

Applicant Onboarding Process (TSCA)

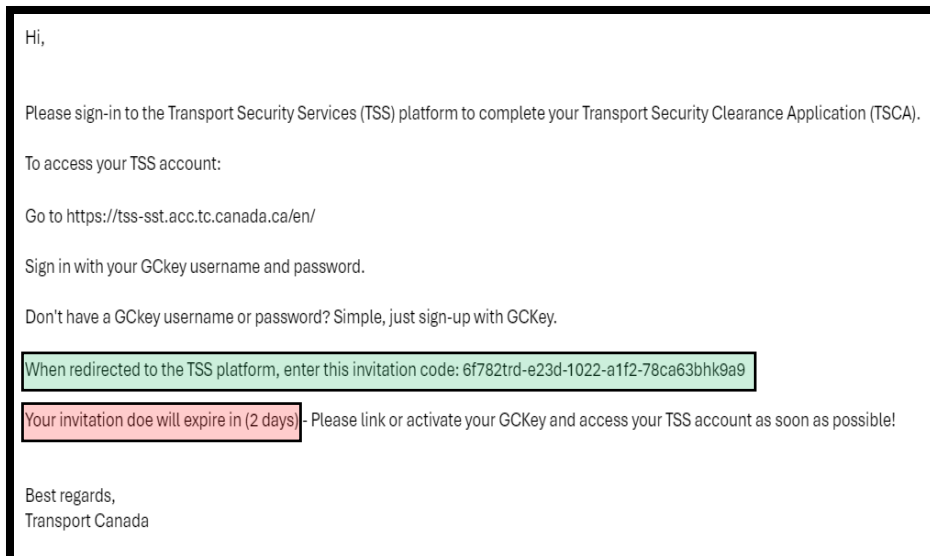
This guide is to assist those who are undergoing the onboarding or renewal process with a company at Toronto Pearson International Airport (YYZ)

The Transportation Security Service program (TSS) introduces a new streamlined process for obtaining a Transport Canada Security Clearance. This digital portal replaces previous methods involving DocuSign or paper submissions, offering applicants real-time updates on their application's progress and direct communication for any required adjustments or updates from the Pass Office or Transport Canada.

1. For the initiation of your TSS program application, the authorized **Signing Authority** of the hiring company requires the following information to commence your profile setup:
 - A. Given name(s).
 - B. Surname.
 - C. Email address (A valid email address is required).
 - D. Phone/contact number.

The authorized **Signing Authority** is required to specify your role/occupation within the company and request access to the preclearance area.

2. Upon successful submission of your details to the TSS portal, an email from "**TSS MODERNIZATION**" will be sent to you. This email will invite you to either sign-in or create a new account. *An example of the email can be seen below.*
 - The invitation code is in **Green**.
 - The expiry date of the invitation code is in **Red**.



It is critical to create an account within the provided window by Transport Canada. If an account is not made within the time frame, your authorized **Signing Authority** is required to send you a new invitation code.

