

Quick Start Guide

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Applicants

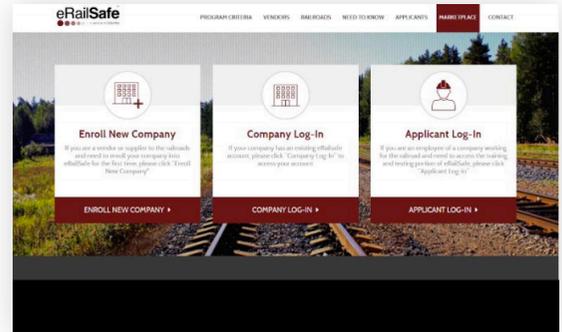
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Vendors

Step 1: Logging In

Go to www.erailsafe.com and click **Company Log-In**. If it's your first time, choose security questions and create a password.

If you have trouble, contact Customer Support at 1-800-560-6435 or support@everifile.com.



Step 2: Understanding Your Dashboard

“Required Tasks”

Complete tasks by clicking on them. Remove completed tasks from your list by clicking **Complete**.

Applicant Page

You can add, view, edit, or run background checks reports for your submitted applicants here. Colors below indicate status for each action.

- **Grey:** No action has been taken.
- **Green:** Clear / Approved
- **Yellow:** In progress
- **Red:** Failed / Needs Review

The image shows a screenshot of the eRailSafe dashboard. At the top, there is a search bar with 'Location: Apple Government Centri' and 'Applicant Search:'. Below the search bar, there is a table with columns for First Name, Last Name, SSN/SSI, Report Status, Report Complete Date, Created Date, and Status. The table contains one row of data for an applicant named Ashleigh Jones, with a status of 'In Progress' and a yellow indicator.

The following categories of information for each applicant are visible:

- **Report status:** “In Progress” if not yet finished, “Completed” in green if approved, or “Completed” in red if it needs review.
- **Background check** (magnifying glass icon)
- **Training** (worker icon)
- **Testing** (screen icon)
- **Photo** (camera icon)
- **Badge** (badge icon)

How an Applicant Becomes eRailsafe-Certified

The following is required for an applicant to become eRailsafe-Certified:

- An approved background report (no more than 90 days old)
- An approved badge photo
- Completed online training and online testing

Step 3: Submitting an Applicant (Individual and Multiple Entry)

Select **Add Applicant** and click **Go**. Add your applicant, select their railroad programs and choose your location. Make sure all fields marked with an * are completed. Save. Then, click the **Active** checkbox.



Applicant 1 of 1:

First Name*: Middle Name:
 Last Name*: Suffix:

Address Line 1*:
 Address Line 2:

Country*:
 City*:
 State:
 Postal Code:

Gender*:
 Date of Birth*:

SSN/SSI*: Email:
 Personal Phone: Drivers License:
 Active: Drivers License State:

Programs	Programs
<input type="checkbox"/> Enterprise	UP - eRailSafe
<input type="checkbox"/> Union Pacific	BNSF - eRailSafe
<input type="checkbox"/> BNSF	CN - eRailSafe
<input type="checkbox"/> Canadian National	CP - eRailSafe
<input type="checkbox"/> Canadian Pacific	CSX - eRailSafe
<input type="checkbox"/> CSX	

Enhanced Training and Testing

Assign training and testing by clicking the small triangle next to the appropriate folder. Then select the appropriate program.

Program costs (per applicant):

- UP SMS program: \$2
- UP DTL-eRailSafe driver training: \$5
- CN programs: \$4

Programs	Enterprise
<input type="checkbox"/> BNSF - eRailSafe	BNSF
<input type="checkbox"/> CP - eRailSafe	Canadian Pacific
<input checked="" type="checkbox"/> CN - eRailSafe	Canadian National
<input type="checkbox"/> Bulk Truck Unloading	Canadian National
<input type="checkbox"/> Manage Fuel Safely	Canadian National
<input type="checkbox"/> Conrail - eRailSafe	Conrail
<input type="checkbox"/> CSX - eRailSafe	CSX
<input type="checkbox"/> NS - eRailSafe	Norfolk Southern
<input checked="" type="checkbox"/> UP - eRailSafe	Union Pacific
<input type="checkbox"/> UP DTL - eRailSafe	Union Pacific
<input type="checkbox"/> UP SMS - eRailSafe	Union Pacific

Adding an Applicant to a Location

To Add an Applicant First:

Choose the location before clicking **Save**. The applicant will appear under the specific location.

