

# Applicants

## Step 1: Logging In

Click **Applicant Log-In** at [www.eRailSafe.com](http://www.eRailSafe.com) and log in with one of the following:

### Sequence # 1:

**Username:** 5263-1975 (last four of SSN, hyphen, full birth year)

**Password:** 5263 (last four of SSN)

### Sequence # 2:

**Username:** 5263-19751 (last four of SSN, hyphen, full birth year, 1)

**Password:** 437845263 (SSN, no hyphens)

### Sequence # 3:

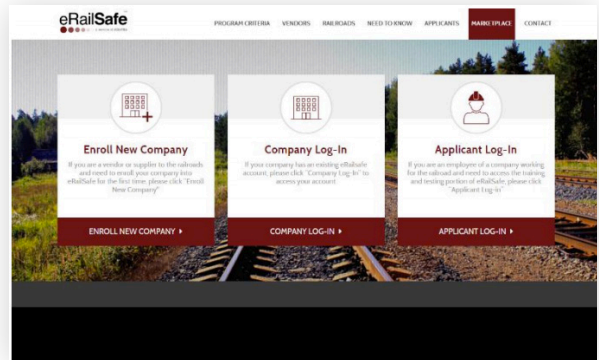
**Username:** Smith0723 (last name, two-digit birth month, two-digit birth date)

**Password:** a1975 (lowercase first letter of first name, full birth year)

### Sequence # 4:

**Username:** Smith07233 (last name, two-digit birth month, two-digit birth date, additional digit)

**Password:** a1975 (lowercase first letter of first name, full birth year)

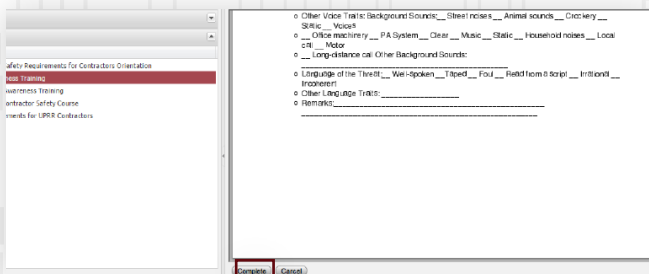


Set security questions and permanent password. Verify personal information.

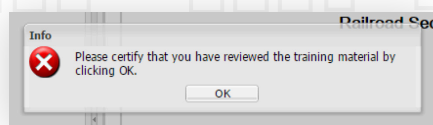
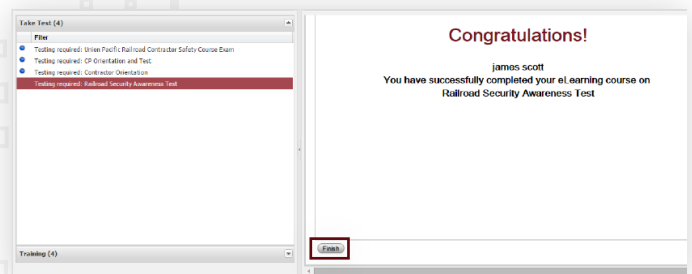
Use “Forgot Password” link on login page if necessary.

## Step 2: Training and Testing

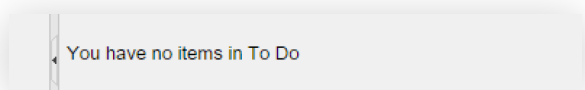
To complete each training, read the information and click **Complete**.



To complete testing, answer each question and click **Finish**.



When the right side of the screen reads “You have no items in To Do,” you’re done.



## Step 3: Denial Criteria

Applicants may be denied to the eRailsafe US program due to the following reasons:

- Social Security fraud alerts
- Felony conviction within the past 7 years
- Misdemeanor within the past 5 years
- Probation/Parole/Release from incarceration within the past 5 years
- Active warrant
- Any open court case
- A history of crimes of concern
- Permanent disqualifier
- Background check cancelled by contractor
- Out of Service Area—physical address of applicant is far from the rail yard

Below are the most common reasons for an SSN discrepancy:

Reason for SSN Discrepancy	Example	How to Resolve
Applicant's legal first name was not entered	Entering "Dan" instead of "Daniel"	Update applicant's First Name*
Multiple last names appear	Women with maiden names or applicants with 2 last names	<ul style="list-style-type: none"> <li>• Upload front/back of Social Security card and front/back of government-issued ID (ex. Driver's license/US passport) to Appeals folder through Documents button</li> <li>• Update applicant's last name to contain all last names*</li> </ul>
Multiple first names appear	Applicants who often go by their middle names or nicknames	Upload front/back of Social Security card and front/back of government-issued ID (ex. Driver's license/US passport) to Appeals folder through Documents button
Different person's name/address history appear	Applicant's name is Adam Smith but Susan Roberts is the only name that appears on the address history or appears several times	<ul style="list-style-type: none"> <li>• Check SSN*</li> <li>• Upload Social Security card and government-issued ID to Appeals folder</li> </ul>
No Address History <b>OR</b> SSN Validation Fail	<ul style="list-style-type: none"> <li>• Applicant is 25 years old or younger</li> <li>• Applicant has held an SSN for less than 7 years</li> </ul>	Upload front/back of Social Security card and front/back of government-issued ID (ex. Driver's license/US passport) to Appeals folder through Documents button

**PLEASE NOTE:** Anything with an (\*) means that new background reports will be run based on the new information entered and your company will be charged.

## Step 4: File an Appeal or Dispute

If you are denied acceptance to the eRailsafe US program by a railroad, you have the option to file an appeal or to file a dispute.



### Appeal

### Dispute

	Appeal	Dispute
<b>What is it?</b>	Information on background report is correct, but you want the RR to reconsider their denial decision	Information on background report is incorrect
<b>How do I file it?</b>	Contact your employer, OR Call customer support at <b>1-800-560-6435</b> OR send an email to <a href="mailto:support@everifile.com">support@everifile.com</a>	Contact your employer, OR Call customer support at <b>1-800-560-6435</b> OR send an email to <a href="mailto:support@everifile.com">support@everifile.com</a>
<b>Time Limit</b>	15 days from date on appeal letter received	No time limit, but should be filed ASAP
<b>Is Documentation Needed?</b>	Yes, any documentation to support your appeal	Not required, but if sent, it will be added to your file
<b>Time frame</b>	RR will make a decision within 20 business days from appeal start date	Up to 30 days to correct the information
<b>Will I be notified when a decision is made?</b>	Contact your employer, OR Call customer support at <b>1-800-560-6435</b> OR send an email to <a href="mailto:support@everifile.com">support@everifile.com</a>	Yes, via email or a physical letter in the mail.