| Railinc.com FAQ

What is Railinc?
Railinc is the largest, single source of real-time, accurate interline rail data for the North American railroad system. We serve many types of customers with our information technology solutions that solve specific logistics challenges, improve processes, and create a ripple effect of efficiencies across the entire value chain. Railinc is a subsidiary of the Association of American Railroads (AAR).

LOGGING IN

How do I log into Railinc.com?
Click the **Customer Login** link at the top right of the page. Follow the prompts to login with your Single Sign-On (SSO) username and password.

Can I use my Single Sign-On (SSO) username and password with the new website?
Yes.

I forgot my password.
Click the **Customer Login** link at the top right of the Railinc.com home page. From the Account Access page, select the **Need help signing in?** link. Reset your password by entering your user id in the **User ID** field and then click the **Forgot Password?** link. This starts the password reset process. Select **Start Password Recovery**. You'll receive an email with a link to continue the password reset process. In the email, select the **Click here to continue the password reset process** link. Enter a new password in the **New Password** and **Confirm Password** fields. Your password must meet the requirements listed at the top of the page. Select **Submit**. Once you have submitted a password that meets the password requirements, you'll receive a confirmation message and an email confirming your password has been changed.

How do I set up a login for Railinc.com?
Railinc requires an [AAR-assigned](#) reporting Mark (ABCX) or a Railinc-assigned alphanumeric identifier to access many of its systems. Companies that do not have an assigned Company ID must request one through the [Onboarding Application](#). This identifier is unique and, once established, may be used to access other Railinc systems. Once you have a Mark or Company ID, register by clicking the **Customer Login** link at the top right of the Home page. Then select **Create an account now** link and follow the prompts to register for the SSO User ID.

For companies who need to access Railinc applications that don't require a Mark or Company ID, select the **Other (Company) Registration** section at the bottom of the [Onboarding page](#).

How do I request access to Railinc Products?
Once you have an AAR-assigned reporting mark or Railinc-assigned alphanumeric identifier, log into Railinc.com to open the **Launch Pad**. In the **My Profile** section, choose the **View/Request Permissions** link to request access to available products, or contact your company administrator.

I'm new to the rail industry; where do I go to learn about Railinc and how to get started?
Select the **New to the Rail Industry?** box on the Home page. Review the [Guide for Railroads](#) to learn the standards and rules for operating as part of the North American freight rail industry.

PRODUCT & TRAINING RESOURCES

Where can I find a list of training materials for the various products that I use?
See Support Resources for a list of products/services and their resources.

How can I find information about a product?
Visit Products & Services to search or select from the list of Railinc products and services.

How can I find contacts from across the North American freight rail industry?
The FindUs.Rail free look-up tool allows first level searches of contacts, agencies, and railcar marks at no charge.

How can I look up the condition of rail equipment?
Railinc's Equipment Health View (EHV) provides users with a single location to look up, download, or input mission-critical railcar health data and report information related to railcar repairs across multiple Railinc systems.

How can I get rail equipment information?
Railinc's Umler® is the source of critical data for more than two million pieces of North American rail, steamship, and highway equipment. Umler provides secure access for equipment management and reporting tools, helping equipment owners provide high-quality data to logistics partners and customers.

How can I manage interline settlements?
Railinc's Interline Settlement System® (ISS) is the only centralized process to negotiate and agree upon the sharing of revenue generated for a movement when two or more railroads are involved in a shipment's route. ISS is the method by which the rail industry settles interline freight revenues via Electronic Data Interchange (EDI).

How can I track a railcar or container?
TransmetriQ's RailSight® is a suite of applications designed to deliver rail shipment and equipment management data through a flexible framework that can be adapted to support your changing business needs. Whether you need the unmatched depth and breadth of rail data available through RailSight Track and Trace or the easy-to-use hosted solutions available with RailSight Monitor and RailSight Demand Trace, RailSight offers it all from the industry-leading source for rail data.

How can I look up rail reference data?
Railinc maintains Industry Reference Files (IRFs) to support essential rail systems and operations. Learn how to use Railinc's IRF applications to locate company information, serving and connecting carriers, station names, service descriptions and more with Rail Service Finder.

How can I learn about operating a railroad as part of the North American railroad system?
Review the Guide for Railroads to learn the standards and rules for operating as part of the North American freight rail industry.

Where can I get recent industry news?
Railinc provides recent industry news on the Railinc blog.

SUPPORT

What if I have questions about my bill?
If you have questions about your bill, contact Railinc's accounting department at accountsreceivable@railinc.com.

How do I make a payment?
Railinc offers several convenient options for customers to pay their invoices: see Make a Payment.

How do I report a technical issue with a Railinc application and view open cases?
To report a technical issue with a Railinc application, log into https://public.railinc.com/ using your Single Sign-On (SSO) User ID and password. Use the **Create a New Case** button on your Launch Pad dashboard to report the issue.

Once you have created a case, you can view it by logging into https://public.railinc.com/ using your Single Sign-On (SSO) User ID and password. Your Launch Pad dashboard will include a list of your open cases.

What if I have questions about a Railinc product or resource?
Visit Products & Services and Resources to search or select from the list of Railinc products and resources. Railinc's customer service team is available to answer your questions. For more information, contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at csc@railinc.com.

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