To Choose the Location First:

Choose the location. Click **Add Applicant** and fill out information.

Vendors

Account Actions

Location: Applicant S

Edit Account
 Documents
 Manage Users
 Billing
 Locations
 Accessories

Applicant Actions

View Applicants

First Name	Last Name	Programs
Apple, Inc.		Enterprise
Bob	Apple West	Union Pacific
Bob	Apple East	BNSF
Courtne	Apple Boston	Canadian National
Courtne	Apple LAX	Canadian Pacific
Tiny Tina	Apple Faneuil Hall	Canadian Pacific
Tammy	Apple Government Center	CSX
Courtne	Apple South Station	Norfolk Southern
Courtne	testtest	
Courtne	MARTA	
Tammy	Test	
john	doe	
Tsani	Black	

View Applicants

Add Applicant
 Edit Applicant
 Bulk Upload
 Run Reports
 View Reports
 History

Programs	Enterprise
<input type="checkbox"/> Apple, Inc.	Enterprise
<input type="checkbox"/> Apple West	Union Pacific
<input checked="" type="checkbox"/> Apple East	BNSF
<input type="checkbox"/> testtest	Canadian National
<input type="checkbox"/> CN - MARTA	Canadian Pacific
<input type="checkbox"/> CP - Apple LAX	Canadian Pacific
<input type="checkbox"/> CSX - Apple Boston	CSX
<input type="checkbox"/> Apple Faneuil Hall	Norfolk Southern
<input type="checkbox"/> NS - Apple Government Center	
<input type="checkbox"/> Location: Apple South Station	

Step 4: Editing an Applicant/Uploading a Photo

To edit an applicant, select their location. Then, check the box to the left of the applicant's name, and select **Edit Applicant**. Insert the correct information. Save.

If you edit first or last name, DOB or Social Security Number, you will be charged for a new background check.

Uploading a Photo

Click the camera icon. Upload the photo and save. The yellow dot means it's under review.

Photos must be headshots, in front of a light-colored background. Face may not be obscured.

<input type="checkbox"/>	First Name	Last Name	SSN/SSI	Report Stat...	🔍	↶	💬	📷	📄
<input type="checkbox"/>	Jessica	Chastain	xxx-xx-9283	Completed					
<input type="checkbox"/>	Rebecca	Morris	xxx-xx-9621	In Progress	●	●	●	●	●

Upload Photo

CORRECT

Before you upload your image, ensure the following:

- Headshot only (top of head to just below chin, not full body)
- Image is in focus, not blurry or pixelated
- No sunglasses or hats
- Background is a neutral color, no patterns or dark walls
- Image file size is no larger than 500KB
- File type is a gif, png, jpeg or jpg
- Resolution is greater than 150px by 150px

Need to crop, resize to 500 KB or change the file type of your image before uploading? A free, simple and secure tool can be found at www.PicResize.com

Choose File | No file chosen

Save | Cancel

Fixing a Rejected Photo

<input type="checkbox"/>	First Name	Last Name	SSN/SSI	Report Stat...	🔍	↶	💬	📷	📄
<input type="checkbox"/>	Jessica	Chastain	xxx-xx-9283	Completed					
<input checked="" type="checkbox"/>	Rebecca	Morris	xxx-xx-9621	In Progress	●	●	●	●	●

Upload Photo (5)

