



# FRA Workflow Tool User Guide



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# Learning about the FRA Workflow Tool

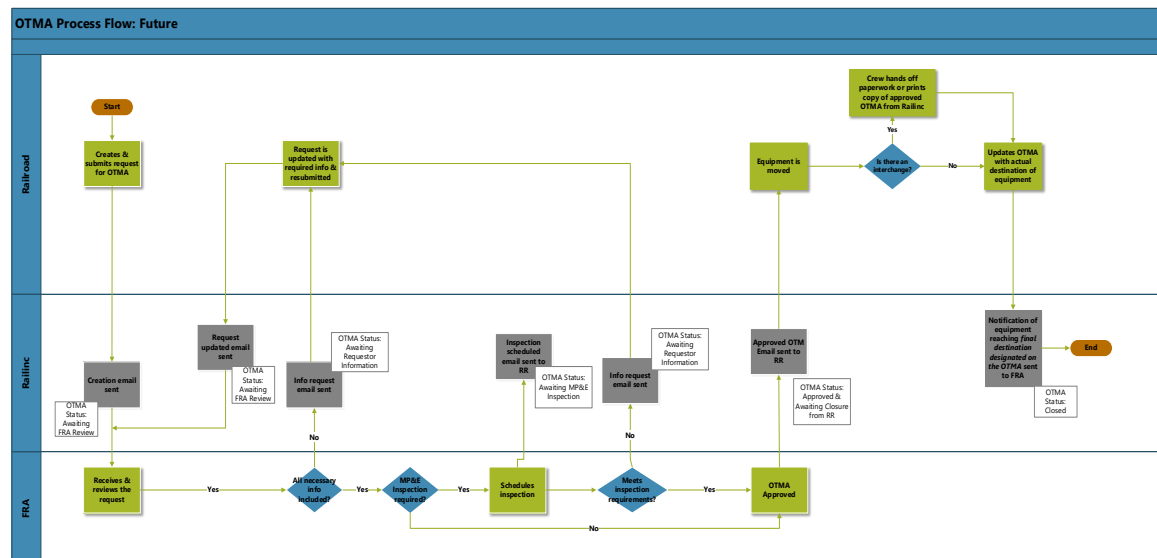
The FRA Workflow Tool is an application that helps Federal Railroad Administration (FRA) users view and respond to One-Time Movement Approval (OTMA) requests from railroads.

## Overview

The FRA Workflow Tool application enables FRA users to review and manage requests from railroads for a one-time movement of non-compliant locomotives and railcars. The application lists all locomotive and railcar OTMA requests and their status. It enables users to review request details, communicate with railroads to request additional information if needed, and record the approval or denial of requests. The application sends notification emails to involved parties when actions are taken. FRA Workflow Tool company administrators can manage the FRA Contact Table, which lists persons or groups that can be assigned to review OTMA requests.

[Exhibit 1](#) provides an overview of the OTMA process.

**Exhibit 1. OTMA Process Flow**



A railroad uses the OTMA application to create an OTMA request, including their general contact information, details about the non-compliant equipment and the incident, photos of the damage, safety steps to be taken prior to the movement, and the FRA contact(s) to be notified. The OTMA application generates an approval request letter based on the information provided by the railroad. After ensuring the approval request letter is correct and complete, the railroad submits the OTMA request to the FRA. The status of the request is set to **Awaiting FRA Review**.

Upon receiving the request in the FRA Workflow Tool, the FRA assigns a reviewer. The FRA reviewer evaluates the new OTMA request and determines if an inspection is needed. If the FRA determines that an inspection is needed, the status is changed to **Awaiting MP&E Inspection**. The inspection process is handled outside of the OTMA system. If an inspection report is generated, the FRA uploads the report to the FRA Workflow Tool. The FRA may also request more information. If this occurs, the railroad receives notification, and the status is changed to **Awaiting Requestor Information** (which enables the railroad to modify the request).

Once the FRA completes their review process, they either approve or deny the request.

If the request is approved, the status is changed to **Approved & Awaiting Closure from Railroad** and an approval letter is emailed to the railroad contact(s). An additional tab (Approved Request) is added to the Request ID page. This tab contains the approval letter sent by the FRA (the railroad crew moving the non-compliant equipment is required to have a printed or electronic copy of the approval letter). When the movement has been completed, the railroad closes the request and notifies the FRA that the equipment has reached its destination. The status is changed to **Closed**.

If the request is denied, the status is changed to **Request Denied**. The railroad can either close the request or update the request with additional information and re-submit the request to the FRA.

This document describes how to use the FRA Workflow Tool through the following major sections:

- [Getting Started](#) describes how to access and log in to the system.
- [Working with OTMAs](#) describes how to view a list of OTMA requests and their status, and select, review and respond to an individual request.
- [Working with the FRA Contact Table](#) describes how FRA Workflow Tool company administrators can view, add, update, and remove FRA contacts in the FRA Contact Table.

For additional information, contact the Railinc Customer Success Center (see [Accessing the Railinc Customer Success Center](#)).

