Single Sign-On and Launch Pad User Guide

RAILINC

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List of Exhibits

Welcome to Single Sign-On/Launch Pad

The *Single Sign-On* (SSO) system provides a common user registration process and a central repository for customer information, authentication, and authorization solutions for most Railinc web applications. You use a single user ID and password to access most web applications.

For registered users, SSO opens on the *Launch Pad*. The Launch Pad is a dashboard-style interface that allows you to not only access your applications, but to see pertinent notifications about those applications. You can also make inquiries or report issues that automatically create "cases" in Railinc's internal ticketing system via the Launch Pad.

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*.

Accessing Single Sign-On
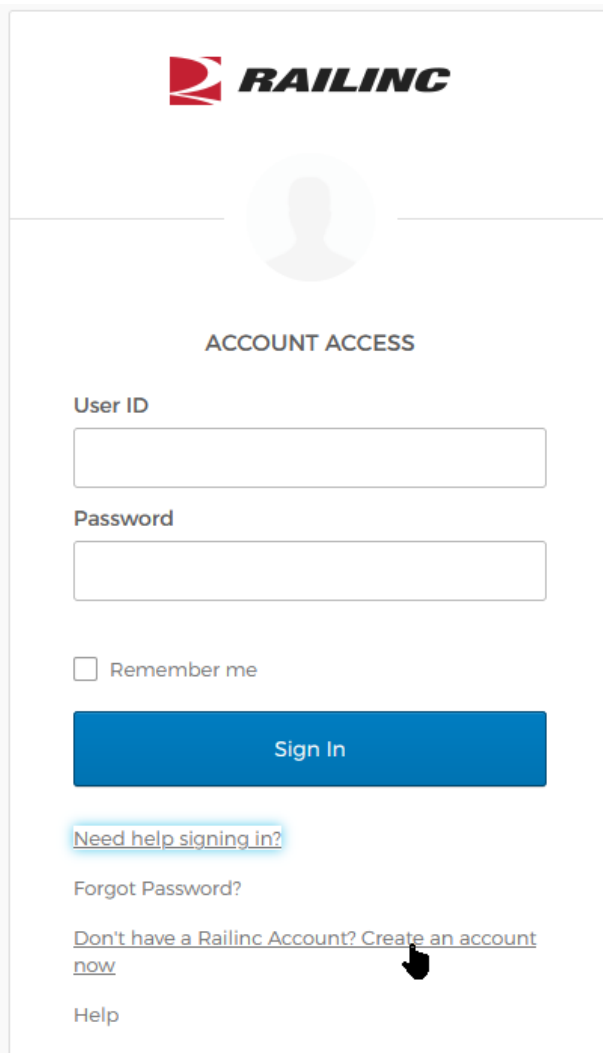
To access Single Sign-On:

1. Open your internet browser.
2. Type the Railinc portal URL (https://public.railinc.com) in the address field.
3. Press Enter. The **Railinc Home** page is displayed (see Exhibit 1).

Exhibit 1. Railinc Home page
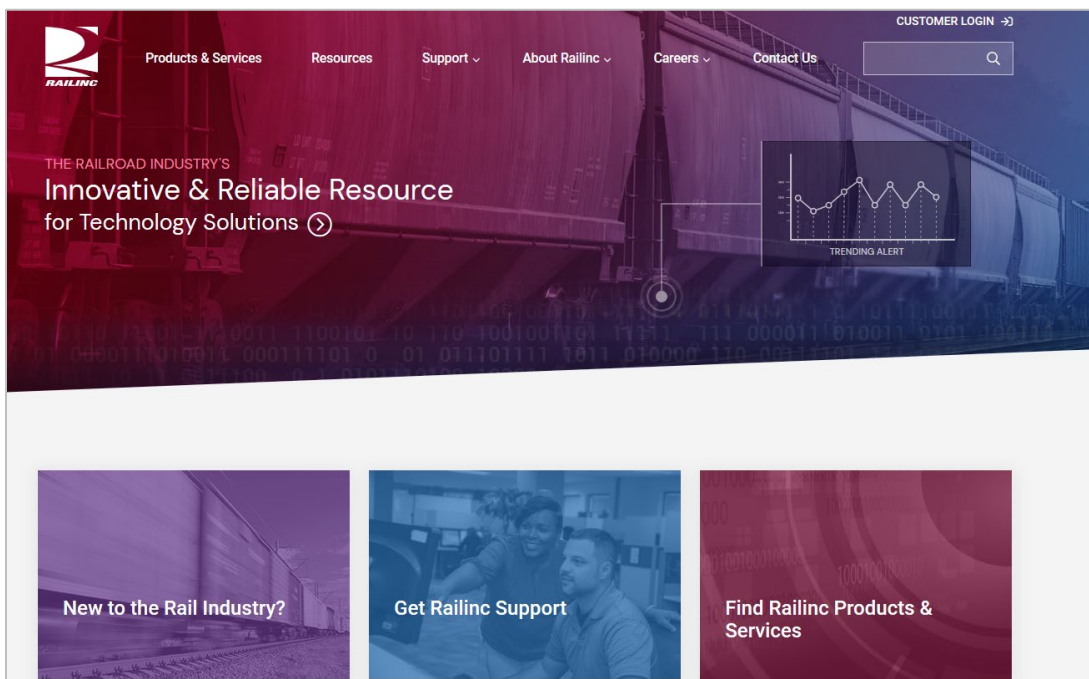
Although the appearance of this page varies, select the **Customer Login** link in the upper right of the Railinc Home page (see Exhibit 2).

Exhibit 2. SSO Customer Login Panel

Tasks available in the **SSO** panel include:

To log into SSO, enter your **User ID** and **Password** and select the **Sign In** button. See Logging Into SSO.

Need help signing in?

- **Don't have a Railinc Account? Create an account now**—Select this link to register a new user to use SSO. See Registering as a New User.

- **Forgot Password**—Select this link to reset a forgotten password. See Resetting a Forgotten Password.

- **Help**—Select this link for additional instructions.

Logging Into SSO

If you are an existing user and already have a Railinc SSO user ID, you can log in directly from the Railinc portal **Customer Login** panel (see Exhibit 2).

Note: If you are a new user and do not have a Railinc SSO user ID, you must register first. See Registering as a New User.

To access Single Sign-On:

1. Open your internet browser.

2. Enter the Railinc portal URL (https://public.railinc.com/) in the address field.

3. Press Enter. The Railinc Home page is displayed (see Exhibit 1).

4. Select **Customer Login** link in the top right corner of the Home page. The SSO login page displays (see Exhibit 2).

5. Enter your user ID in the **User ID** field.

6. Tab down and enter your password in the **Password** field and press Enter. The result can be two-factor (see Two-Factor Authentication), unsuccessful (see Unsuccessful Logins) or successful (see Successful Logins).

Two-Factor Authentication

Railinc's two-factor authentication on the SSO portal enhances security to help keep freight rail industry data safe. This type of multi-factor authentication requires a combination of two factors before a user can access Railinc's applications.

1. Railinc applications require a user ID and password – the password being one piece of evidence to prove identity.

2. Railinc's two-factor authentication requires another piece of evidence to prove identity. As part of the SSO login process, you could occasionally be prompted to enter a code that Railinc will send to the email address associated with your account.

Note: If you are using a shared SSO ID, this security enhancement could adversely affect your ability to access Railinc applications.

Unsuccessful Logins

a. If the login is not successful because the user ID and password do not match, retype carefully and resubmit, or use the **Forgot Password?** or **Help** links to obtain guidance. See Handling a Forgotten Password or User ID.

