

Quick Start Guide

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Applicants

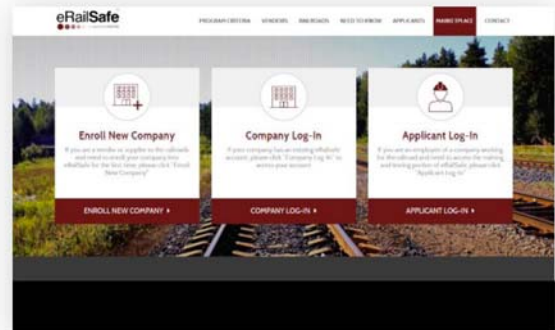
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Vendors

Step 1: Logging In

Go to www.erailsafe.com and click **Company Log-In**. If it's your first time, choose security questions and create a password.

If you have trouble, contact Customer Support at 1-800-560-6435 or support@everifile.com.



Step 2: Understanding Your Dashboard

“Required Tasks”

Complete tasks by clicking on them. Remove completed tasks from your list by clicking **Complete**.

Applicant Page

You can add, view, edit, or run background checks reports for your submitted applicants here. Colors below indicate status for each action.

- **Grey:** No action has been taken.
- **Green:** Clear / Approved
- **Yellow:** In progress
- **Red:** Failed / Needs Review

Location	Applicant Search	Select to View Active Applicants	Search	Export	First Name	Last Name	SSN/SSI	Report Status	Report Complete Date	Created Date	Status
Apple Government Certs					Ashleigh	Jones	xxx-xx-6333	In Progress		08/19/2014	Active

The following categories of information for each applicant are visible:

- **Report status:** “In Progress” if not yet finished, “Completed” in green if approved, or “Completed” in red if it needs review.
- **Background check** (magnifying glass icon)
- **Training** (worker icon)
- **Testing** (screen icon)
- **Photo** (camera icon)
- **Badge** (badge icon)

How an Applicant Becomes eRailsafe-Certified

The following is required for an applicant to become eRailsafe-Certified:

- An approved background report (no more than 90 days old)
- An approved badge photo
- Completed online training and online testing

Step 3: Submitting an Applicant (Individual and Multiple Entry)

Select **Add Applicant** and click **Go**. Add your applicant, select their railroad programs and choose your location. Make sure all fields marked with an * are completed. Save. Then, click the **Active** checkbox.



Applicant 1 of 1:

First Name*: Middle Name:
 Last Name*: Suffix:

Address Line 1*:
 Address Line 2:

Country*:
 City*:
 State:
 Postal Code:

Gender*:
 Date of Birth*: MM/DD/YYYY

SSN/SSI*: Email:
 Personal Phone: Drivers License:
 Active: Drivers License State:

Programs	Programs
<input type="checkbox"/> Enterprise	LP - eRailSafe
<input type="checkbox"/> Union Pacific	BHPF - eRailSafe
<input type="checkbox"/> BNSF	CN - eRailSafe
<input type="checkbox"/> Canadian National	CP - eRailSafe
<input type="checkbox"/> Canadian Pacific	CSX - eRailSafe
<input type="checkbox"/> CSX	

Enhanced Training and Testing

Assign training and testing by clicking the small triangle next to the appropriate folder. Then select the appropriate program.

Program costs (per applicant):

- UP SMS program: \$2
- UP DTL-eRailSafe driver training: \$5
- CN programs: \$4

Programs	Enterprise
<input type="checkbox"/> BNSF - eRailSafe	BNSF
<input type="checkbox"/> CP - eRailSafe	Canadian Pacific
<input checked="" type="checkbox"/> CN - eRailSafe	Canadian National
<input type="checkbox"/> Bulk Truck Unloading	Canadian National
<input type="checkbox"/> Manage Fuel Safely	Canadian National
<input type="checkbox"/> Conrail - eRailSafe	Conrail
<input type="checkbox"/> CSX - eRailSafe	CSX
<input type="checkbox"/> NS - eRailSafe	Norfolk Southern
<input checked="" type="checkbox"/> UP - eRailSafe	Union Pacific
<input type="checkbox"/> UP DTL - eRailSafe	Union Pacific
<input type="checkbox"/> UP SMS - eRailSafe	Union Pacific