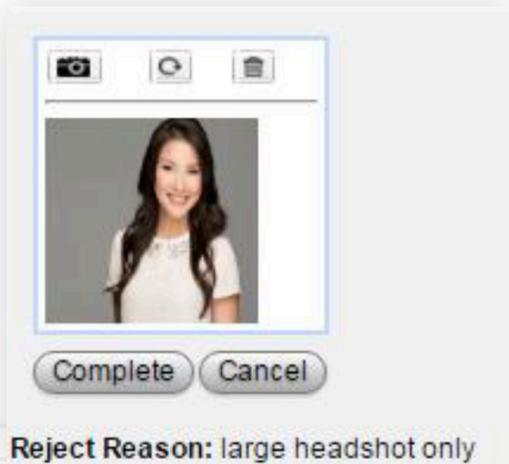
Username Notifications (6)

Rejected Photos (1)

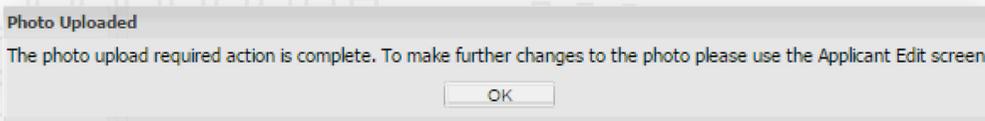
Filter

- Rebecca Morris

To upload a new photo, click the applicant's name.



Upload a new photo for the applicant **through the Required Task List**.

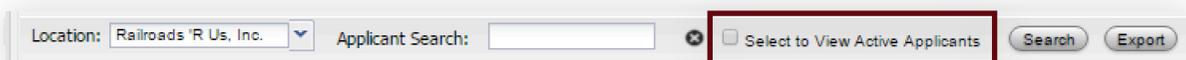


Deactivating/Reactivating an Applicant

To deactivate an applicant, check the box next to their name and click **Deactivate**.

To reactivate an applicant, go to **Edit Applicant**, click the **Active** checkbox and save. Then, email support@everifile.com and request enrollment in the necessary programs.

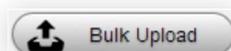
Step 5: Bulk Applicant Uploads



To begin a bulk upload, create an Excel file with a column for:

- First name
- Middle name
- Last name
- Name suffix
- Date of birth
- Social Security Number
- Driver's license number
- Gender
- Phone number
- Email address
- Address 1
- Address 2
- City
- State
- Province (if outside US)
- Country

Save. Select **Bulk Upload** on the Applicants page. Upload the file. Map your custom fields if necessary. Then click **Submit**.



Step 6: Assigning a Program

Select the applicant by checking the box by their name and clicking **Programs**. Check the box next to the desired program/railroad name, and then click **Enroll**.

You can select more than one applicant at a time.



Step 8: Applicant History

To view the history of an applicant, click **History**. This will display every action that has been completed on the applicant.

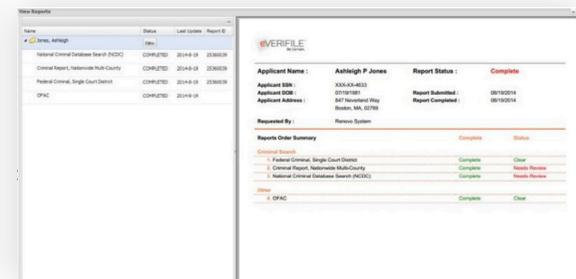
Date	User	Event
11/05/2015 08:06 ...	Abby Gail	Company submitted report for applicant
11/05/2015 08:06 ...	Abby Gail	ERS Background Report report was ordered
11/05/2015 08:06 ...	Abby Gail	ERS Background Report report was ordered for applicant: Sallie Hampton by user Abby Gail
11/05/2015 08:06 ...	Abby Gail	Applicant note added. Enrolled applicant in CSX - eRailSafe for CSX
11/05/2015 08:06 ...	Abby Gail	User created applicant
11/05/2015 08:06 ...	Abby Gail	Applicant info saved

Step 7: View Reports

Select the box next to the individual you wish to view. Click **View Reports**.

Select **Preview**. The report details will appear in the report window in PDF format.

