done for an employee with changes to a name, e-mail, or employer. To edit a user profile:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Edit User Profile** in the User Services portlet, or

- b. Select the **User Services** link. The User Services page is displayed ([Exhibit 88](#)). Select **Edit User Profile**.

The Choose a User page is displayed ([Exhibit 64](#)).

3. Type a known user ID or use a search as described in Step 3 on page 54.
4. Once the user ID is selected, select **Continue**. The Edit Profile: <User ID> page is displayed (similar to [Exhibit 46](#)). Refer to Refer to Step 7 on page 21 for instructions.
5. When required changes have been made, select **Save**. The User Profile Updated page is displayed ([Exhibit 89](#)).

Exhibit 89. User Profile Updated

The screenshot shows the 'RAILINC User Services' interface. At the top, it says 'signed in as techwrit' with links for 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below this is a breadcrumb 'User Services > Edit User'. A table displays user information:

User Id	NUEMPLOY 1	Nelda Newbee	User Status	Active (NON-EXPIRING)
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	04-12-2010 12:56:00
Next Password Expiration			Next Revalidation	04-09-2011
Member Since	01-08-2009		User Type	Web User

Below the table, a 'Shortcuts:' section contains a list of links: 'Edit User Profile', 'Change User Password', 'Manage User Status', 'Manage User Type', 'Manage User Permissions', and 'View User Audit Log'. A 'Done' button is located to the right of these links.

Other administrative tasks might need to be done for a changed profiles (notably permissions as a result of Employer changes). Select shortcut links go to the other administrative functions for that user ID.

6. When all related changes have been made, select **Done** to return to the User Services page ([Exhibit 88](#)).

Change User Password

The Change User Password function allows the SSO Administrator to reset user passwords, permanently, or with a temporary password (three uses only before account is “locked”. See [Exhibit 4](#).). To change a user’s password:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Change User Password** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 88](#)). Select **Change User Password**.

The Choose a User page is displayed ([Exhibit 64](#)).

- Type a known user ID or use a search as described in Step 3 on page 54.
- Once the user ID is entered, select **Continue**. The Change Password page is displayed ([Exhibit 90](#)).

Exhibit 90. Change Password (for SSO Admin)

signed in as techwrit | Sign Out | Launch Pad | User Services | Contact Us

RAILINC | User Services

User Services > Edit User > Change Password

User Id	NUEMPLOY i	Nelda Newbee	User Status	Active
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	04-12-2010 12:56:00
Next Password Expiration			Next Revalidation	04-09-2011
Member Since	01-08-2009		User Type	Web User

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 3 passwords.

User Id: NUEMPLOY

New Password:

Confirm Password:

Standard Password:
 User's password will be changed and account will be reset.

Temporary Password:
 User must change password during next three logins or account will need to be revalidated. Account will be reset.

Submit Cancel

- Type the new password, tab and retype the password, following all rules on the page.

Note: Some groups have established specific policies for assigning temporary passwords. Administrators should ask whether such a policy applies.

- Select the radio button to indicate whether this password is standard (default), or temporary (good for three logins only).
- Select **Submit**. The User Password Changed page is displayed (similar to [Exhibit 89](#) with shortcuts to other SSO administrator functions. Otherwise, select **Done** to return to the User Services page ([Exhibit 88](#)).

Manage User Status

The Manage User Status function allows the SSO Administrator to change the status of a user. To manage a user status:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Manage User Status** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 88](#)). Select **Manage User Status**.

The Choose a User page is displayed ([Exhibit 64](#)).

3. Type a known user ID or use a search as described in Step 3 on page 54.
4. Once the user ID is entered, select **Continue**. The Manage User Account Status page is displayed ([Exhibit 91](#)).

Exhibit 91. Manage User Account Status

signed in as techwrit | Sign Out | Launch Pad | User Services | Contact Us

RAILING | User Services

User Services > Edit User > Manage User Account Status

User Id	NEOUSER ⁱ	Neophyte Userton	User Status	Active
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	02-04-2009 16:03:00
Next Password Expiration	06-12-2010		Next Revalidation	12-14-2010
Member Since	12-17-2008		User Type	Web User

Manual Expire / Lock / Delete / Reset

Select to change Status:

Expire Account Forces user to revalidate profile information upon next sign in.

Lock Account User is not allowed to sign in, and is prompted to contact Customer Service upon next sign in attempt.

