

eRailSafe Canada Contractor User Guide

OVERVIEW

This guide has been created to assist users with navigating the eRailSafe Canada system and maintaining compliance with railroad standards.

The following items are required for an applicant to become eRailSafe Canada-Certified:

- An approved background report (no more than 90 days old)
 - A signed Mintz consent form (consent forms are only valid for 3 years.)
 - Include the self-declaration form if the applicant has any criminal history.
 - 2 forms of applicant ID (outlined on page 3.)
- An approved badge photo

Photo Requirements

 - Headshot only (top of head to just below chin, not full body)
 - Image is in focus, not blurry or pixilated
 - 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
- Completed online training and online testing

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LOGGING IN

Go to www.erailsafe.com and click Company Log-In. If this the first time logging in, you should have received an email that contains a link to send you to this page. The system will then require selection of security questions and the creation of a new password.

If you are an existing user, you can use the same login used for the previous system.

You can select language preference before signing in or after signing in on the tool bar.

Required Tasks

You will see a list of required tasks once logged in successfully. Once a task has been resolved, select Complete to remove it from the list. Possible tasks are described in the next section.

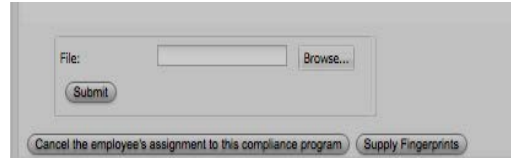
List of Required Tasks on the toolbar.

- **Upload Photo-** This task generates when a photo is needed for an applicant to receive a badge.
- **Rejected Photo-** This task generates when an uploaded photo does not meet initial photo requirements. To upload a new photo for the badge, click the applicant's name in the required task list.
- **Recertification** – This task generates 90 days in advance of when an applicant is up for recertification. Notification of this requirement is also sent via email. The steps below are required to recertify an applicant:
 - A new, signed Mintz consent form (consent forms are only valid for 3 years.)
 - Include the self-declaration form if the applicant has any criminal history.
 - 2 forms of applicant ID (outlined on page 3.)
 - The applicant will need to sign in and complete training and testing.

If not recertifying this applicant, please be sure to inactivate the applicant to maintain compliance and stop the reminders from coming. Instructions for how to complete this action are listed later in the user guide.

- **Upload Self-Declarative-** This task generates to upload the applicant's Mintz consent form and self-declaration if applicable.

- **Upload Self-Declarative Incomplete-** This task generates when criminal history has not been added to the self-declaration form. In the legacy system this task was called “Indeterminate Report.”



There are 3 options to resolve this task:

- **Upload a new Mintz consent form** – The previous reports indicated that there was some unexpected criminal history that did not match what was declared on the consent form. Uploading a new consent form with accurate criminal history will allow the report to be completed so a decision can be made. Once a new consent form is uploaded, the report will automatically be re-run. There is an associated cost of \$34.00 to re-run the report.
 - **Cancel the employee’s assignment to the compliance program** – The employee will not be able to receive a badge. This ends their certification process.
 - **Supply fingerprints** – If the self-declaration form was properly completed the first time, or if the applicant cannot remember their criminal history a fingerprint report can be requested from the RCMP. Mintz will contact the applicant directly and arrange for fingerprints to be taken. This will allow a full criminal record report to be run and sent to the railroad. The cost is \$50.00 plus any charges from the fingerprinting agency for collecting the fingerprints.
- **Upload Photo ID 1 and Photo ID 2** – This task generates to upload photo IDs to generate the background report for each applicant.
 - Primary/Photo Identification Standards
 - Driver’s License (issued by Canadian province or territory) or Nexus Card
 - Foreign Driver’s License
 - Photo Health Card
 - Canadian Passport
 - Foreign Passport
 - Canadian Citizenship Card
 - Permanent Resident (PR) Card
 - Certificate of Indian Status
 - Firearms Acquisition Certificate (FAC)
 - Federal, Provincial or Municipal Identification Card
 - Military Family Identification Card (MFID)
 - The secondary identification can also be from the above list, or any one of the following:
 - Birth Certificate
 - Baptismal Certificate
 - Hunting License
 - Fishing License