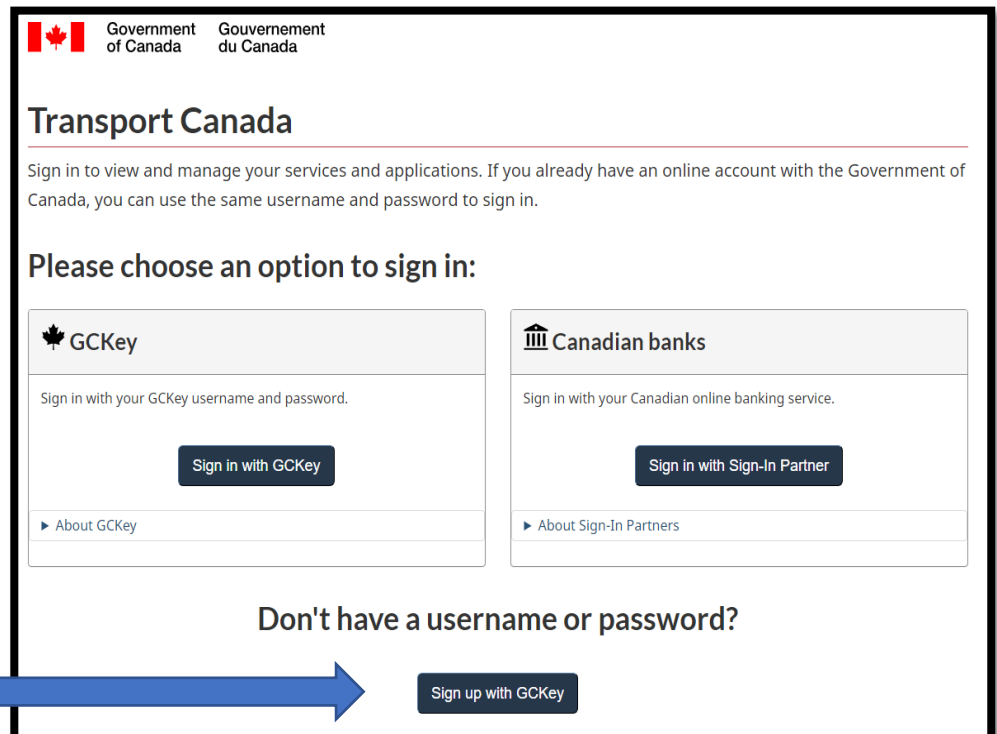
IMPORTANT: The completion of the next steps requires an authentication app installed on your device or SMS confirmation. We recommend using Microsoft Edge or Google Chrome.



3. Follow and click the link in your “TSS MODERNIZATION” email and select your preferred language.

To use the TSS Program, a new GCKEY is required, noting that existing GCKEY credentials from other services like the CRA will not be compatible.

4. Click on “Sign up with GCKeY”.

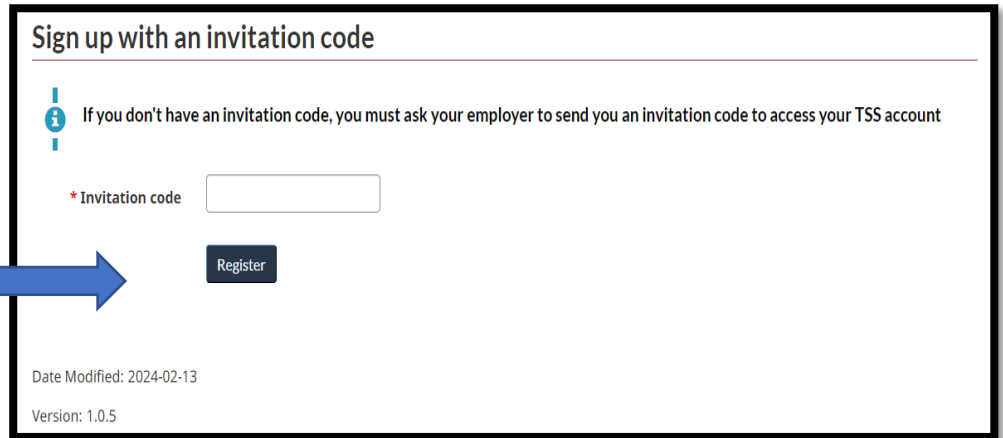




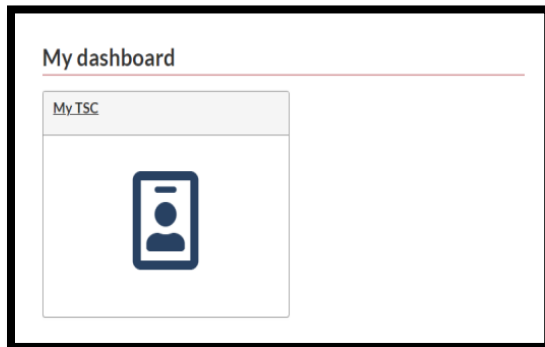
5. Proceed to "Sign Up".

