

TSS Platform – User Guide, Version 1

APPLICANTS

Individuals wishing to apply for (or renew) a Transportation Security Clearance (TSC) must do so using the new Transportation Security Services (TSS) platform. This guide is to assist users through the application process.

GETTING STARTED:

1. Applicants must be invited by their employer to apply for a TSC. In order to onboard you, your employer will require your:
 - a. Given name
 - b. Surname
 - c. Email address (you can edit your email address once you create your account)
 - d. Phone number
 - e. Occupation (job description)
2. Once your employer has onboarded you, you will receive an email from TSS Modernization asking you to complete your account.

IMPORTANT NOTICE:

To protect your information, the platform requires two-factor authentication. This feature is not built into the platform. You will need use of an authenticator application on your mobile phone or desktop device. The choice is yours; we suggest Microsoft or Google authenticator (*you do not need to set up an account for these apps*).

It's very important that you complete your account within **96 hours** or your invitation code will expire. If your code has expired, you must contact your employer and request they resend you an invitation code.

Your invitation email will look as follows:

From: TSS Modernization / Modernisation SST TSSModernization-ModernisationSST@tc.gc.ca

Please sign-in to the Transportation Security Services (TSS) platform to complete your Transportation Security Clearance Application (TSCA).
To access your TSS account, you must complete 3 steps.
To get started, [go to your TSS account](#)

Step 1 - Sign in with GCKey or with a Sign-in partner: [Watch the Sign-in with GCKey tutorial](#) or [watch the Sign-in partner tutorial](#)

Step 2 - Choose and add your two-factor verification: [Read the tutorial](#)

Step 3 - Enter your invitation code: 20d1a5ae-886e-4c0c-80a3-fc6f0eacd223 ←

You need to enter **your invitation code the first time you log in only**.

Please access your TSS account as soon as possible, since your invitation code expires in (4 days). ←

If you have questions, please contact your employer.

3. Click on the website link in your TSS Modernization email. Choose your language.
4. Click on “Sign up with CGKey”

IMPORTANT NOTICE: If you have GCKey with the Canada Revenue Agency (CRA), this will not work for this platform. You will need to create a new file.

Transport Canada

Sign in to view and manage your services and applications. If you already have an online account with the Government of Canada, you can use the same username and password to sign in.

Please choose an option to sign in:

GCKey

Sign in with your GCKey username and password.

Sign in with GCKey

[▶ About GCKey](#)

Canadian banks

Sign in with your Canadian online banking service.

Sign in with Sign-In Partner

[▶ About Sign-In Partners](#)

Don't have a username or password?

Sign up with GCKey

Welcome to GCKey

Sign In

Username: **(required)**

Username

Password: **(required)**

Password

Sign In **Clear All**

[Forgot your username?](#) • [Forgot your password?](#)

Simple Secure Access

A simple way to securely access Government of Canada online services.

One username.
One password.

Sign Up

Your GCKey can be used to access multiple Government of Canada online [Enabled Services](#).

5. Follow the prompts on the website to sign up for GCKey. It is here you will link your authenticator app and create security questions.

GCKey Sign Up Complete

You have successfully created your GCKey.

Your Username is [redacted]

Please select **Continue** to leave the GCKey service and return to the Government of Canada online service.

Continue

Privacy

Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#)


Choose a method of two-factor authentication

Transportation Security Service (TSS) requires the use of two-factor authentication to secure your account. You will be asked to complete registration of a second factor in order to continue to access this service.

▶ [What is two-factor authentication?](#)


Need help? Please contact TSCModernization-ModernisationHST@tc.gc.ca for assistance.

Use your smartphone or tablet (recommended)



Set up your mobile device


Use your desktop device




Set up your desktop device

6. Follow the instructions online to set up your device and register your authenticator.
7. Once your device is registered, enter the invitation code from your email. Click **Register**.

Sign up with an invitation code


 If you don't have an invitation code, you must ask your employer to send you an invitation code to access your TSS account


* Invitation code 



8. You are now signed in. Here you can complete your TSC application.

Home

[My TSC application](#) 





My TSC application

Application number: 2024-03-13-5376

Your next steps:

- ▲ Complete your application
- ▲ Upload all documents
- ▲ Share for review (Optional)
- ▲ Give consent





IMPORTANT NOTICE: If you wish to complete your application at a later time, simply sign out. Your application will remain in your account. Do not cancel your application.

BEFORE YOU BEGIN YOUR APPLICATION:

When you begin your application, you will be required to enter information for the past **5 years** including:

- Citizenship (you will need your birth certificate and passport (if applicable/valid))
- Residential (addresses for the last 5 years)
- Employment / unemployment (for the last 5 years)
- Education (for the last 5 years)
- Spousal / marital information (date of birth and birth certificate, for the last 5 years)
- Details from out of country travel lasting more than 90 days

You may wish to collect this information before you complete your application.