Delete Account This is a "soft" delete. Account will no longer be available to the user or applications.

Enter Comment

5. Select the radio button for the status to be used. Valid values are:
 - Expire Account
 - Lock Account
 - Delete Account
6. Type a comment to explain the status change.
7. Select **Update Account Status**. The Edit User page is displayed ([Exhibit 92](#)).

Exhibit 92. Edit User (after Account Status update)

The screenshot shows the RAILINC User Services interface. At the top, it says "signed in as techwrit" with links for "Sign Out", "Launch Pad", "User Services", and "Contact Us". The main heading is "User Services > Edit User". Below this is a table of user information:

User Id	NEouser ¹	Neophyte Userton	User Status	Password Expired
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	02-04-2009 16:03:00
Next Password Expiration	06-12-2010		Next Revalidation	12-14-2010
Member Since	12-17-2008		User Type	Web User

Below the table, there are "Shortcuts:" with the following links:

- [Edit User Profile](#)
- [Change User Password](#)
- [Manage User Status](#)
- [Manage User Type](#)
- [Manage User Permissions](#)
- [View User Audit Log](#)

A "Done" button is located on the right side of the page.

Other administrative tasks might need to be done for a changed status. Select shortcut links go to the other administrative functions for that user ID.

- When all related changes have been made, select **Done** to return to the User Services page ([Exhibit 88](#))

Manage User Account Type

The Manage User Account Type function allows the SSO Administrator to change the characteristics for a user ID. To manage a user account type:

- Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
- Do one of the following:
 - Select **Manage User Account Type** in the User Services portlet, or
 - Select the **User Services** link. The User Services page is displayed ([Exhibit 88](#)). Select **Manage User Account Type**.

The Choose a User page is displayed ([Exhibit 64](#)).

- Type a known user ID or use a search as described in Step 3 on page 54.
- Once the user ID is entered, select **Continue**. The Manage User Account Type page is displayed ([Exhibit 93](#)).

Exhibit 93. Manage User Account Type

signed in as techwrit | Sign Out | Launch Pad | User Services | Contact Us

User Services > Edit User > Manage User Account Type

User Id	NUEMPLOY ⓘ Nelda Newbee	User Status	Active (NON-EXPIRING)
Employer	RAIL - RAILINC CORPORATION	Last Sign-in	04-12-2010 12:56:00
Next Password Expiration		Next Revalidation	04-09-2011
Member Since	01-08-2009	User Type	Web User

User Type

System

Web User

Expiration Type

Expire Annually : Require profile revalidation annually from the initial registration date. (Default for Active accounts.)

Never Expire : A Non-Expiring account does not require profile revalidation (used for back-end application authentication).

Existing account information is displayed in the top banner area.

5. Select the radio button beside the appropriate user type:
 - System—Mainframe user
 - Web User—(default)
6. Select the radio button beside the appropriate expiration type.
 - Expire Annually (default)
 - Never Expire (frequently used for quality assurance and testing IDs)
7. Select **Update User Type**. The Edit User page is displayed ([Exhibit 94](#)).

Exhibit 94. Edit User (after removing NON-EXPIRING)

signed in as techwrit | Sign Out | Launch Pad | User Services | Contact Us

User Services > Edit User

User Id	NUEMPLOY ⓘ Nelda Newbee	User Status	Active
Employer	RAIL - RAILINC CORPORATION	Last Sign-in	04-12-2010 12:56:00
Next Password Expiration		Next Revalidation	04-09-2011
Member Since	01-08-2009	User Type	Web User

Shortcuts:

[Edit User Profile](#)

[Change User Password](#)

[Manage User Status](#)

[Manage User Type](#)

[Manage User Permissions](#)

[View User Audit Log](#)

Other administrative tasks might need to be done for a changed user type. Select shortcut links go to the other administrative functions *for that user ID*.

8. When all related changes have been made, select **Done** to return to the User Services page ([Exhibit 88](#)).

Bulk Manage User Accounts


The Bulk Manage User Accounts function allows the SSO Administrator to execute batch user account changes based on search results. These changes can be locking, resetting, expiring, and deleting. To bulk manage user accounts:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Bulk Manage User Accounts** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 88](#)). Select **Bulk Manage User Accounts**.

The Advanced User Query page is displayed ([Exhibit 74](#)).

3. Complete the query for bulk IDs as described in [Starting a Query](#) beginning with Step 4 on page 62. The completed query might look like [Exhibit 95](#).