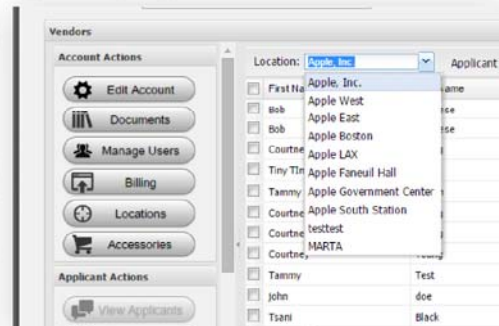
Adding an Applicant to a Location

To Add an Applicant First:

Choose the location before clicking **Save**. The applicant will appear under the specific location.

To Choose the Location First:

Choose the location. Click **Add Applicant** and fill out information.



Step 4: Editing an Applicant/Uploading a Photo

To edit an applicant, select their location. Then, check the box to the left of the applicant's name, and select **Edit Applicant**. Insert the correct information. Save.

If you edit first or last name, DOB or Social Security Number, you will be charged for a new background check.


Uploading a Photo

Click the camera icon. Upload the photo and save. The yellow dot means it's under review.

Photos must be headshots, in front of a light-colored background. Face may not be obscured.

<input type="checkbox"/>	First Name	Last Name	SSN/SSI	Report Stat...	🔍	↶	💬	📷	📄
<input type="checkbox"/>	Jessica	Chastain	xxx-xx-9283	Completed					
<input type="checkbox"/>	Rebecca	Morris	xxx-xx-9621	In Progress				●	●

Upload Photo



CORRECT

Before you upload your image, ensure the following:

- Headshot only (top of head to just below chin, not full body)
- Image is in focus, not blurry or pixelated
- No sunglasses or hats
- Background is a neutral color, no patterns or dark walls
- Image file size is no larger than 500KB
- File type is a gif, png, jpeg or jpg
- Resolution is greater than 150px by 150px

Need to crop, resize to 500 KB or change the file type of your image before uploading? A free, simple and secure tool can be found at www.PicResize.com

Choose File No file chosen

Save Cancel

Fixing a Rejected Photo

<input type="checkbox"/>	First Name	Last Name	SSN/SSI	Report Stat...	🔍	↶	💬	📷	📄
<input type="checkbox"/>	Jessica	Chastain	xxx-xx-9283	Completed					
<input checked="" type="checkbox"/>	Rebecca	Morris	xxx-xx-9621	In Progress				●	●

Upload Photo (5)

Username Notifications (6)

Rejected Photos (1)

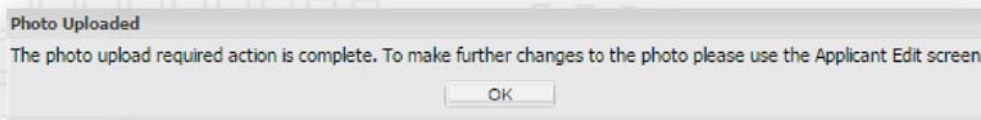
Filter

- Rebecca Morris

To upload a new photo, click the applicant's name.



Upload a new photo for the applicant **through the Required Task List**.

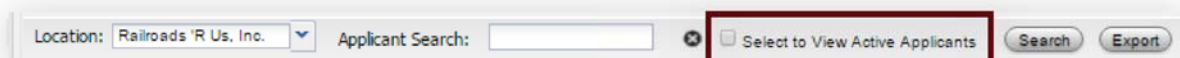


Deactivating/Reactivating an Applicant

To deactivate an applicant, check the box next to their name and click **Deactivate**.

To reactivate an applicant, go to **Edit Applicant**, click the **Active** checkbox and save. Then, email support@everifile.com and request enrollment in the necessary programs.

