

DDCT  
Getting Started Guide  
for Handling Carriers and  
Car Mark Owners



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## Welcome to the DDCT Getting Started Guide

The DDCT Getting Started Guide is intended to help car owners and railroad prepare for using the Damaged and Defective Car Tracking System (DDCT). This includes the following activities, which should all be completed prior to using DDCT.

- [Applying for a Railinc Company Identifier](#)
- [Registering for Single Sign-On](#)
- [Requesting Access to FindUs.Rail](#)
- [Registering as a contact within FindUs.Rail](#)

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**Important:** In order to receive notification within DDCT, each car owner and railroad must exist as a contact within FindUs.Rail. This requirement is mandated in the AAR Interchange Rules

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## DDCT Overview

For decades, railroads, car owners and repair shops each maintained their own manual processes for tracking, identifying and repairing damaged and defective cars. Because there was no standardized system, data retrieval could be time-consuming and complicated, and information was often unreliable.

The Damaged Defective Car Tracking (DDCT) system automates this manual process through an easy-to-use, centralized web-based application. Now users have real-time access to information through a single standardized source. And users can easily update, retrieve and share information in a timely manner. The result is better communication and collaboration among rail partners for better equipment management, improved rail safety and reduced administrative costs.

The DDCT system is a significant process change and technology implementation for the rail industry. All users of the system from railroads to equipment owners to repair shops have a role to play in learning about and implementing the new system.

In order for car owners and railroad to participate in DDCT, they must first be registered in FindUs.Rail. This application is a repository of rail industry contacts that interfaces with DDCT.

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## Applying for a Railinc Company Identifier


In order to begin reporting repairs in DDCT, a car owner or railroad must first apply for and be assigned a Railinc Company Identifier. These codes help uniquely identify various railroad-related industries. Examples of these identifiers include BNSF, C001 and AEX. To begin the registration process, please send an email to [csc@railinc.com](mailto:csc@railinc.com). In the email, please note that you are interested in being assigned a Railinc Company Identifier and using it to report information to DDCT.

---

**Note:** There is a one-time \$525 fee for this service.

---

## Single Sign-On (SSO)

Once a Railinc Company Identifier has been established, everyone must be registered with Single Sign-On (SSO) prior to using Railinc Internet applications. This guide covers the SSO registration and the FindUs.Rail application access request process. Once SSO registration is complete, users must then request access to FindUs.Rail within SSO. It is beyond the scope of this document to describe the full use of Railinc Single Sign-On. Refer to *Railinc Single Sign On User Guide*. The SSO User Guide is available as a PDF download at [www.railinc.com](http://www.railinc.com). Click the  icon in the Account Access window.

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**Note:** For companies new to Single Sign-On, the first step is for the company administrator to register. The administrator has the authority in turn to create regular user accounts and to assign application access rights. Full Administrator processes are documented in the SSO Administrator User Guide.

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## Registering a New User

Before a user can access Railinc applications, that user must be registered in SSO.

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**Note:** Administrators can pre-register employees through the SSO Administrative functions. To do this and administrator would select the Create New User option on the User Services page. Then it's a matter of continuing the following regular user registration procedure starting at Step [5](#). Full administrator processes are documented in the SSO Administrator User Guide.

---

To register as a new user:

1. Open browser.
2. Type the Railinc portal URL in the address field:

<http://www.railinc.com>

and press Enter. The Railinc portal Welcome page is displayed ([Exhibit 1](#)).

Exhibit 1. Railinc.com Welcome

The screenshot shows the Railinc.com homepage. At the top, there is a navigation bar with links for Sign In, Careers, and Contact Us. Below this is a main header with a large image of a train crossing a bridge over a river. The text "Railinc is there for you." is visible. To the right of the main header is the "ACCOUNT ACCESS" panel, which is highlighted with a red border. This panel contains fields for User ID and Password, a "Sign In" button, and links for "Register Here", "Forgot User ID?", and "Forgot Password?". Below the main header, there are sections for "QUICK LINKS", "LATEST NEWS", "RAILINC SHORT LINE INDEX", "UMLER EQUIPMENT INDEX", "PRODUCTS & SERVICES" (featuring RailSight), "REFERENCE FILES" (featuring FindUs.Rail), and "CONTACT US" (featuring the Customer Support Center).