- Outdoors Card
- Hospital Card
- Immigration Papers
- Canadian Blood Donor Card (only if date of birth indicated)
- Student Identity Card (if name is shown)
- **Username Notification** – This task generates to provide the applicant’s username and applicant id. The applicant id is the applicant’s initial password.
- **Completed Report Review** – This task generates when background reports are completed.
- **Approval** – This task generates when applicants are approved for the program.
- **Appeal** – This task generates when applicants have been denied during the initial review of their background check.
- **Denied Applicants** – This task generates when the applicant has been denied by the railroad after appealing.

Applicant Dashboard

- Report status: “In Progress” if not yet finished, “Completed” in green if approved, or “Completed” in red if it needs review.



Location:	Demo Account	Applicant Search:	<input type="text"/>	<input type="checkbox"/> Select to View Active Applicants	<input type="button" value="Search"/>	<input type="button" value="Export"/>
First Name	Last Name	SSN/SSI	Report Status	Report Complete Date	Created Date	Badge Expiration Da
Anyone	Smith	xxx-xx-5217	In Progress		12/28/2017	
Jessica	Fonz	xxx-xx-9214	Completed	12/28/2017 10:53	12/28/2017	
Jennifer	Brown	xxx-xx-1234	Completed	01/08/2018 13:57	12/05/2017	
Gunner	Alvarez	xxx-xx-9876	Completed	11/30/2017 20:31	11/30/2017	
John	Jones	xxx-xx-2198	Completed	11/30/2017 20:34	11/30/2017	
Homer	Smith	xxx-xx-3456	Completed	11/30/2017 20:28	11/30/2017	
Jack	Gill	xxx-xx-4732	Completed	11/30/2017 20:28	11/30/2017	
John	Test	xxx-xx-7123	Completed	11/30/2017 20:33	11/30/2017	11/30/2019

- Background check (magnifying glass icon.)
- Training (worker icon.)
- Testing (screen icon.)
- Photo (camera icon.)
- Badge (badge icon.)

The following categories of information for each applicant are visible:



The Applicant Dashboard provides an overview of all applicants’ statuses in the program. The colored circles indicate the current status

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

APPLICANT ACTIONS

On the applicant dashboard, there is a list of buttons grouped under a category named Applicant Actions. This is a list of buttons that are available to assist with managing applicants. In this section of the user guide we will cover those actions.

Submitting an Applicant (Individual and Multiple Entry)

Select Add Applicant and click Go. Add the applicant, select their railroad programs, and choose your location. If you choose a French program, the applicant's training, testing, and report will return in French. Make sure all fields marked with an asterisk (*) are completed. Then click Save.

Please enter information carefully. **If first name, last name, or DOB is edited after this initial creation, charges of \$68 for a new background check will apply.**

Adding an Applicant to a Location

To Add an Applicant First:

Choose the location during the add an applicant function, before clicking Save. The applicant will appear under the specified location.

To Choose the Location First:

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

Applicant 1 of 1:

First Name*:	<input type="text"/>	Middle Name:	<input type="text"/>
Last Name*:	<input type="text"/>	Suffix:	<input type="text"/>
Address Line 1*:	<input type="text"/>		
Address Line 2:	<input type="text"/>		
Country*:	Canada <input type="button" value="v"/>		
City*:	<input type="text"/>		
Province*:	<input type="text"/> <input type="button" value="v"/>		
Postal Code*:	<input type="text"/>		
Gender:	<input type="text"/> <input type="button" value="v"/>	Email*:	<input type="text"/>
Date of Birth*:	MM/DD/YYYY <input type="button" value="c"/>	Re-Enter Date of Birth*:	MM/DD/YYYY <input type="button" value="c"/>
Personal Phone:	<input type="text"/>		
Active:	<input checked="" type="checkbox"/>		
Job Title*:	<input type="text"/> <input type="button" value="v"/>		
Reference Field:	<input type="text"/>		
Programs			
<input type="checkbox"/>	Programs	Industry	
<input type="checkbox"/>	Canadian National for eRailsafe Canada	Canadian National for eRailsafe Canada	
<input type="checkbox"/>	Canadien National pour eRailsafe Canada	Canadian National for eRailsafe Canada	
<input type="checkbox"/>	Canadian Pacific for eRailsafe Canada	Canadian Pacific for eRailsafe Canada	
<input type="checkbox"/>	Canadien Pacifique pour eRailsafe Canada	Canadian Pacific for eRailsafe Canada	
Location			
Location:	Martha US company <input type="button" value="v"/>		

