Transports Canada **Transport Canada**

TSS platform - User guide

COMPANIES

Table of Contents

Company Administrator

Onboard employee

From your Home page, click on "Company TSCs."

Then, click on "Onboard Employee" in the top right corner of the page.

Enter the employee's email and click "Search"

You are now directed to the "Employee Details" form.

Fill in the mandatory boxes identified by a red star.

Note: Employee's given name is their commonly used given name. You do not need to enter all their legal names here.

Before submitting, click on the "Company Related Details" tab.

Select the employee's occupation in the drop-down menu and check the "Yes" or "No" box to indicate if the employee requires pre-clearance.

TSCM AIRPORT AUTHORITIES

Add employee

Employee Details | Company Related Details

* Occupation

Select

* Require pre-clearance
○ Yes
○ No

Cancel | Submit

Click "Submit" to complete the onboarding process.

Note: The following error message will appear if you try to onboard an employee that already has an active application with another employer.

"A matching user was found! However, the employee cannot be invited at the moment."

The employee must log into their TSS account and cancel their application before you can complete their transfer. The platform will then allow you to send them an invitation email to join your company.

Caution: If an employee wants and is allowed to work for both companies, they'll have to complete the application process with the other company. Once they've been granted a TSC, you must ask the enrolment site to send a request to Security Screening Programs to **add your company as an employer**. This process will be automated and available on the platform soon.

Resend invitation code

A newly onboarded employee will receive an email with an invitation code to create their TSS account. This invitation code is active for 4 days only.

If the employee does not create an account during the 4-day window, you will have to resend an invitation code.

From the Home page, Click on "Company TSCs."

Home

Company profile	Company TSCs

Use the search bar to look up the employee.

Click on the "arrow" symbol in the "Quick actions" column (far right).

Company TSCs

TSC status	▼	See all				➡	Jane Doe	🔍	⊕ Onboard Employee

Full name	File number	Primary company	Granted on	Expiry date	TSC status	Admin	Quick actions
Jane Doe	---	GardaWorld - Aviation	---	---	Account initiated	No	🔗 ➡

Click "Resend" to complete the task.

Resend Invitation Code   ✕

Would you like to resend the invitation code for Jane Doe?

Resend   Close

Company Signing Authority

Onboard an employee

From your Home page, click on "Company TSCs."

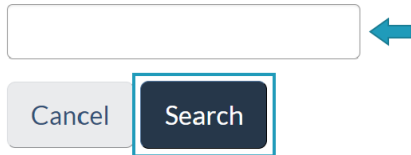Then, click on the "Onboard Employee" button in the top right corner of the page.

Enter the employee's email and click "Search."

Find employee by email

After clicking on search, we will redirect you to the right form.
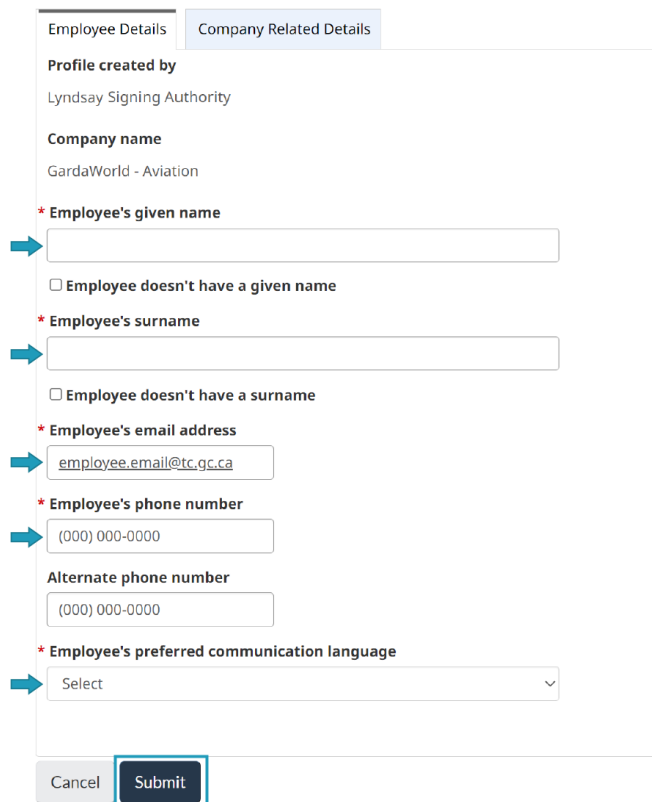
* **Employee email address**

[   ] ⬅

Cancel   **Search**

You are now directed to the "Employee Details" form. Fill in the mandatory boxes identified by a red star.