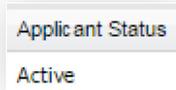
Report status is available for each report.
COMPLETED for a completed report
IN PROGRESS for a report that is pending
REJECTED for a report with issues



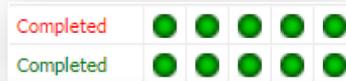
Step 9: Moving an Applicant

Click **Move Applicant** under Applicant Actions.

1. Their status must be active.

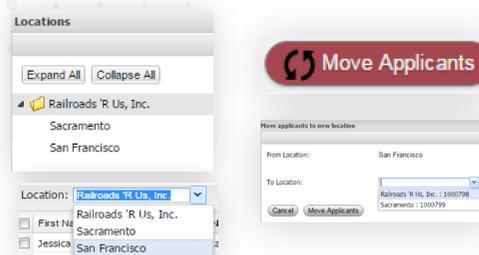


2. They must either: have an active eRailsafe badge **OR** not be enrolled in any programs.



<input type="checkbox"/>	First Name	Last Name	SSN/SSI	Report Status	Q	↻	✉	📄	Report Complete Date	Created Date	Applicant Status
<input type="checkbox"/>	Zoe	Peterson	xxx-xx-9861							09/12/2016	Active

3. You must access them through your company's main account.



Step 10: Retrieve Training and Testing Information

To retrieve username/password for an applicant, click **Manage Users***, then **Applicants**. Enter the applicant's first or last name in the appropriate field, then click **Search** to find the applicant's user-name. Click **Reset Password**.

To restore training click the button under the **Restore Training** column.

*If you have multiple locations, choose **Locations**, select the applicant's location, and then click **Account Users**.

User Name	First Name	Last Name	Email	Active	Reset Password	Restore Training
Moe0315	Anna	Hoe		true		
Morrin0622	Rebecca	Morris		true		

User Name	First Name	Last Name	Email	Active	Reset Password	Restore Training
Bent0103	Landon	Berry		true		
Abdigan0111	Yule	Abdigan		true		

Step 11: Applicant Search Status

To search or filter applicants by status, click the ***Applicants tab*** and then ***Applicant Search Status***. Choose the desired status the drop-down menu.

All applicants of that status will appear in a list. Export by clicking ***Export Results***. Choose a date range to further refine your search.



Status: **Test not taken**

- Test not taken
- Photo not uploaded
- Report complete
- Pending enterprise approval
- Denied
- Appeal in progress
- Badge issued
- Renewal required
- Active
- Inactive

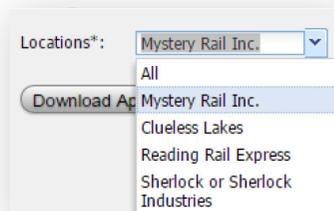
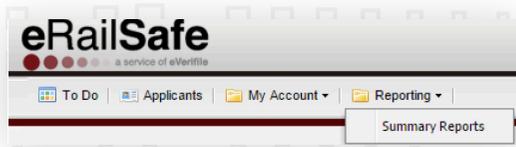
Start Date: MM/DD/YYYY End Date: MM/DD/YYYY

Location	Name	SSN/ISA	Badge Expiration Date	Status
Mystery Rail Inc.	Juliet C. O'Hara	xxxx-xx-2314		Active, Need Photo, Report Under Review
Mystery Rail Inc.	Carlton A. Lassiter	xxxx-xx-2369		Active, Test Not Taken, Need Photo
Mystery Rail Inc.	Phylidia Guster	xxxx-xx-1896		Active, Test Not Taken, Need Photo, Report Under Review

Step 12: Summary Report

Click the **Reporting** tab, then the **Summary Reports** tab. Choose **All** or a specific location, then **Download Applicant Summary Report**.

