TSS Platform – Frequently Asked Questions (FAQ), Version 1

APPLICANTS

1. **How do I apply for a Transportation Security Clearance (TSC)?** Your employer must invite you to apply by initiating your account. Once initiated, you will receive an email from **TSS Modernization** to create your profile. An application will be available in the platform.

2. **Is my information secure?** Yes, the TSS platform requires two-factor authentication. You can download a two-factor authenticator through your smartphones app store or online.

3. **What email address should I use?** If your account is for personal use only, use your personal email address. Your TSS account will remain with you from employer to employer, airport to airport.

4. **How does the platform know who my signing authority is?** The platform will send your application to your company signing authorities based on who onboarded you.

5. **Do I need to send my application to my employer for "review"?** No, and we advise against this as your information will then be visible to all signing authorities within your company.

6. **My invitation code expired. How do I get a new one?** Contact your employer and request they send you a new invitation code.

7. **My GCKey has been revoked. How do I get a new code?** Contact your employer and request they send you a new invitation code.

RENEWALS

8. **I have a TSC and my clearance is expiring, how do I renew my clearance?** Contact your signing authority and request to be invited to the TSS platform. Once your employer initiates your profile, you will receive an email from **TSS Modernization** to create your account.

9. **My employer has onboarded me but I can't reapply?** Once your clearance is six months away from expiring, you'll receive an email from **TSS Modernization** that it's time for your renewal. An application will be available in the platform.

10. **I'm renewing my clearance. How does the platform know I have an existing TSC?** The platform runs checks to determine if an existing file exists.