Note: Employee's given name is their commonly used given name. You do not need to enter all their legal names here.

Add employee

| Employee Details | Company Related Details |

Profile created by
Lyndsay Signing Authority

Company name
GardaWorld - Aviation

* **Employee's given name**
➡ [   ]
☐ Employee doesn't have a given name

* **Employee's surname**
➡ [   ]
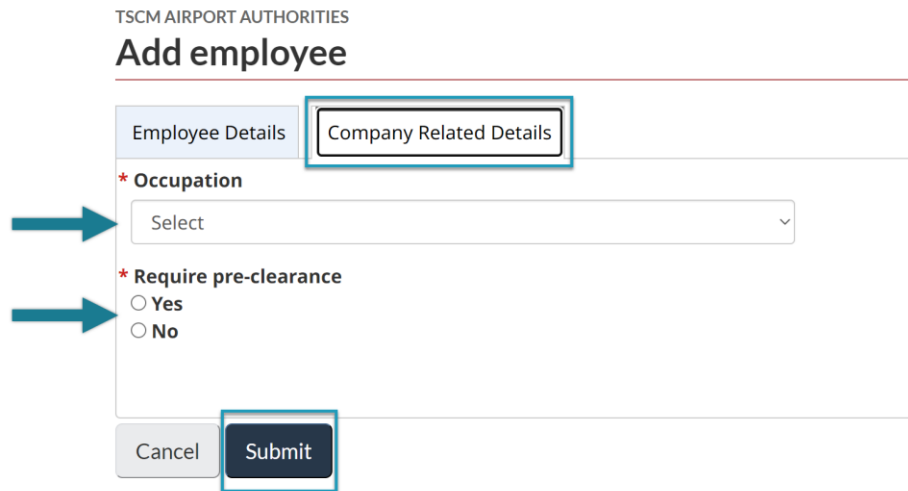☐ Employee doesn't have a surname

* **Employee's email address**
➡ employee.email@tc.gc.ca

* **Employee's phone number**
➡ [(000) 000-0000]

Alternate phone number
[(000) 000-0000]

* **Employee's preferred communication language**
➡ [Select ▾]

Cancel   **Submit**

Click on the "Company Related Details" tab before submitting.

Select the employee's occupation in the drop-down menu and check the "Yes" or "No" box to indicate if the employee requires pre-clearance.

Click "Submit" to complete the onboarding process.

Note: The following error message will appear if you try to onboard an employee that already has an active application with another employer.

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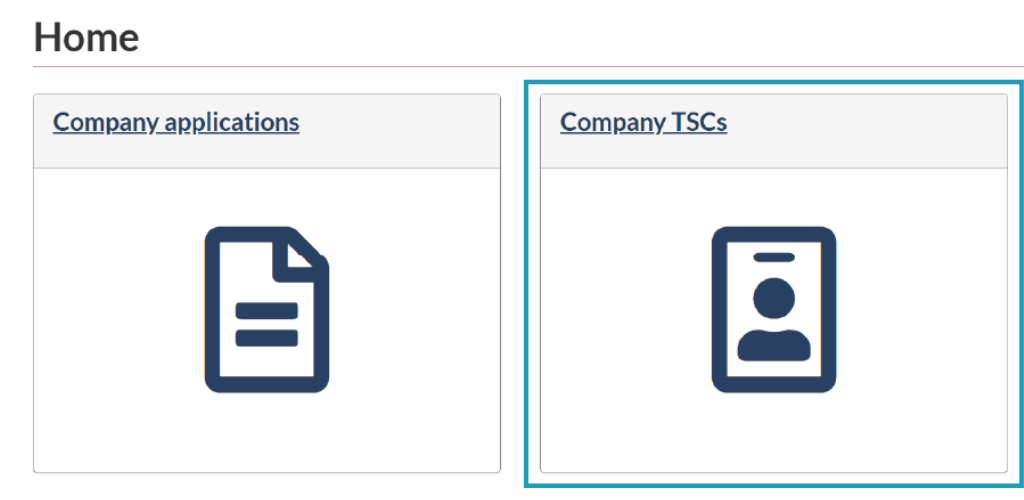
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Resend invitation code

A newly onboarded employee will receive an email with an invitation code to create their TSS account. This invitation code is active for 4 days only.