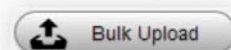
Step 5: Bulk Applicant Uploads



To begin a bulk upload, create an Excel file with a column for:

- First name
- Middle name
- Last name
- Name suffix
- Date of birth
- Social Security Number
- Driver's license number
- Gender
- Phone number
- Email address
- Address 1
- Address 2
- City
- State
- Province (if outside US)
- Country

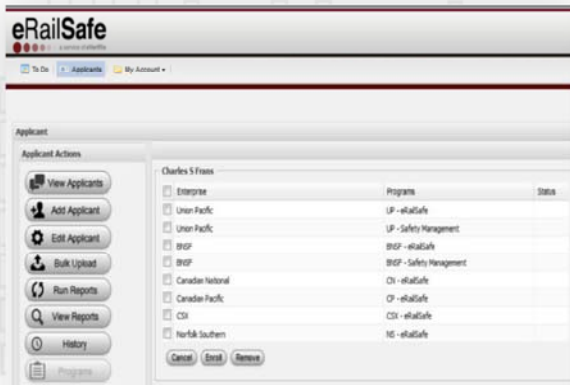
Save. Select **Bulk Upload** on the Applicants page. Upload the file. Map your custom fields if necessary. Then click **Submit**.



Step 6: Assigning a Program

Select the applicant by checking the box by their name and clicking **Programs**. Check the box next to the desired program/railroad name, and then click **Enroll**.

You can select more than one applicant at a time.

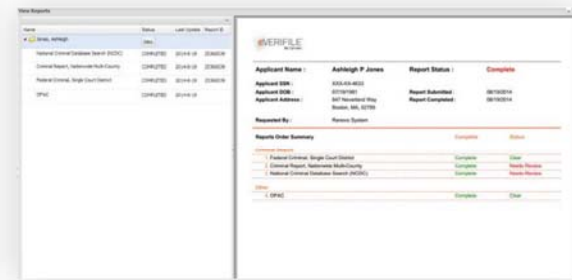


Step 7: View Reports

Select the box next to the individual you wish to view. Click **View Reports**.

Select **Preview**. The report details will appear in the report window in PDF format.

Report status is available for each report.
COMPLETED for a completed report
IN PROGRESS for a report that is pending
REJECTED for a report with issues



Step 8: Applicant History

To view the history of an applicant, click **History**. This will display every action that has been completed on the applicant.

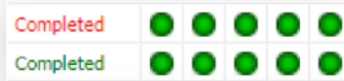
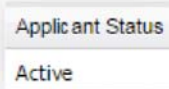
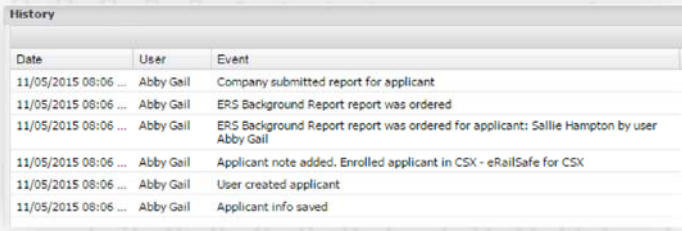
Step 9: Moving an Applicant

Click **Move Applicant** under Applicant Actions.

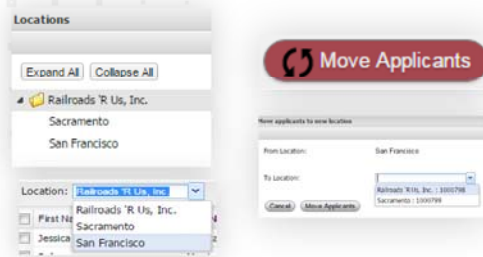
1. Their status must be active.

