

Single Sign On and Launch Pad User 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, and 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 to 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 48](#)). Both contain a link to the *SSO and Launch Pad User Guide* ([Exhibit 42](#)).

Cases listed in the Your Support Cases can be updated not only by adding attachments, but by adding text to the Description field ([Exhibit 56](#)).

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

RAILINC Sign In | Careers | Contact Us

ABOUT RAILINC PRODUCTS & SERVICES COLLABORATION REFERENCE FILES

GO

ACCOUNT ACCESS

User ID:

Password:

Sign In

[Register Here](#)

[Forgot User ID?](#)

[Forgot Password?](#)

QUICK LINKS

- [DDCT System Project Site](#)
- [Railinc IRFI Website](#)
- [TrainFax Reports Website](#)
- [Merger and Acquisition Notices](#)
- [Careers at Railinc](#)

LATEST NEWS

[Railinc Launches TrainFax Site](#)
May 12 - Railinc launched the TrainFax website for freight rail equipment reports.

[Railinc Team Wins Innovation Challenge](#)
April 28 - A team of five employees won Railinc's first Innovation Challenge for product development.

[Newsroom](#)

Welcome to Railinc.com

Railinc is the railroad industry's most innovative and reliable resource for IT and information services. We support business processes and provide business intelligence that help railroads and rail equipment owners increase productivity, achieve operational efficiencies and keep their assets moving.

RAILINC SHORT LINE INDEX

February 2010 - 286,696

February 2009 - 298,441

Carloads Down 3.9 Percent; Motor-Vehicles, Metallic Ores Gain
[See details](#)

PRODUCTS & SERVICES
RailSight
Greater visibility. Better tracking. Learn more here.

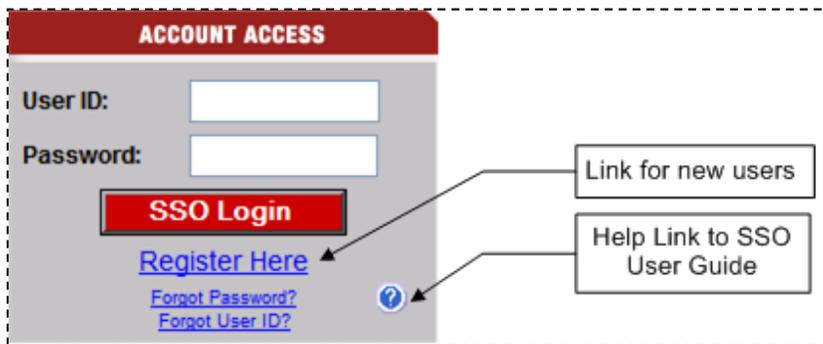
REFERENCE FILES
FindUs.Rail
Quickly find critical contacts from across the rail industry.

CONTACT US

CUSTOMER SUPPORT CENTER
1-877-RAILINC
csc@railinc.com

7001 Weston Parkway
Ste. 200, Cary, NC 27513
(877) 724-5462

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].

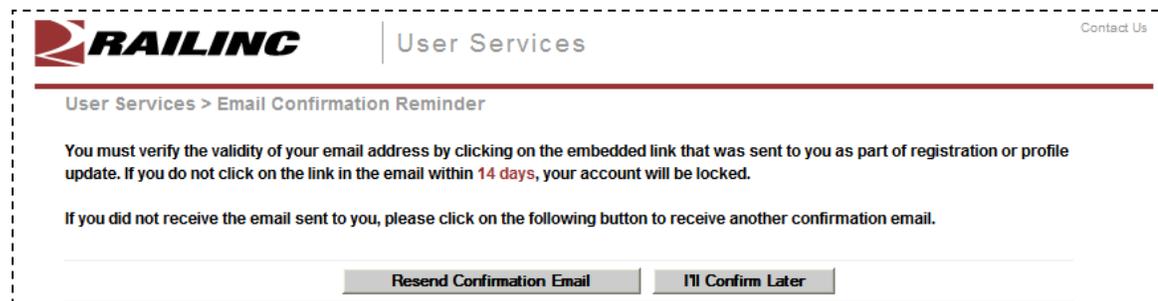
Unsuccessful Logins (Exceptions)

- 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



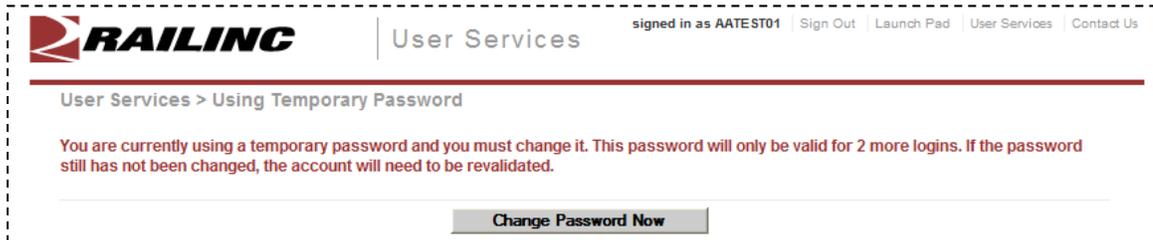
Choose one of the following options:

- 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



- 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 shows 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 "Page 1 of 1". A table lists support cases:

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 says "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. 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 39.

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 45](#)). See [Edit Profile](#) on page 37.
- 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 36.

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 40.
- 6 User Services**—Portlet that provides quick access to the User Services management functions described after [Exhibit 7](#). See [User Services](#) on page 40.
- 7 Your Notifications**—Portlet with official notifications for the application distributed to the logged on user ID. See [Your Notifications](#) on page 41.
- 8 Your Support Cases**—Portlet with inquiry or issues (cases) submitted by the user ID. See [Your Support Cases](#) on page 42.
- 9 Your Subscriptions**—Portlet with application-related e-mail lists to which the user belongs. See [Your Subscriptions](#) on page 47.
- 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 three 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:

First Name:

Last Name:

Business Title:

Address1:

Address2:

City: State/Province:

Zip/Postal Code: Country:

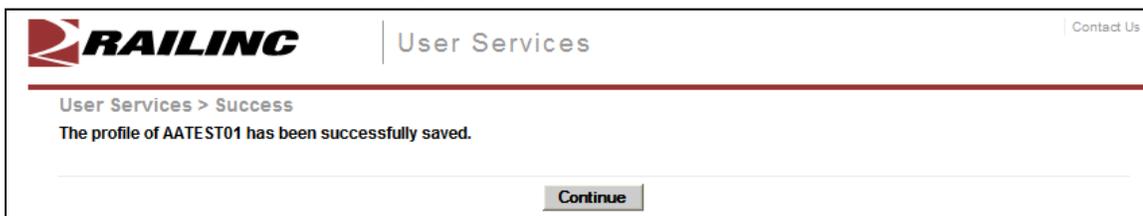
Telephone: Intl Code: Area Code: Number: Ext.:

Fax:

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

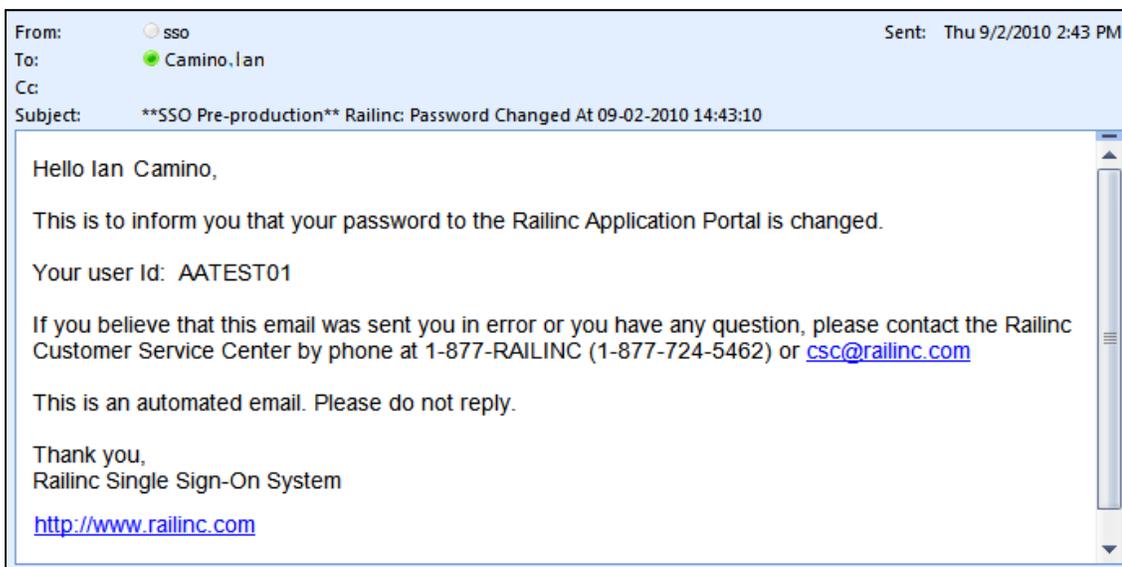
Primary Employer: RAIL - RAILINC CORPORATION

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

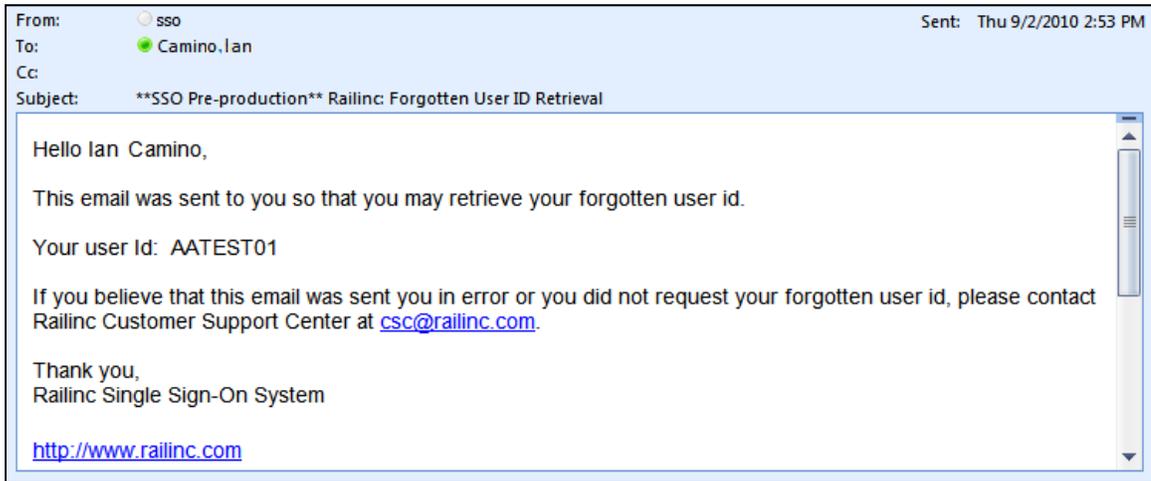
Continue

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?

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**:

- a. If information entered does not match the database, the user must contact Customer Support.
- b. 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:

- a. In the New Password field
- b. 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 35).

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 in the SSO Administrator User Guide.

To register as a new user:

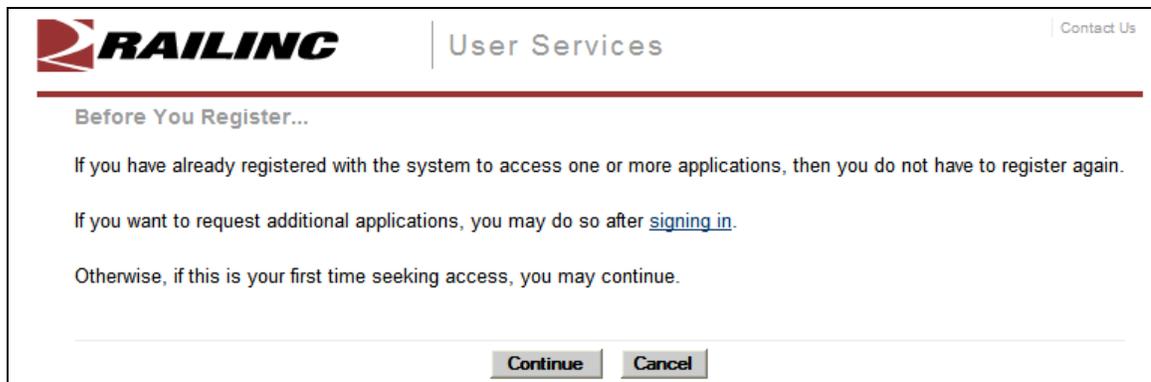
1. Open browser.
2. Type the Railinc portal URL in the address field:

<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 (Agree to the Terms of Service), Step 2 (Complete contact information), and Step 3 (Request access to applications (optional)). Step 1 is currently active, indicated by a red arrow. Below the progress bar is the 'Terms of Service' section, which 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 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 -- Select a 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 Available message

User ID Requirements:

- **The user id 'NUEVOGAI' is available!**
- 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 Confirm Password must exactly match the 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. 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 37.