Exhibit 95. Advanced User Query (for Bulk User Account Manage)



User Services

signed in as techwrit | Sign Out | Launch Pad | User Services | Contact Us

User Services > Advanced User Query

Enter your search criteria and click on the "Search" button to retrieve the users. Then, select the users you want and click the "Continue" button. You may use a wildcard (*) for all criteria except application, role, company, user status, user type and dates.

Application/Role
User Profile

Application:

Role:

- LRB - BRC Company Admin
- LRB Application Admin
- LRB Billing Repair Card User
- LRB CA Price Master Admin
- LRB Codes Admin
- LRB Data Exchange Admin
- LRB Data Exchange User
- LRB Job Code Admin
- LRB MX Price Master Admin
- LRB Message Admin
- LRB Part Admin

Company:

User Id:

User Status:

- Active
- Hard Locked
- Inactive

Include Active Permissions In Results:

Total Items: 2 | Export: [CSV](#)

	User Id	First Name	Last Name	Employer	Title	Status
		Phone	Email		User Type	
<input checked="" type="checkbox"/>	NOVOUSER	Novgorod	Usertown	RAIL - RAILINC CORPORATION	Tech Writer	Active
		1.919.6515000	novgorod.usertown@railinc.com		Web User	
		Edit Roles				
<input checked="" type="checkbox"/>	NUEMPLOY	Nelda	Newbee	RAIL - RAILINC CORPORATION	Gophergirl	Active
		1.919.6515000	nelda.newbee@railinc.com		Web User	
		Edit Roles				

This query pulled users who are LRB Admins and whose IDs included *n*u* (wildcard).

4. Check the box beside each user ID to which a bulk user account action is to performed.
5. Once the user IDs are selected, select **Continue**. The Bulk Manage User Accounts page is displayed ([Exhibit 96](#)).

Exhibit 96. Bulk Manage User Accounts

RAILINC | User Services | signed in as techwrit | Sign Out | Launch Pad | User Services | Contact Us

User Services > Bulk Manage User Accounts

Enter a comment and select an account action to apply to the user accounts you have selected.

	NOVUSER	Novgorod	Usertown	RAIL - RAILINC CORPORATION	Active
	NUEMPLOY	Nelda	Newbee	RAIL - RAILINC CORPORATION	Active

Enter Comment

Expire Account | Lock Account | Delete Account | Reset Account | Done

6. Type a comment for the account action to be taken.

Note: The same action is performed against ALL listed accounts.

7. Select one of the following actions:

Expire Account—Users must revalidate upon login.

Lock Account—Users must contact CSC to regain access.

Delete Account—Disables the account from further use.

Reset Account—Resets the account for login with last known password.

A success message is displayed.

Exhibit 97. Bulk User Update Success

RAILINC | User Services | signed in as techwrit | Sign Out | Launch Pad | User Services | Contact Us

• The bulk user update operation was successfully completed.

Done

8. Select **Done** to return to the User Services page.

View User Audit Log

The View Audit Log function allows the SSO Administrator to view actions taken on a specified user ID.

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **View User Audit Log** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 88](#)). Select **View User Audit Log**.

The Choose a User page is displayed ([Exhibit 64](#)).

3. Type a known user ID or use a search as described in Step 3 on page 54.
4. Once the user ID is entered, select **Continue**. The Audit Log page is displayed ([Exhibit 98](#)).

Exhibit 98. Audit Log (top and bottom after ellipsis)

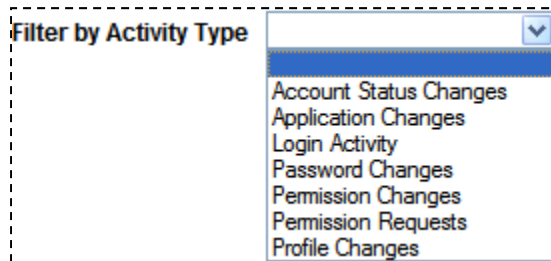
The screenshot displays the RAILINC User Services interface. At the top, the RAILINC logo and 'User Services' header are visible. The user 'NOVOUSER' is selected, with details including 'Novgorod Usertown', 'Password Expired' status, and 'Web User' type. The audit log table below shows a series of actions:

Timestamp	Description	Comment	Action By
04-12-2010 02:26:08 PM	Account status changed to "Password Expired".	For documentation purposes	techwrit
04-12-2010 02:16:29 PM	Added permission 'LRB Application Admin' LRBAPPADM.		techwrit
04-09-2010 10:54:34 AM	Approval email sent for Permission Request [id=3143, LRB/LRBBCU...]		NUEMPLOY
04-09-2010 10:54:34 AM	Added permission 'LRB Billing Repair Card User' LRBBCUSR(RAIL).		NUEMPLOY
04-09-2010 10:54:06 AM	Removed permission 'LRB Billing Repair Card User' LRBBCUSR(BNSF).		NUEMPLOY
04-09-2010 10:46:03 AM	Email sent to Application Admin thomas.jefferson@railinc.com for Permission Request [id=3143, LRB/LRBBCUSR (RAIL)].		NOVOUSER
...
01-07-2009 02:07:46 PM	New user created.		NOVOUSER

Annotations in the screenshot point to specific entries: 'Account status changed by Admin' points to the first entry; 'Permission added by Admin' points to the second entry; 'Permission request by user' points to the third entry; and 'Self-registration by new user NOVOUSER' points to the last entry. The page includes a 'Filter by Activity Type' dropdown, pagination (Page 1 of 5), and a 'Shortcuts' section at the bottom with links for 'Edit User Profile', 'Change User Password', 'Manage User Status', 'Manage User Type', 'Manage User Permissions', and 'View User Audit Log'. A 'Done' button is also present.

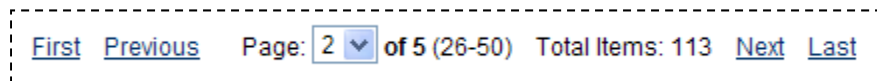
- a. (Optional) To confine the results to certain type of activities, use the Filter by Activity pull-down ([Exhibit 99](#)). The default is all activities (blank).

Exhibit 99. Filter by Activity (for Audit Log)



- b. (Optional) Use the navigation bar to quickly move through audit log entries.

Exhibit 100. Audit Log Navigation Bar



Other administrative tasks might need to be done for a changed user type. Select shortcut links go to the other administrative functions *for that user ID*.

5. When finished viewing and all related changes have been made, select **Done** to return to the User Services page ([Exhibit 88](#)).

Log in as Another User

SSO Administrators who have this authorization can log on as another user and execute tasks for that person. For example, when an application administrator cannot grant access to users due to illness, vacation, etc., or when access is physically impossible. The SSO Administrator does NOT need to know the other user's password; however, all transactions performed by the SSO administrator are logged as performed for the user by the administrator (refer to [Exhibit 98](#)). To log in as another user:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Log in as Another User** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 88](#)). Select **Log in as Another User**.

The Login as Another User page is displayed ([Exhibit 101](#)).

Exhibit 101. Login as Another User (top and bottom)

The screenshot shows the 'User Services > Login as Another User' page. The page header includes the Railinc logo and navigation links: 'signed in as techwrit', 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. The main content area is titled 'User Services > Login as Another User' and contains the following text:

To log in as another user, you must

1. ensure the application you intend to use currently supports running as another user
2. have the Single Sign On Run As permission
3. have either the SSO Administrator permission or be an application administrator (Application administrators with the Run As permission will only have access to users' permissions for the applications they administer.)
4. sign out and then sign in from this URL: <https://www.tst.railinc.com:443/sso/admin/runas.do>

The following applications currently support logging in as another user:

- 10th IRF
- AAR Embargo/OPSL Permit System
- CHDX
- CIF
- CIF61
- Car Repair Billing61

Below this list, there is a vertical ellipsis and another list of applications:

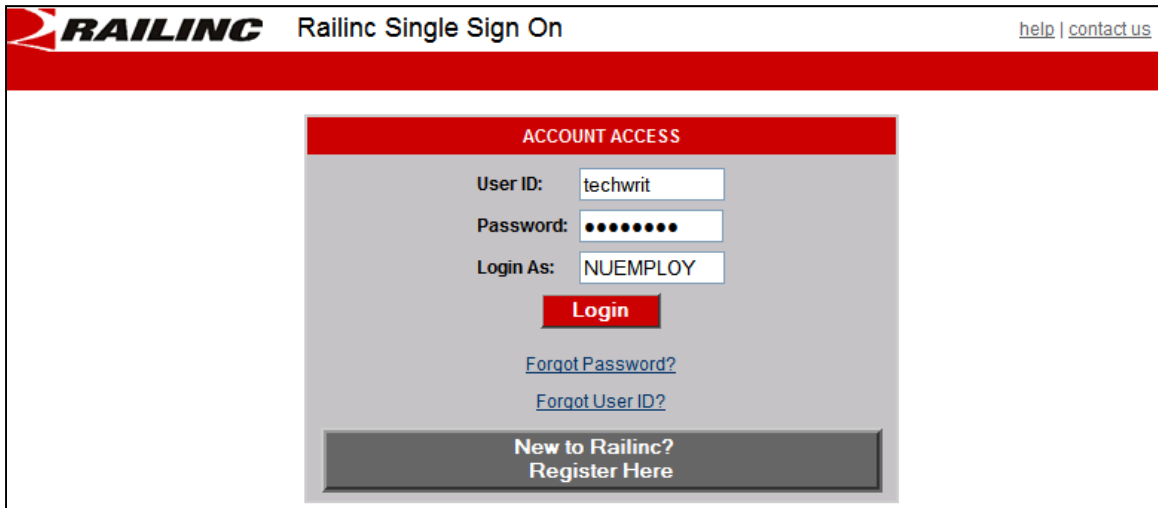
- Tank Car Equalization
- UMLER O & M
- UMLER/EMIS Training
- Umler Maintenance
- Umler Release
- Unified Equipment Viewer

At the bottom of the page, there are two buttons: 'Logout' and 'Cancel'.

3. Copy the URL shown on the page.
4. Select **Sign Out**. The Railinc SSO login page is displayed (similar to [Exhibit 2](#)).

5. Paste the copied URL in the address field and press Enter. The SSO Login page is redisplayed as shown in [Exhibit 102](#). It has one additional field—Login As.

Exhibit 102. SSO Login (for Login as another user)



6. Type SSO Administrator User ID and Password.
7. Tab and type the user ID in the Login As field and press Enter. The User Welcome page for the other user is displayed.
8. When finished using the other user ID, select **Sign Out**.

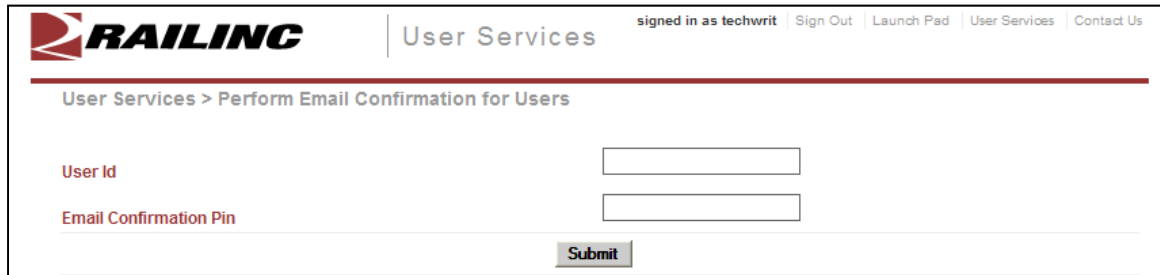
Confirm Email for a User

This function allows an SSO Administrator to confirm the registration e-mail sent to a new user.

Note: The SSO Admin must have the 9-digit PIN for the new user to complete this task. Obtain the PIN from the registration email (or from user).

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 5](#)).
2. Do one of the following:
 - a. Select **Confirm Email for a User** in the User Services portlet, or
 - b. Select the **User Services** link. The User Services page is displayed ([Exhibit 88](#)). Select **Confirm Email for a User**.

The Perform Email Confirmation for Users page is displayed ([Exhibit 103](#)).

Exhibit 103. Perform Email Confirmation for Users

The screenshot shows the RAILING User Services interface. At the top left is the RAILING logo. To its right is the text "User Services". Further right, it says "signed in as techwrit" with links for "Sign Out", "Launch Pad", "User Services", and "Contact Us". Below this is a breadcrumb trail: "User Services > Perform Email Confirmation for Users". The main content area contains two input fields: "User Id" and "Email Confirmation Pin". A "Submit" button is located at the bottom right of the form area.

3. Type the user ID.
4. Type or paste the PIN into the Email Confirmation Pin field and select **Submit**. The page is redisplayed with a success message (not shown).
5. Select User Services to return to the User Services page ([Exhibit 88](#)). Alternatively, select Launch Pad to return to the Launch Pad.

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