Exhibit 2. SSO Account Access Panel

The diagram shows a close-up of the "ACCOUNT ACCESS" panel. It includes fields for "User ID:" and "Password:", a red "SSO Login" button, and links for "Register Here", "Forgot Password?", and "Forgot User ID?". A callout box labeled "Link for new users" points to the "Register Here" link. Another callout box labeled "Help Link to SSO User Guide" points to a question mark icon located next to the "Forgot Password?" and "Forgot User ID?" links.

3. In the Account Access Panel ([Exhibit 2](#)), select the **Register Here** link. The Terms of Service page is displayed ([Exhibit 3](#)).

**Exhibit 3. Terms of Service**

**RAILINC** | User Services | [Contact Us](#)

➔ **Step 1** | Agree to the Terms of Service

ⓐ **Step 2** | Complete contact information

ⓐ **Step 3** | Request access to applications (optional)

**Terms of Service**

Be sure to read the Terms of Service below as they cover the terms and conditions that apply to your use of this website or affiliated Railinc web sites (the "Service," "Website," or "Site"). Railinc Corp. ("Railinc") may change the Terms of Service from time to time. By continuing to use the Service following such modifications, you agree to be bound by such modifications to the Terms of Service. If you have questions or wish to report a violation of these Terms of Service, please contact [info@railinc.com](mailto:info@railinc.com). These terms were last updated on August 26, 2004.

**General Terms and Conditions**

In consideration of use of the Service, you agree to: (a) provide true, accurate, current and complete information about yourself as prompted by any Railinc registration form, and (b) to maintain and update this information to keep it true, accurate, current and complete. If any information provided by you is untrue, inaccurate, not current or incomplete, Railinc has the right to terminate your account and refuse any and all current or future use of the Service. You agree not to resell or transfer the Service or use of or access to the Service (or any portion thereof, including the unauthorized reselling or transferring of access to restricted content on the Service).

You acknowledge and agree that you must: (a) provide for your own access to the World Wide Web and pay any service fees associated with such access, and (b) provide all equipment necessary for you to make such connection to the World Wide Web, including a computer and modem or other access device.

By using the Railinc.com web site or other affiliated Railinc web sites, including any third party web sites, applets, software, and content contained therein, you agree that use of the Service is entirely at your own risk. THE SERVICE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY FOR INFORMATION, DATA, SERVICES, UNINTERRUPTED ACCESS, OR PRODUCTS PROVIDED THROUGH OR IN CONNECTION WITH THE SERVICE. SPECIFICALLY, RAILINC DISCLAIMS ANY AND ALL WARRANTIES, INCLUDING, BUT NOT LIMITED TO: (1) ANY WARRANTIES CONCERNING THE AVAILABILITY, ACCURACY, USEFULNESS, OR CONTENT OF INFORMATION, PRODUCTS OR

**Accept** **Decline**


4. Read the terms in the scrollable text box and select **Accept**. The Complete User Profile page is displayed ([Exhibit 4](#)).

---

**Warning:** If the terms are not accepted and **Decline** is chosen, the new user process terminates.


---


**Exhibit 4. Complete User Profile (top)**



 | User Services

---

### Complete User Profile

 Step 1

 Step 2

 Step 3

Agree to the Terms of Service

Complete contact information

Confirm your E-Mail Address and Log In

### Complete User Profile

**User ID Requirements:**

- Must be capitalized.
- Must begin with an uppercase character.
- Must be between 6 and 8 characters long.
- Can contain any alphanumeric characters.
- Can contain hyphens (-) and underscores (\_).

**Password Requirements:**

- Must be between 6 and 12 characters long.
- Must contain at least one number.
- Must contain at least one uppercase character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.