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## System Requirements

For information about the system requirements of Railinc web applications and for information about downloading compatible web browsers and file viewers, refer to the [Railinc UI Dictionary](#).

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## Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to [csc@railinc.com](mailto:csc@railinc.com).

# Getting Started

The FRA Workflow Tool uses Railinc Single Sign-On (SSO) to manage permissions. To access SSO, view the Railinc portal at <http://www.railinc.com> and select **Customer Login** at the top right of the page.

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## Registering to Use Railinc SSO

Each FRA Workflow Tool user must register to use Railinc Single Sign-On (SSO). If you are not already registered, refer to the [Railinc Single Sign-On and Launch Pad User Guide](#) for more information. Once you have completed SSO registration, request access to the FRA Workflow Tool within SSO.

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## Requesting Access to the FRA Workflow Tool

After you receive authorization to use Railinc SSO, you must request access to the FRA Workflow Tool by following instructions in the [Railinc Single Sign-On and Launch Pad User Guide](#).

Your level of access and authorization for the FRA Workflow Tool is determined when you request access through Railinc SSO. [Exhibit 2](#) shows a complete list of FRA Workflow Tool roles as seen in SSO.

***Exhibit 2. User Roles and Tasks***

Role	Description
<b>FRA Locomotive OTMA Company Admin</b>	Users with this role can grant permissions to the FRA Workflow Tool and can create and manage contacts. Users with this role can review and approve OTMA requests for locomotives and railcars as an employee of the FRA.
<b>FRA Locomotive OTMA Reviewer</b>	Users with this role can access the FRA Workflow Tool to review and approve OTMA requests for locomotives and railcars as an employee of the FRA.

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc through the Single Sign-On interface ([Exhibit 3](#)).

### Exhibit 3. FRA Workflow Tool Request Permission

The screenshot shows a web form titled "FRA Workflow Tool" with a subtitle "FRA Workflow Tool". It features a progress bar at the top with three steps: "1 Select Roles", "2 Confirm", and "3 Done". Below the progress bar, there are two role selection options, each with a checkbox and a description:

- ☐ FRA Locomotive OTMA Company Admin  
Users with this role will be able to grant permissions to the FRA Workflow Tool
- ☐ FRA Locomotive OTMA Reviewer  
Users with this role will have access to the FRA Workflow Tool and can review and approve a Locomotive OTMA as an employee of the FRA

Below the role selection options is a "Comments..." text area. At the bottom right, there are two buttons: "Return" (in red) and "Next" (in grey). A character count "0/255" is visible next to the "Next" button.

Choose your role(s) and select **Next** to proceed. Once you receive email notification of access, you can log on and begin using the FRA Workflow Tool.

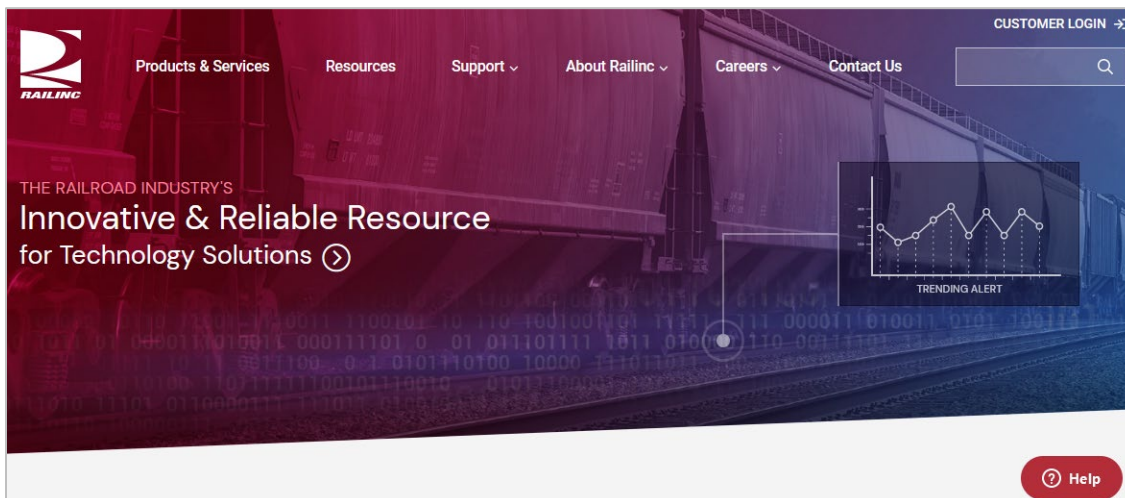
**Note:** The locomotive OTMA roles also apply to railcar OTMAs.

