



Advisory # 2024-A-003

Subject New Online Platform for Transportation Security Clearance Applications

From: Governance, Corporate Safety and Security

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Effective March 14, 2024, Transport Canada is moving the Transportation Security Clearance Application ("Security Clearance") from DocuSign to the new Transportation Security Services ("TSS") Modernization platform. The current DocuSign method will no longer be available after this date.

All DocuSign Security Clearance submissions prepared before March 14, 2024, will be accepted at the Pass Office, and applicants do not need to reapply using the new Platform.

All applications for a Security Clearance after March 14, 2024, must be submitted exclusively through the new TSS Platform, including the secure upload of IDs, and supporting documentation.

Applicants must continue presenting all original identification and supporting documentation at their Pass Office appointment. All other Pass Office applications and processes, including RAIC, Keycard, and AVOP, remain unchanged and must be manually printed and signed.

Required Actions:

Company Signing Authority:

1. Please review the User Guide to understand the new process:
https://cdn.torontopearson.com/-/media/project/pearson/content/airport-employees/pdfs/tss_user_guide_companies.pdf
2. The Pass Office is working with Transport Canada to onboard Employer Signing Authorities to the TSS Platform. Signing Authorities will receive a link via an invitation email when the account is created in the TSS platform, along with a 3-step process to complete the account initiation.

3. Signing Authorities must onboard new employees and those renewing their Security Clearance into the TSS Platform to begin the Security Clearance process. **Employees cannot access the TSS platform if the Signing Authority has not onboarded them.**
4. Once the Signing Authority completes the onboarding, the employee will receive an email invitation with a code to access the Platform to complete the Security Clearance application.
5. Signing Authorities can certify & sign Security Clearance applications and see applicant status all in one place on the TSS Platform. Signing Authorities do not need to contact the Pass Office for Applicant Clearance Status information.
6. All Signing Authorities must possess a valid Security Clearance in order to access the TSS Platform.

New and Renewing Security Clearance Applicants:

1. Your Company Signing Authority must onboard you to start the Security Clearance Process.
2. After onboarding, you will receive an email from the TSS Modernization Platform with an invitation code to create an account and apply for a Security Clearance.
3. You can manage the Security Clearance application on the TSS Platform, including completing the application, uploading and editing supporting documents, signing, correcting errors, obtaining employer or sponsor certification, receiving messages from the enrolment site, and viewing the Application and Clearance status.
4. Applicants must submit the completed Application on the TSS Platform.
5. Following the TSS Online submission, the Pass Office will review the application, and the Employee will be notified of the next steps. Do not book an appointment in the Pass Office Virtual Queue until you have received a notification to do so.
6. Applicants must complete the Security Clearance submission process by booking a spot in the Pass Office virtual queue and attending the Pass Office to submit IDs, supporting documentation, and fingerprints.