2. They must either: have an active eRailsafe badge **OR** not be enrolled in any programs.

3. You must access them through your company's main account.



<input type="checkbox"/>	First Name	Last Name	SSN/SSI	Report Status	Report Complete Date	Created Date	Applicant Status
<input type="checkbox"/>	Zoe	Peterson	xxx-xx-9861			09/12/2016	Active

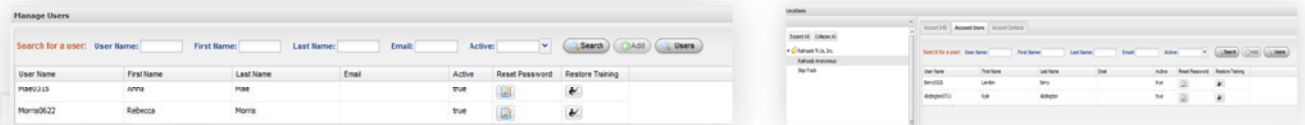


Step 10: Retrieve Training and Testing Information

To retrieve username/password for an applicant, click **Manage Users***, then **Applicants**. Enter the applicant's first or last name in the appropriate field, then click **Search** to find the applicant's user-name. Click **Reset Password**.

To restore training click the button under the **Restore Training** column.

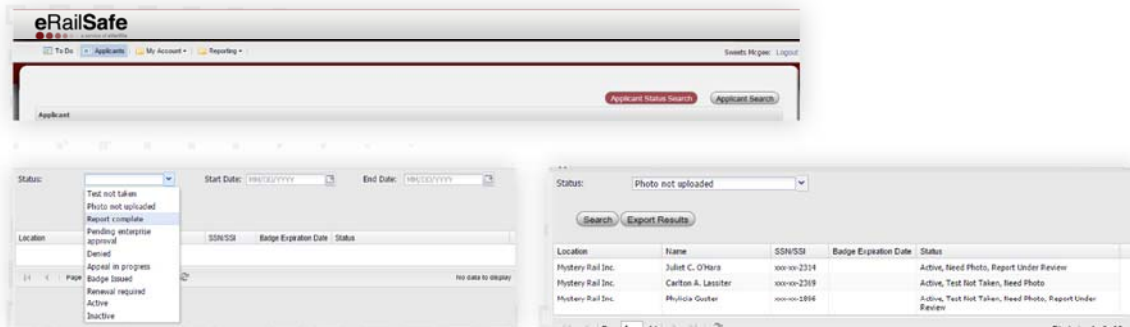
*If you have multiple locations, choose **Locations**, select the applicant's location, and then click **Account Users**.



Step 11: Applicant Search Status

To search or filter applicants by status, click the ***Applicants tab*** and then ***Applicant Search Status***. Choose the desired status the drop-down menu.

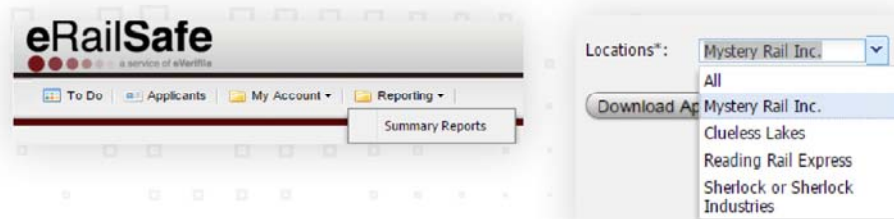
All applicants of that status will appear in a list. Export by clicking ***Export Results***. Choose a date range to further refine your search.



Step 12: Summary Report

Click the **Reporting** tab, then the **Summary Reports** tab. Choose **All** or a specific location, then **Download Applicant Summary Report**.

Click **OK** to begin the download. Open the file to view.