## Logging In

Use the following procedure to log into the FRA Workflow Tool:

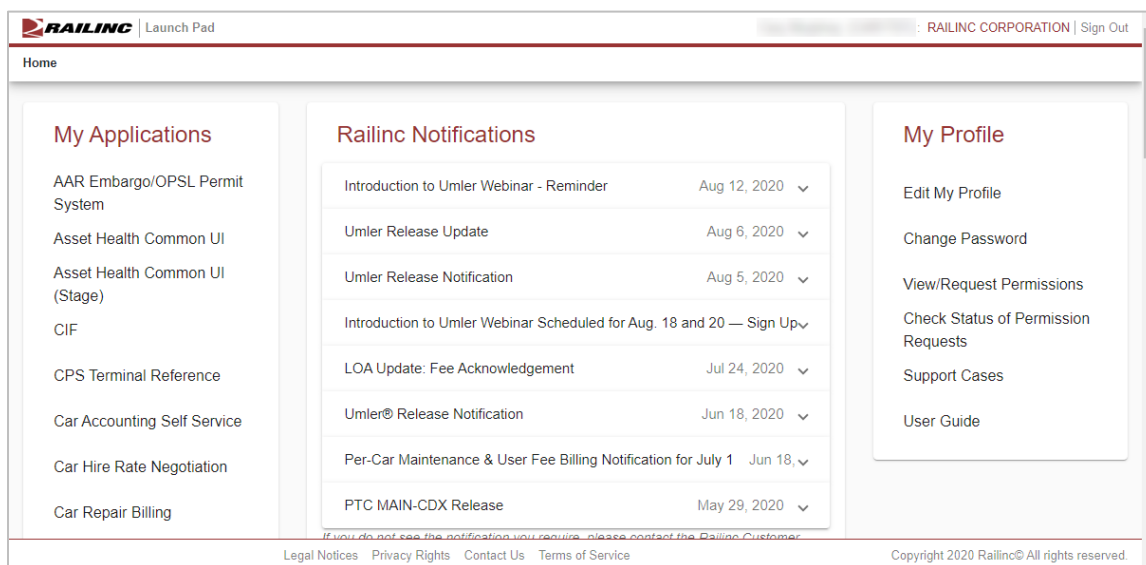
1. Open your internet browser.
2. Enter the following URL: <http://www.railinc.com>. The Railinc Welcome page is displayed ([Exhibit 4](#)).

### Exhibit 4. Railinc Welcome Page



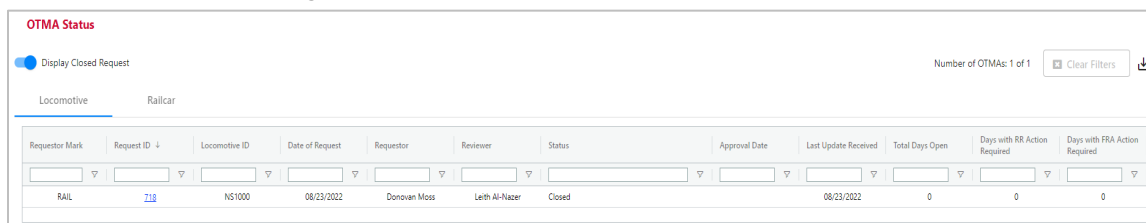
3. Select **Customer Login** at the top right. The Railinc Account Access panel is displayed.
4. In the Account Access panel, enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed ([Exhibit 5](#)).

**Exhibit 5. Railinc Launch Pad**



- Under **My Applications**, select **FRA Workflow Tool** (you may need to scroll down). The OTMA Status page is displayed ([Exhibit 6](#)).

**Exhibit 6. OTMA Status Page**



The OTMA Status page has two tabs – one for locomotives and one for railcars. Each tab contains rows and columns of information pertaining to OTMA requests (see [Working with OTMAs](#) for more information).

If you have the FRA Locomotive OTMA Company Admin permission, a menu icon (≡) is displayed at the top left of the page. This menu enables you to manage FRA contacts (see [Working with the FRA Contact Table](#) for more information).

The FRA Workflow Tool has a menu bar that contains the following options:

- Home** Return to the OTMA Status page after viewing another FRA Workflow Tool page. This page displays a list of OTMAs (see [Working with OTMAs](#)).
- User Guide** View the *FRA Workflow Tool User Guide*.

## Logging Out

Select the **Sign Out** link to end an FRA Workflow Tool session.

## Working with OTMAs

The FRA Workflow Tool enables you to view and respond to OTMA requests.

## Viewing OTMA Status

When first opened, the OTMA Status page is displayed and defaults to the Locomotive tab. This tab contains a listing of all locomotive OTMA requests that have been submitted by railroads to the FRA ([Exhibit 7](#)).

**Exhibit 7. OTMA Status Page (Showing the Locomotive Tab)**

Requestor Mark	Request ID	Locomotive ID	Date of Request	Requestor	Reviewer	Status	Approval Date	Last Update Received	Total Days Open	Days with RR Action Required	Days with FRA Action Required
RAIL	<a href="#">718</a>	NS1000	08/23/2022	Donovan Moss	Leith Al-Nazer	Closed		08/23/2022	0	0	0

The OTMA Status page also contains the Railcar tab, which, when selected, displays a list of all railcar OTMA requests that have been submitted by the railroads to the FRA ([Exhibit 8](#)).