Note: If you make nine unsuccessful login attempts, the account is locked and you'll be prompted to validate your account and change your password.
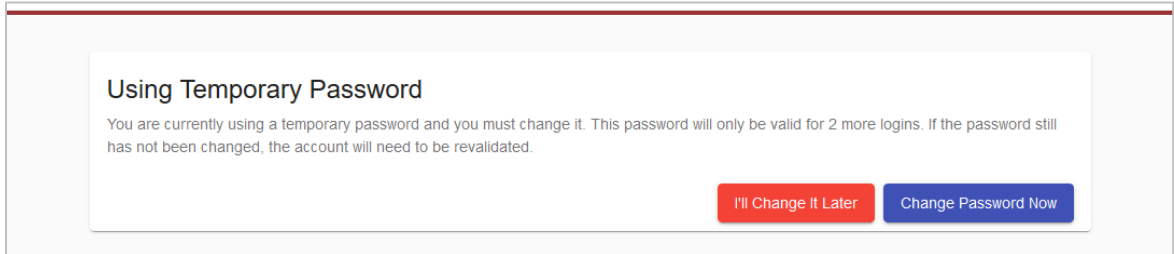
b. If you have not used the account in more than 180 days (i.e., the account is inactive), revalidation is required. See Revalidating a Locked Account.

Successful Logins

a. If you have logged in with a temporary (administrator-provided) password, the **Using Temporary Password** page is displayed (see Exhibit 3).
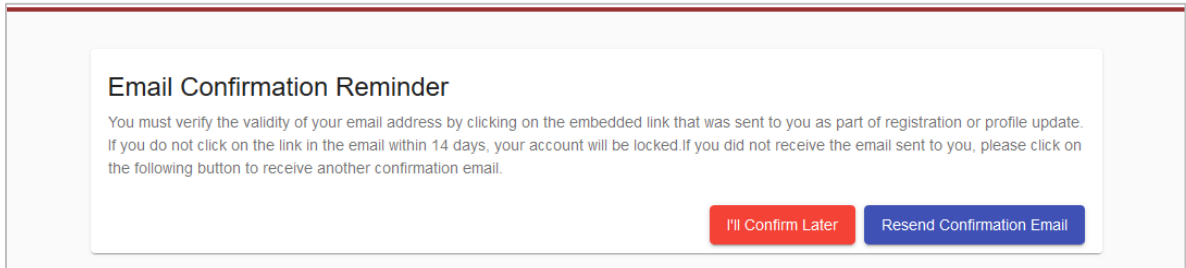
Exhibit 3. Using Temporary Password

Select **Change Password Now**. Refer to step 4 of Changing Your Password. If the temporary password is not changed, after three uses, the account must be revalidated. See Revalidating a Locked Account.

b. If the login is successful, the **Launch Pad** is displayed (see Exhibit 5).

c. If the login is successful, but the new user email was not confirmed, the **Email Confirmation Reminder** page is displayed (see Exhibit 4).

*Exhibit 4. Email Confirmation Reminder*

Choose one of the following options:

- Contact the Railinc Customer Success Center to unlock/activate the account.

- Locate the confirmation email in mailbox or select **Resend Confirmation Email** and confirm.

- (Not recommended) Select **I'll Confirm Later** to continue.

SSO/Launch Pad Page Layout

The SSO/Launch Pad (see Exhibit 5) enables you to perform administrative tasks as well as access your Railinc applications.

Exhibit 5. Launch Pad
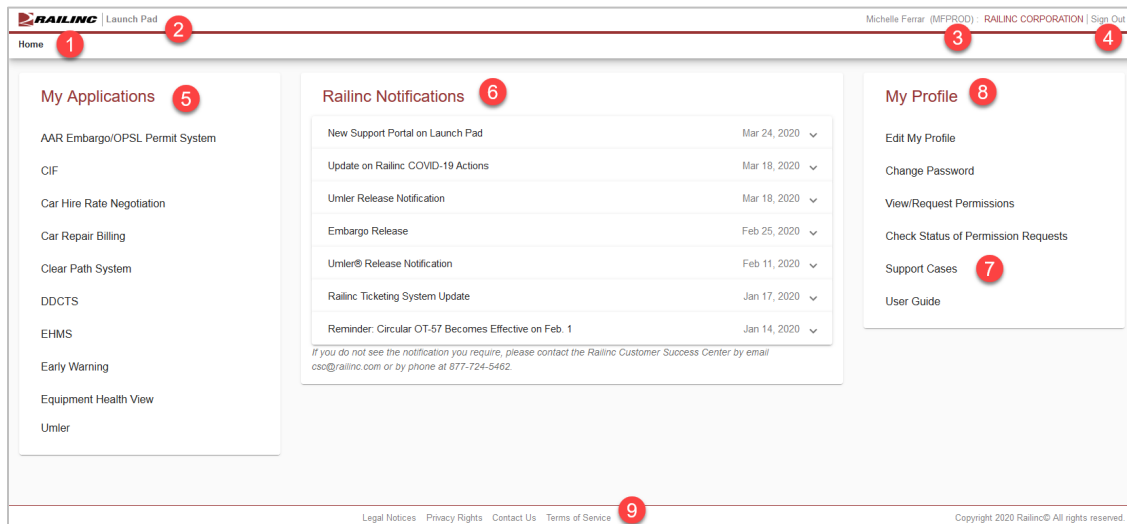
Refer to the numbers in Exhibit 5 to locate the following SSO Launch Pad features and functions:

1 **Railinc Logo**—Appears on all pages

2 **Application**—Launch Pad

3 **User Name, ID and Company**—Logged in user and selected company

4 **Sign Out**—Logs out of the SSO application. See Signing Out of SSO.

5 **My Applications** —Portlet with applications authorized for the logged-on user ID. See My Applications.

6 **Railinc Notifications**—Portlet with official notifications for the application distributed to the logged-on user ID. See Railinc Notifications.

7 **Support Cases**—Link in the **My Profile** Portlet opens the **My Requests** page in a new tab or window. This is where you can view or create inquiries or issues (cases) for the logged in user ID. See Support Cases.

8 **My Profile**—Portlet that provides quick access to the management functions. See My Profile.

   Note: Content of this portlet varies based on the SSO responsibilities assigned to the user. General user tasks include:

   a. **Edit My Profile**—Opens the **Edit Profile <User ID>** page (see Exhibit 30). See Editing Your User Profile.

   b. **Change Password**—Opens the **Change Password** page (see Exhibit 13). See Changing Your Password.

c. **View/Request Permissions**—Opens the **Request Application Access** page (see [Exhibit 21](#)). See [Requesting Application Access](#).

d. **Check Status of Permission Requests**—Opens the **Permission Request Status** page (see [Exhibit 29](#)). See [Checking the Status of Permission Requests](#).

e. **Support Cases**—Opens the **My Requests** page in a new tab or window. This is where you can view and create inquiries or issues (cases) for the logged in user ID. See [Support Cases](#).

f. **User Guide**—Opens the user guide for SSO and **Launch Pad** in a new tab or window.

9 **Lower Links**—The following links are shown at the *bottom* of most pages:

- **Legal Notices**—Opens a page with copyright information.

- **Privacy Rights**—Opens a page with information about what information will be obtained initially during registration and during SSO usage, how it will be used, and how long it will be retained.

- **Contact Us**—Opens a page with information for contacting Railinc by phone, fax, mail, email, or a submitted online form.