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	<input type="text"/>	State/Province	<input type="text" value="-- Select One State/Province --"/>	
Zip/Postal Code	<input type="text"/>	Country	<input type="text" value="-- Select One Country --"/>	

Telephone	Intl Code	Area Code	Number	Ext.	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.

<input style="width: 95%;" type="text"/>	<input type="button" value="Search"/>	
<input type="button" value="Select Company"/>	<input type="button" value="Cancel"/>	

- 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 [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

- 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	Intl Code <input type="text"/>	Area Code <input type="text" value="919"/> Number <input type="text" value="6515000"/> Ext. <input type="text"/>
Fax	<input type="text"/>	<input type="text"/>
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

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) Step 2 done

Confirmation Email Sent

The system has generated a profile confirmation email that has been sent to:

- eve.usergal@railinc.com

When you receive the confirmation email, please verify the profile details.

You must click the embedded link in the email within 14 days. If you do not verify receipt of the email, the account will be locked.

Now that your profile has been created, you may:

- Continue to Step 3 and request access to applications, or
- Stop here. (You may request access to applications at a later time.)

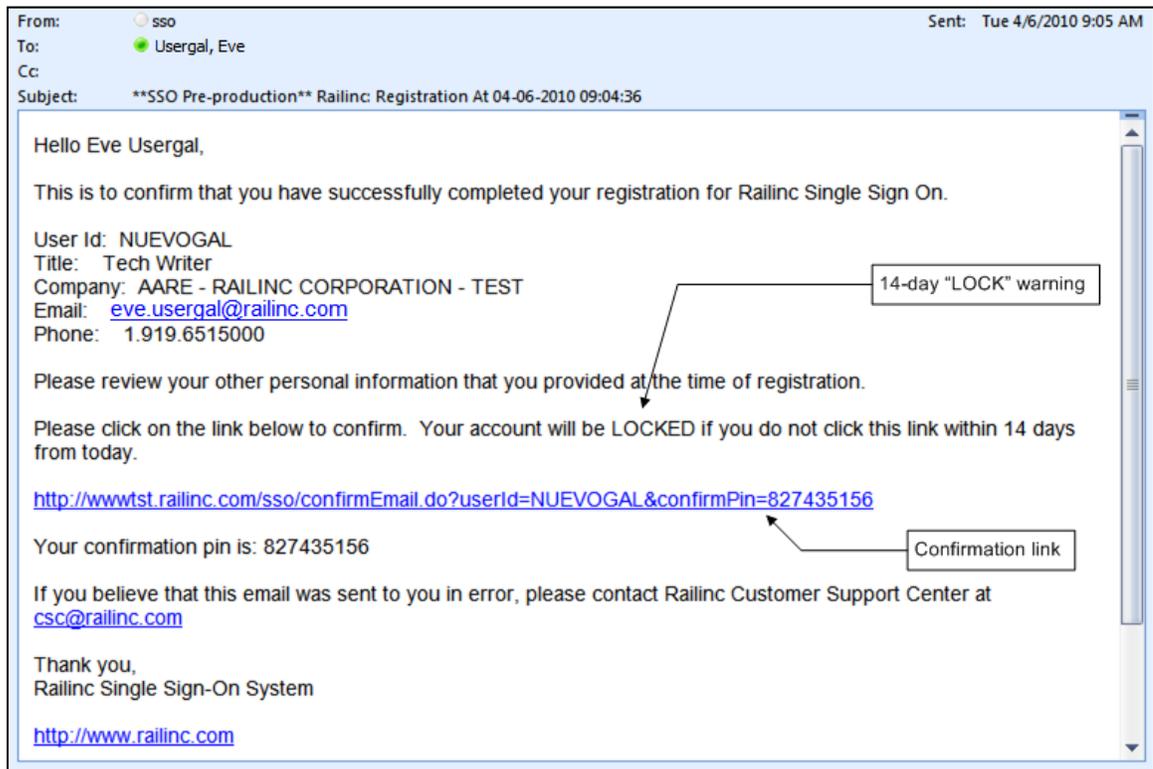
Continue To Step 3 Stop Here

Choose from the following options:

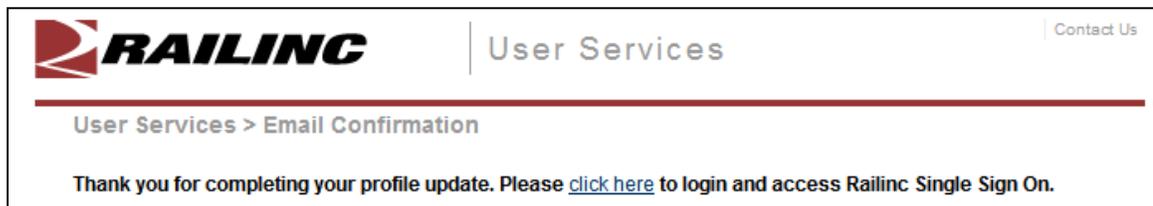
- **Continue to Step 3**—Opens the Request Application Access page ([Exhibit 31](#)).
- **Stop Here**—Opens the SSO Login panel to do an immediate login. Similar to [Exhibit 2](#). Since no e-mail confirmation has been done, the Email Confirmation Reminder page is displayed ([Exhibit 3](#)). Select **I'll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

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

- 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 displays the 'Request Application Access' page for user 'NUEVOGAL'. The page is titled 'User Services' and shows the user's status as 'Active'. Below the user details, there is a table of 'User Permissions' with columns for the permission name and 'Effective Dates'. Each permission entry includes a 'Request' button and a link to 'no permission granted'.

