

**Q: What is the website called?**

A: Transportation Security Services (TSS): <https://tss-sst.tc.canada.ca/en/>

**Q: What is needed to log in?**

A: You will need to create a username and password, then you will need to set up a two-factor authenticator (i.e. Google or Microsoft Authenticator, Duo Mobile etc.). It is recommended to set this up through your smartphone or tablet and the site will walk you through the steps for setting up for the first time as well as recommend options and apps.

**Q: Can I complete a TSC application after March 20, 2024 on the Transport Canada DocuSign website?**

A: No, DocuSign will be disabled effective March 20, 2024 11:59 pm. Applicant will contact Employer to be onboarded as of March 21, 2024.

**Q: Does the Signing Authority need to be onboarded before they start an application?**

A: Yes. Please look for an email for account initiation, once the Signing Authority is established, they will be able to onboard new employees to use the platform.

**Q: For renewal, is completing the TSC application on the TSS platform all we need?**

A: No, in addition to submitting the Security Clearance application on the TSS Platform, the applicant is required to complete the YYZ RAIC application and three Security Awareness Certificates of Completion. The applicant must bring these documents and supporting identifications to the Pass Office Appointment to complete the TSC application submission process.

**Q: Will the Employer receive notification of a new application requiring approval via email?**

A: An email will be sent to the Employer letting them know you have a new notification, but you will need to log into the portal to see what the message is. It is recommended you set up an email rule so that you do not miss any of these emails. Alternatively, you can login to the TSS portal once a day.

**Q: Will this new change in using TSS platform apply to anyone with a valid government clearance?**

A: No. If the individual holds a valid **secret** clearance, then the current process will remain unchanged.

**Q: What if the applicant receives a clearance with one company and then, applies with a new employer, leaving the initial employer? Which company ends up being the sponsor?**

A: This TSS Platform is only applicable to NEW applicants or existing applicants for RENEWAL to apply for Transportation Security Clearance. If clearance is already granted, and the applicant joins a new employer, the process is to attend the Pass Office with a completed RAIC application from the new company. The Pass Office will advise Transport Canada of necessary changes.

**Q: Will this platform be active for the entire country (all Canadian airports) by the end of March?**

A: The TSS platform is being rolled out between January to March to all Canadian airports. Toronto Pearson's implementation date is March 21. Starting March 21, applications must be submitted via the TSS portal. DocuSign applications will not be accepted.

**Q: Will Toronto Pearson be directly setting up Signing Authority accounts in March 2024 or should we expect a link similar to how we will onboard our own employees?**

A: The Signing Authorities with valid clearances, will receive an email for account initiation on the TSS Platform. If you haven't already onboarded as a Signing Authority, keep an eye out for an email once advised of the TSS commencement.

**Q: What if I don't have a valid clearance, what's next?**

A: Signing Authorities must have a valid security clearance. Transport Canada suggest you complete a TSC application and submit to Transport Canada in order to have full access to the TSS platform.

**Q: Can you be a Signing Authority for multiple airports across Canada?**

A: Not currently, however, TC is working on a solution.

**Q: Can you be a Signing Authority for multiple companies within YYZ?**

A: Not currently, however, TC is working on a solution.

**Q: Does the Signing Authority or Company Administrator need to be a RAIC holder in order to use the TSS platform?**

A: To see the employees' status and be able to onboard or certify a TSC application, the Signing Authority or the company administrator must have a valid security clearance. A RAIC is not required.

**Q: Once the TSS account is active, will we be able to see the status of applicants who applied prior to March 21st?**

A: No, you will only have visibility to see any applicants or applications from the TSS commencement date. For any status inquiries of previous submissions, you can email [pass.permits@gtaa.com](mailto:pass.permits@gtaa.com) to request an update.

**Q: If an employee is inactive on the TSS Platform and joins another company, can they use the same TSS account?**

A: Yes, if it's within 2 months of inactivity. If over 2 months, the applicant's account would be purged and will need to start over when onboarded by a new company.