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 first name, last name, or DOB is edited after initial creation, charges of \$68 for a new background check will apply.

Click the camera icon. Upload the photo and save. The yellow dot means under review. Photos must be headshots, in front of a light-colored background. Face may not be obscured

Photo Requirements



- Headshot only (top of head to just below chin, not full body)
- Image is in focus, not blurry or pixilated
- No sunglasses or hats
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Bulk Applicant Uploads

The bulk uploading feature was created to enter multiple applicants at one time. Click on the bulk upload button. Click on the here hyperlink to download a sample template. Once you have added all of your applicants’ information into the template upload the spreadsheet and the fields should automatically map to the existing fields in the system. After the applicants are added, you will have the ability to enroll them into a program.

The list of required information is listed below:

- First name
- Middle name
- Last name
- Name suffix
- Date of birth

Maximum upload file size: 1 MB

[Download the Bulk Upload Template for countries United States and Canada](#) here

After uploading, match the columns in your batch file to the corresponding identifiers on the right. Just drag and drop the column labels from left to right.

Header Values	Mapping	Field Name	Data Type
		currentAddress.country	COUNTRY
		currentAddress.city	TEXT
		currentAddress.postalCode	TEXT
		currentAddress.province	TEXT
		currentAddress.street1	TEXT
		currentAddress.street2	TEXT
		middleName	TEXT
		primaryPhoneNumber	TEXT
		lastName	TEXT
		nameSuffix	TEXT
		email	TEXT
		gender	TEXT
		birthDate	DATE

- Driver's license number
- Phone number
- Email address
- Address 1
- Address 2
- Province
- Country

View Reports

Select the box next to the individual. 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 (see earlier section for color status)
- IN PROGRESS for a report that is pending
- REJECTED for a report with issues

Applicant History and Notes

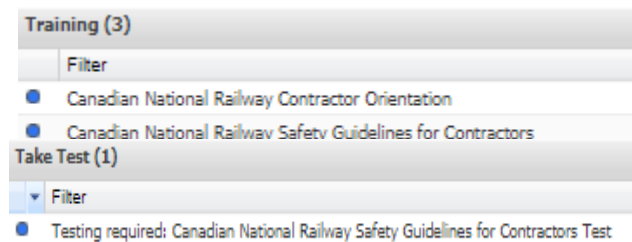
To view the history of an applicant, click History. This will display every action that has been completed on the applicant. To view and enter notes for an applicant, click Notes.

Assigning a Program

Select the applicant by checking the box by their name, and click Programs. Check the box next to the desired program/railroad name, and then click Enroll. More than one applicant can be selected at a time.

Enhanced Training and Testing

Assign training and testing by clicking the small triangle next to the appropriate folder. Then select the appropriate program. Testing appears after training is completed.



Training Program Costs (per applicant):

CN DTL: \$4 (U.S. Dollars)

CN BTU: \$4 (U.S. Dollars)

Denial Process- Appeal and Dispute

Applicants may be denied access to the eRailSafe CA program due to the following:

- Felony conviction within the past 7 years
- Misdemeanor conviction within the past 7 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

Determine if an **appeal** or **dispute** is required for your applicant. (only one should be requested)

*Appeals can be made in these scenarios, if the information background report provided is **accurate** but consideration of extenuating circumstances is requested.* To file an appeal, select the denied applicant's name. Upload any documentation needed to support the appeal and click Appeal. Then, 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 returned in a background report is believed to be **inaccurate**, please file a dispute as soon as possible.* 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.