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	

Permission	Effective Dates
10th IRF no permission granted	<input type="button" value="Request"/>
AAR Embargo/OPSL Permit System no permission granted	<input type="button" value="Request"/>
CHDX no permission granted	<input type="button" value="Request"/>
CIF no permission granted	<input type="button" value="Request"/>
⋮	
SC090 no permission granted	<input type="button" value="Request"/>
TRAIN76/80 no permission granted	<input type="button" value="Request"/>
Tank Car Equalization no permission granted	<input type="button" value="Request"/>
Umler Release no permission granted	<input type="button" value="Request"/>
Unified Equipment Viewer no permission granted	<input type="button" value="Request"/>
<input type="button" value="Done"/>	

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

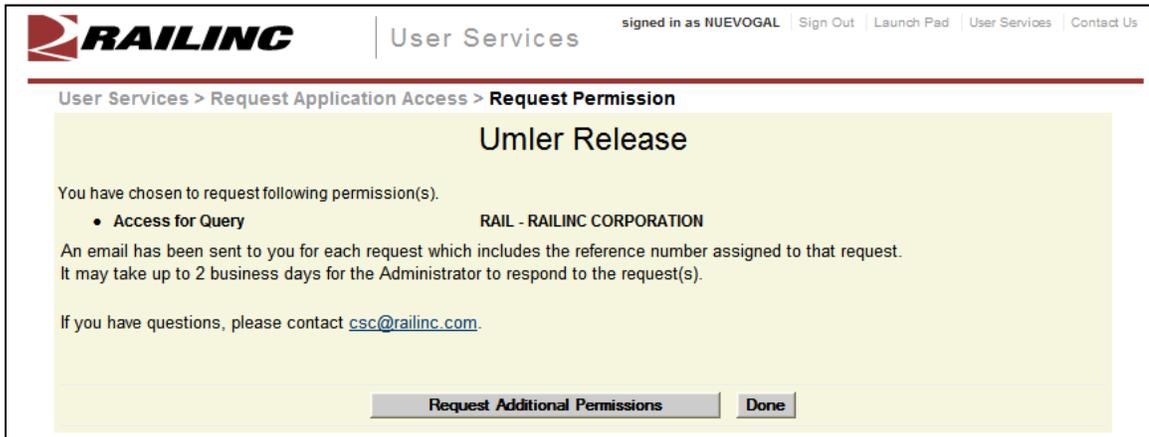
You have chosen to request following permission(s).

- **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.

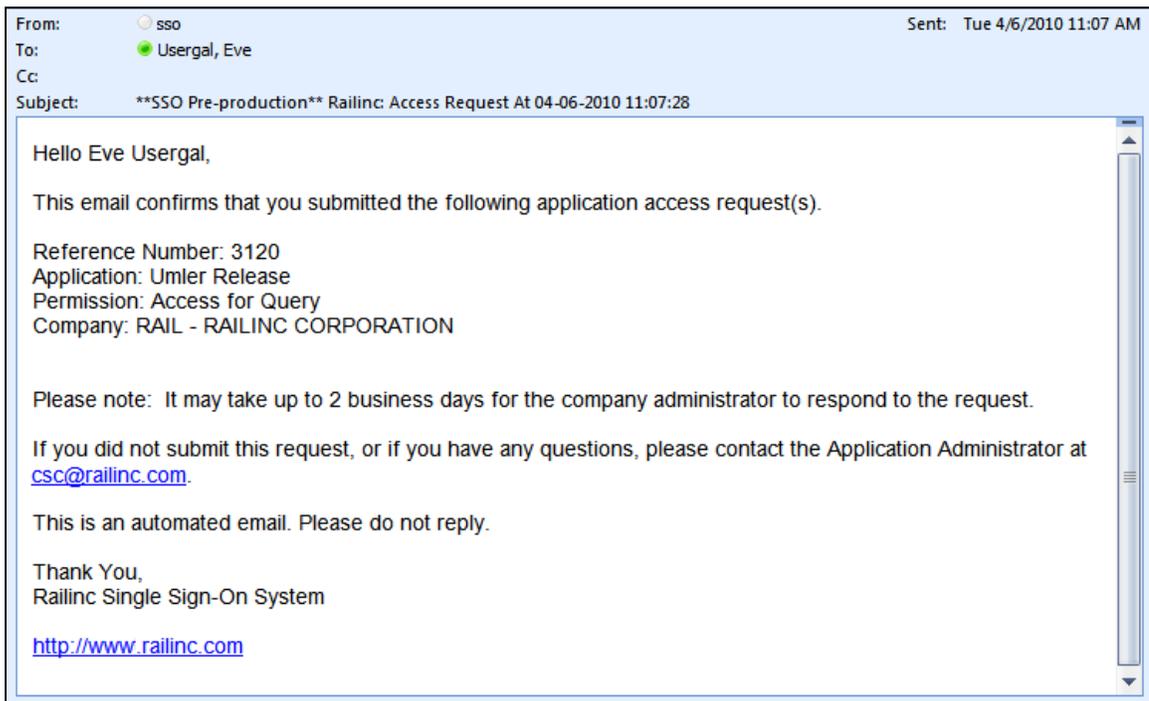
If you do not wish for this information to be sent, please cancel this operation. Otherwise, please click on Continue to submit the request.

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)