**Exhibit 8. OTMA Status Page (Showing the Railcar Tab)**

Requestor Mark	Request ID	Railcar ID	Date of Request	Requestor	Reviewer	Status	Approval Date	Last Update Received	Total Days Open	Days with RR Action Required	Days with FRA Action Required
RAIL	<a href="#">752</a>	AARE 4590 <sup>(1)</sup>	08/25/2022	Sam Raab	Leith Al-Nazer	Draft		08/25/2022	0	0	0
RAIL	<a href="#">722</a>	CSX 123456 <sup>(2)</sup>	08/25/2022	Sam Raab	Leith Al-Nazer	Awaiting Requestor Information		08/25/2022	1	1	0
RAIL	<a href="#">714</a>	AARE 4590 <sup>(1)</sup>	08/19/2022	Sam Raab	Leith Al-Nazer	Closed	08/23/2022	08/23/2022	4	0	4

The tabs on the OTMA Status page contain the following columns of information:

Requestor Mark	The mark of the railroad that submitted the OTMA request.
Request ID	A numeric identifier for the request. Select a Request ID link to view request details and work with the request (see <a href="#">Managing OTMA Requests</a> ).
Locomotive/ Railcar ID	The equipment ID of the locomotive or railcar associated with the OTMA request.
Date of Request	The date the OTMA request was originally submitted.
Requestor	The name of the person or group that submitted the OTMA request.
Reviewer	The name of the FRA person or group that is assigned to review the OTMA request.



Status	<p>The current status of the OTMA request as described below:</p> <p>Awaiting FRA Review – Indicates a newly submitted or updated OTMA request.</p> <p>Awaiting Requestor Information – Indicates that the FRA has communicated to the railroad that they need more information about the request.</p> <p>Awaiting MP&amp;E Inspection – Indicates that the FRA has requested an inspection and is awaiting the results of that inspection.</p> <p>Approved &amp; Awaiting Closure from Railroad – Indicates that the FRA has approved the request and the request needs to be closed by the railroad.</p> <p>Request Denied – Indicates that the FRA has denied the request. The request can either be updated or closed by the railroad.</p> <p>Closed – Indicates that the request has been closed.</p> <p>If a request remains in a status other than “Closed” for more than three days, the status is highlighted in red.</p> <p><b>Note:</b> Use the <b>Display Closed Request</b> toggle at the top left to control whether or not closed requests are displayed.</p>
Approval Date	The date on which the OTMA request was approved (if approved).
Last Update Received	The date when the request was last updated.
Total Days Open	The number of days that the OTMA request has been (or was) open.
Days with RR Action Required	The number of days that the OTMA request has been (or was) open and awaiting an action by the railroad.
Days with FRA Action Required	The number of days that the OTMA request has been (or was) open and awaiting an action by the FRA.

The current and total number of OTMAs is displayed at the top right. If the current number is less than the total number, this indicates that a filter has been applied. Select the **Clear Filters** button to clear all of the filters and see all of the OTMA records.

You can select the download icon (📄) to download the currently displayed list of OTMAs as a CSV file. Any filters applied at the time of download are reflected in the contents of the CSV file.

You can sort any column by selecting the header in that column. An arrow to the right of the column header indicates the direction of the sort. You can sort by multiple columns by holding the Shift key and selecting an additional column header. A number to the right of the column header indicates precedence of a multi-column sort.

You can also filter any column by typing a string in a filter box below a column header. Use advanced column filtering options by selecting the filter icon (🔍) to the right of a filter box.

**Note:** For railcar OTMA requests, more than one railcar can be included in the OTMA. The number of railcars is indicated in brackets on the OTMA Status page. You can view the railcars by hovering over the railcar ID.

## Managing OTMA Requests

From the OTMA Status page ([Exhibit 7](#)), select the Request ID link for the request with which you want to work. The Request ID page is displayed ([Exhibit 9](#)).

**Exhibit 9. Request ID Page (Showing the Request ID Details Tab)**

Request ID: 598

Request ID Details

Images

Inspection Report

View Activity

Inspection Options

Approve Request

Request More Information

Add a Note

Reassign Reviewer

Print Request

Deny Request

Status:

Awaiting FRA Review

Date of Request:

12/07/2021

Inspection Details:

Forwarded to local for inspection

Reviewer:

Check Kam  
202-366-2139  
check.kam@dot.gov

Notes:

From Christy Kaplan 12/09/2021 at 03:40 PM: test req more info

Hello Check Kam,

RAILINC CORPORATION is requesting a one time movement for locomotive RAIL 1. RAIL 1 was involved in a derailment on 2021-12-05. The OTM Reason is for Repair and the non-complying items are listed below:

Safety appliances and protection against personal injury  
part1, part2, part3, part4

Brakes  
brake1, brake2, brake3, brake4

RAIL 1 will be moved 90.0 miles from its current location of Cary, NC to the final destination of repair facility in Greensboro, NC.