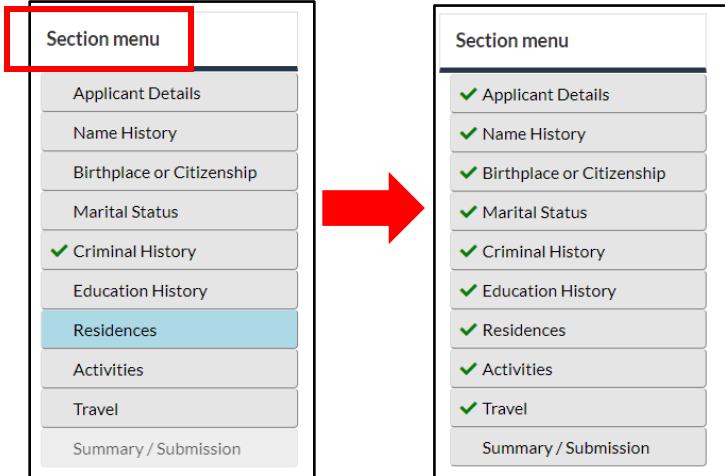
9. Enter your details in the required fields. Use the **Need Help** button for more information. Select **Next** to continue.

The screenshot shows the 'Applicant Details' form. On the left is a 'Section menu' with options: Applicant Details (highlighted), Name History, Birthplace or Citizenship, Marital Status, Criminal History, Education History, Residences, Activities, Travel, and Summary / Submission. The main form area has a 'Need help' button in the top right. The 'Applicant Details' header is highlighted with a red arrow. Below it are fields for: * Date of Birth (calendar icon), * Gender (radio buttons for Male, Female, Other gender), * Height and Weight (Centimeters and Kilograms input fields), and * Eye colour (dropdown menu). A 'Units' selector shows 'Imperial' and 'Metric' options. At the bottom right, the 'Next' button is highlighted with a red box and a red arrow points to it from the right.

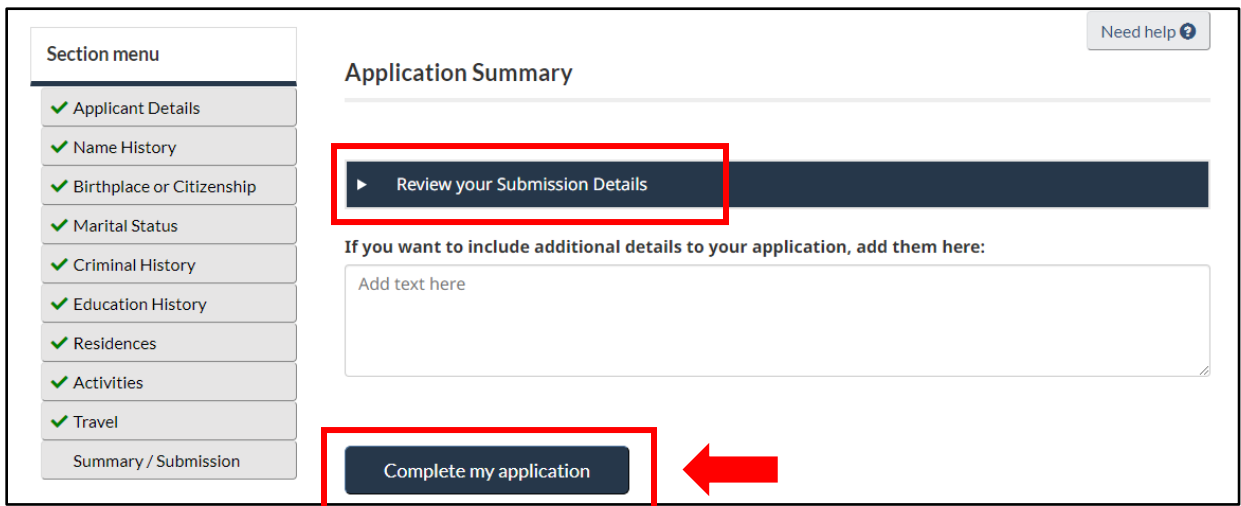
10. Complete each section of the application. A **green** check mark will appear next to each section once it is complete.

The screenshot shows the 'Application Summary' page. On the left, the 'Section menu' is highlighted with a red box and shows a green checkmark next to each item: Applicant Details, Name History, Birthplace or Citizenship, Marital Status, Criminal History, Education History, Residences, Activities, and Travel. The 'Summary / Submission' item is not checked. The main area has an 'Application Summary' header, a 'Need help' button, and a 'Review your Submission Details' button. Below that is a text input field with the placeholder 'Add text here' and a 'Complete my application' button at the bottom.