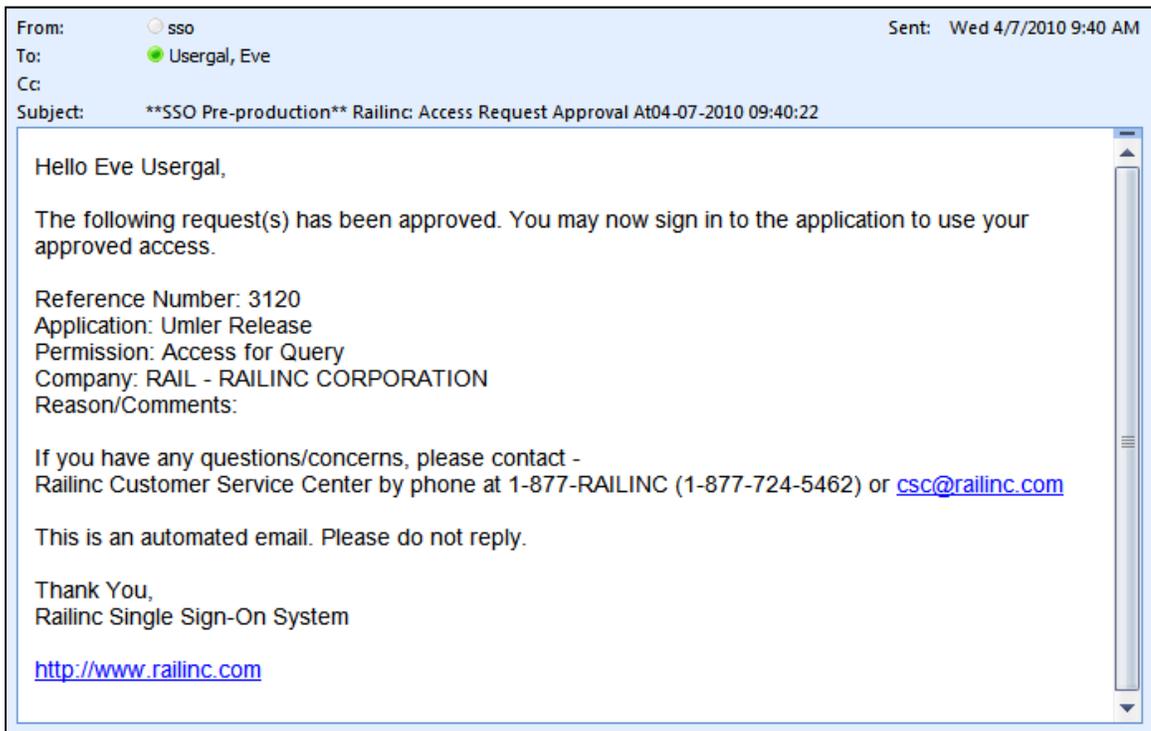
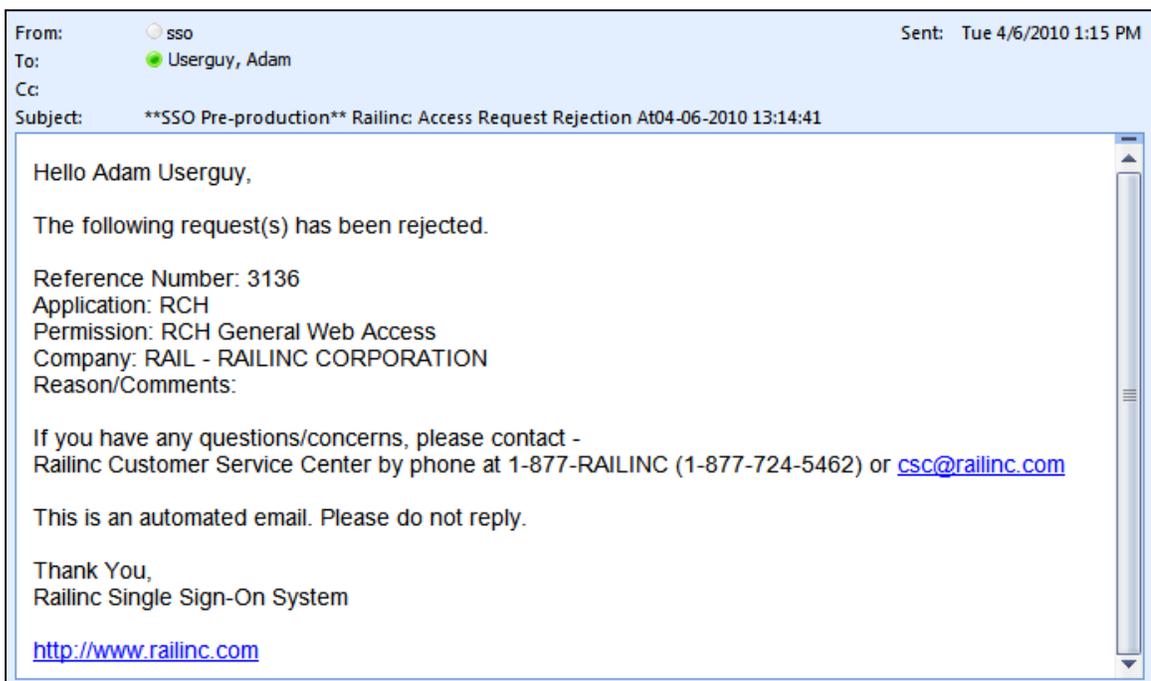
When the request has been submitted, an e-mail is sent to the user ([Exhibit 35](#)). If other applications are needed, select **Request Additional Permissions**. The Request Application Access page is redisplayed ([Exhibit 31](#)). Otherwise, select **Done** to return to the User Services page ([Exhibit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

Access Request E-Mails

Exhibit 35. Access Request Acknowledge E-Mail

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 a user profile 'signed in as AATEST01' with links for 'Sign Out', 'Launch Pad', 'User Services', and 'Contact Us'. Below the navigation bar, the breadcrumb 'User Services > Permission Request Status' is visible. The main content area shows the application 'Umler Release' with a 'Total Items: 1' indicator. A table lists the request details:

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

A 'Done' button is located at the bottom of the table.

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 a "Select 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** 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

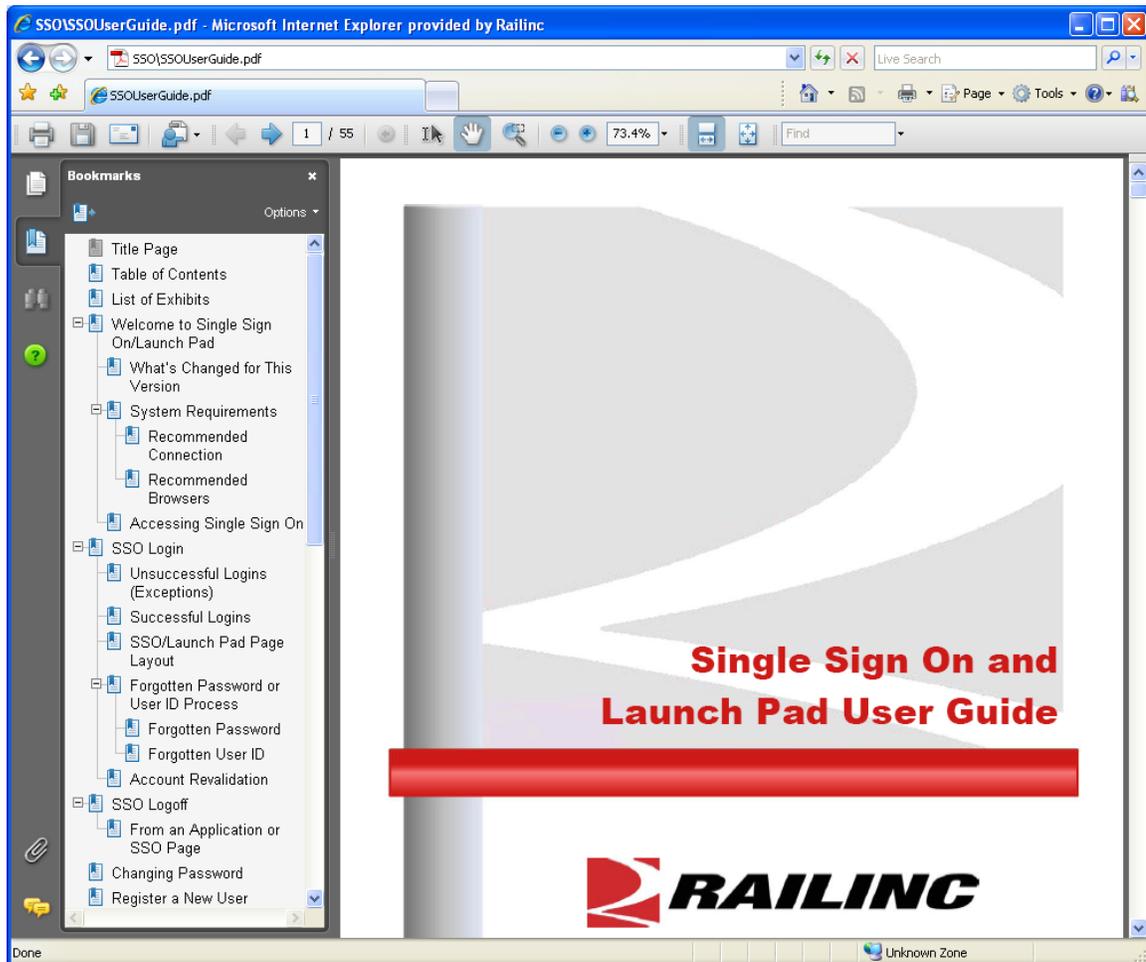
After logging in to SSO, the user can open a copy of the SSO and Launch Pad User Guide without signing out and returning to the Login panel (where the  icon allows unregistered users access to the guide to assist with registration).