**Red** field names represent mandatory fields.

**IMPORTANT NOTE:** All new User IDs must be capitalized. While signing in, you must remember to capitalize your User ID.

\* User ID

\* Password

\* Confirm Password


Check
 to see if this User ID is available

Confirm Password must exactly match the Password.

---

You must choose a security question and answer. If you forget your password, the system will ask you your security question and require that you answer it exactly as you type it in below.

\* Personal Question
 

-- Select a Personal Question --
 

\* Personal Answer

---

\* First Name

\* Last Name


\* Business Title

\* Address1

Address2


\* City

\* State/Province
 

-- Select One State/Province --
 

\* Zip/Postal Code

\* Country
 

-- Select One Country --
 

- Type in the desired user ID in the User ID field. Select **Check** to determine whether the ID is available. See [Exhibit 5](#).



**Exhibit 5. Complete User Profile (after ID Check)**

**RAILINC** | User Services

### Complete User Profile

**Confirmation Message**

The user id 'DAVIDDEV' is available!

☒ Step 1 Agree to the Terms of Service  
☐ Step 2 Complete contact information  
☐ Step 3 Confirm your E-Mail Address and Log In

### Complete User Profile

**User ID Requirements:**

- Must be capitalized.
- Must begin with an uppercase character.
- Must be between 6 and 8 characters long.
- Can contain any alphanumeric characters.
- Can contain hyphens (-) and underscores (\_).

**Password Requirements:**

- Must be between 6 and 12 characters long.
- Must contain at least one number.
- Must contain at least one uppercase character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.

Red field names represent mandatory fields.

IMPORTANT NOTE: All new User IDs must be capitalized. While signing in, you must remember to capitalize your User ID.

\* User ID   to see if this User ID is available  
 \* Password   
 \* Confirm Password

Confirm Password must exactly match the Password.

**Note:** If the user ID is not available, choose another user ID to check for availability.

6. When an acceptable ID is available, complete the remainder of the profile ([Exhibit 4](#) and [Exhibit 6](#)) in accordance with screen instructions. *All mandatory fields must be completed.*

The User Profile is used to identify the user, and to provide information that can be used to validate a user when the user has forgotten either a password or user ID. When the user's profile information changes (for example, when a phone number or e-mail address changes), the profile must be edited.

**Exhibit 6. Complete User Profile (bottom)**

Intl Code \* Number Ext.

\* Telephone    International Code is not required  
Example: 91 9196515000 123

Fax

\* Email Address

Please ensure the accuracy of your email address.  
Example: yourname@company.com

\* Primary Employer (No employer chosen)  
Enter search criteria. Can be part of a company name or company ID.

Receive News E-Mail

☒ No, I would NOT like to be notified of new website features and news.  
☐ Yes, I would like to be notified of new website features and news.

- a. Personal Questions include the following choices:

--- Select a Personal Question ---

- Select a Personal Question ---
- In what city were you born?
- What high school did you attend?
- What is the name of your favorite pet?
- What is your favorite color?
- What is your favorite movie?
- What is your mother's maiden name?
- What street did you grow up on?
- What was the make of your first car?
- When is your anniversary?

**Note:** The Answer is not case-sensitive. User should select something personally memorable.

- b. Select Primary Employer using a search ([Exhibit 7](#)).
  - If the search produces results ([Exhibit 7](#)), continue with Step [c](#).

**Exhibit 7. Primary Employer (with search results and choice)**

\* Primary Employer (No employer chosen)  
Enter search criteria. Can be part of a company name or company ID.

RAILINC Search If your company is not listed, please contact CSC at [csc@railinc.com](mailto:csc@railinc.com) or 877-724-5462 to complete your registration.

<input type="radio"/>	A000	RAILINC RUNNING REPAIR MARK
<input type="radio"/>	AARE	RAILINC CORPORATION - TEST
<input type="radio"/>	MFY	RAILINC UMLER GROUP
<input type="radio"/>	RAIL	RAILINC CORPORATION

Select Company Cancel

- If the search produces no results ([Exhibit 8](#)), contact CSC as directed in the message at the right to have Railinc add the new company. Allow a few minutes to successfully search for the added company and continue with Step [c](#).