Click **OK** to begin the download. Open the file to view.



						and Time	Time		Report Completed Date / Time			Name	Date
Mystery Rail Inc.	null	Phylcia	Guster	753241896	05/16/1960			06/25/2015	06/25/2015 10:44:54	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Mystery Rail Inc.	null	Carlton	Lassiter	785412369	02/14/1980			06/25/2015	06/25/2015 10:44:48	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Mystery Rail Inc.	null	Juliet	O'Hara	685472314	08/12/1984	06/25/2015 10:47:21	06/25/2015 10:47:52	06/25/2015	06/25/2015 10:44:48	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Mystery Rail Inc.	null	Gus	Showbiz	685742314	08/15/1983			06/25/2015	06/25/2015 10:44:39	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Mystery Rail Inc.	null	Shawn	Spensar	754128965	04/25/1983			06/25/2015	06/25/2015 10:44:23	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Sherlock or Sherlock Industries	null	Irene	Adler	345785214	04/22/1981			06/26/2015	06/26/2015 10:56:03	Completed	Needs Review	BNSF - eRailSafe	06/26/2015
Sherlock or Sherlock	null	Johnathan	Watson	954785263	08/26/1977			06/26/2015	06/26/2015 10:53:45	Completed	Needs Review	BNSF - eRailSafe	06/26/2015

Step 13: Denial Process

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:



Attention Valued Client

This is a courtesy notification to advise you that the background report for your candidate/employee(s): Adam Smith

Has come back with a possible SSN discrepancy. A SSN discrepancy can result from several matters including: the SSN trace data not matching the provided name, the date of issuance preceding the candidate's/employee's date of birth, the SSN is associated with the Death Master File (Social Security Death Index/SSDI) Index, no history associated with the SSN, etc. This does not mean the SSN is not valid for your candidate/employee(s).

Please verify the applicant's legal name and SSN. If the information is accurate, please upload the front and back of the applicant's social security card and government identification card in the appeals folder in the applicants file.

Upload Steps

1. Click on the box next to the applicants name
2. Click the document button
3. Click on appeals
4. Click on the + sign to add the document

If the information is inaccurate, please update the employee's file to reflect the correct information.

Once this discrepancy is resolved, your candidate/employee(s) can move forward with the certification process. If we are unable to resolve, it will be passed to the appropriate railroad(s) for discrepancy review.

Please provide the phone numbers for the candidate/employee(s) above so that we may contact them directly to obtain more information.

*If these candidates are already employed with your company you may upload that information.

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

- 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
- Update applicant's last name to contain all last names*

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"> • Check SSN* • Upload Social Security card and government-issued ID to Appeals folder
No Address History OR SSN Validation Fail	<ul style="list-style-type: none"> • Applicant is 25 years old or younger • Applicant has held an SSN for less than 7 years 	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

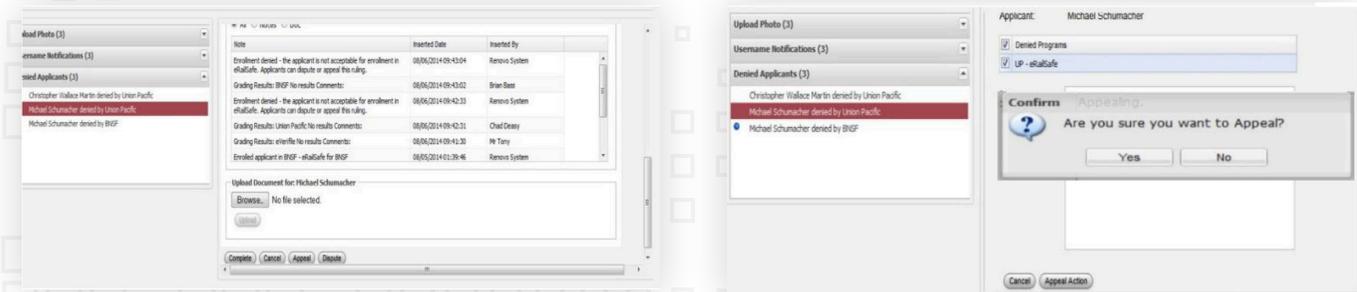
PLEASE NOTE: Anything with an (*) means that new background reports will be run based on the new information entered and your company will be charged.