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.

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 pane 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](#)). Select **View Additional Applications**.

The Single Sign On Applications page is displayed ([Exhibit 43](#)).

Exhibit 43. Single Sign On Applications

The screenshot shows the RAILING User Services page. 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 page is titled "Single Sign On Applications". There are three tabs: "A - E", "F - N", and "O - Z". Under "A - E", there are links for 10th IRF, AAR Embargo/OPSL Permit System, CHDX, CIF, and CIF61. Under "F - N", there are links for FindUs.Rail, Guardian, HAZMAT, IRF Web, and IRF Web 61. Under "O - Z", there are links for PUPS, PUPS Adapters, PUPS Adapters QA, PUPS QA, and RAMPED.

3. 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 44](#)).

Exhibit 44. Unauthorized Access Attempt

The screenshot shows the RAILING User Services page with an "UNAUTHORIZED ACCESS ATTEMPT" message. The message text reads: "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 message 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 45](#) and [Exhibit 46](#)).

Exhibit 45. 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 46. 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 47](#)).

Exhibit 47. 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](#) and [Exhibit 48](#). The following sections described the Launch Pad functions.

Exhibit 48. Launch Pad (with portlet labels)

The screenshot shows the Railinc Launch Pad interface. At the top left is the Railinc logo. The top right shows the user is signed in as NUEVOGAL with links for Sign Out, Launch Pad, User Services, and Contact Us. The dashboard is divided into several portlets:

- 1 Your Applications:** Lists 'Umler Maintenance', 'Umler Release', and 'UMLER/EMIS Training'.
- 2 User Services:** Contains 'My Profile Management' with links for 'Edit My Profile', 'Change Password', 'View/Request Permissions', 'Check Status of Permission Requests', and 'User Guide'.
- 3 Your Notifications:** Includes tabs for 'Current Notifications' and 'Past Notifications'. A table shows a notification on 07/23/2010 at 0000 EDT, System Wide, with the subject 'Railinc System Wide Notification Testing'.
- 4 Your Support Cases:** Features tabs for 'Your Open Cases' and 'All Your Cases'. It shows 'Showing 1 - 2 of 2 results' on 'Page 1 of 1'. A table lists two cases: Case # 2434 (Change Submit to Save, Active) and Case # 2431 (Return from Application to, Active). A 'Create a New Case' button is visible.
- 5 Your Subscriptions:** A table lists subscriptions for 'Umler Release', 'Umler Maintenance', and 'UMLER/EMIS Training', all of which are 'Planned Maintenance' and have an 'unsubscribe' link.

At the bottom of the page, there are links for 'legal notices', 'privacy rights', 'terms of service', and 'contact us', along with a copyright notice for 2010 Railinc.

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 panes by pointing over a field or ? button ([Exhibit 49](#)).

Exhibit 49. 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 48](#). To access applications:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 48](#)).
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 48](#). To access User Services:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 48](#)).
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 37
 - [Changing Password](#) on page 17
 - [Requesting Application Access](#) on page 27
 - [Check Status of Permission Requests](#) on page 31
 - [User Guide](#) on page 33

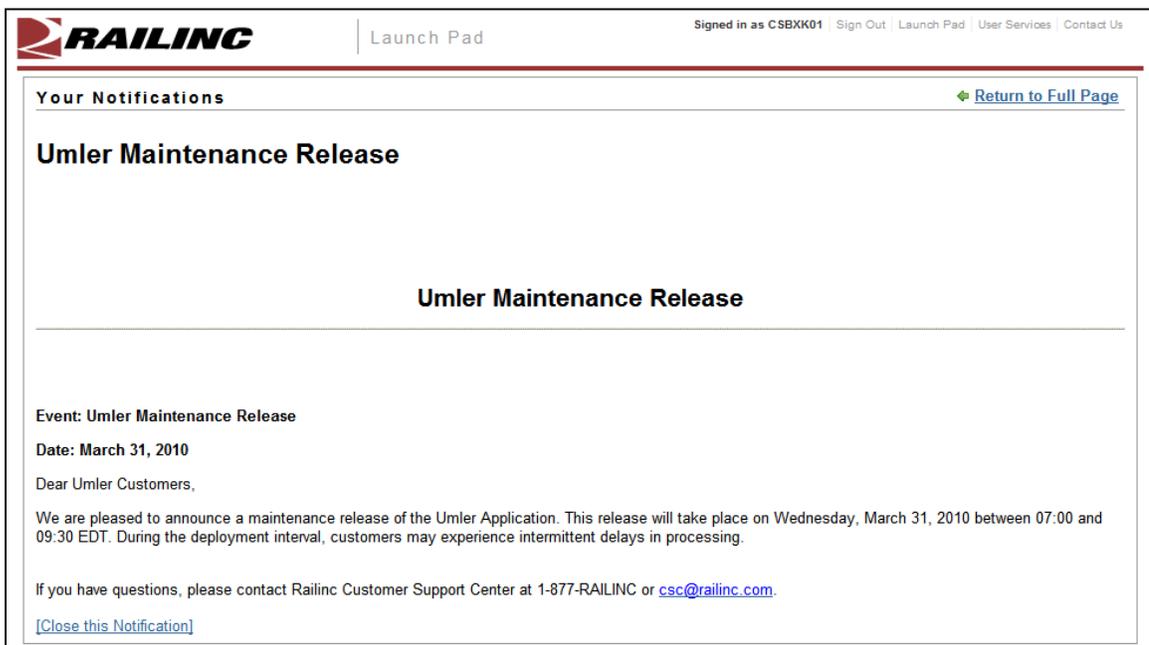
Your Notifications

Your notifications are shown in the portlet labeled **3** in [Exhibit 48](#).