**Exhibit 8. Primary Employer (with no search results)**

\* Primary Employer (No employer chosen)  
Enter search criteria. Can be part of a company name or company ID.

abcd Search If your company is not listed, please contact CSC at [csc@railinc.com](mailto:csc@railinc.com) or 877-724-5462 to complete your registration.

No Data Available

Select Company Cancel


- c. Select radio button beside choice and select **Select Company**. The Search panel closes and the choice shows in the field.
7. Review the completed profile ([Exhibit 9](#)).

**Exhibit 9. Complete User Profile (completed)**

* User Id	DAVIDDEV	<a href="#">Check</a> to see if this User ID is available
* Password	••••••••	Confirm Password must exactly match the Password.
* Confirm Password	••••••••	
You must choose a security question and answer. If you forget your password, the system will ask you your security question and require that you answer it exactly as you type it in below.		
* Personal Question	What is your favorite color?	
* Personal Answer	Red	
* First Name	David	
* Last Name	Devine	
* Business Title	Developer	
* Address1	7001 Weston Pkwy	
* Address2	Suite 200	
* City	Cary	* State/Province North Carolina
* Zip/Postal Code	27513	* Country United States
* Telephone	Number 919 6515000 Ext.	International Code is not required Example: 91 9196515000 123
Fax		
* Email Address	david.devine@railinc.com	Please ensure the accuracy of your email address. Example: yourname@company.com
* Primary Employer	RAIL - RAILINC CORPORATION	<a href="#">Choose Company</a>
Receive News E-Mail	<input checked="" type="radio"/> No, I would NOT like to be notified of new website features and news. <input type="radio"/> Yes, I would like to be notified of new website features and news.	
		<a href="#">Continue</a> <a href="#">Cancel</a>

8. If the profile is satisfactory, select **Continue**. The Confirmation Email Sent page is displayed ([Exhibit 10](#)). The profile has been created.

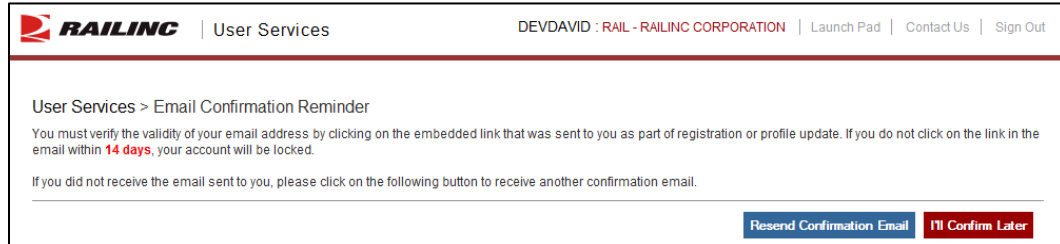
**Exhibit 10. Confirmation Email Sent**

   User Services	
Confirmation Email Sent	
✓	Step 1 Agree to the Terms of Service
✓	Step 2 Complete contact information
➔	Step 3 Request access to applications (optional)
The system has generated a profile confirmation email that has been sent to:	
• david.devine@railinc.com	
When you receive the confirmation email, please verify the profile details.	
You must click the embedded link in the email within 14 days. If you do not verify receipt of the email, the account will be locked.	
Now that your profile has been created, you may:	
<ul style="list-style-type: none"> <li>Continue to Step 3 and request access to applications, or</li> <li>Stop here. (You may request access to applications at a later time.)</li> </ul>	
<a href="#">Continue To Step 3</a> <a href="#">Stop Here</a>	

Choose from the following options:

- **Continue to Step 3**—Opens the Request Application Access page ([Exhibit 15](#)).
- **Stop Here**—Opens the SSO Login panel to do an immediate login. Similar to [Exhibit 2](#). Since no e-mail confirmation has been done, the Email Confirmation Reminder page is displayed ([Exhibit 11](#)). Select **I'll Confirm Later** to continue working.