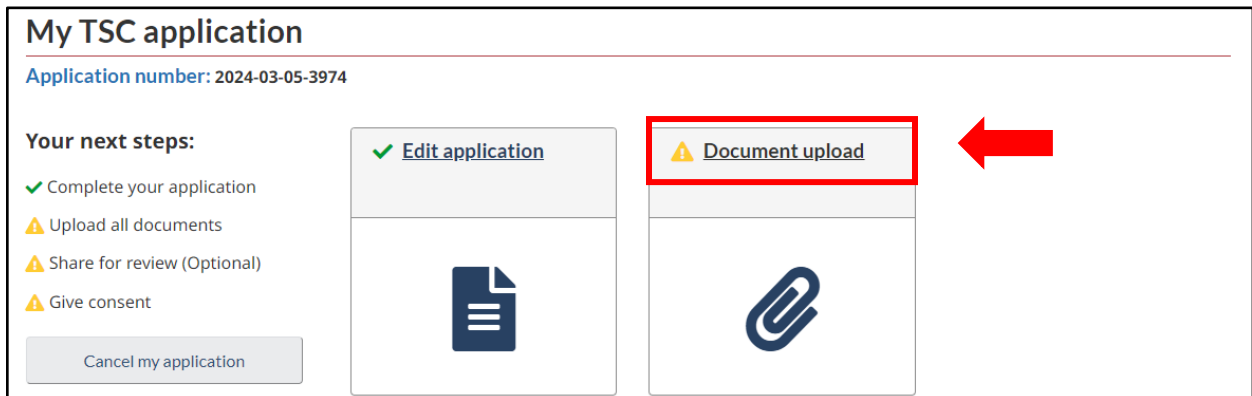
IMPORTANT NOTICE: If you have completed the required fields and the **Next** button is not functioning, return to the first section (page) of the application by selecting **Previous** or by selecting it from the menu. Review and continue to the next page next until each section is showing complete with a **green** check mark.



11. Once you have completed all sections, you may review and complete your application.



12. Next, you will be asked to upload your supporting documentation.



13. Upload your documents separately as indicated. Next, complete your upload.

Application file upload

i 1. Read the [Help on document upload](#) for tips on how to prepare your digital documents. This help section also provides more details on documents to support time spent out-of-country.
2. Make sure your digital documents are right-side up, clear, legible and in colour.
3. After you upload your documents, click on their image or link to confirm that they are legible, right-side up, and clear.

Passport - must be signed - 2 inside pages (page with your signature and page with your picture and details)
Only JPG, PNG, TIFF, BMP and PDF formats are accepted. Max size of 10 Mb.

Canadian birth certificate - Front Side
Only JPG, PNG, TIFF, BMP and PDF formats are accepted. Max size of 10 Mb.

Canadian birth certificate - Back Side
Only JPG, PNG, TIFF, BMP and PDF formats are accepted. Max size of 10 Mb.

14. Once your documents have been uploaded, you have the option to share your application for review.

IMPORTANT NOTICE: We **do not** recommend sharing your application for review as your personal details will be visible to all signing authorities within your company. We recommend **skipping** this step by selecting **I want to skip this step**.

15. Next, you must finalize your application by selecting **Give Consent**.

Your next steps:

- ✓ Complete your application
- ✓ Upload all documents
- ✓ Share for review (Optional)
- ⚠ Give consent

⚠ There is no obligation to share your complete application with your employer. This step is optional and you should choose it only if you are comfortable with sharing your personal details.

I want to skip this step.

✓ **Edit application**

✓ **Document upload**

✓ **Share for review (Optional)**

⚠ **Give consent**

16. Your application will open. Select **Start** to review your application details.

Applicant Consent

Review your application details. If you see errors, go [back](#) and edit your application. To sign your application please click the Start button.

Start

←

	Transport Canada Transports Canada	PROTECTED "A" (WHEN COMPLETED) PROTÉGÉ "A" (LORSQUE REMPLI)	
APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE		DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT	
TSCA - DHSMT#: 725A2E71-FADA-EE11-904D-6045BD5DB616			
Type of application - Type de demande Renewal / Renouvellement	Transportation facility / Enrolment site - Installation de transport / Point d'inscription Billy Bishop Toronto City Airport	Applicant's Pass ID / Numéro d'identification de la passe du demandeur	File No. - N° de référence

17. Review your application.

IMPORTANT NOTICE: If you have not changed addresses or employers within the last five years, your application details will default to five years from the date you are applying.

If you need to **edit** your application, return to the **top of the page** and select **back** in the blue popup.