Reprint Badge

Generating a new badge will cause a badge for the completed program to be reprinted and shipped. There is a standard badge fee that applies. If there are additional programs that are not yet complete, another badge will be automatically created and shipped when all programs have completed.

Print Report

Select an applicant and click Print Report to print the consumer summary report.

Moving an Applicant

You may have an applicant that is in one location for your company and you may need to assign the applicant to a different location. The move applicant feature allows you to move the applicant to the desired location. Click Move Applicant under Applicant Actions.

- Applicant must be in an active status.
- Applicant must either: have an active eRailSafe badge OR not be enrolled in any programs.
- Moves have to take place in the company's main account.

USPS Tracking

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

Deactivating/Reactivating an Applicant

To deactivate an applicant, check the box next to their name and click Deactivate. Deactivating an applicant will remove all required actions and mark the status of the applicants as in-active. Please carefully select this option, as reactivating an applicant may cause additional charges associated with reactivation.

To reactivate an applicant, go to Edit Applicant, click the Active checkbox and save. If less than 90 days since deactivation, this applicant will be reactivated and maintain the same expiration date prior to deactivation. There is no charge unless a new badge is requested. Badge rates are \$34.00.

If more than 90 days since deactivation, making this selection will generate a new background check, the applicant will be required to take training and testing, and a new badge will be issued once the process completes. The fee is \$105.00 if the applicant is enrolled into 1 program and \$107.00 if the applicant is enrolled into 2 programs for this action and the badge expiration date will be 3 years from the completed date of the new background check.

APPLICANT TASKS

Retrieve Training and Testing Information

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

To reset the password, 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 to access the Restore Training option.

Applicant Search Status

To search or filter applicants by status, click the Applicants tab and then Applicant Search Status. Choose the desired status from 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.

Summary Report

The summary report feature gives you insight to each applicant in your program. The report includes:

- Company Name
- Applicant Name
- Last Name
- DOB
- State/Province
- Training Date
- Test Date
- Created Date
- Background Date
- Report Status
- Report Results
- Program Name
- Enrollment Date
- Program Status
- Applicant Status
- Renewal Date
- Denied
- If Denied, Denial Reason
- Appealed?
- Overturned
- Badge Issued
- Badge Number
- Job Title
- Admin Subscription Checkbox
Date Time
- Admin Subscription
Checkbox Username
- Admin Program Enrollment
Date Time
- Admin Program Enrollment
Username
- Applicant Checkbox Date
Time
- Applicant Username
- Top Parent Company Name
- Recertified Date

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.

MY ACCOUNT

Managing Users

Select My Account and choose Manage Users.

If you cannot see the add button, hold the button and use the CTRL (-) sign to zoom out on 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 management of 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 billing.)
- Location Accounts Payable - Access to view and pay invoices for all locations.
- Location Notifier - Access to receive emails when applicant's badges are generated.
- Location Supervisor - Access to view and reset applicants' username and password. Access to view tracking information. Access to view but not modify applicants' information.
- HR User - Access to initiate and view background checks for a specific location.
- HR Viewer - Access to view background checks for a specific location.

- Vendor Admin without Billing- Full access to all locations and management of users including location administrators. Role does not have access to view billing information

User Info and Role Assignment

To edit a user, click Edit. To add a user, select Add. Add the user's name, email, and phone number. 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 left-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 via email at support@everifile.com.

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.

BILLING

View Invoice

To access the organization's invoices, click on My Account and choose Billing, click the invoice you want to view.

Updating Payment Information

Click on My Account, then billing and then Update Payment. If there is an unpaid invoice, do not select pay now. The system is designed to automatically process payments with an updated card.

MY INFO

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

DOCUMENT LIBRARY

Accessing Library

Click My Account and then Documents.

Uploading Documents

Users can upload required documents with unlimited storage space. Click Add Document. Select a system folder and document type. Click Save.

Viewing and Printing Your Documents

To view a document, select the folder and then click it. To print, right click with mouse and select Print.

Deleting Documents

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