**Exhibit 11. Email Confirmation Reminder**

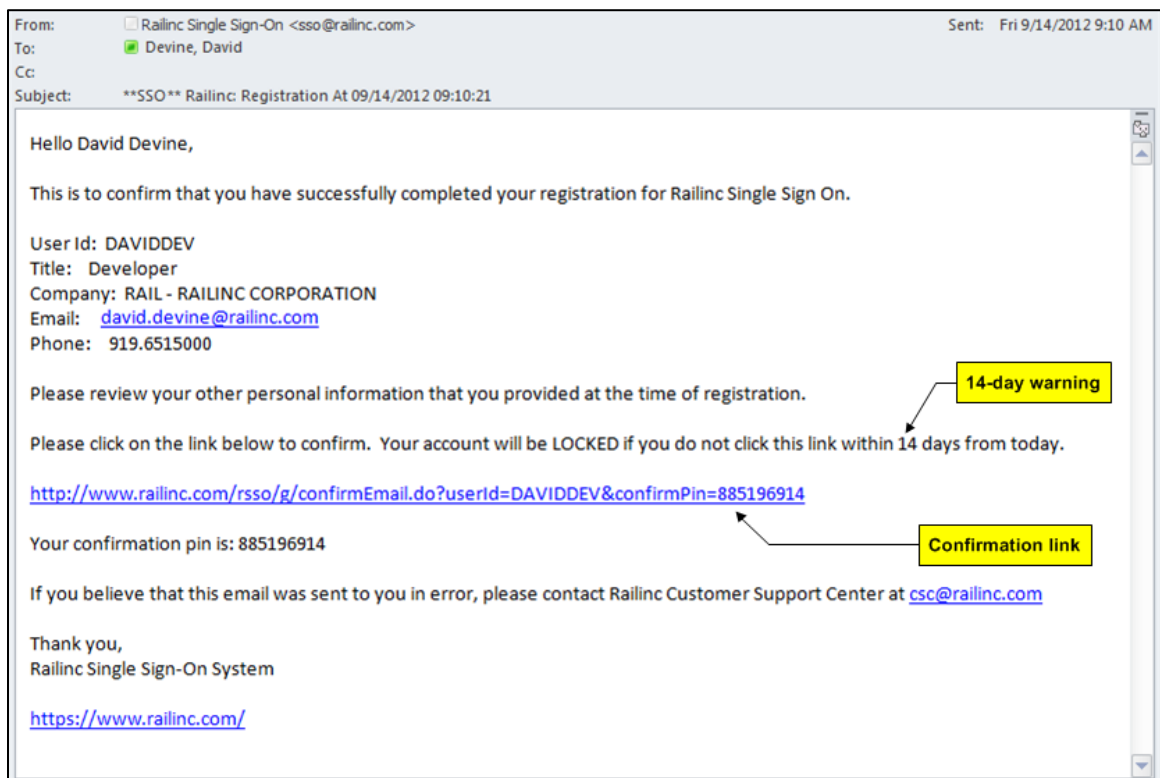


- (Recommended) Continue with Step [9](#).

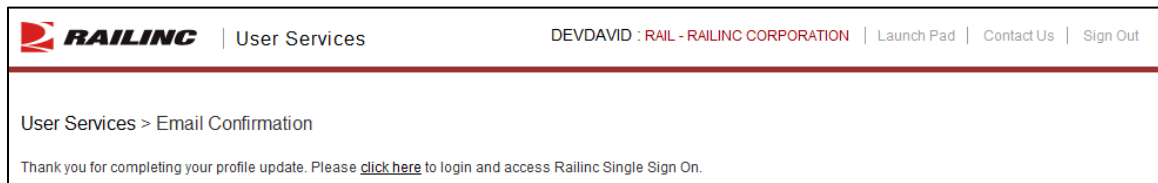
9. Go to E-Mail application to confirm the new ID:

- a. Open the new Registration e-mail ([Exhibit 12](#)).