**Q: Does the employer need to onboard an employee who had a Security Control (yellow) pass or RAIC before?**

A: No, if the employee had a previous pass issued, please submit the YYZ RAIC application for rehire and change of employer to [pass.permits@gtaa.com](mailto:pass.permits@gtaa.com). The TSS platform is for new & renewal security clearances.

**Q: Do I need to link the applicant if it's for change of employer? Example: from Swissport to Air Canada.**

A; No, you just need to submit the YYZ RAIC application to Pass Office for "Change of Employer".

**Q: If an application has been submitted, can the applicant go in to add a second company?**

A: No, if the applicant completes the application, the applicant cannot modify unless the Signing Authority or Pass Office initiates a modification request. The applicant needs to review their submission to ensure it is filled out correctly.

**Q: What if an employee is doing a transfer and renewal together?**

A: Signing Authority can onboard them onto the TSS Platform so they can do their renewal application. You will still need to indicate on the YYZ RAIC application that they are doing both a Renewal and a Transfer.

**Q: If the applicant decides not to "share for review", how does the Signing Authority know?**

A: The *Share for Review* is optional to the applicant. Signing authority will receive an email notification that there's a task on the platform. The Signing Authority can still certify the application even if the Share for Review is opted out by the applicant.

**Q: When I onboard a new employee, should I enter personal or work email of the employee?**

A: It is recommended to onboard the applicant using their personal email address in case they leave the company and need to link to a different employer.

**Q: Can employees change their email address on the TSS platform?**

A: Yes, employees can change their email address on the TSS platform.

**Q: If an employee cancels their application, is the Signing Authority notified? How can we prevent them from cancelling their application by error?**

A: There will be a separate pop-up window to ask the applicant to confirm cancelling the application. If this was cancelled in error, the Signing Authority can onboard the employee with the same email address and the applicant will receive an email for account initiation. Once the account is setup again, they can see the application continued in progress.

**Q: Is it cancelling the application or clearance on the TSS platform?**

A: It is cancelling the application, not clearance. When canceling the application, the connection between the applicant and the employer is eliminated. If clearance is granted, and needs to be cancelled, go through the regular process by emailing the Pass Office that the individual is no longer with your company, or simply recover and return the pass to the Pass Office.

**Q: Will it show an expiry date when a Temporary, Escort Required or RAIC pass is issued?**

A: No, the platform relates specifically to Transportation Security clearance only.

**Q: Will the invitation code be valid for 4 business days or 4 calendar days?**

A: The code will be valid for 4 calendar days. If it is expired, the Signing Authority can resend the invitation code, through the TSS Platform, next to the applicant's name.

**Q: If the applicant is doing a renewal as well as a multi-employer, do they have to go with the initial issuer?**

A: No. For any multi employers needing to renew their RAIC, one of the companies will onboard the applicant. However, we still need **one YYZ RAIC application per employer**. One TSC application and two (or more) YYZ RAIC applications.

**Q: Can the application be done on a phone or tablet?**

A: As long as you have an internet connection, it is compatible to complete the TSC application on the smartphone, tablet, laptop, computer, etc. It is recommended that you use a computer.

**Q: Do I need to save the TSC application and restore data?**

A: Unlike DocuSign, it's automatically saved on the TSS platform, and you can return at any time.

**Q: Do we still need to indicate if applicant needs access to US Pre-Clearance areas?**

A: Yes, the employer will select YES or NO when onboarding the applicant.

**Q: Are there video tutorials available on the site?**

A: Yes, the following two video are a tutorials on setting up the account for Signing Authorities.

1. **GCKey:** <https://www.youtube.com/watch?v=J-p5UPwhLPO>
2. **Sign-in Partner(Cdn. Banks):** <https://www.youtube.com/watch?v=mN8Lwm1XBn8>

**Q: Is this also being introduced at all Canadian airports?**

A: Yes, each airport will be transitioning to this platform. Please contact the local pass office for information.