To order pre-adverse and adverse action letters, click **Pre-Adverse Action** and then **Adverse Action**. To file an appeal, select the denied applicant's name. Upload any documentation needed to support the appeal, and click **Appeal**.

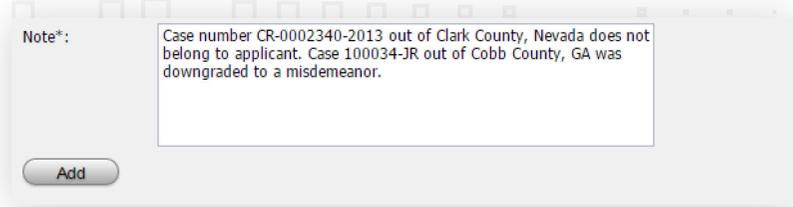
Click the railroad you are appealing to, and enter a reason for the appeal. Click **Appeal Action**. Click **Yes** in the confirmation box to file the appeal.

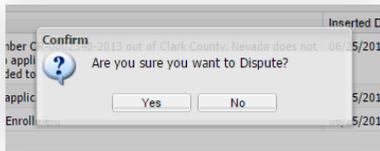
If an applicant's appeal is denied, it will not be reconsidered.

If information in a background report is inaccurate, file a dispute. Click the box next to their name, and then **Dispute**.



In the Notes section, insert specific information about what the applicant is disputing. Then click **Add**.



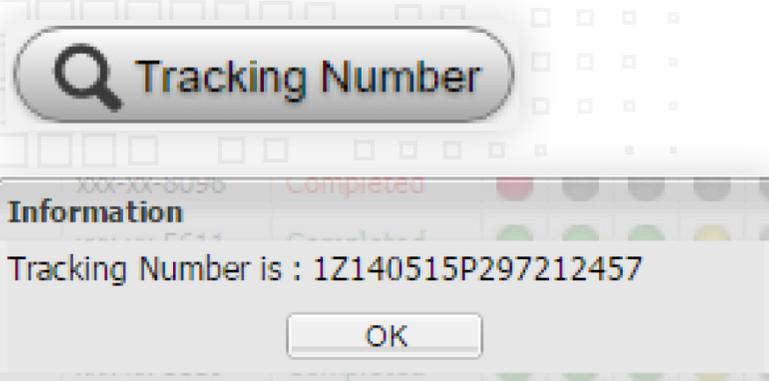


Click **Dispute Action**, and then **Yes**. A dispute can take up to 30 days to complete.

An appeal should be filed when the applicant would like the railroad to reconsider their application. **A dispute should ONLY be filed if some part of the background check includes inaccurate information.**

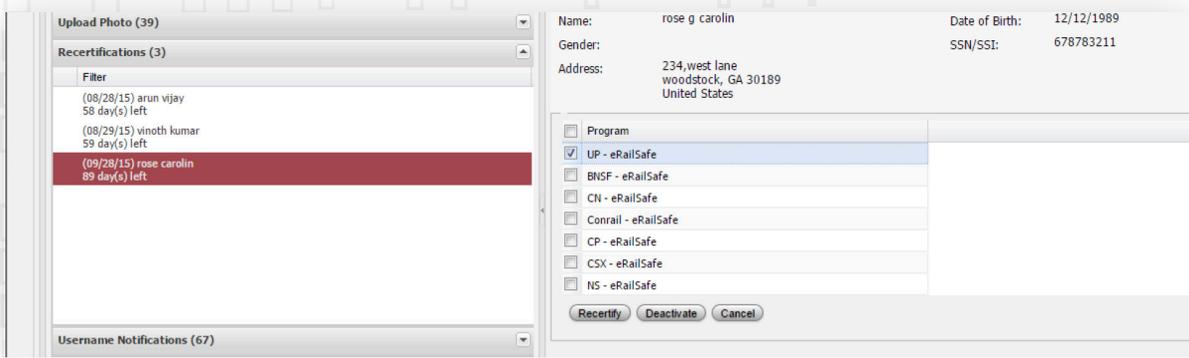
Step 14: UPS Tracking

Access the tracking number for a badge by clicking the box next to the applicant's name, and then **Tracking Number**. Copy the number that appears and enter it on www.ups.com.



