Advisory # 2024-A-012

Subject: New Platform for Transportation Security Clearance Applications Update

From: Governance, Corporate Safety and Security

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This is an update to the previously announced transition of Transport Canada's DocuSign Transportation Security Clearance Application process, to their new Transportation Security Services (TSS) Modernization platform.

Effective **March 21, 2024**, the Transportation Security Services (TSS) Modernization platform will commence at Toronto Pearson Airport. The current DocuSign method will no longer be available after this date.

- All DocuSign Security Clearance submissions prepared before March 21, 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 21, 2024, must be submitted exclusively through the new TSS Platform, including the secure upload of personal identifications (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, AVOP) continue unchanged and must be printed and signed manually.

Required Actions:

Please review the TSS Platform FAQs for questions you may have: TSC/TSS Platform FAQ 2024 (torontopearson.com)

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. Signing Authorities will receive a link via a TSS Modernization 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 Applicants and those renewing their Security Clearance into the TSS Platform to begin the Security Clearance process. **Applicants cannot access the TSS platform if they are not onboarded by the Signing Authority.**

4. Once the Signing Authority completes the Applicant onboarding, the Applicant 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.

6. Signing Authorities do not need to contact the Pass Office for Applicant Clearance Status information.

7. All Signing Authorities must possess a valid Security Clearance to access the TSS Platform.

8. The Platform has a limited list of Occupations available. If your Occupation is not listed, please choose "Other" and include the occupation in the final section of the form: "Is there additional or missing information."

9. **Do not cancel the application unless the Applicant is no longer employed by the Company or does not require an application from your company. Canceling the application for any other reason will result in the company being excluded from the Application.**

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. The Invitation Code expires in 4 days. Ask your employer to resend the invitation code, if needed.

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 Applicant 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 personal IDs, supporting documentation, and fingerprints.

7. The Platform has a limited list of Occupations available. If your Occupation is not listed, please choose "Other" and include the occupation in the final section of the form: "Is there additional or missing information"

8. **Do not cancel your Application unless you are no longer employed by the Company or do not require an Application from the company. Canceling the application for any other reason will result in the company being excluded from the Application.**