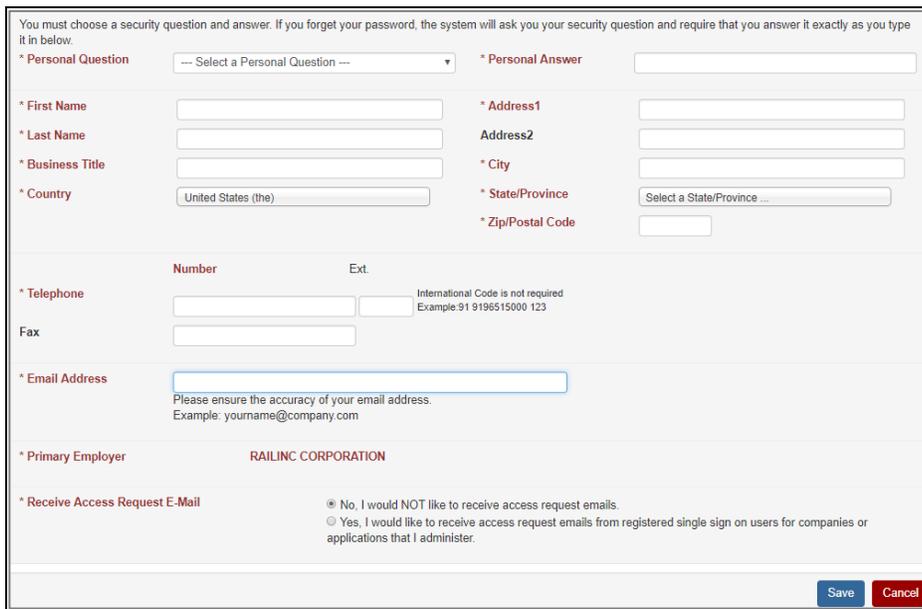


This Quick Guide helps Steelroads® users update their user profile and recover forgotten user IDs or passwords.

You can access Steelroads through one of two links: either enter [www.steelroads.com](http://www.steelroads.com) to access Steelroads directly, or enter [www.railinc.com](http://www.railinc.com) and then select the Steelroads application. Each link logs you into Steelroads by using Railinc’s Single Sign On (SSO) system, which enables you to update your user profile as well as recover a forgotten user ID or password.

## Updating Your User Profile

1. Use your web browser to navigate to [www.steelroads.com](http://www.steelroads.com) or [www.railinc.com](http://www.railinc.com).
2. Login using your user ID and password.
3. Select **User Services**.
4. Select **Update User Profile**. The User Profile page is displayed (see below).

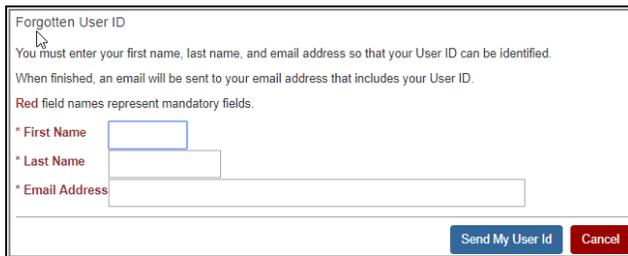


The screenshot shows a web form for updating a user profile. At the top, it states: "You must choose a security question and answer. If you forget your password, the system will ask you your security question and require that you answer it exactly as you type it in below." The form includes several sections: a "Personal Question" dropdown menu and a "Personal Answer" text field; fields for "First Name", "Last Name", "Business Title", and "Country" (pre-filled with "United States (the)"); address fields for "Address1", "Address2", "City", "State/Province" (dropdown), and "Zip/Postal Code"; telephone and fax fields with "Number" and "Ext." sub-fields, and a note: "International Code is not required. Example: 91 9196515000 123"; an "Email Address" field with a note: "Please ensure the accuracy of your email address. Example: yourname@company.com"; a "Primary Employer" field pre-filled with "RAILINC CORPORATION"; and a "Receive Access Request E-Mail" section with two radio buttons: "No, I would NOT like to receive access request emails." (selected) and "Yes, I would like to receive access request emails from registered single sign on users for companies or applications that I administer." At the bottom right are "Save" and "Cancel" buttons.

5. Update your information as needed and select **Save**.

## Retrieving a Forgotten User ID

1. Use your web browser to navigate to [www.steelroads.com](http://www.steelroads.com) or [www.railinc.com](http://www.railinc.com).
2. Under the User ID field, select **Forgot User ID?** The Forgotten User ID page is displayed (see below).