Adresses de tous les lieux où vous avez résidé au cours des cinq (5) dernières années?			
City, Province, Country Ville, Province, Pays	Postal code Code postal	From - De Y-A M	To - À Y-A M
Ancaster, Ontario, CANADA	L9G 0A5	2019	Present
Employment, etc. Qu'avez-vous fait au cours des cinq dernières années? - école, emploi, chômage, etc.			
Street address Rue et numéro	City, Province, Country Ville, Province, Pays	From - De Y-A M	To - À Y-A M
1 Island Airport	Toronto, Ontario, CANADA	2019	3 Present

Applicant Consent

Review your application details. If you see errors, go [back](#) and edit your application. To sign your application please click the Start button.

IMPORTANT NOTICE: If you go back to edit your application or have been sent modifications, you may be required to review each section in order to consent and submit your application again. Refer to step 10.

18. Initial and sign your application as indicated.

PART - PARTIE E - CONSENT AND CERTIFICATION (continued) - CONSENTEMENT ET CERTIFICATION (suite)

For applicants who have resided outside Canada during the last five (5) years or for those who have travelled outside of Canada and the United States for more than 90 days (excluding travel for government business) during the last five (5) years. Avez-vous résidé à l'étranger pendant les cinq (5) dernières années ou ceux qui ont voyagé à l'extérieur du Canada et des États-Unis (sauf les voyages effectués pour affaires gouvernementales) au cours des cinq (5) dernières années.	Have you resided outside of Canada or travelled outside of Canada or the United States for 90 consecutive days or more during the last five (5) years? Avez-vous résidé à l'étranger ou voyagé à l'extérieur du Canada ou des États-Unis pendant 90 jours consécutifs ou plus au cours des cinq (5) dernières années?
<input type="radio"/> Yes - Oui <input checked="" type="radio"/> No - Non	Initials - Initials: <div style="border: 2px solid red; padding: 2px; display: inline-block;">Initials</div>

<div style="border: 2px solid red; padding: 2px; display: inline-block; margin-right: 10px;">Sign</div>	Date Y-A / M / D-J
Applicant's signature - Signature du demandeur	

19. Once you have finished signing your application, select **Consent & Submit** at the bottom of the page. Your application will be sent to your employer for certification.

The screenshot shows a progress bar with five steps: Complete application, Employer certification, Enrolment site review, Verification appointment, and Sent to TC. Below the progress bar, the title 'My TSC application' is followed by the application number '2024-03-05-3974'. A red-bordered box highlights the message: 'Your application has been sent to your employer for certification. Please wait for more instructions to arrive by email.'

Once your employer certifies your application, it will be sent to the airport pass control office. You will receive a notification from **TSS Modernization** to log in to your account. Log in to view details about the **status of your application**.

The screenshot shows a table titled 'My notifications'. The first row is highlighted with a red box and contains the subject 'Book your verification appointment now!' and the sender 'Billy Bishop Toronto City Airport'. The second row has the subject 'Application certified by employer' and the sender 'Transport Canada'.

Subject	From
Book your verification appointment now!	Billy Bishop Toronto City Airport
Application certified by employer	Transport Canada



If your employer has **certified** your application and/or you receive a notification to book your **verification appointment**, you may book your verification appointment.

20. Book your **verification appointment** by visiting the Billy Bishop Toronto City Airport pass control office webpage [Pass Control Office](#).

The screenshot shows the 'Pass Control Office' webpage. A red-bordered box highlights the 'Schedule Appointment' button. The page also includes the text: 'Billy Bishop Toronto City Airport's Pass Control Office issues Restricted Area Identification Cards (RAICs), Airside Vehicle Operator's Permits (AVOPs) and Airside Vehicle Identification Permits (AVIPs).'



IMPORTANT NOTICE: You must bring all documents used in your application to your appointment. They must be originals and certified true documents. This includes valid photo-ID. Failure to bring your documents will result in a **fee** for an **unprepared** appointment. Fees are outlined on our website.

The screenshot shows a list of instructions for the next step in the application process. A red-bordered box highlights the second instruction: 'Bring all supporting documents with you to the pass office. You must bring all the documents that you uploaded to your application and they must be originals or certified true copies.'

- Follow the pass office's instructions on where to get your fingerprints taken.
- Bring all supporting documents with you to the pass office. You must bring all the documents that you uploaded to your application and they must be originals or certified true copies.**
- You must also bring a valid photo-ID, or a document issued by the Government of Canada or by a province or by a municipality in Canada.

If you have any questions about your application, please contact Transport Canada Security Screening Program at 613-990-5532 or e-mail TC.SecurityScreeningPrograms- Programmes filtragesecurite.TC@tc.gc.ca