- **Terms of Service**—Opens a page with links to the **Railinc Terms of Service** and the Products Terms of Use and provides legal contacts for questions regarding access and usage.
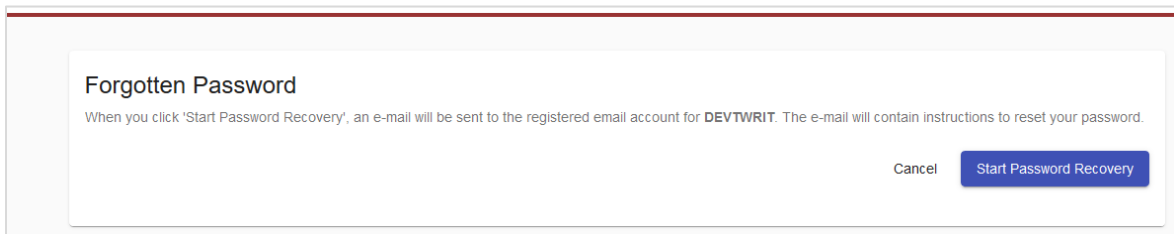
Handling a Forgotten Password or User ID

If you cannot remember a password or a user ID, you can select the links in the **Customer Login** panel to obtain online assistance.

Resetting a Forgotten Password

To reset a forgotten password:

1. In the Customer Login panel (see [Exhibit 2](#)), enter your **User ID** and select the **Forgot Password?** link. The **Forgotten Password** page is displayed (see [Exhibit 6](#)).
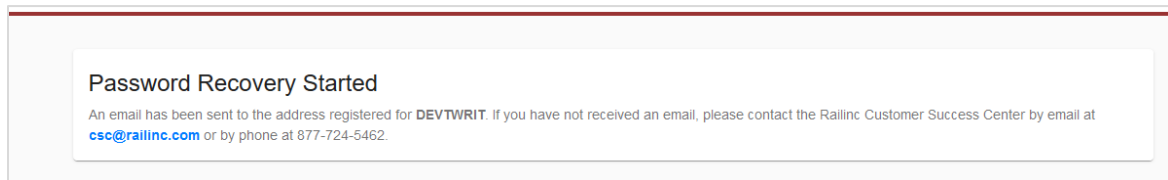
Exhibit 6. Forgotten Password

Forgotten Password

When you click 'Start Password Recovery', an e-mail will be sent to the registered email account for **DEVTWRIT**. The e-mail will contain instructions to reset your password.
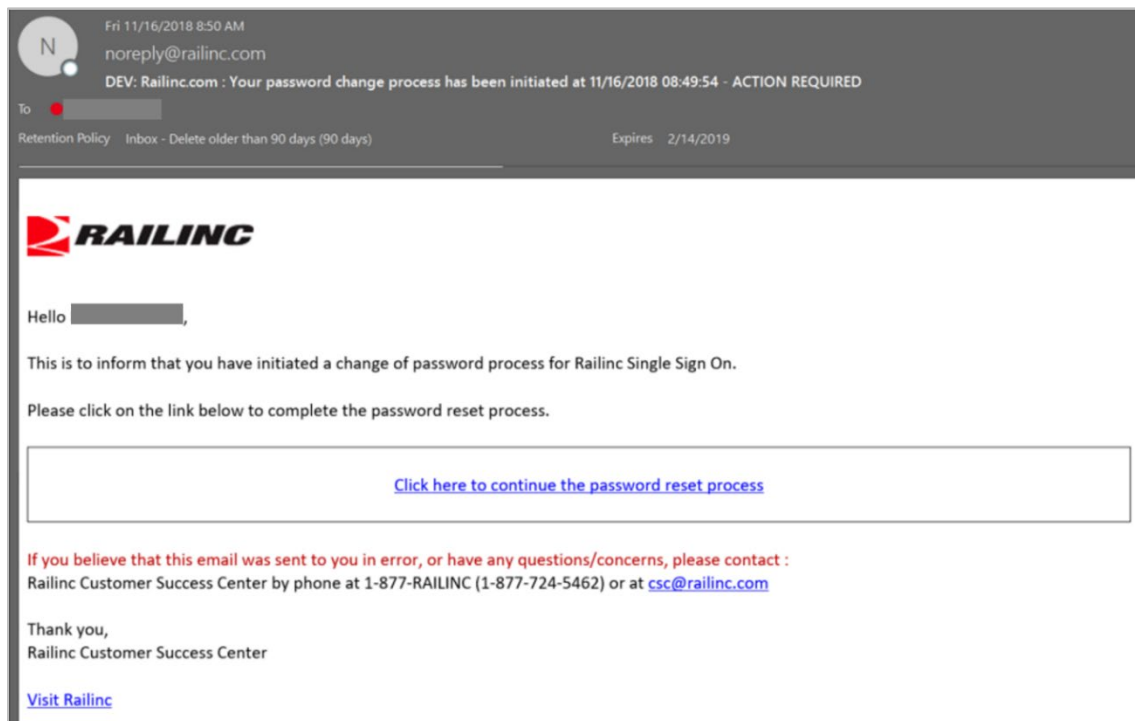
Cancel   Start Password Recovery

2. Select **Start Password Recovery**. The **Password Recovery Started** page is displayed (see Exhibit 7).

Exhibit 7. Password Recovery Started

Password Recovery Started

An email has been sent to the address registered for **DEVTWRIT**. If you have not received an email, please contact the Railinc Customer Success Center by email at **csc@railinc.com** or by phone at 877-724-5462.

3. Close the page and wait for the email (see Exhibit 8).

Exhibit 8. Email with Password Recovery Link

Fri 11/16/2018 8:50 AM
noreply@railinc.com
DEV: Railinc.com : Your password change process has been initiated at 11/16/2018 08:49:54 - ACTION REQUIRED

To

Retention Policy   Inbox - Delete older than 90 days (90 days)   Expires   2/14/2019

RAILINC

Hello   ,

This is to inform that you have initiated a change of password process for Railinc Single Sign On.

Please click on the link below to complete the password reset process.

Click here to continue the password reset process

If you believe that this email was sent to you in error, or have any questions/concerns, please contact :
Railinc Customer Success Center by phone at 1-877-RAILINC (1-877-724-5462) or at csc@railinc.com

Thank you,
Railinc Customer Success Center

Visit Railinc

4. Select the link in the email. The **Change Password** page is displayed (see Exhibit 9).

Exhibit 9. Change Password

5. Enter the new password in accordance with the requirements:

   a. In the **New Password** field
   b. In the **Confirm Password** field

   > **Note:** None of your previous nine passwords can be reused. Your entries in the **New Password** field and **Confirm Password** field must match.

6. Select **Submit**. If the new password meets SSO application standards, the Success page for password change is displayed (not shown).

7. Select **Continue** to log in with your new password.

Retrieving a Forgotten User ID

In the **Customer Login** panel (see Exhibit 2), select the **Need help signing in?** and **Help** links. Follow the instructions to your organization's Okta page and click **I can't access my account** on your organization's sign-in page.

Revalidating a Locked Account

If you haven't logged into the application in 180 days, the account becomes expired and the account information must be revalidated prior to login.

When a login is attempted as described in Logging Into SSO and the account is expired, the **Account Locked** page is displayed (see Exhibit 10).

Exhibit 10. Account Locked

1. Complete the mandatory fields (red font with asterisks):

   - Email Address
   - Personal Question Answer

   Note: These answers must match the profile that was *active during the last use*. If you have changed your email, you may need to enter an older email address to validate.

2. Select **Continue**:

   a. If information entered does not match the database, you must contact the Railinc Customer Success Center.

   b. If information entered matches the database, the **Password Change Initiated** page is displayed (see Exhibit 11).

Exhibit 11. Password Change Initiated

3. Close the browser, toggle to email, open the password change initiation email, and select the link. The **Password Change** page is displayed (see Exhibit 13).