**Exhibit 12. Registration E-Mail**



- b. Select the confirmation link to confirm the registration. The Email Confirmation page is displayed ([Exhibit 13](#)).

**Exhibit 13. Email Confirmation**

- c. As desired, select the **click here** link to open the SSO Login page (similar to [Exhibit 2](#)).
10. After logging on, request access to applications as described in [Requesting Application Access](#) on page 11.

---

## Requesting Application Access

After SSO registration is complete, the user can request access to the applications and sites needed to do work. This procedure covers the selection of FindUs.Rail access rights for both the company administrator (FindUs.Rail Company Administrator) and for regular users that manage contact information in FindUs.Rail (Contact Company Administrator).

To request FindUs.Rail application access:

1. Go to the Railinc.com Welcome page ([Exhibit 1](#)) at <http://www.railinc.com>.
2. Log on to SSO by entering a selected User ID and Password into the SSO Account Access Panel ([Exhibit 2](#)). The Launch Pad is displayed ([Exhibit 14](#)).

Exhibit 14. Launch Pad

**RAILINC** Launch Pad CSBXK01 : RAIL - RAILINC CORPORATION [Contact Us](#) [Sign Out](#)

**Your Applications**

- Car Repair Billing
- FindUs.Rail
- IRF Product Sub (Commit. Site)
- RailSight
- Umler

**User Services**

**My Profile Management**

- [Edit My Profile](#)
- [Change Password](#)
- [View/Request Permissions](#)
- [Check Status of Permission Requests](#)
- [User Guide](#)

**Your Notifications**

Current Notifications Past Notifications

Date	Type	Subject
01/16/2013 1900 EST	System Wide	<a href="#">Single Sign-On System Update</a>
12/14/2012 0830 EST	System Wide	<a href="#">Railsight Service Disruption</a>

**Your Support Cases**

Your Open Cases All Your Cases

Showing 1 - 1 of 1 results. Page 1 of 1 [First](#) [Previous](#) [Next](#) [Last](#)

Case #	Last Updated	Title	Status
91109	1/4/12 10:30 AM	SSO Account Unlock	Closed

Customer Support 1-877-RAILINC  
Support Hours: Monday - Friday, 0700 - 1900 Eastern Time [Create a New Case](#)

**Your Subscriptions**

Application	Type	
Car Repair Billing	Release	<a href="#">unsubscribe</a>
Umler	Release	<a href="#">unsubscribe</a>
FindUs.Rail	Release	<a href="#">unsubscribe</a>
RailSight	Release	<a href="#">unsubscribe</a>
Umler	Maintenance	<a href="#">unsubscribe</a>

[Subscribe to more...](#)

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- If a regular user, select **View/Request Permissions** below the User Services heading. The Request Application Access page is displayed ([Exhibit 15](#)).

**Note:** For company administrators assigning rights to other users, select **Manage User Permissions** instead. The user name for the individual for whom permissions are being requested needs to then be entered. From there the procedure continues.

**Exhibit 15. Request Application Access (top and bottom)**

**RAILINC** | User Services | DEVIDAVID : RAIL - RAILINC CORPORATION | Launch Pad | Contact Us | Sign Out

User Services > Edit User > Request Application Access

User Id	DEVIDAVID	Devan David	User Status	Active
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	01/18/2013 11:36:25
Next Password Expiration	01/13/2014		Next Revalidation	01/18/2014
Member Since	09/14/2012		User Type	Web User

AAR Embargo/OPSL Permit System	<a href="#">Request</a>
<a href="#">no permission granted</a>	
ACVTF (Committee Site)	<a href="#">Request</a>
<a href="#">no permission granted</a>	
BIDW (Committee Site)	<a href="#">Request</a>
<a href="#">no permission granted</a>	

⋮

UMLER/EMIS	<a href="#">Request</a>
<a href="#">no permission granted</a>	
UMLER/EMIS (Committee Site)	<a href="#">Request</a>
<a href="#">no permission granted</a>	
id-265809987 Name	<a href="#">Request</a>
<a href="#">no permission granted</a>	
id-512115491 Name	<a href="#">Request</a>
<a href="#">no permission granted</a>	

[Done](#)

4. Scroll to the FindUs.Rail application and select its **Request** button. The FindUs.Rail Request Permission page is displayed ([Exhibit 16](#)).