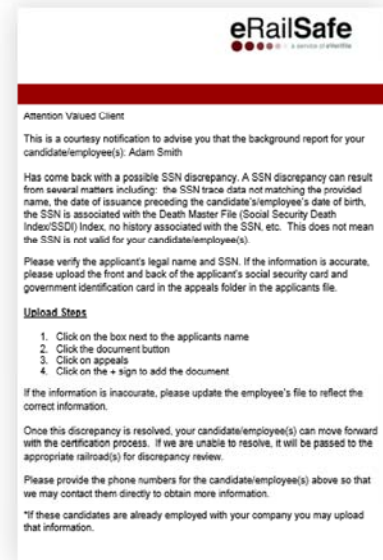
						and Time	Time		Report Completed Date / Time			Name	Date
Mystery Rail Inc.	null	Phylcia	Guster	753241896	05/16/1960				06/25/2015 10:44:54	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Mystery Rail Inc.	null	Carlton	Lassiter	785412369	02/14/1980				06/25/2015 10:44:48	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Mystery Rail Inc.	null	Juliet	O'Hara	685472314	08/12/1984	06/25/2015 10:47:21	06/25/2015 10:47:52		06/25/2015 10:44:48	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Mystery Rail Inc.	null	Gus	Showbiz	685742314	08/15/1983				06/25/2015 10:44:39	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Mystery Rail Inc.	null	Shawn	Spensar	754128965	04/25/1983				06/25/2015 10:44:23	Completed	Needs Review	BNSF - eRailSafe	06/25/2015
Sherlock or Sherlock Industries	null	Irene	Adler	345785214	04/22/1981				06/26/2015 10:36:03	Completed	Needs Review	BNSF - eRailSafe	06/26/2015
Sherlock or Sherlock	null	Johnathan	Watson	554785263	08/26/1977				06/26/2015 10:33:45	Completed	Needs Review	BNSF - eRailSafe	06/26/2015

Step 13: Denial Process

Applicants may be denied to the eRailSafe US program due to the following reasons:

- Social Security fraud alerts
- Felony conviction within the past 7 years
- Misdemeanor within the past 5 years
- Probation/Parole/Release from incarceration within the past 5 years
- Active warrant
- Any open court case
- A history of crimes of concern
- Permanent disqualifier
- Background check cancelled by contractor
- Out of Service Area—physical address of applicant is far from the rail yard

Below are the most common reasons for an SSN discrepancy:



Reason for SSN Discrepancy	Example	How to Resolve
Applicant's legal first name was not entered	Entering "Dan" instead of "Daniel"	Update applicant's First Name*
Multiple last names appear	Women with maiden names or applicants with 2 last names	<ul style="list-style-type: none"> • Upload front/back of Social Security card and front/back of government-issued ID (ex. Driver's license/US passport) to Appeals folder through Documents button • Update applicant's last name to contain all last names*
Multiple first names appear	Applicants who often go by their middle names or nicknames	Upload front/back of Social Security card and front/back of government-issued ID (ex. Driver's license/US passport) to Appeals folder through Documents button

Different person's name/ address history appear	Applicant's name is Adam Smith but Susan Roberts is the only name that appears on the address history or appears several times	<ul style="list-style-type: none"> • Check SSN* • Upload Social Security card and government-issued ID to Appeals folder
No Address History OR SSN Validation Fail	<ul style="list-style-type: none"> • Applicant is 25 years old or younger • Applicant has held an SSN for less than 7 years 	Upload front/back of Social Security card and front/back of government-issued ID (ex. Driver's license/US passport) to Appeals folder through Documents button

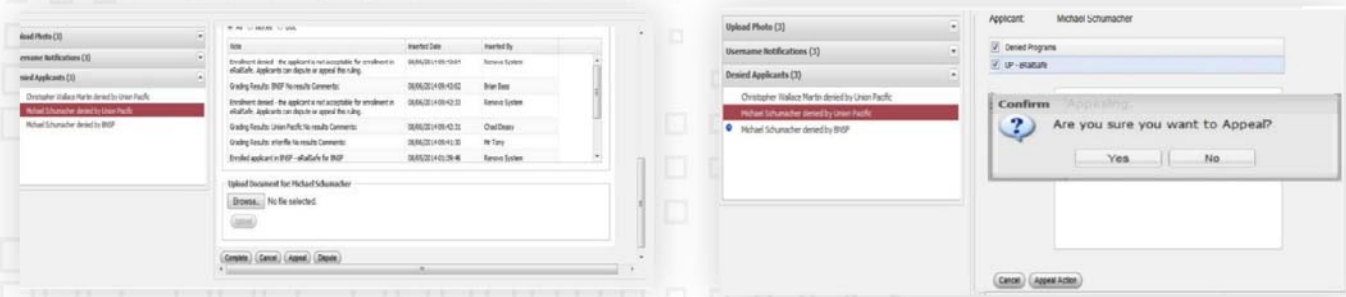
PLEASE NOTE: Anything with an (*) means that new background reports will be run based on the new information entered and your company will be charged.