4. Enter the new password in accordance with the requirements:

   a. In the **New Password** field
   b. In the **Confirm Password** field

5. Select **Submit**. If the new password meets SSO application standards, the **Edit Profile** page for the user ID is displayed (similar to Exhibit 9).

6. Scroll down in the **Edit Profile** page to validate information. Ensure correctness of (or complete) all mandatory (red) fields.

> **Note:** If your email address (or other profile data) have changed, make those changes now.

7. Select **Save**. The **Success Message** pop-up for the password change is displayed (see Exhibit 12).

Exhibit 12. Successful Password Change

✓ The password has been successfully changed.
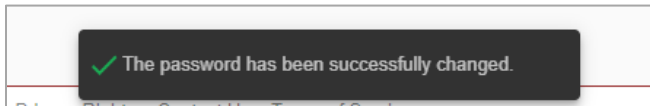
8. Select **Continue**. The **SSO Login** page is displayed to enable you to log in using the new password.

Signing Out of SSO

Important: Never "X" out of an SSO application without signing out first. This can "hang" your user ID and prevent you from logging back in. One exception: when using multiple windows/applications (see Closing Multiple Applications).

To sign out (or log off) of SSO from an application or SSO page:

1. Select the **Sign Out** link at the top of the application page. The Railinc SSO Login page is displayed (similar to Exhibit 2).

2. As desired, close the browser window (click top right **X**, or **File > Exit**, or **Alt+F4**).

Changing Your Password

Use the **Change Password** function to change passwords that have become compromised, are temporary, or expired.

1. Log into SSO as described in Logging Into SSO. The **Launch Pad** is displayed (see Exhibit 5).

2. Select **Change Password** in the **My Profile** portlet. The **Change Password** page is displayed (see Exhibit 13).

Exhibit 13. Change Password

3. Enter your old password in the **Old Password** field.

   Note: If you are changing a temporary password, this field does not appear. Continue with the next step.

4. Tab and enter your **New Password** (following the Password Requirements shown on the page).

5. Tab and enter to confirm the new password.

   Note: Copying and pasting passwords is not allowed.

6. Select **Submit**.

   a. If the entered passwords do not match, or do not adhere to the requirements, error messages are displayed and the passwords must be reentered to comply with instructions.

   b. If the passwords match and are compliant, the **Success** page for password change is displayed (not shown).

7. Select **Continue**. The Launch Pad is displayed and a confirming email is sent.

Registering as a New User

Before you can access applications through SSO, you must be registered to use SSO.

> **Note:** If your company is new to Railinc and your company is a Railroad, Equipment Owner, Repair Shop, Shipper/Fleet Manager, or a Running Repair Agent, first request a company identifier and register to receive a Single Sign-On (SSO) User ID through the Onboarding Application.
>
> Once you have registered, select the **Sign in** button to return to the Single Sign-On login page (similar to Exhibit 1).

To register as a new user:

1. Open your internet browser.

2. Type the Railinc portal URL (https://public.railinc.com/) in the address field and press Enter. The Railinc Home page is displayed (see Exhibit 1).

3. Select the **Customer Login** link in the top right corner.

4. The Customer Login pages opens (see Exhibit 2), select the **Need help signing in?** and **Don't have a Railinc Account? Create an account now** links. The **Terms of Service** page is displayed (see Exhibit 14).

Exhibit 14. Terms of Service

5. Read the terms, scroll to the bottom of the text box, and select **Accept**. The Complete User Profile page is displayed (see Exhibit 15).

> **Note:** If you do not accept the terms and select **Decline**, the new user process is ended.

Exhibit 15. Complete User Profile

- If your company has registered with Railinc, select **Name** or **Mark**, start entering your **Employer** and select it from the drop-down box. If the search produces results (pictured below), continue with Step 5.

Exhibit 16. Enter and Choose Employer

- If the search does not produce results (pictured below), visit the Onboarding Application to request an identifier (Mark or Company ID), or select and complete **Other (Company) Registration** at the bottom of the page if an identifier is not needed.

Exhibit 17. Employer with No Results

Is your company already registered with Railinc? If so, please search for your company using the tool below:

◉ Name ○ Mark

Employer *
quob
Employer not valid

If your company is not listed above and you need to obtain a Reporting Mark or Company ID, please access our Onboarding application, and select the appropriate type of Mark or Company ID based on your company needs.

Please note that there is a one-time setup charge for registering a Reporting Mark or Company ID with Railinc. If you do not believe you need a Reporting Mark or Company ID or if you have any questions, please contact our Customer Success Center at csc@railinc.com or 1-877-724-5462.

6. Enter your desired user ID in the **User ID** field to determine whether the ID is available. If the user ID is not available, the field will turn red and a message appears underneath the field on the right, "User ID is not valid, or it already exists."

Note: If the user ID is not available, choose another user ID to determine availability.

7. When an acceptable user ID is available, complete the remainder of the profile in accordance with screen instructions. *All mandatory fields are marked with asterisk (*) and must be completed*.

   Your **User Profile** is used for identification, and to provide information that can be used to validate your identity when you forget either a password or user ID. When your user profile information changes (for example, when a phone number or email address changes), you must edit your profile and update your information. See Editing Your User Profile.

8. Select a **Personal Question** from the drop-down list. The **Personal Answer** field is not case-sensitive. Select something personally memorable. Using all uppercase or lowercase is recommended. **Personal Questions** include the following choices:

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?

8. Review the completed profile. If the profile is satisfactory, select **Confirm**. The **Confirmation Email Sent** page is displayed (see Exhibit 18). The profile has been created.
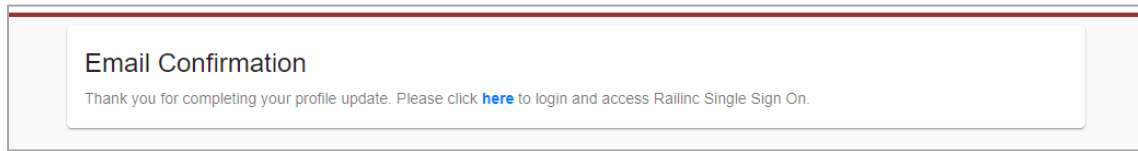
Exhibit 18. Confirmation Email Sent
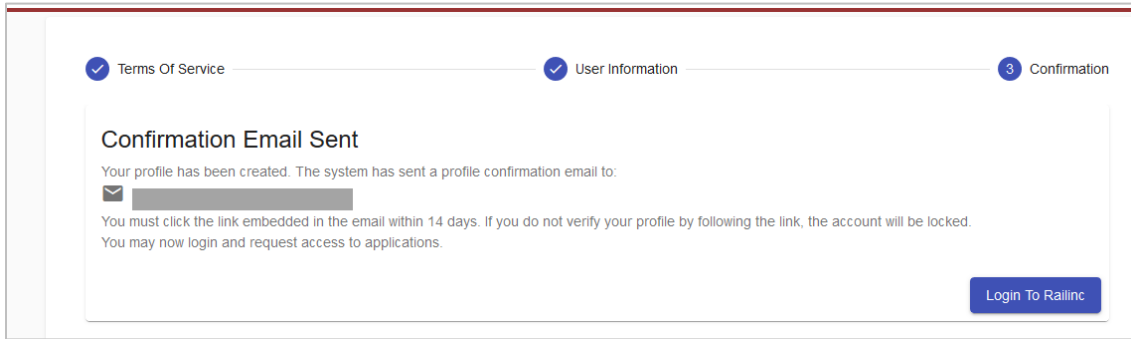
At this point, you can select **Login to Railinc** to login immediately; however, it is recommended that you continue with step 9 now to confirm your new ID.