The Your Notification pane lists all official 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 48](#)).
2. Select the desired notification link in the Your Notifications portlet on the right side. The notification e-mail opens ([Exhibit 50](#)).

Exhibit 50. 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 'Your Notifications' portlet, which includes a 'Return to Full Page' link. The main content area displays the 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 provides contact information: 'If you have questions, please contact Railinc Customer Support Center at 1-877-RAILINC or csc@railinc.com.' A '[Close this Notification]' link is located at the bottom left of the notification content area.

3. To exit the notification, select either the **Return to Full Page** or **Close this Notification** link. The Launch Pad is redisplayed ([Exhibit 48](#)).

Your Support Cases

Your support cases are shown in the portlet labeled **4** in [Exhibit 48](#).

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.

Creating a Case

If a user would like to make an inquiry or report an issue about a Railinc application:

1. Log on to SSO as described in [SSO Login](#) on page 4. The Launch Pad is displayed ([Exhibit 48](#)).
2. Select **Create a New Case** in the Your Support Cases portlet on the right side. The Customer Support page is displayed ([Exhibit 51](#)).

Exhibit 51. Customer Support

RAILINC | 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 ?

Product ?

Impact ?

Urgency ?

Environment ?

Attachment

Attachment size limited to 7.0 MB.

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 time affiliated with the issue resolution.

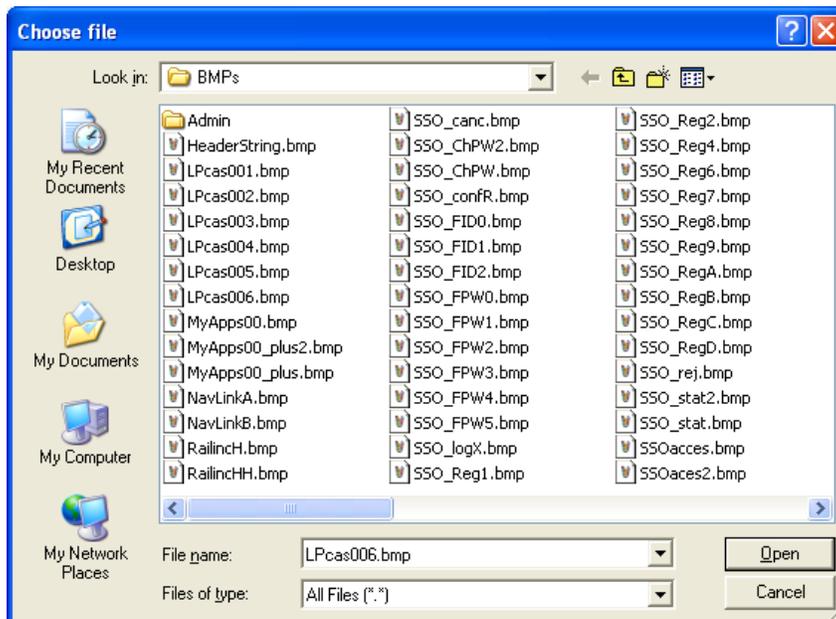
f. Choose the environment. Valid values are:

- 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 52](#))

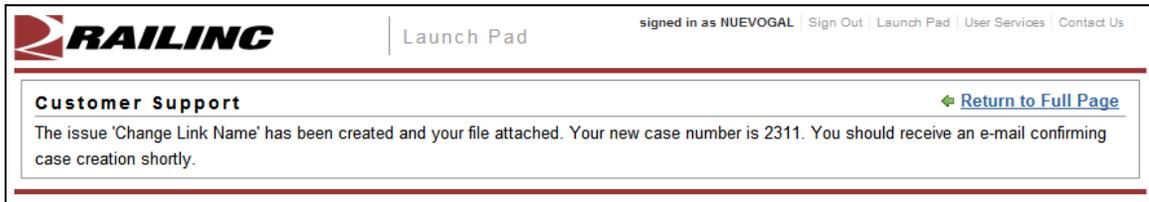
Exhibit 52. Choose File (for case attachment)



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 53](#)).