Step 15: Recertification

You will be notified when an applicant is up for recertification.



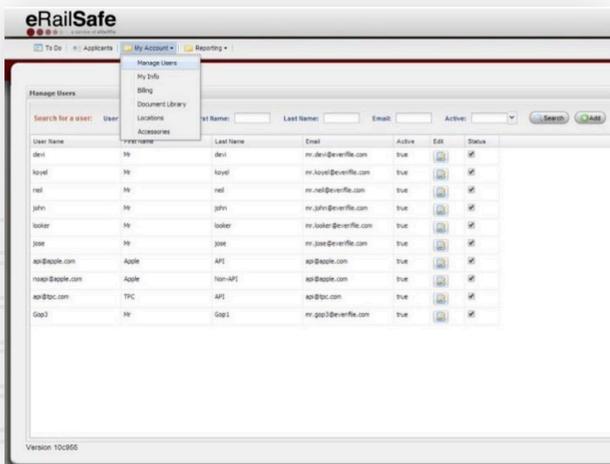
To recertify an applicant, select their name, then the programs / railroads for recertification. Then click **Recertify**.

If an applicant is already inactive, the Recertify button will be grayed out. Click the **Active** checkbox in their file, then **Save** to resolve this.

My Account

Step 1: Managing Users

Select **My Account** and choose **Manage Users**.



*If you cannot see the add button, hold the <CTRL> button and use the (-) sign to zoom out of the application.

You can search for a user, enable or disable a user's access, and create users.

The following are the user roles and their capabilities:

- **Vendor Administrator**

- Full access to all locations and managing users including location administrators.

- **Location Administrator**

- Access to manage users for locations, initiate and view background checks.

- **HQ Accounts Payable**

- Access to view and pay invoices for all locations (if the account is set up for centralized).

- **Location Accounts Payable**

- Access to view and pay invoices for all locations.

- **HR User**

- Access to initiate and view background checks for a specific locations

- **HR Viewer**

- Access to view background checks for a specific location.

Step 2: User Info and Role Assignment

To delete a user, select **Delete**. To edit a user, click **Edit**. To add a user, select **Add**. Add the user's name, email and phone number.

The screenshot shows a user management form with the following fields and lists:

- First Name*:
- Last Name*:
- Email*:
- Personal Phone:
- Roles: Vendor Administrator, Location Admin, Location Accounts payable, HQ Accounts payable, HR User, Enterprise Approver
- Reports: OFAC, OFIC, FDA Debarment, DOT Verification, Single Upper Civil, FACIS

Buttons: Cancel, Save

Roles are defined by the type of activities you want the user to be able to perform.

Choose a role by selecting it and using the right arrow to add it to the right hand screen.

You can restrict user access to certain report types by selecting them and moving them to the right hand screen. **Save**. An email will be sent to the new user with login information and instructions on how to create their own password.

Assign a User to Multiple Accounts

If a user needs access to multiple accounts, contact Customer Support at 1-800-560-6435 or support@everifile.com.

Step 3: Adding a Location

Select **Locations** on the My Account drop-down menu. Click **New Location Here**.

*To add a general location, highlight your company name and select **New Location Here**. If you wish to add a sub-location to an existing location, highlight it and click **New Location Here**.

Shipping Contact

You can have badges and accessories sent to different locations. Go to the **My Account** tab then click **Locations**. Enter information for the person receiving packages from eRailSafe at that location. Then click **Save**.