9. Go to your Email application to confirm your new ID:

    a. Open the new Registration email (see Exhibit 19).

Exhibit 19. Registration Email
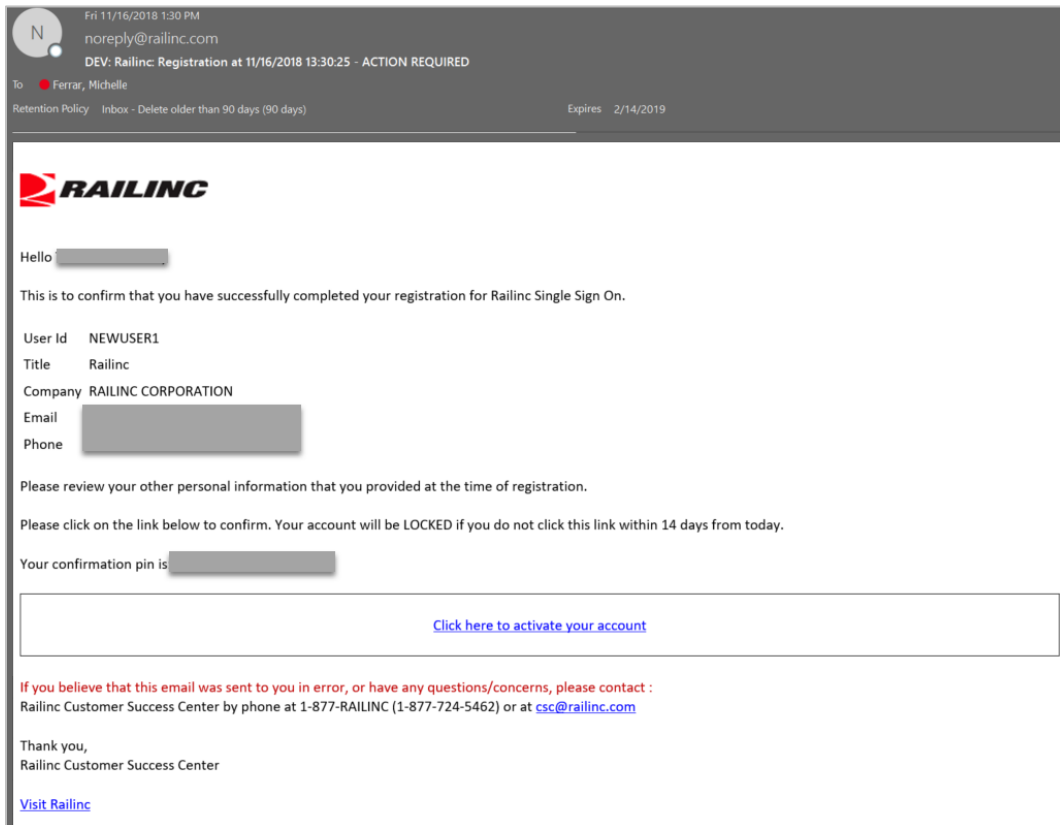
    b. Select the **Click here to activate your account** link to confirm the registration. The **Email Confirmation** page is displayed (see Exhibit 20).

Email Confirmation

Thank you for completing your profile update. Please click **here** to login and access Railinc Single Sign On.

    c.   Select the **click here** link to open the **SSO Login** page (similar to Exhibit 2).

10. After logging in, request access to applications as described in Requesting Application Access.

Requesting Application Access

After SSO registration is complete, you can request access to the applications and sites needed to do work.

To request application access:

1. Log into SSO as described in Logging Into SSO on page 5. The **Launch Pad** is displayed (see Exhibit 5).

2. Select **View/Request Permissions** in the **My Profile** portlet.

   The **Request Application Access** page is displayed (see Exhibit 21).

Exhibit 21. Request Application Access

Note: A description is included under the product name.

3. Scroll to the desired application and select its **Request** button. The **<Application Name> Request Permission** page is displayed (see Exhibit 22).

Exhibit 22. Request Permission for Umler Access

4. Complete the mandatory fields for the roles you need:

   a. Roles differ by application. You may need to select multiple roles.

5. If required, select the appropriate **Name** or **Mark** (Company ID). Multiple marks can be entered and selected one at a time, so that they appear in the **Selected Mark(s)** section (see Exhibit 23).

Note: If the application you want to access requires a Mark/Company ID and you do not currently have one, request a company identifier for your company through the Onboarding Application. If you want to access data that belongs to another company, you may need to obtain a Letter of Authorization for this access.

Exhibit 23. Search a Company

a. (Optional) Enter **Comments**–generally to clarify need for approval purposes.

6. Select **Next**. Confirm the application and role by clicking the **Continue** button (Exhibit 24).

Exhibit 24. Request for Umler Access

7. 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 (see Exhibit 25).

Exhibit 25. Request for Umler Access Submission Confirmation

When the request has been submitted, an email is sent to your email address (Exhibit 26). If other applications are needed, select **Request Additional Permissions**. The **Request Application Access** page is redisplayed (see Exhibit 21). Otherwise, select **Done**. The Launch Pad is displayed.

Access Request Emails

Exhibit 26. Access Request Acknowledge Email
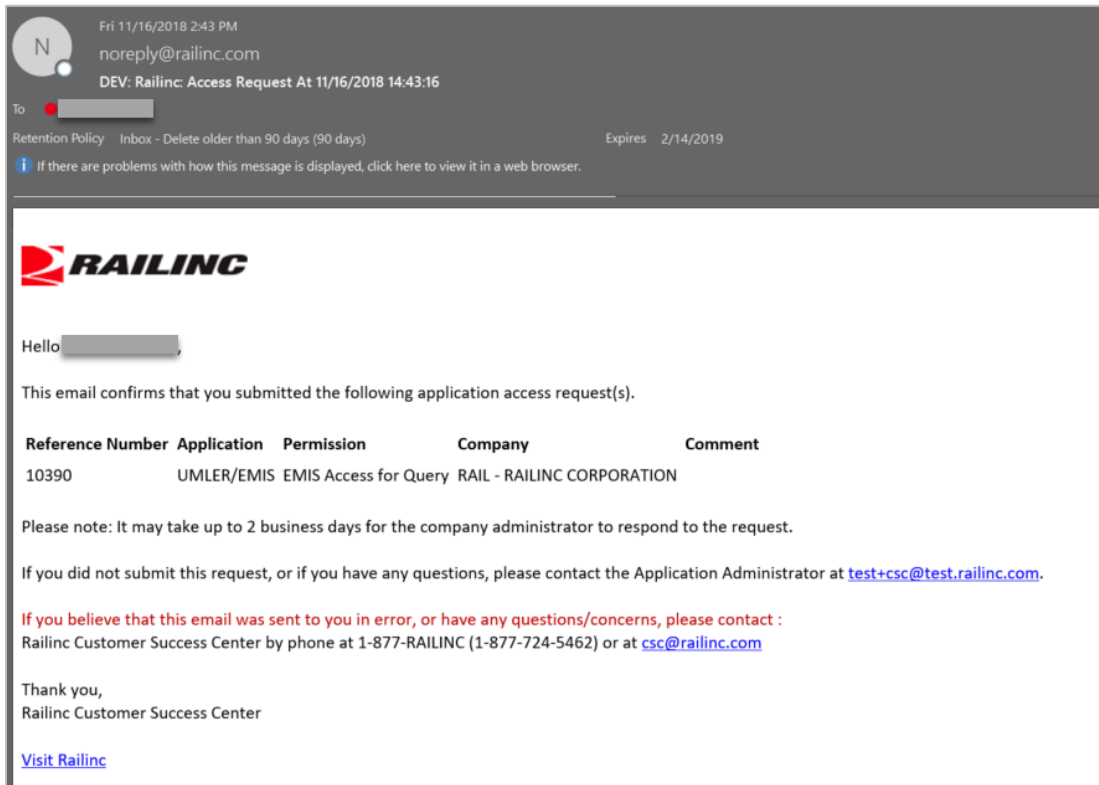
While waiting for a response, you can check the status of the request as described in [Checking the Status of Permission Requests](#).

