

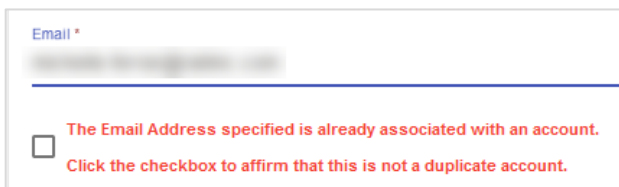
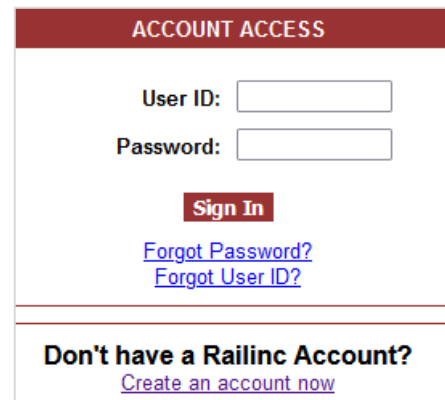
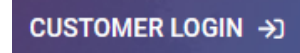
This Quick Guide helps new users set up access to Railinc applications and manage a Railinc account.

Accessing Railinc applications is a multi-step process. You must first register to use Railinc's Single Sign-On (SSO) system ([Create an SSO Account](#)). Once you have an SSO account, [Request Access to a Railinc Application](#). Keep your profile up to date and ensure your account remains active ([Edit Your Profile](#)). If you forget your login credentials, we've included steps to [Retrieve a Forgotten User ID](#) and [Reset a Forgotten Password](#). See [Additional Resources](#) for more information.

Create an SSO Account

(If you already have a Railinc SSO account, skip this section).

1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->** link in the top right of the page to open the Account Access page.
3. Select the **Create an Account now** link.
4. Scroll through the Terms of Service and select **Accept**.
5. Enter all mandatory fields marked with an asterisk (*) on the User Information page and select **Confirm**.
 - Choose your **Country** before attempting to enter your **State/Province**.
 - If your **Email** is already associated with an account, you are prompted to check a box to confirm you are aware of this.



- A page is displayed to confirm your account has been created. An email is also sent to you for verification.
- Verify your account by selecting the link in the email within 14 days or your account will become locked and require reactivation.

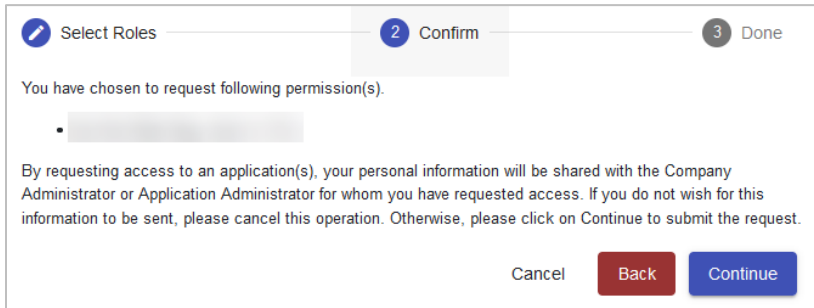
Request Access to a Railinc Application

1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->** link in the top right of the page to open the Account Access page.
3. Enter your Railinc SSO credentials (User ID and Password) and select **Sign In**.
4. Select **View/Request Permissions** under **My Profile**.
5. Filter or scroll down to locate an application and select the **Request** button on the right of the application name.



6. Select the appropriate role and complete all required fields.

7. Select **Next**.
8. A confirmation page is displayed listing the permissions you requested.

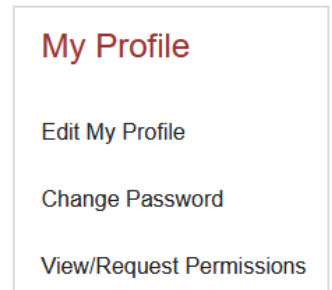


The dialog box shows a progress bar with three steps: 1. Select Roles, 2. Confirm (active), and 3. Done. Below the progress bar, it says "You have chosen to request following permission(s)." followed by a redacted area. A paragraph of text explains that personal information will be shared with the Company Administrator or Application Administrator. At the bottom, there are three buttons: "Cancel", "Back", and "Continue".

9. Select **Continue** to confirm your request. A notification of your request will be sent to appropriate Railinc Support team and your Company's Administrator (if applicable) for the application you selected.

Edit Your Profile

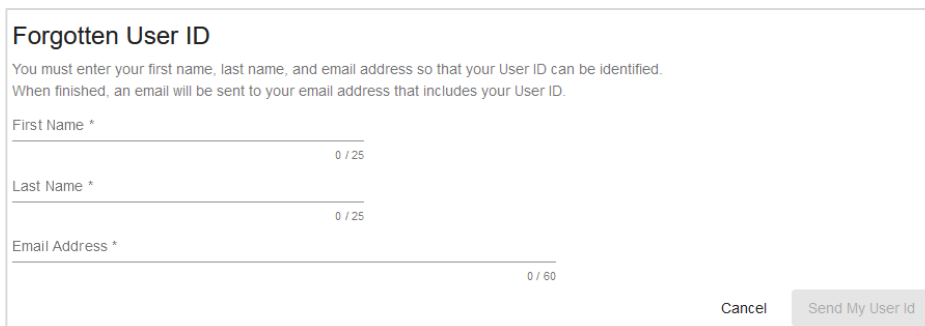
1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Enter your Railinc SSO credentials (User ID and Password) and select **Sign In**.
4. Select **Edit My Profile** under **My Profile**. The Edit My Profile page is displayed.
5. Update your information as needed and select **Save Profile**.
6. Accounts expire after six months of no activity. Log into SSO periodically and keep your profile updated so that your account doesn't expire.