If permitted to move locomotive RAIL 1 to the destination listed above, the following precautions will be taken to ensure the safe movement of the locomotive:

Yes	No	N/A	FRA Liability Waiver Specifications	Explanation if marked No or N/A
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remove or secure all loose and protruding parts.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A thorough examination must be made to ensure there is no interference between the front truck and damaged section of the stairwell in addition to adequate clearance to the rail.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The damaged locomotive will be inspected and tagged in accordance with 49 CFR 229.9- Movement of non-complying locomotives.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The locomotive air brakes will be operational.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The handbrake will be operational and effective on the subject locomotive.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The handbrake will be reasonably accessible on the subject locomotive.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No personnel shall be permitted to ride or occupy the defective equipment.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The crew(s) hauling the non-complying equipment shall be notified in writing of its presence in the train and of the individual defects, and shall be given a copy of this letter, which must be kept in the lead locomotive.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The equipment may not be moved beyond the destination identified in this letter.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The FRA will be notified when this equipment reaches its destination.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The affected areas will be sealed off to prevent train crew usage while boarding or exiting and a sign, or the words "DO NOT BOARD," painted in 3-inch letters and displayed on each side of the locomotive near the damaged appliances.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Office of Railroad Infrastructure and Mechanical Equipment will be notified in writing if any accident/incident or injury to railroad personnel occurs while this equipment is en route.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The subject locomotive will not exceed 30 mph.	

The local point of contact for this locomotive OTMA request is:  
Adding Local POC  
Local POC  
christina.kaplan@railinc.com  
1234687987465

Sincerely,  
Christy Kaplan  
RAILINC CORPORATION  
Business Analyst  
christina.kaplan@railinc.com  
919-6515212

The Request ID page shows detailed information for an individual request. It contains the following tabs:

- [Request ID Details](#)
- [Images](#)
- [Inspection Report](#)
- [View Activity](#)
- [Approved Request](#) (this tab is only generated when an approval letter is created)

## Working with Request ID Details

The Request ID Details tab ([Exhibit 9](#)) contains detailed information about the request. It also contains the following buttons, which allow you to take actions related to the request:

**Note:** If the status indicates that an action is required by a railroad, certain buttons are not available.

**Inspection Options** Displays the Inspection Options popup, which enables you to forward the request to a local contact for inspection or designate that no inspection is necessary. Once an inspection option is selected, the **Approve Request** and **Deny Request** buttons are enabled.

**Approve Request** Displays the FRA Approval Conditions popup, which contains a customized list of approval conditions that you can add to, edit, or delete ([Exhibit 10](#)).

**Exhibit 10. FRA Approval Conditions Popup**

**FRA Approval Conditions**

Review the conditions listed below to populate the approval for this request

[+ Add](#)

1) RAIL1 must be inspected, properly tagged, and moved in accordance with Title 49 Code of Federal Regulations Section 229.9-Movement of non-complying locomotive.	<a href="#">✎</a>	<a href="#">✕</a>
2) The air brakes must be functional, and an initial terminal air brake test and inspection must be conducted before departure.	<a href="#">✎</a>	<a href="#">✕</a>
3) The handbrake must be accessible and function as intended.	<a href="#">✎</a>	<a href="#">✕</a>
4) All loose and protruding parts of locomotive RAIL1 must be secured or removed prior to movement.	<a href="#">✎</a>	<a href="#">✕</a>
5) All damaged areas must be completely blocked off in such a manner to prevent access at those locations.	<a href="#">✎</a>	<a href="#">✕</a>
6) All remaining accessible safety appliances that is non-compliant must be repaired or replaced, and made compliant with federal regulations.	<a href="#">✎</a>	<a href="#">✕</a>
7) Stencils with letters no less than 3 inches in height must be placed on the cab doors and on the barriers, as close to the damage as possible, with the words "DO NOT OCCUPY" and "DO NOT BOARD."	<a href="#">✎</a>	<a href="#">✕</a>
8) RAIL1 must be moved dead-in-tow, locked and secured, and unoccupied for the entire move.	<a href="#">✎</a>	<a href="#">✕</a>
9) Any speed restrictions will be governed by the railroad's operating rules.	<a href="#">✎</a>	<a href="#">✕</a>
10) RAIL1 must not be moved beyond its final destination of repair facility in Greensboro, NC under the authority of this letter.	<a href="#">✎</a>	<a href="#">✕</a>

[✕ Cancel](#) [Save](#)

If needed, select the **Add** button to add a new condition to the list, select the edit icon ([✎](#)) to modify an existing condition, or select the delete icon ([✕](#)) to remove an existing condition. Select **Save** to save the conditions and create the Approved Request tab, which displays the approval email (see [Approving an OTMA Request](#)).

Request More Information	Displays a popup that enables you to request more information from the submitter. Requesting more information changes the request status to “Awaiting Requestor Information”.
Add a Note	Displays a popup that enables you to add a note to the request. The note is added to the Notes section of the Request ID Details tab and is viewable by the railroads. Adding a note does not change the request status.
Reassign Reviewer	Displays a popup that enables you to select and assign a different reviewer for the request. Only FRA contacts who are designated as reviewers are displayed in this popup. Reassigning the reviewer does not change the request status.
Print Request	Launches the Print dialog, which enables you to print the request.
Deny Request	Displays a popup that enables you to enter a description and change the status of the OTMA request to “Request Denied”.
Create PDF	Launches the Create PDF dialog, which enables you to create a PDF document of the request (this button is only displayed on requests that are in “Closed” status).