When the administrator has processed the request, the system is updated and an approval or rejection email notification is sent to your email address ([Exhibit 27](#) and [Exhibit 28](#)).

Exhibit 27. Access Approval Email
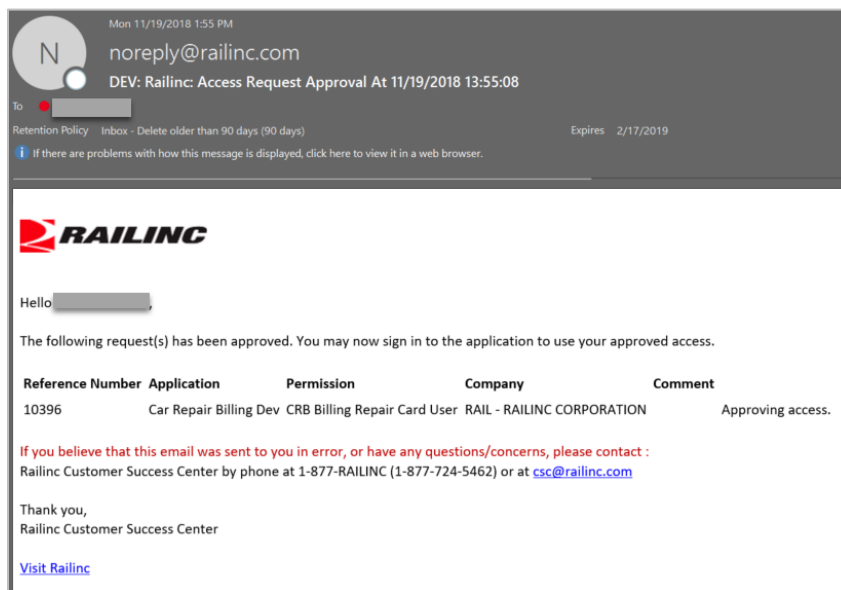
Exhibit 28. Access Rejection Email
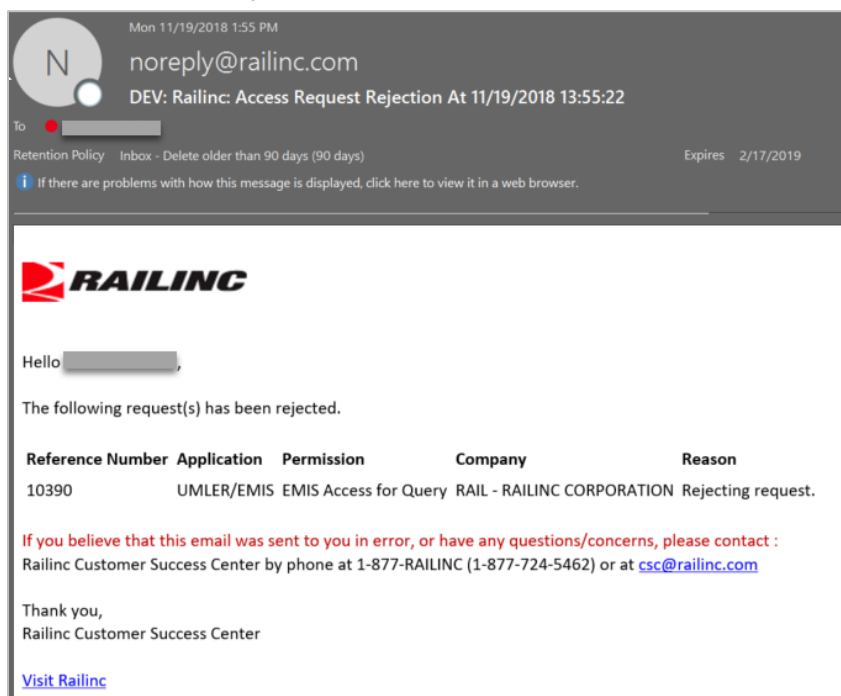
When access is approved, you can access the application by using SSO and selecting the application link that has been added to the left side of the Launch Pad (Exhibit 5).

Checking the Status of Permission Requests

You can check the status of permission requests. Valid statuses include:

- **Requested** – the initial status of a request
- **Cancelled** – requesters can cancel a request at any time
- **Approved** – when a request has been approved by the administrator
- **Pending** – when a request has been seen by the administrator, but more information is needed, the status may be set to Pending
- **Rejected** – when a request has been rejected by the administrator

1. Log into SSO as described in <u>Logging Into SSO</u>. The **Launch Pad** is displayed (<u>Exhibit 5</u>).

2. Select **Check Status of Permission Requests** in the **My Profile** portlet. The **Permission Request Status** page is displayed (<u>Exhibit 29</u>).

Exhibit 29. Permission Request Status Example

Reference ↓	Application	Permission	Company	Requested	Status	Action By	Action Date	Comment
10397	DDCTS	Car Owner Damage…	RAIL - RAILINC CO…	11/19/2018	Cancelled	Michelle Ferrar	11/19/2018	
10396	Car Repair Billing Dev	CRB Billing Repair …	RAIL - RAILINC CO…	11/19/2018	Requested			❌
10390	UMLER/EMIS	EMIS Access for Q…	RAIL - RAILINC CO…	11/16/2018	Pending	Cameron Bumgarner	11/19/2018	Pending this request.
9667	Letter of Authorization	test role for loa2 CR…	RAILINC CORPORA…	5/22/2018	Approved	Dileep Badveli	6/6/2018	
9666	Letter of Authorization	LOA User Prototype	RAILINC CORPORA…	5/22/2018	Approved	Dileep Badveli	6/6/2018	
9665	Letter of Authorization	LOA User		5/22/2018	Approved	Dileep Badveli	6/6/2018	

Only one application is shown in the **Requested** status in <u>Exhibit 29</u>. Requested applications can be canceled at any time by clicking the red x button on the right.

Pages with information in the row/column format of a table have been set up with several customizable functions for users. These functions are:

- Columns can be moved around in a different order by dragging a column to another place

- Each column can be sorted by ascending or descending by clicking the column header

- Each column can be filtered by hovering the column header, clicking the filter ≡ icon and selecting a filtering option from the drop-down list.

- Each column can be manually expanded by catching the divide between columns (as pictured below) in the header with your mouse and dragging it over to the left or right and auto-expanded by double-clicking the divide between column headers:
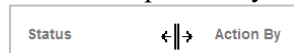
Working with Applications

Launching a Single Application

1. Log into SSO as described in <u>Logging Into SSO</u>. The **Launch Pad** is displayed (<u>Exhibit 5</u>).

2. Select the desired link in the **Your Applications** portlet on the left side. The application's welcome/home page is displayed.

   > **Note:** It is beyond the scope of this document to describe tasks of specific applications. Each application has a user guide and/or help that can be accessed while in the application.

Closing a Single Application

When you have finished working with an application, select the **Launch Pad** link to return to the Launch Pad (<u>Exhibit 5</u>) without logging off. Select another application or log off as needed.

Working with Multiple Applications

Opening an application from the **Launch Pad** opens the application **Home/Welcome** page. If you need to obtain input from a task in one application and use that information in another application, you can choose to open multiple applications.