6. The site will guide you through the account creation. Follow the prompts including the authentication app/two-step verification and create your personalized security questions.

7. Upon finishing the setup, you'll be prompted to enter the invitation code provided in your onboarding email.



8. Once completed, access "My Dashboard" on the portal, then select "My TSC" to progress with your application.



9. This section of the application necessitates a comprehensive account of your activities over the past 5 years, encompassing employment, periods of unemployment, education, residential history of where you have lived, travels exceeding 90 days, your physical and personal information, and more.

The screenshot shows a progress bar at the top with five steps: **Complete application**, Employer certification, Enrolment site review, Verification appointment, and Sent to TC. Below the progress bar, the title **My TSC application** is displayed, followed by the application number **2024-02-01-5993**. Under the heading **Your next steps:**, there are three items: **Complete your application**, **Upload all documents**, and **Give consent**. A button labeled **Cancel my application** is located below these steps. To the right, a box titled **Complete Application** contains a document icon. A large blue arrow points from this box down to the 'Applicant Details' section in the next screenshot.

The screenshot shows the **Applicant Details** form. On the left is a **Section menu** with the following items: Applicant Details (highlighted), Name History, Birthplace or Citizenship, Marital Status, Criminal History, Education History, Residences, Activities, Travel, and Summary / Submission. The main form area contains the following fields:

- Date of Birth**: A text input field with a calendar icon and a placeholder `mm/dd/yyyy`.
- Gender**: Radio buttons for Male, Female, and Other gender.
- Height and Weight**: A section header.
- Centimeters**: A text input field.
- Kilograms**: A text input field.
- Units**: A toggle switch between **Imperial** and **Metric**.
- Hair colour**: A dropdown menu with `Select` as the current value.
- Eye colour**: A dropdown menu with `Select` as the current value.

10. This stage demands the inclusion of all relevant documents referenced in your Transportation Security Clearance application (TSCA). If your application requires the submission of out of country documents, they will be requested as well. Only submit requested documents that are listed as seen below.

The screenshot shows a progress bar at the top with five stages: Complete application, Employer certification, Enrolment site review, Verification appointment, and Sent to TC. Below the progress bar, the title 'My TSC application' is displayed, followed by the application number '2024-02-01-5993'. Under 'Your next steps', there are three items: 'Complete your application' (checked), 'Upload all documents' (warning icon), and 'Give consent' (warning icon). A 'Cancel my application' button is located below these steps. To the right, there are two main action cards: 'Edit application' with a document icon and 'Document upload' with a paperclip icon. A large blue arrow points from the 'Document upload' card down to the next screenshot.

The screenshot shows the 'Application file upload' page for Toronto Pearson International Airport. It lists two document types: 'Canadian birth certificate - Front Side' and 'Canadian birth certificate - Back Side'. Both entries specify that only JPG, PNG, TIFF, BMP, and PDF formats are accepted, with a maximum size of 10 Mb. Each entry has an 'Upload' button. At the bottom of the page, there are three buttons: 'Cancel', 'Add supplement document', and 'Complete upload'.

12. Your designated **Signing Authority** is required to confirm your eligibility for Transport Canada Clearance. Following this verification, your application will be forwarded to the Pass Office for review.

For applicants below 18 years of age, the application will be sent to a parent or legal guardian for consent before proceeding to the **Signing Authority** for the clearance request.

13. Once assessed by Pass Office, you might be prompted to adjust your document submissions or TSCA. A notification to schedule a "**Verification Appointment**" will be sent if no modifications are needed or if any applicable revisions have been completed successfully.

Ensure all requested changes are made before attempting to book an appointment with Pass Office.

Only with a "**Book Verification Appointment**" notification should you arrange an appointment through our online portal, bringing all necessary forms, supporting documents and original IDs for verification.

A Verification Appointment does not automatically indicate your application is approved. It signifies that your application seems to be in order but necessitates further validation at the Pass Office.