If the employee does not create an account during the 4-day window, you will have to resend an invitation code.

From the Home page, Click on "Company TSCs."

Look up the employee in the search bar.

Click on the "arrow" symbol in the "Quick actions" column.

Click "Resend" to complete the task.

Resend Invitation Code   ✕

Would you like to resend the invitation code for Jane Doe?

Resend   Close

Certify application

When an onboarded employee completes the application, a notification by e-mail and on the TSS platform will ask you to certify it.

Click on "Company applications."

Home

Company applications ❶

⚠ **New task for employer**

Company TSCs

Look under Application status (column second from right)

Applications with an underlined "Action from employer" status are ready to be certified.

To start the process, click on the link "Action from employer".

On the "Certify TSC" page, check the "I confirm" box and select the appropriate reason before clicking on "Send to enrolment site."

Share for review

Applicants can share their application with you so you can review it before they submit it.

Note: There is no obligation for applicants to share their complete application with you. This step is optional, and they should choose it only if they are comfortable with sharing their personal details with their employer.

To review the application that has been shared with you, click on the 'Company applications' tile.

Then click on "Review employee application".

The application will be displayed. You can then review it to ensure that it is complete.

Review application

🇨🇦 Transport Canada Transports Canada		PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)	
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE		DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT	
TSCA - DHSMT #: **E4C158F8-699B-EE11-BE37-000D3A09D855**			
Type of application - Type de demande **New / Nouveau**	Transportation facility / Enrolment site - Installation de transport / Point d'inscription **TSCM Airport**	Applicant's Pass ID / Numéro d'identification de la passe du demandeur	File No. - N° de référence
Applicant's surname / last name - Nom du demandeur **Doe**	Applicant's given name(s) - Prénom(s) du demandeur **Jane**	Date of birth (yyyy-mm-dd) Date de naissance (aaaa-mm-jj) **1996-08-14**	

If you notice that modifications/additions are needed, click on "Modifications are required". Then specify whether the applicant needs to modify his application or his documents, or both. Finally, in the "Modification details" box, indicate which information and/or documents the applicant must modify or add.

Review application

Surname: Doe
Given name(s): Jane
Date of birth: 1996-08-14
Preferred communication language: English

Time (UTC)	User	Activity	Modification Request
2023-12-18 19:41	Jane Doe	Sent to company signing authority	

○ The application doesn't need any modification
◉ Modifications are required

Modification Request

☐ Applicant needs to modify the TSC application
☐ Applicant needs to modify the attached documents

* **Modification details:**

[Send back to applicant]

Click on "Send back to applicant" once you have finished.

If the application is complete, click on "Application does not need to be modified".

Review application

Surname: Doe
Given name(s): Jane
Date of birth: 1996-08-14
Preferred communication language: English

Time (UTC)	User	Activity	Modification Request
2023-12-18 19.41	Jane Doe	Sent to company signing authority	

◉ The application doesn't need any modification
○ Modifications are required

Send back to applicant

Then, click on "Send back to applicant".

Cancel application

Caution: Only cancel an application if you no longer want to employ an applicant. Cancelling an application removes your sponsorship link to an employee and will prevent an applicant from continuing the application process under your sponsorship. However, the employee can be invited to join another company and resume his/her application while being sponsored by that company.

To cancel an application, click on "Company applications" on the Home page.

Home

Company applications 1

⚠ **New task for employer**

Company TSCs

Use the "Search" bar to quickly find the employee. Select the employee application that needs to be cancelled and click on the "prohibited" symbol in the "Quick actions" column.

The following message will appear:

Click "Confirm" to proceed with the cancellation.

You'll be directed to the "Company applications" page. From there, you will be able to remove the cancelled application from the list. Click on the "X" symbol in the "Quick actions" column.

Click "Confirm" to remove the cancelled application.

Remove cancelled application from company applications list ✕

Would you like to remove the cancelled application of Jane Doe from company applications list?

Confirm Back