Opening Multiple Applications

1. Log into SSO as described in <u>Logging Into SSO</u>. The **Launch Pad** is displayed (<u>Exhibit 5</u>).

2. Right-click the desired application link in the **Your Applications** portlet on the left side and select **Open link in new window**. The application's welcome/home page is displayed is displayed in a new browser window.

3. Go back to the original browser window (which still shows the **Launch Pad**) and select a second application from the **Your Applications** portlet. The second application's **Welcome/Home** page is displayed.

   > **Note:** You can toggle between application browser windows using **Alt+Tab**.

Closing Multiple Applications

Close All Applications

To close all applications simultaneously, select the **Sign Out** link in one application. The SSO Login page is displayed. It *also* logs you out of Single Sign-On for ***all*** applications. Then close all windows (use the **X** or **Alt+F4**).

Important:	Never "X" out of an SSO application without signing out first. This can "hang" your user ID and prevent you from logging back in. See below for the one exception to this.

Close One Application

If you are finished with one application, but are still using another application, close the window of the unneeded application (use the **X** or **Alt+F4**). The unneeded window closes, and the other remains open with an active SSO login.

Select **Request Permissions** to return to the **Request Application Access** page (see [Requesting Application Access](#)).

Editing Your User Profile

The Edit Profile function is used to change personal data. This is important if you have had a change in name, email address, employer or telephone, etc. SSO uses email to transmit notifications, so email address changes are vital. Likewise, the email address and personal question and answers are used for forgotten password or user ID functions. To edit a user profile:

1. Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed (see [Exhibit 5](#)).

2. Select **Edit My Profile** in the **My Profile** portlet. The **Edit My Profile** page is displayed ([Exhibit 30](#)).

Exhibit 30. Edit My Profile

3. Review all data in the mandatory fields and make necessary updates. If the employer listed on your profile needs to be changed, contact Railinc's [CSC](#).

4. When all edits are satisfactory, select **Save**. A Success message is displayed, and an email is also sent to your user ID confirming the profile update.

Using the Launch Pad

As described previously, the **Launch Pad** (Exhibit 5 and Exhibit 31) is a dashboard-style interface that enables you to access your applications, to see pertinent notifications about those applications, and to make inquiries or report issues that automatically create "cases" in Railinc's internal ticketing system via the Launch Pad. The following sections describe the **Launch Pad** functions.

Exhibit 31. Launch Pad
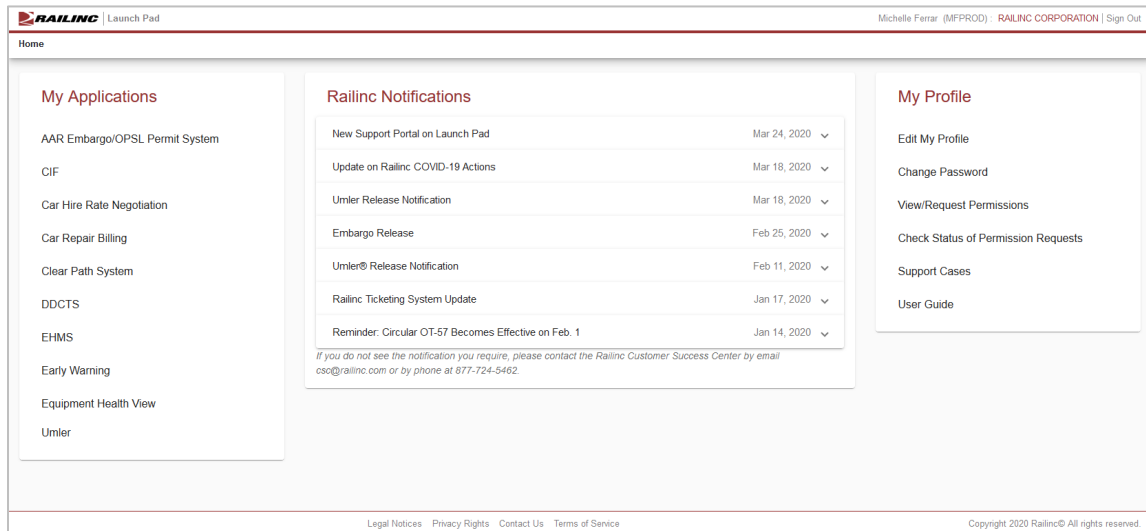
Note: You can access the Launch Pad from any SSO page by selecting the **Launch Pad** link at the upper right.

My Applications

Your applications are shown in the portlet labeled **My Applications** (Exhibit 31). To access applications:

1. Log into SSO as described in Logging Into SSO. The **Launch Pad** is displayed (Exhibit 31).

2. Select the desired application link in the **My Applications** portlet on the left side. The application opens.

My Profile

Managing your services is done in the **My Profile** portlet (Exhibit 31). To access My Profile:

1. Log into SSO as described in Logging Into SSO. The **Launch Pad** is displayed (Exhibit 31).

2.   Select the desired task in the **My Profile** portlet on the left side. The task page opens. These tasks are discussed in the following sections:

- [Editing Your User Profile](#)

- [Changing Your Password](#)

- [Requesting Application Access](#)

- [Checking the Status of Permission Requests](#)

- [Creating and Viewing Support Cases](#)

Support Cases

The **Support Cases** link in the **My Profile** portlet ([Exhibit 31](#)) enables you to make inquiries or report issues that automatically create "cases" into Railinc's ticketing system from the Launch Pad. You can upload documents or screen captures to help clarify the case.

Creating a Support Case

If you would like to make an inquiry or report an issue about a Railinc application:

1.   Log into SSO as described in [Logging Into SSO](#). The **Launch Pad** is displayed ([Exhibit 31](#)).

2.   Select the **Support Cases** link in the **My Profile** portlet on the right side. This opens the **My Requests** page. Your cases will appear on this page. To open a new case, select **Submit a Request** in the upper right ([Exhibit 33](#)).

Exhibit 32. My Requests – Support Cases
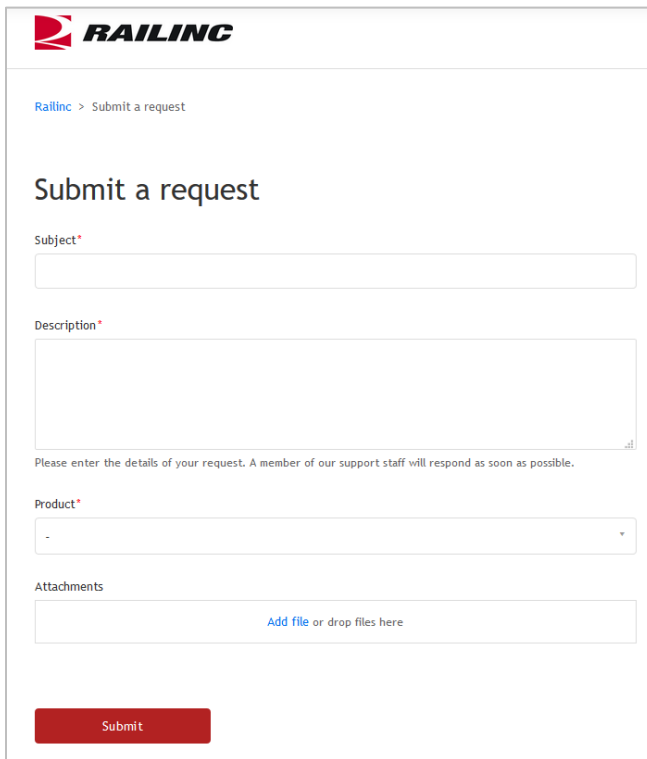
Exhibit 33. Submit a Request Form

3. Enter the following fields in the **Submit a Request** form ([Exhibit 34](#)):

   a. Enter the **Subject** for the case. This is the title. Limit is 254 characters and should be concise enough to fit in the subject line of an email.

   b. Enter the **Description** of the case.

   c. Select the **Product** pertaining to the case from the drop-down list. If the product is not listed, select **Other** and explain in the Description.