As you review the request and determine what actions need to be taken, use the buttons as needed to request more information or move the request to the next status. When you take an action on a request, a note is added to the Notes section at the top of the Request ID Details tab. When the request status is changed, a record is added to the Activity History (see [Viewing the Activity History](#)).

## Viewing Images

The Images tab of the Request ID page contains images of the non-compliant pieces of equipment that have been uploaded by the railroad to support their OTMA request. Railroads can upload up to ten images for a locomotive (for a total of 30MB) and ten images each for railcars. Supported filetypes are: .PNG, .BMP, .JPEG, .JPG, and .PDF.

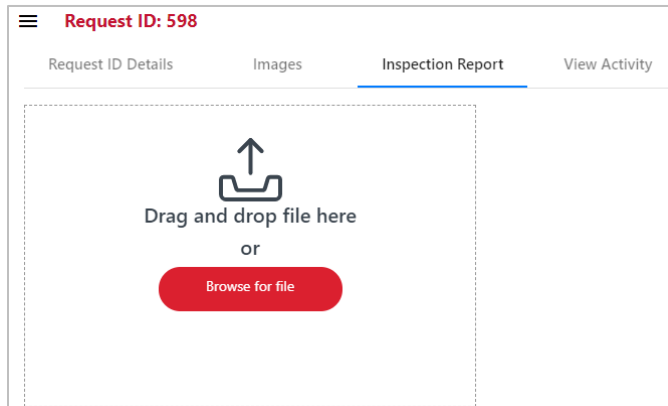
You can select an image to download so that you can view it in a larger format.

**Note:** For railcar OTMAs, you can view images for each railcar by selecting the railcar ID in the list on the left side of the Images tab.

## Working with Inspection Reports

The FRA may schedule an inspection of the non-compliant equipment. Once the inspection is completed, as an FRA user, you can use the Inspection Report tab to upload the inspection report ([Exhibit 11](#)).

**Exhibit 11. Inspection Report Tab**



Select **Browse** or use drag and drop to locate and attach one PDF file containing the inspection report. Once an inspection report is uploaded, you can view it in the Inspection Report tab.

**Note:** Once uploaded, the inspection report is viewable by the railroads.

Select the delete icon (🗑️) next to the filename of the inspection report if you need to delete it.

## Viewing the Activity History

The View Activity tab of the Request ID page contains a record of activities (status changes) on the OTMA request. This tab functions as an audit trail, and includes the following information: status, comments, requestor mark, user (who made the change), and the date and time of the change ([Exhibit 12](#)).

**Exhibit 12. View Activity Tab**

Status	Comment	Requestor Mark	User	Date & Time ↓
Awaiting FRA Review		RAIL	RAILOTMA	01/19/2022 05:19 PM
Awaiting Requestor Information	test req more info		BSCXK02	12/09/2021 03:40 PM
Awaiting MP&E Inspection			BSCXK02	12/09/2021 03:39 PM
Awaiting FRA Review		RAIL	RAILOTMA	12/07/2021 11:42 AM

By default, the View Activity tab is sorted by the Date & Time column, with the most recent status change displayed at the top. You can sort any column by selecting the header in that column. An arrow to the right of the column header indicates the direction of the sort. You can sort by multiple columns by holding the Shift key and selecting an additional column header. A number to the right of the column header indicates precedence of a multi-column sort.

You can also filter any column by typing a string in a filter box below a column header. Use advanced column filtering options by selecting the filter icon (▼) to the right of a filter box. Select the **Clear Filters** button to clear all of the filters and see all of the activity records.

You can select the **Export to CSV** button to download the currently displayed list of activities as a CSV file. Any filters applied at the time of download are reflected in the contents of the CSV file.

## Approving an OTMA Request

When an approval letter is created by selecting **Save** on the FRA Conditions popup as described in [Working with Request ID Details](#), the Approved Request tab is added to the set of tabs on the Request ID page ([Exhibit 13](#)). This tab displays the approval email (not shown below).

**Exhibit 13. Approved Request Tab**

Select **Submit** on the Approved Request tab to send the approval letter to the railroad and change the status of the OTMA request to “Approved & Awaiting Closure from Railroad”.

## Working with the FRA Contact Table

This section contains information for users with the FRA Locomotive OTMA Company Admin permission, which enables FRA Workflow Tool company administrators to add and manage FRA Workflow Tool users and their contact information.