To order pre-adverse and adverse action letters, click **Pre-Adverse Action** and then **Adverse Action**. To file an appeal, select the denied applicant's name. Upload any documentation needed to support the appeal, and click **Appeal**.

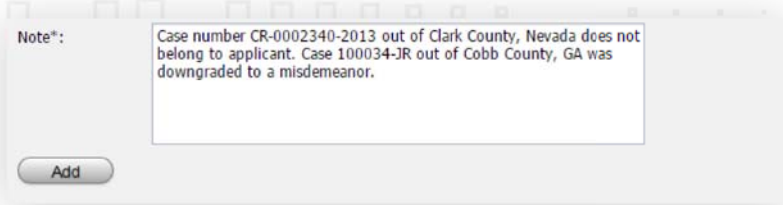
Click the railroad you are appealing to, and enter a reason for the appeal. Click **Appeal Action**. Click **Yes** in the confirmation box to file the appeal.

If an applicant's appeal is denied, it will not be reconsidered.

If information in a background report is inaccurate, file a dispute. Click the box next to their name, and then **Dispute**.



In the Notes section, insert specific information about what the applicant is disputing. Then click **Add**.



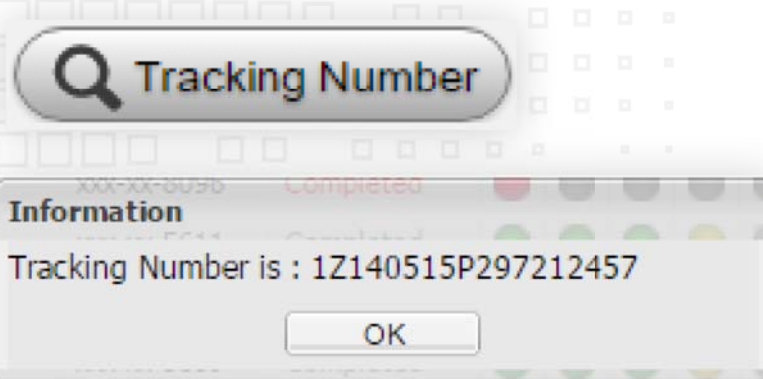


Click **Dispute Action**, and then **Yes**. A dispute can take up to 30 days to complete.

An appeal should be filed when the applicant would like the railroad to reconsider their application. **A dispute should ONLY be filed if some part of the background check includes inaccurate information.**

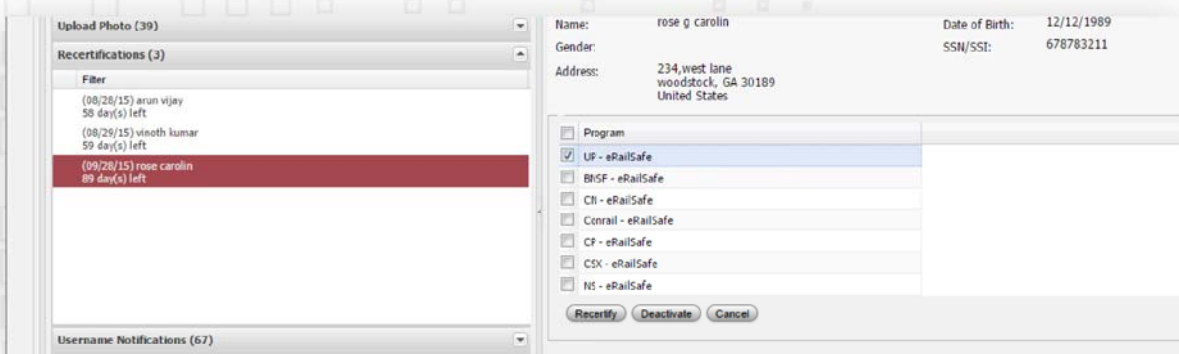
Step 14: UPS Tracking

Access the tracking number for a badge by clicking the box next to the applicant's name, and then **Tracking Number**. Copy the number that appears and enter it on www.ups.com.