4. Attach a screen capture or document that might assist the Railinc Customer Success Center with the disposition of the case.

   a. To add an attachment, select **Add file** to search for the appropriate file to upload ([Exhibit 35](#)).

Exhibit 34. Browse (for file attachment)
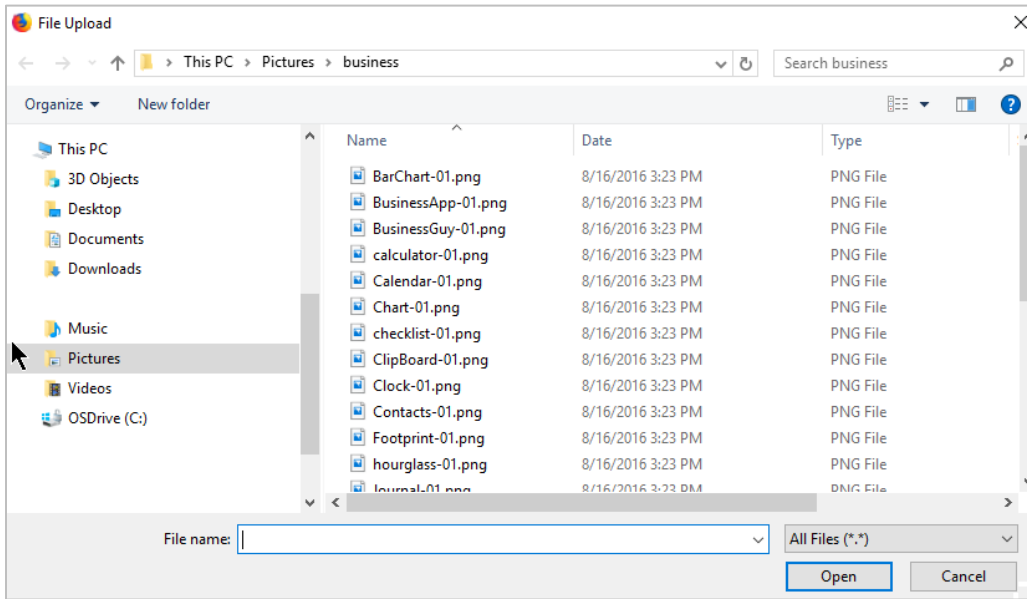
b. Locate the file to be attached and select **Open**. The file name displayed in the **Attachment** section.

5. When information has been entered, select **Submit**. The **My Requests** page displays a confirmation message ([Exhibit 36](#)).

Exhibit 35. Create Support Case Confirmation
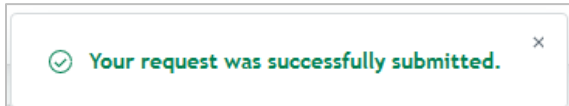
A confirmation email is sent to your email address ([Exhibit 37](#)).

Exhibit 36. Case Confirmation Email
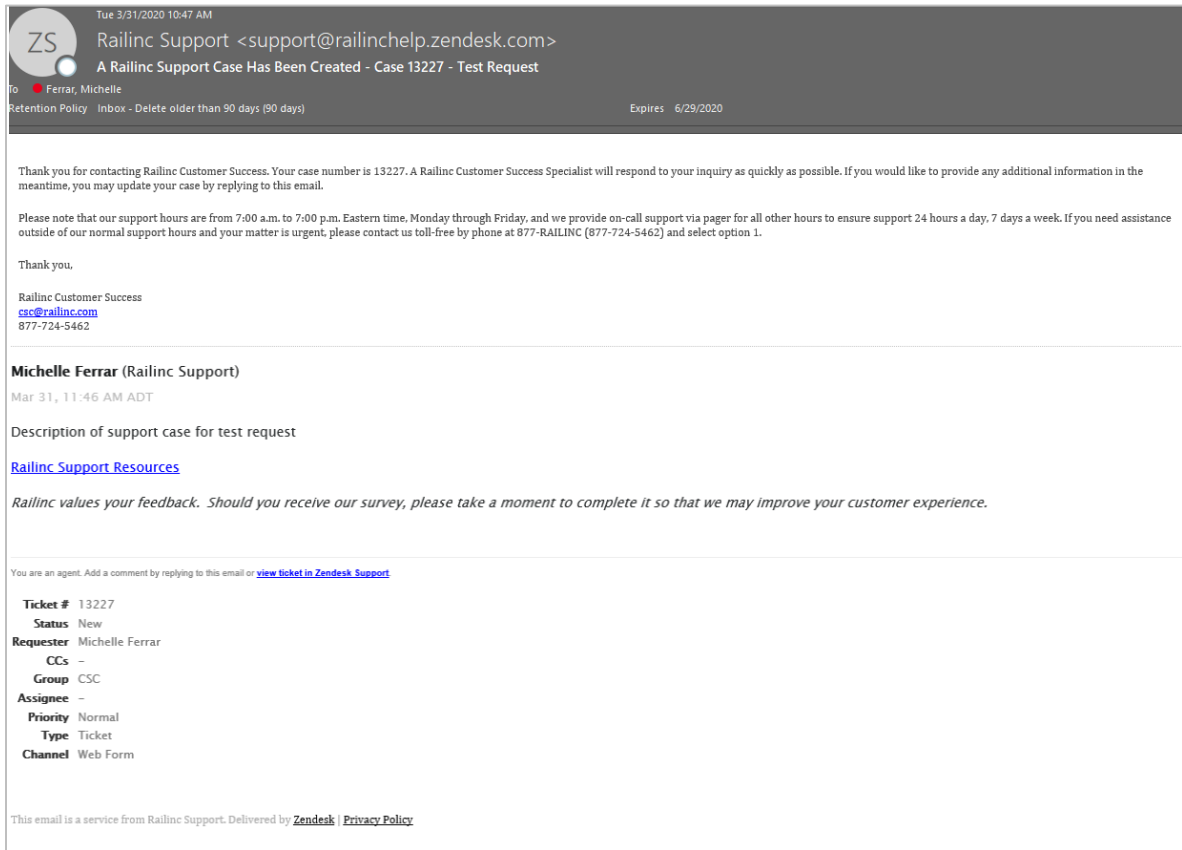
> **Note:** Responses to the email are copied directly into the internal case description field which can be seen when viewing case details. See Viewing/Updating a Support Case.

6. The new case displays on the **My Requests** page (Exhibit 33).

Viewing/Updating a Support Case

To view (and optionally update) a case you submitted:

1. Log into SSO as described in Logging Into SSO. The **Launch Pad** is displayed (see Exhibit 31).

2. Select the **Support Cases** link in the **My Profile** portlet on the right side. The **My Requests** page opens in a new tab or window (Exhibit 33).

3. **My Requests** (Exhibit 33) lists the open and solved cases for your user ID.

4. Select the **Subject** link of a case. The **Case Details** page is displayed (Exhibit 38).

Exhibit 37. View Case Details

5. Enter new information to the case by clicking the **Add to conversation** field, entering your information and adding attachments as needed.

6. Select **Submit**.

7. When you have finished viewing or updating your cases, close the browser tab and return to the Launch Pad tab (Exhibit 31).

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