A vertical menu titled "My Profile" in red. It contains four links: "Edit My Profile", "Change Password", and "View/Request Permissions".

Retrieve a Forgotten User ID

1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Select **Forgot User ID?** link under the **Sign In** button. The Forgotten User ID page is displayed.
4. Enter your first and last name and email address. Then select **Send My User ID**.

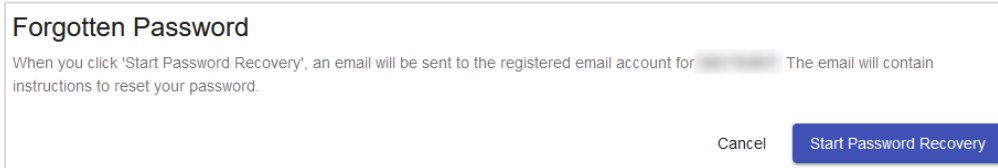


The form is titled "Forgotten User ID". It contains a message: "You must enter your first name, last name, and email address so that your User ID can be identified. When finished, an email will be sent to your email address that includes your User ID." Below this are three input fields: "First Name *" (0 / 25), "Last Name *" (0 / 25), and "Email Address *" (0 / 60). At the bottom right, there are "Cancel" and "Send My User ID" buttons.

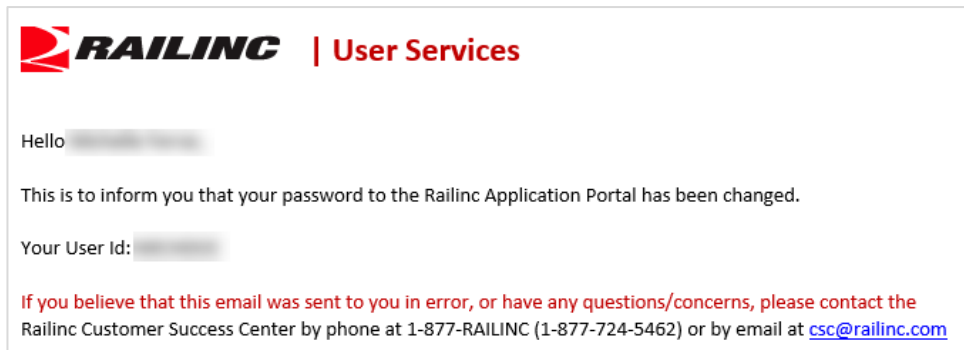
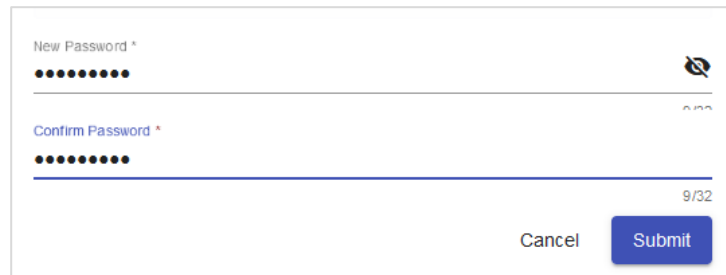
- If the system can locate an account associated with your email address, an email is sent containing your User ID.
- If the system cannot locate an account associated with the email address you provided, you are prompted to try another email address or contact the Railinc Customer Success Center.

Reset a Forgotten Password

1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Enter your **User ID**.
4. Select **Forgot Password?** A page displays to confirm starting the password recovery process.
5. Select **Start Password Recovery**.



6. You'll receive an email with a link to continue the password reset process.
7. In the email, select the **Click here to continue the password reset process** link.
8. Enter a new password in the **New Password** and **Confirm Password** fields. Make sure your new password meets the password requirements listed at the top of the page.
9. Select **Submit**. If your new password meets the password requirements, you'll receive a confirmation message and an email to confirm that your password has been changed.



Additional Resources

The following additional resources are available:

- View the [Getting Started](#) page if you do not have a Railroad Mark or Company ID.
- Watch the [SSO and the Launch Pad Video](#) and consult the [Single Sign-On \(SSO\) User Guide](#) to learn how to use SSO.
- Consult the [Single Sign-On \(SSO\) Administrator Guide](#) to learn how company administrators manage user's permissions in SSO.
- Consult the [Railinc.com FAQ](#) and the [Railinc.com Quick Guide](#) to learn how to navigate the Railinc.com website.

Contact the Railinc Customer Success Center at 1-877-RAILINC (1-877-724-5462) or csc@railinc.com if you need assistance.