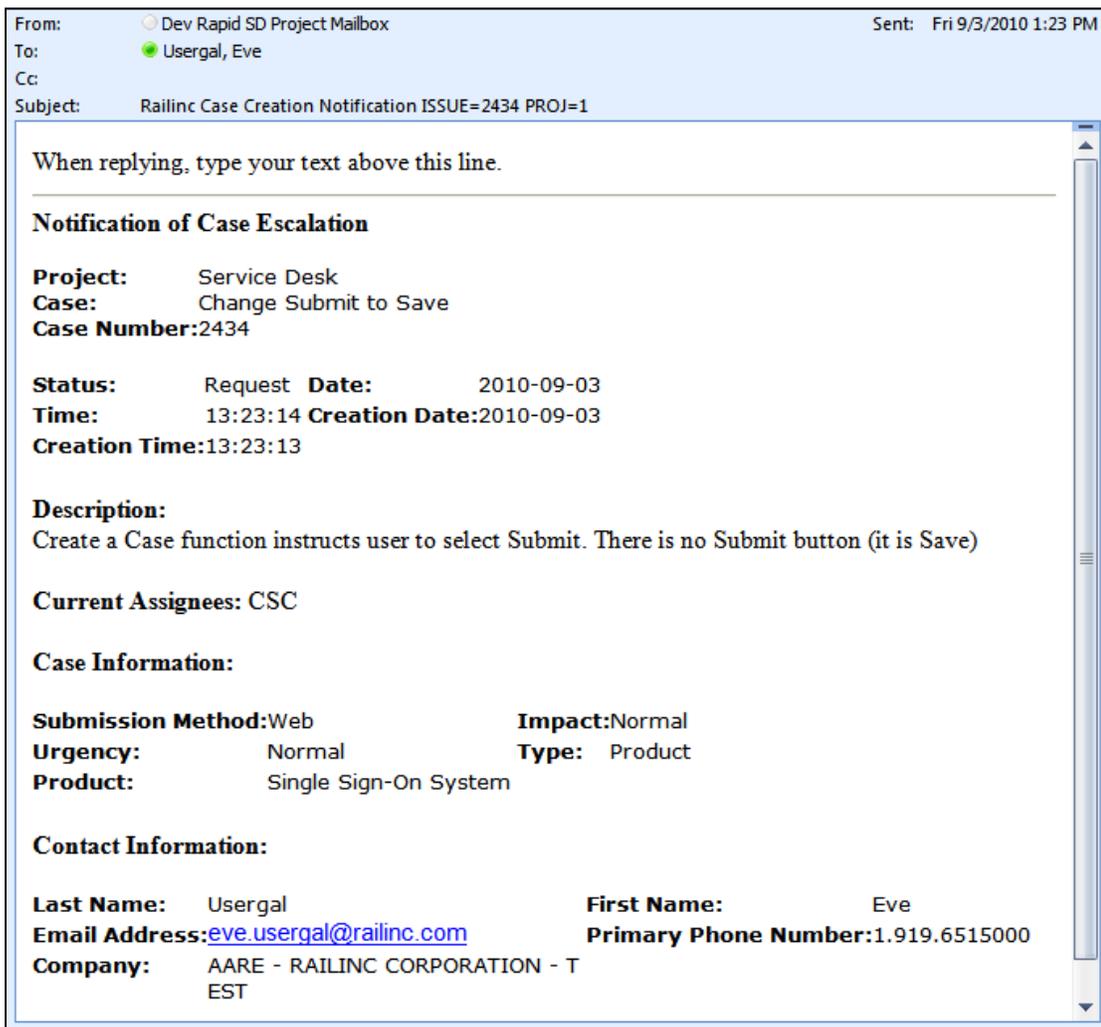
Exhibit 53. Customer Support (sample create case with file upload confirmation)



The screenshot shows the RAILINC logo on the left and navigation links on the right. The main content area displays a success message for a case creation. A 'Return to Full Page' link is visible in the top right corner of the message box.

A confirming e-mail is sent to the user ([Exhibit 54](#)).

Exhibit 54. RAPID Case Confirmation E-Mail



The screenshot shows an email header with the following information:

- From:** Dev Rapid SD Project Mailbox
- To:** Usergal, Eve
- Subject:** Railinc Case Creation Notification ISSUE=2434 PROJ=1
- Sent:** Fri 9/3/2010 1:23 PM

The body of the email contains the following details:

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 a Case](#) on page 45.

6. Select **Return to Full Page** to return to the Launch Pad. The new case is shown in the Your Support Cases pane ([Exhibit 55](#)).

Exhibit 55. Your Support Cases (Your Cases tab shown)

The screenshot shows the 'Your Support Cases' interface. At the top, there are two tabs: 'Your Open Cases' (selected) and 'All Your Cases'. Below the tabs, it says 'Showing 1 - 2 of 2 results.' and 'Page 1 of 1'. There are navigation buttons: 'First', 'Previous', 'Next', and 'Last'. A table with the following data is displayed:

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 left, it says 'Customer Support 1-877-RAILINC' and 'Support Hours: Monday - Friday, 0700 - 1900 Eastern Time'. At the bottom right, there is a red button labeled 'Create a New Case'.

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 a Case

To view some information about a case, or 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 48](#)).
2. Select the **Your Open Cases** or **All Your Cases** tab in the Your Support Cases pane on the right side. The Customer Support page is displayed (refer to [Exhibit 55](#)).
3. Select the **Case #** link. The Case Details page is displayed ([Exhibit 56](#)).

Exhibit 56. 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 56](#), there are two cases available for viewing.
5. As needed, add attachments. Refer to Step [4](#) on page 43 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 48](#)).

Your Subscriptions

Your subscriptions are shown in the portlet labeled **5** in [Exhibit 48](#).

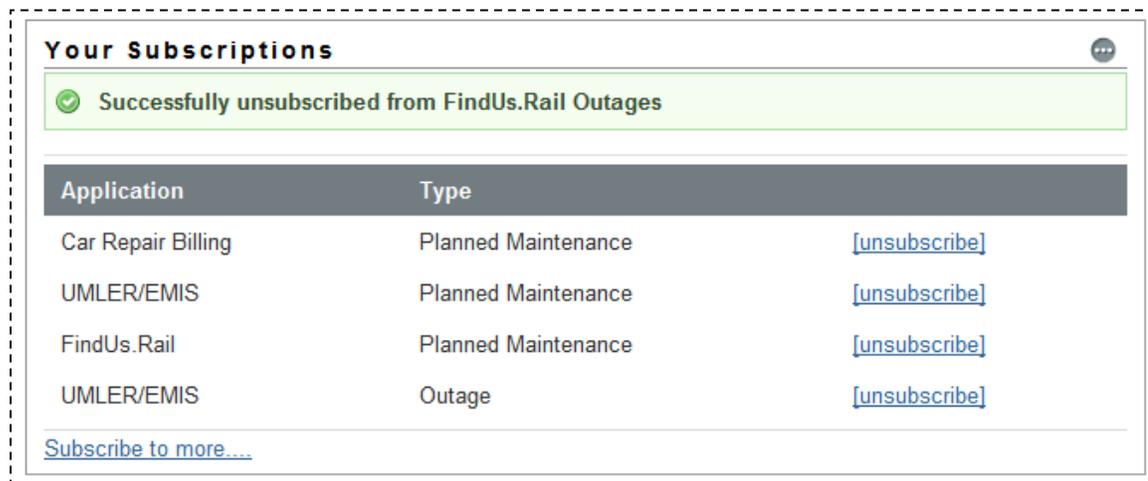
By default, when a user is authorized to use Railinc Single Sign On applications, the user is automatically added to an e-mail subscription list for *both* Maintenance and Outage notifications for those applications.

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 48](#)).
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 pane ([Exhibit 57](#)) and the subscription is removed from the list.

Exhibit 57. Your Subscription (after unsubscribe)



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 48](#)).
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 58](#)).

Exhibit 58. 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 59](#)).

Exhibit 59. 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....](#)

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