**Q: What is the difference between the Signing Authority and Company Administrator roles?**

A: Only Company Administrators will be able to onboard employees. Signing Authorities will be able to onboard and certify the applications. Both roles require a valid security clearance.

**Q: What do we require now if the employee has a RAIC?**

A: There is no action required until an employee is ready for their Security Clearance renewal.

**Q: If modifications are requested, do the applications go to the Signing Authority or the employee?**

A: It will go to the employee; however, the Signing Authority will be able to see the status in order to follow up with them.

**Q: Will the website be available in both English and French?**

A: Yes. When going to the site, it will offer you the option of English or French.

**Q: Will Signing Authorities have access to everyone in the company?**

A: Not necessarily. Depending upon the size of the company, the Signing Authority may have access to all employees or only those within the SA's responsibility.

**Q: Will there be a notification if a Security Clearance is expiring?**

A: Only if applicant is already on the TSS Platform. The notification for renewal will be 6 months before the full clearance expires. YYZ recommends that any existing employees start the renewal process 6 months before the Clearance expiry date.

**Q: Who will be the Signing Authority for subcontractors?**

A: All companies who conduct business here at YYZ will get setup with their own Signing Authorities privileges.

**Q: Does the Signing Authority have visibility of the applicant's status?**

A: Yes, if you onboard the new employee. Status changes as the applicant moves through the process.

**Q: What if we have an application declined on DocuSign after March 21<sup>st</sup>, what happens next?**

A: Onboard the employee on the TSS Platform and ask the employee to redo the TSC application on the TSS platform.

**Q: What if the TSC application was submitted on March 20<sup>th</sup>? Does the applicant need to redo the TSC application?**

A: No, the Pass Office team will continue to clear all the remaining DocuSign envelopes to invite applicants in for first appointment.

**Q: What should we do if we have applied and haven't heard back from the Pass Office?**

A: If it has been more than 2 weeks since the submission date, please send an email to [pass.permits@gtaa.com](mailto:pass.permits@gtaa.com) to inquire further.

**Q: Should Signing Authorities set up their account with their work email or personal email?**

A: For Signing Authorities, the work email is accepted.

**Q: What type of appointments will be affected using the TSS platform?**

A: Only the New and Renewal Security Clearance Application.

**Q: What if we want to change Signing Authorities?**

A: Send an email to [pass.permits@gtaa.com](mailto:pass.permits@gtaa.com) to advise of who you wish to remove and who will be replacing them.

**Q: Can the new employer unlink an employee?**

A: No, this will need to be done by either by the former Signing Authority or the employee themselves.

**Q: For companies with multiple Signing Authorities, how do we know which application to certify?**

A: At the Home page, you will see “New Task” with red exclamation mark. Or you can go to Company Applications and search for Action from Employer. Those will be the applications that require certification.

**Q: Will we get push notifications for everything?**

A: No. Notifications via email will be sent whenever there is a task to complete or an update asking you to log into your account.

**Q: Will the applications remain on the dashboard?**

A: You will see the status next to the applicant’s name under Company Applications. Once clearance is granted, the name will become listed under the Company TSC.

**Q: What happens if the Signing Authority clearance is about to expire, will they still have access to the platform?**

A: As long as your Transportation Clearance is valid, you will have full access.

**Q: If I am the only Signing Authority and have a smaller company, who will endorse my application?**

A: The Pass Office will certify your renewal.

**Q: What do I need to do if I am a Signing Authority and need to apply for the clearance but do not need a RAIC?**

A: Complete the online application on the TSS Platform and the Pass Office will process the application and send the appointment link to come in for the fingerprinting.

**Q: What if an applicant did not submit sufficient out of county documents?**

A: The applicant will receive a request for modifications, which can come from the Employer, the Pass Office or Transport Canada. The applicant will login and see what is required, providing additional information through the TSS platform.