**Exhibit 16. Request Permission (for FindUs.Rail—pre-submit)**

**RAILINC** | User Services | WRITEON : RAIL - RAILINC CORPORATION | Launch Pad | Contact Us | Sign Out

User Services > Manage User Permissions > Request Permission

**FindUs.Rail**

\* Select Role

☐ Contact Company Admin For MARK (company required)  
This permission must be accompanied with a MARK (2-4 character alphanumeric Company ID) specified in the Company ID field below.

☐ FindUsRail Company Admin (company required)  
Company Admin can approve users of the same company that request to access the application.

\* Company Id  [Search](#)

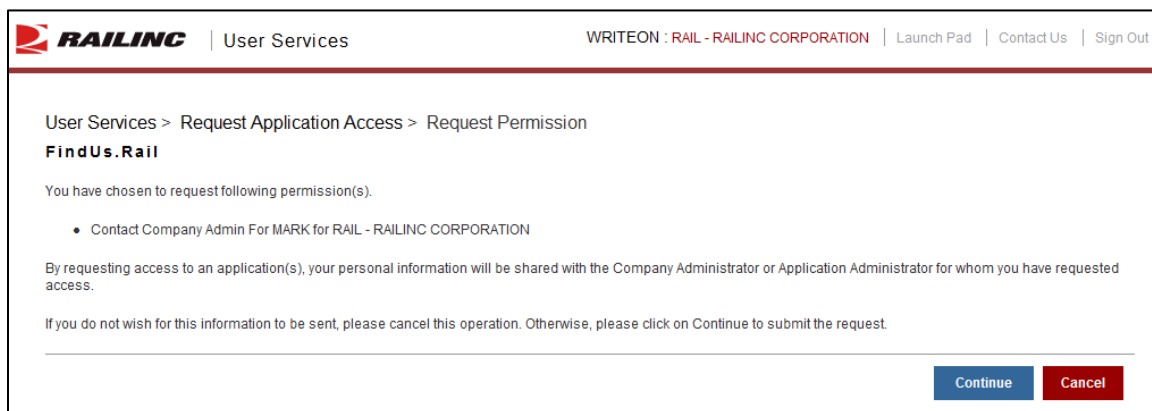
Enter Comment

[Submit](#) [Return](#)

5. Select a Role:

- a. For company administrators: select the **FindUsRail Company Admin** option.
  - b. For regular users (or for admins assigning rights to regular users), select the **Contact Company Admin For MARK** option.
6. Complete the other fields:
  - a. Type the Company ID (similar to [Exhibit 7](#)).
  - b. (Optional) Type a comment—generally to clarify access request for approval purposes.
7. Select **Submit**. The Confirm Permission Request page is displayed to confirm the request ([Exhibit 17](#)).

**Exhibit 17. Confirm Request for FindUs.Rail (post-submit)**



8. If the access was requested in error or is incorrect (role), select **Cancel**. If the request is satisfactory, select **Continue**. The Request Permission page is redisplayed again to indicate the requests have been sent to the application administrator ([Exhibit 18](#)).

**Exhibit 18. Request for FindUs.Rail (confirm submission)**

csc@railinc.com.' At the bottom right are two buttons: 'Request Additional Permissions' (light green) and 'Done' (blue)." data-bbox="174 559 879 750"/>

9. When the request has been submitted, an e-mail is sent to the user. Select **Done**.

## FindUs.Rail

Industry rules require all DDCT system users to register in the FindUs.Rail directory before being granted access to the system. Railinc will use this contact information to communicate about



DDCT training opportunities and system implementation. Go to [www.railinc.com](http://www.railinc.com) to register after establishing your SSO account.