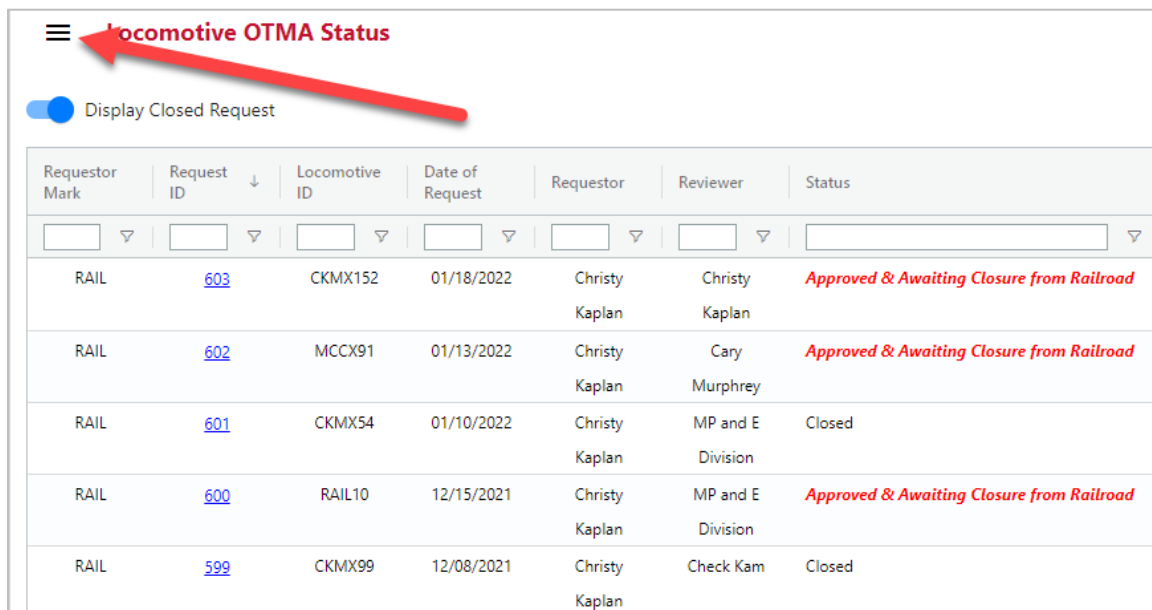
FRA Workflow Tool company administrators can perform the following tasks:

- [View FRA Contacts](#)
- [Add FRA Contacts](#)
- [Update FRA Contacts](#)
- [Remove FRA Contacts](#)

## Viewing FRA Contacts

If you have the FRA Locomotive OTMA Company Admin permission, a menu icon (≡) is displayed at the top left of the OTMA Status page ([Exhibit 14](#)).

**Exhibit 14. OTMA Status Page (Showing the Menu Icon)**



Requestor Mark	Request ID	Locomotive ID	Date of Request	Requestor	Reviewer	Status
RAIL	<a href="#">603</a>	CKMX152	01/18/2022	Christy Kaplan	Christy Kaplan	Approved & Awaiting Closure from Railroad
RAIL	<a href="#">602</a>	MCCX91	01/13/2022	Christy Kaplan	Cary Murphrey	Approved & Awaiting Closure from Railroad
RAIL	<a href="#">601</a>	CKMX54	01/10/2022	Christy Kaplan	MP and E Division	Closed
RAIL	<a href="#">600</a>	RAIL10	12/15/2021	Christy Kaplan	MP and E Division	Approved & Awaiting Closure from Railroad
RAIL	<a href="#">599</a>	CKMX99	12/08/2021	Christy Kaplan	Check Kam	Closed

Access the user management functionality by selecting the menu icon (≡) at the top left of the OTMA Status page and then selecting **FRA Admin**. The FRA Contact Table page is displayed ([Exhibit 15](#)).

**Exhibit 15. FRA Contact Table Page**

First and Last Name	Title/Position	Email Address	Phone	Company Mailing Address	Role	Update or Remove
	Director of MP&E		1234567890	1200 New Jersey Avenue, SE Washington, DC 25906	Secondary Contact Reviewer	
	Mechanical Engineer			1200 New Jersey Ave Washington, DC 20590	Secondary Contact Reviewer	
	MP&E Division		1234567890	1200 New Jersey Avenue, SE Washington, DC 25906	Secondary Contact Reviewer	
	MP&E TEAM			1200 New Jersey Avenue, SE Washington, DC 20590	Primary Contact	
	Business Analyst		123-456-7890 ext. 123	7001 Weston Pkwy Cary, NC 27609	Secondary Contact Reviewer	
	Technical Writer		1234567890	7001 Weston Pkwy Cary, NC 27513	Secondary Contact Reviewer	
	Director, Mechanical			1200 New Jersey Avenue Washington, DC 20590	Secondary Contact Reviewer	

The FRA Contact Table contains the following columns of information:

First and Last Name	The first name and last name of the FRA contact person or group.
Title/Position	A descriptive title or position for the FRA contact person or group.
Email Address	The email address of the FRA contact person or group.
Phone	The phone number of the FRA contact person or group.
Company Mailing Address	The physical mailing address of the FRA contact person or group.
Role	<p>The role of the FRA contact person or group as described below:</p> <p>Primary Contact – receives notifications for all OTMA requests and delegates to secondary contacts and other reviewers as needed. This contact may or may not also be a reviewer. There can only be one primary contact.</p> <p>Secondary Contact – receives notifications for specific OTMA requests as designated by the primary contact. This contact may or may not also be a reviewer.</p> <p>Reviewer – can be assigned to review and manage specific OTMA requests.</p>
Update or Remove	<p>Select the update icon () to modify information for a contact (see <a href="#">Updating FRA Contacts</a>). Select the remove icon () to delete a contact (see <a href="#">Removing FRA Contacts</a>).</p>

You can filter any column by typing a string in the filter box below a column header. To remove a filter, simply delete the filter string.