Step 15: Recertification

You will be notified when an applicant is up for recertification.



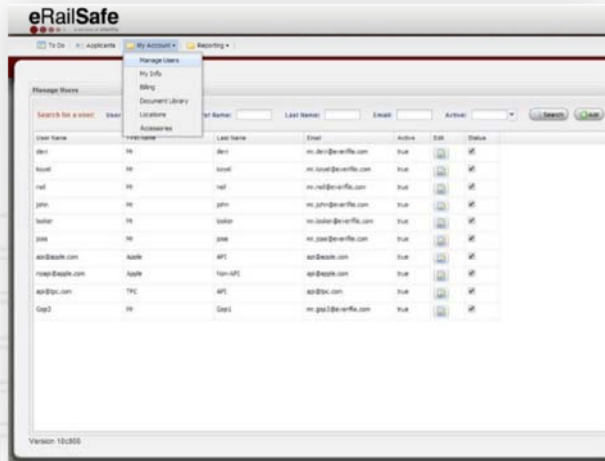
To recertify an applicant, select their name, then the programs / railroads for recertification. Then click **Recertify**.

If an applicant is already inactive, the Recertify button will be grayed out. Click the **Active** checkbox in their file, then **Save** to resolve this.

My Account

Step 1: Managing Users

Select **My Account** and choose **Manage Users**.



*If you cannot see the add button, hold the <CTRL> button and use the (-) sign to zoom out of the application.

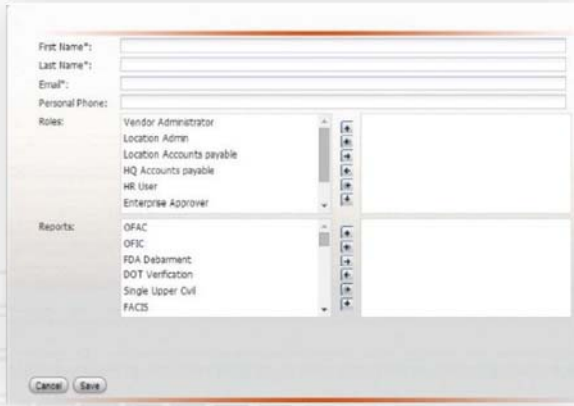
You can search for a user, enable or disable a user's access, and create users.

The following are the user roles and their capabilities:

- **Vendor Administrator**
 - Full access to all locations and managing users including location administrators.
- **Location Administrator**
 - Access to manage users for locations, initiate and view background checks.
- **HQ Accounts Payable**
 - Access to view and pay invoices for all locations (if the account is set up for centralized).
- **Location Accounts Payable**
 - Access to view and pay invoices for all locations.
- **HR User**
 - Access to initiate and view background checks for a specific locations
- **HR Viewer**
 - Access to view background checks for a specific location.

Step 2: User Info and Role Assignment

To delete a user, select **Delete**. To edit a user, click **Edit**. To add a user, select **Add**. Add the user's name, email and phone number.



The screenshot shows a dialog box for user management. It contains the following fields and lists:

- First Name*: [text input]
- Last Name*: [text input]
- Email*: [text input]
- Personal Phone: [text input]
- Roles: A list box containing "Vendor Administrator", "Location Admin", "Location Accounts payable", "HQ Accounts payable", "HR User", and "Enterprise Approver".
- Reports: A list box containing "OFAC", "OFIC", "FDA Debarment", "DOT Verification", "Single Upper Civil", and "FACIS".

At the bottom of the dialog box are "Cancel" and "Save" buttons.

Roles are defined by the type of activities you want the user to be able to perform.

Choose a role by selecting it and using the right arrow to add it to the right hand screen.

You can restrict user access to certain report types by selecting them and moving them to the right hand screen. **Save**. An email will be sent to the new user with login information and instructions on how to create their own password.