FindUs.Rail is a centralized database that allows users to review their company's contact information via the web. This centralized repository of contact information helps reduce time spent by railroad departments, private car owners, and leasing companies across the rail industry from searching for the same contact information. Users are able to query contacts, agency relationships for a category and the MARK parent relationship.

---

**Note:** Consult the FindUs.Rail User Guide for full instructions on using the FindUs.Rail system.

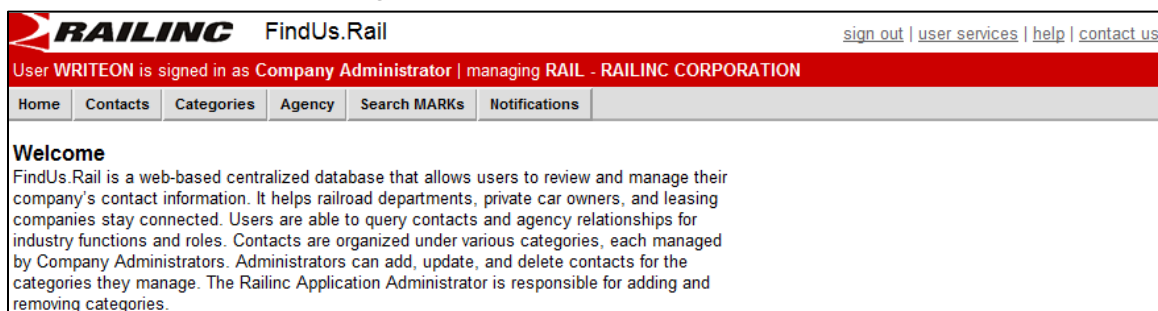
---

## Add a Contact

Here is how to add contact information in FindUs.Rail.


1. Go to the Railinc.com Welcome page ([Exhibit 1](#)) at <http://www.railinc.com>.
2. Log on to SSO by entering a selected User ID and Password into the SSO Account Access Panel ([Exhibit 2](#)). The Launch Pad is displayed ([Exhibit 14](#)).
3. Under the Your Applications heading, select the link for FindUs.Rail. The FindUs.Rail home page is displayed ([Exhibit 19](#)).

**Exhibit 19. FindUs.Rail Home Page**



4. Select **Contacts > Add Contact**. The Add Contact screen is displayed ([Exhibit 20](#)).

### Exhibit 20. Add Contact


FindUs.Rail

[sign out](#) | [user services](#) | [help](#) | [contact us](#)

User WRITEONE is signed in as **Company Administrator** | managing **RAIL - RAILINC CORPORATION**

[Home](#) | [Contacts](#) | [Categories](#) | [Agency](#) | [Search MARKS](#) | [Notifications](#)

---

### Add Contact

Contact

Company ID/MARK

RAIL

Company

RAILINC CORPORATION

First Name

Company Reference

Last Name

Website URL

Title/Position

Notes

Email

Phone - Primary

Intl.

Area

Number

Ext.

Phone - Secondary

Intl.

Area

Number

Ext.

Fax

Intl.

Area

Number

Ext.

Address

City

St./Prv.

Postal Code

Country

Categories

Any assigned categories must have at least one category function specified.

☐
☐

Category

☐
☒

- Select -

Categories

Add

Delete

Save

Cancel

5. Complete the available contact information input fields. Users can add relative information for the location or organization in the “Title/Position” field to identify the railroad or car owner.
6. Under the category listing, select the **Damaged Defective Car Tracking** category. Additional details appear regarding Category Role and Functions ([Exhibit 21](#)).

**Exhibit 21. Contact Category (Damaged Defective Car Tracking)**

Damaged Defective Car Tracking

Category Role

Primary

Category Functions

☐ Handling Carrier Damaged Car Management

☐ Handling Carrier Defective Car Management

☐ Mark Owner Damaged Car Management

☐ Mark Owner Defective Car Management

7. Specify the Category Role (Primary or Secondary).
8. Select the appropriate Category Function.
9. Perform one of the following actions:
  - a. Select **Save** to save the new contact record.
  - b. Select **Cancel** to cancel the addition of the contact information.