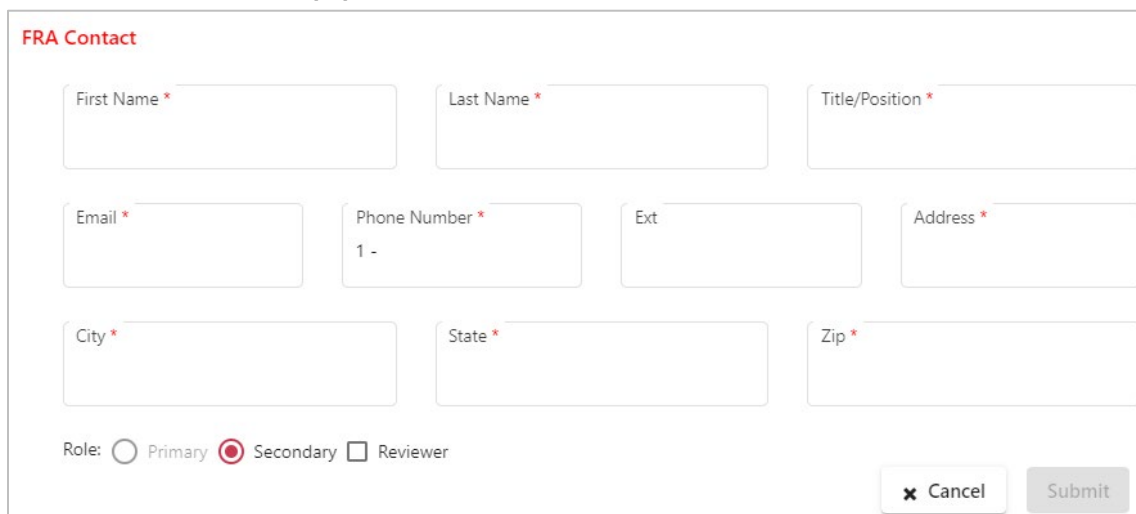


## Adding FRA Contacts

Use the following procedure to add a new FRA contact:

1. View the FRA Contact Table as described in [Viewing FRA Contacts](#).
2. Select the **Add** button at the top left of the FRA Contact Table page ([Exhibit 15](#)). The FRA Contact popup is displayed ([Exhibit 16](#)).

**Exhibit 16. FRA Contact Popup**



The screenshot shows a form titled "FRA Contact" with the following fields and controls:


- First Name \* (text input)
- Last Name \* (text input)
- Title/Position \* (text input)
- Email \* (text input)
- Phone Number \* (text input with "1 -" prefix)
- Ext (text input)
- Address \* (text input)
- City \* (text input)
- State \* (text input)
- Zip \* (text input)
- Role: ☐ Primary ☒ Secondary ☐ Reviewer
- Buttons: Cancel (with an 'x' icon) and Submit

3. Complete the necessary fields (required fields are indicated with a red asterisk).
4. In the Role field, select whether the new contact is a Primary Contact or a Secondary Contact (see [Viewing FRA Contacts](#) for descriptions).
5. Select the Reviewer checkbox if the contact can be assigned to review and manage specific OTMA requests.
6. Select **Submit**. A confirmation message is displayed.

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## Updating FRA Contacts

Use the following procedure to update information for an existing FRA contact:

1. View the FRA Contact Table as described in [Viewing FRA Contacts](#).
2. Select the update icon () in the Update or Remove column of the FRA Contact Table page ([Exhibit 15](#)) for the FRA contact whose information you want to update. The FRA Contact popup is displayed with the current values ([Exhibit 17](#)).

**Exhibit 17. FRA Contact Popup (Showing the Current Values)**

The FRA Contact popup form displays the following information:

- First Name \***: John
- Last Name \***: Smith
- Title/Position \***: Analyst
- Email \***: john.smith@railinc.com
- Phone Number \***: 1 - 1234567890
- Ext**: (empty)
- Address \***: 7001 Weston Pkwy
- City \***: Cary
- State \***: NC
- Zip \***: 27513

Role: ☐ Primary ☒ Secondary ☒ Reviewer

Buttons:

3. Modify the fields as needed (required fields are indicated with a red asterisk).
4. Select **Submit**. A confirmation message is displayed.

---

## Removing FRA Contacts

Use the following procedure to remove (delete) an existing FRA contact:

1. View the FRA Contact Table as described in [Viewing FRA Contacts](#).
2. Select the remove icon (✕) in the Update or Remove column of the FRA Contact Table page ([Exhibit 15](#)) for the FRA contact that you want to delete.

A confirmation popup is displayed ([Exhibit 18](#)).

**Exhibit 18. Confirmation Popup**

The Confirmation popup contains the following text and buttons:

**Confirm**

Would you like to delete the selected contact?

Buttons:

3. Select **Confirm** to confirm the deletion of the FRA Contact.