Assign a User to Multiple Accounts

If a user needs access to multiple accounts, contact Customer Support at 1-800-560-6435 or support@everfile.com.

Step 3: Adding a Location

Select **Locations** on the My Account drop-down menu. Click **New Location Here**.

*To add a general location, highlight your company name and select **New Location Here**. If you wish to add a sub-location to an existing location, highlight it and click **New Location Here**.

Shipping Contact

You can have badges and accessories sent to different locations. Go to the **My Account** tab then click **Locations**. Enter information for the person receiving packages from eRailSafe at that location. Then click **Save**.

The screenshot shows a web form for adding a location. It has three tabs: 'Location Info', 'Location Users', and 'Location Contacts'. The 'Location Info' tab is active. It contains the following fields:

- State*: MA (dropdown menu)
- Zip Code*: 02123 (text input)

The 'Shipping Address' section has a checked checkbox 'Shipping address same as account address?'. It contains the following fields:

- Address Line 1*: 426 Manor Way (text input)
- Address Line 2*: (empty text input)
- Country*: United States (dropdown menu)
- City*: Boston (text input)
- State*: MA (dropdown menu)
- Zip Code*: 02123 (text input)

The 'Shipping Contact' section contains the following fields:

- First Name*: John (text input)
- Last Name*: Watson (text input)

At the bottom of the form are 'Save' and 'Cancel' buttons.

Billing

Step 1: View Invoice

To access your organization's invoice, click on **My Account** and choose **My Invoice**.

Step 2: Updating Payment Information

Click on **My Account** and then **Update Payment**.

The screenshot shows a web application interface for updating payment information. At the top, there are three tabs: "View Invoices", "Billing Contact", and "Update Payment", with "Update Payment" being the active tab. Below the tabs, there are four radio buttons for selecting a payment method: VISA, MasterCard, American Express, and Discover. The "VISA" option is selected. Below the radio buttons, there are input fields for "Card Holder Name*", "Card Number*", "Expiration Date*" (with "Month" and "Year" dropdown menus), and "Security Code*". Below these fields is a section titled "Billing Address" with input fields for "Address Line 1*", "Address Line 2*", "Country*" (with a "Select a country..." dropdown), "City*", "State*" (with a dropdown), and "Postal Code*". At the bottom of the form, there are two buttons: "Update Payment" and "Reset".

My Info

The My Info tab includes contact information for you and your company, all of which can be edited.

Customer Information | My Information

Account

Account Number: 1000013
Phone Number*: 770-859-9899
Website:
Address Line 1*: 123 Sycamore Lane
Address Line 2:
Country*: United States
City*: Arlington
State*: VA
Zip Code*: 22101

Shipping Address

Shipping address same as account address?

Save Cancel

Customer Information | My Information

First Name*: Sweets
Last Name*: McGee
Phone Number*: 770-859-9899
Alternate Phone Number:
Email*: Sweets.McGee@email.com
Password: *****
Confirm Password: *****

Select a primary security question:
What high school did you last attend?

Answer:
Simpson High School

Select a secondary security question:
What is your mother's maiden name?

Answer:
Smith

Save Cancel

Document Library

Step 1: Accessing Your Library

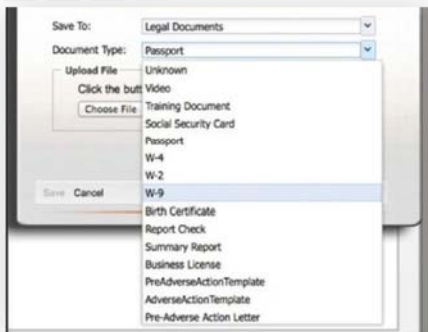
You can upload documents required for your users with unlimited storage space.

Click **My Account** and then **Document Library**.



Step 2: Uploading Your Documents

Click **Add Document**. Select a system folder and document type. Click **Save**.



Step 3: Viewing and Printing Your Documents

To view a document, select its folder and then click it. To print, right click your mouse and select **Print**.

Step 4: Deleting Your Documentation

To permanently delete a document, use the delete button to the right. Deleted documents are not recoverable.