The screenshot shows a web form titled "Location Info" with three tabs: "Location Info", "Location Users", and "Location Contacts". The "Location Info" tab is selected. The form contains the following fields and options:

- State*:** MA (dropdown menu)
- Zip Code*:** 02123 (text input)
- Shipping Address:**
 - Shipping address same as account address?
 - Address Line 1*:** 426 Manor Way (text input)
 - Address Line 2*:** (empty text input)
 - Country*:** United States (dropdown menu)
 - City*:** Boston (text input)
 - State*:** MA (dropdown menu)
 - Zip Code*:** 02123 (text input)
- Shipping Contact:**
 - First Name*:** John (text input)
 - Last Name*:** Watson (text input)

At the bottom of the form are two buttons: "Save" and "Cancel".

Billing

Step 1: View Invoice

To access your organization's invoice, click on **My Account** and choose **My Invoice**.

Step 2: Updating Payment Information

Click on **My Account** and then **Update Payment**.

The screenshot shows a web application interface for updating payment information. At the top, there are three tabs: "View Invoices", "Billing Contact", and "Update Payment", with "Update Payment" being the active tab. Below the tabs, there are four radio buttons for selecting a payment method: VISA, MASTERCARD, AMERICAN EXPRESS, and DISCOVER. The "VISA" radio button is selected. Below the payment method selection, there are input fields for "Card Holder Name*", "Card Number*", "Security Code*", and "Expiration Date*" (with dropdown menus for "Month" and "Year"). Below these fields is a section titled "Billing Address" with input fields for "Address Line 1*", "Address Line 2*", "Country*" (with a dropdown menu showing "Select a country..."), "City*", "State*" (with a dropdown menu), and "Postal Code*". At the bottom of the form, there are two buttons: "Update Payment" and "Reset".

My Info

The My Info tab includes contact information for you and your company, all of which can be edited.

This screenshot shows the 'My Information' tab within the 'Customer Information' section. The 'Account' section contains the following fields:

- Account Number: 1000013
- Phone Number*: 770-859-9899
- Website: (empty)
- Address Line 1*: 123 Sycamore Lane
- Address Line 2: (empty)
- Country*: United States (dropdown)
- City*: Arlington
- State*: VA (dropdown)
- Zip Code*: 22101

The 'Shipping Address' section has a checked checkbox for 'Shipping address same as account address?'. At the bottom are 'Save' and 'Cancel' buttons.

This screenshot shows the 'My Information' tab within the 'Customer Information' section, focusing on personal details and security questions:

- First Name*: Sweets
- Last Name*: McGee
- Phone Number*: 770-859-9899
- Alternate Phone Number: (empty)
- Email*: Sweets.McGee@email.com
- Password: (masked with asterisks)
- Confirm Password: (masked with asterisks)
- Select a primary security question: What high school did you last attend? (dropdown)
- Answer: Simpson High School
- Select a secondary security question: What is your mother's maiden name? (dropdown)
- Answer: Smith

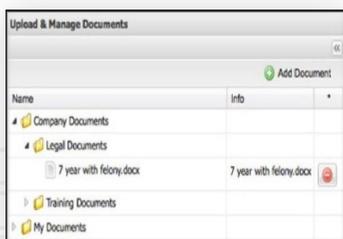
At the bottom are 'Save' and 'Cancel' buttons.

Document Library

Step 1: Accessing Your Library

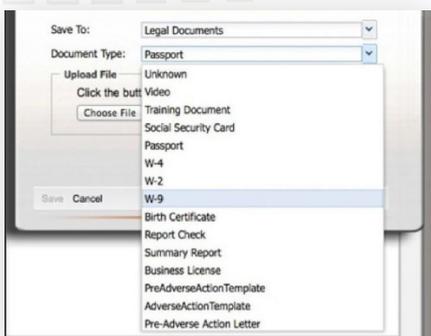
You can upload documents required for your users with unlimited storage space.

Click **My Account** and then **Document Library**.



Step 2: Uploading Your Documents

Click **Add Document**. Select a system folder and document type. Click **Save**.



Step 3: Viewing and Printing Your Documents

To view a document, select its folder and then click it. To print, right click your mouse and select **Print**.

Step 4: Deleting Your Documentation

To permanently delete a document, use the delete button to the right. Deleted documents are not recoverable.