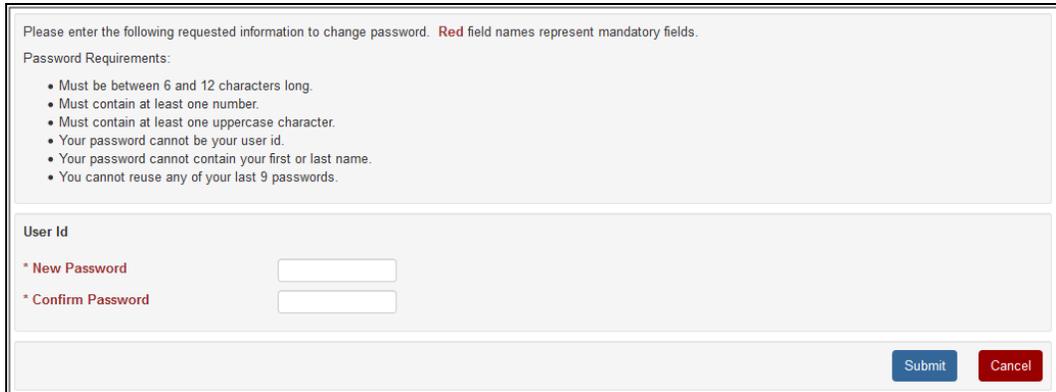


The screenshot shows a web form titled "Forgotten User ID". It contains the following text: "You must enter your first name, last name, and email address so that your User ID can be identified. When finished, an email will be sent to your email address that includes your User ID. Red field names represent mandatory fields." Below this text are three input fields: "First Name", "Last Name", and "Email Address", all with red asterisks indicating they are mandatory. At the bottom right are "Send My User ID" and "Cancel" buttons.

3. Enter your first and last name as well as your email address, and then select **Send My User ID**.
  - 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 (at [csc@railinc.com](mailto:csc@railinc.com) or 877-724-5462).

## Resetting a Forgotten Password

1. Use your web browser to navigate to [www.steelroads.com](http://www.steelroads.com) or [www.railinc.com](http://www.railinc.com).
2. Enter your user ID.
3. Select **Forgot Password?**. A page is displayed to confirm that you want to start the password recovery process.
4. Select **Start Password Recovery**. An email is sent containing a link to continue with the password reset process.
5. Select **Click here to continue the password reset process**. A page is displayed for you to enter a new password (see below).



Please enter the following requested information to change password. Red field names represent mandatory fields.

Password Requirements:

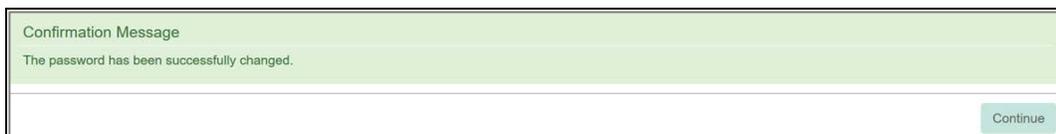
- Must be between 6 and 12 characters long.
- Must contain at least one number.
- Must contain at least one uppercase character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.
- You cannot reuse any of your last 9 passwords.

User Id

\* New Password

\* Confirm Password

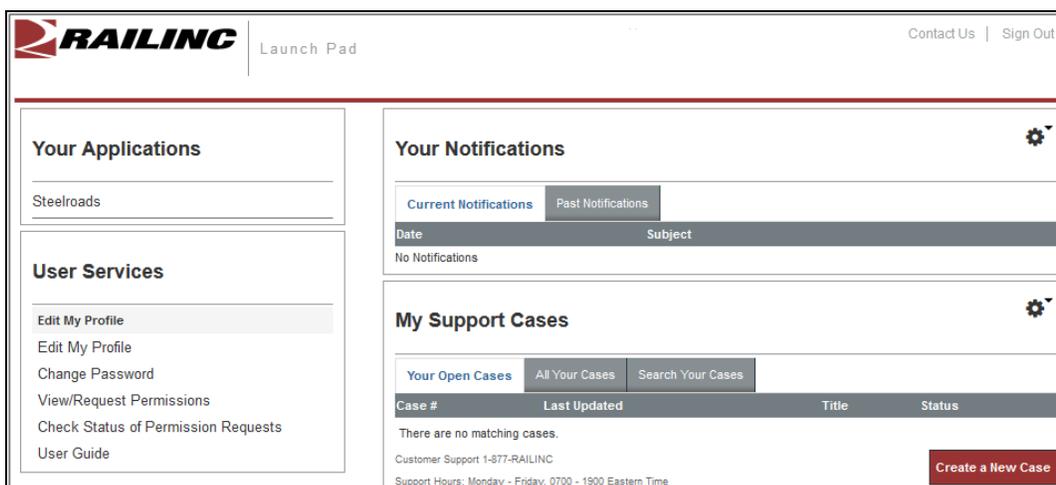
6. Enter a new password in the New Password and Confirm Password fields. Make sure your new password meets the password requirements listed on the page.
7. Select **Submit**. If your new password meets the password requirements, a confirmation message is displayed to confirm that your password has been changed.



Confirmation Message

The password has been successfully changed.

8. Select **Continue** to go to the Railinc Launch Pad.
9. From the Railinc Launch Pad, select **Steelroads** from the list of applications to start Steelroads.



**RAILINC** Launch Pad Contact Us | Sign Out

**Your Applications**

Steelroads

**User Services**

- Edit My Profile
- Edit My Profile
- Change Password
- View/Request Permissions
- Check Status of Permission Requests
- User Guide

**Your Notifications**

Current Notifications | Past Notifications

Date	Subject
No Notifications	

**My Support Cases**

Your Open Cases | All Your Cases | Search Your Cases

Case #	Last Updated	Title	Status
There are no matching cases.			

Customer Support 1-877-RAILINC  
Support Hours: Monday - Friday, 0700 - 1900 Eastern Time

Refer to the [Railinc Single Sign On and Launch Pad User Guide](#) for more information. Contact the Railinc Customer Success Center at 1-877-RAILINC (1-877-724-5462) or [csc@railinc.com](mailto:csc@railinc.com) if you need assistance.