



Single Sign-On and Launch Pad Administrator Guide



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Using Single Sign-On and the Launch Pad for Company Admin Tasks

The Single Sign-On (SSO) system enables Railinc users to register for Railinc access, manage their user profile, and request and access Railinc applications. These functions are described in the [Railinc Single Sign-On User Guide](#).

If you are a *company administrator* for a Railinc application, you have access to additional Permissions and Tools tasks, which are listed in the Administrator functions of the Launch Pad ([Exhibit 1](#)). This Administrator Guide describes these administrator tasks.

Your authorized tasks and applications can be accessed from the **Launch Pad**. To access the **Launch Pad**, enter the following link in your browser: <https://login.railinc.com/> and sign in at the prompt.

Exhibit 1. Launch Pad (Company Admin)

My Applications

- AAR Embargo/OPSL Permit System
- CIF
- Car Hire Rate Negotiation
- Car Repair Billing
- Clear Path System
- DDCTS
- EHMS
- Early Warning
- Equipment Health View
- FindUs Rail
- Letter of Authorization
- Multi-Level Pool Billing (Committee Site)
- REN Web
- RailSight
- SCRS
- Single Sign On System
- Umler

Railinc Notifications

New Support Portal on Launch Pad	Mar 24, 2020
Update on Railinc COVID-19 Actions	Mar 18, 2020
Umler Release Notification	Mar 18, 2020
Embargo Release	Feb 25, 2020
Umler® Release Notification	Feb 11, 2020
Railinc Ticketing System Update	Jan 17, 2020
Reminder: Circular OT-57 Becomes Effective on Feb. 1	Jan 14, 2020

If you do not see the notification you require, please contact the Railinc Customer Success Center by email csc@railinc.com or by phone at 877-724-5462.

My Profile

- Edit My Profile
- Change Password
- View/Request Permissions
- Check Status of Permission Requests
- Support Cases
- User Guide

Accounts

- Edit User Profile
- Change User Password
- Manage User Status
- Manage User Type
- View User Audit Log
- View User Compliance Run
- Confirm Email for a User

IT Support

- Compare Local User to LDAP

Permissions

- Manage My Permissions
- Manage User Permissions
- Manage Permission Requests
- Clone User Permissions

Tools

- Advanced User Query
- Find Admin Contacts for Application
- Manage Companies
- Search Company(s)
- Manage Application News and Updates
- Edit Application Description
- Edit Role Description
- View Compliance Run
- View Compliance Exemptions
- Admin User Guide
- Internal User Admin Guide

Approving and Rejecting Permission Requests

The company administrator is responsible for responding to requests for access to a specific application. The following sections describe how to approve or reject application access requests.

Individual Requests

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Manage Permission Requests** in the **Permissions** portlet. The **Manage Permission Requests** page is displayed (see [Exhibit 2](#)).

Exhibit 2. Manage Permission Requests

The screenshot shows the 'Manage Permission Requests' interface. Callouts point to the following elements:

- Filter All**: A button at the top of the filter section.
- Select/Deselect All Rows**: A checkbox labeled 'Total Items: 3'.
- Filter One Column**: A dropdown menu for selecting a column to filter by.
- Select One Row**: A checkbox next to a specific request row.
- Select for Requestor Information**: An information icon (i) next to a request row.
- Select to Edit Date**: A calendar icon next to the 'Request Date' column.

Reference	Application	Permission	Mark/Company	User ID	User Name	Request Date	Status	User Comment	End Date
☐ 13871	FindUs Rail	FindUsRail Company...	RAIL - RAILINC COR...	Role64	Dennis Kanner	12/26/2018	Requested	testing - DK	
☐ 13870	FindUs Rail	Contact Company Ad...	RAIL - RAILINC COR...	Role64	Dennis Kanner	12/26/2018	Requested	testing - DK	
☒ 13915	FindUs Rail	Contact Company Ad...	RAIL - RAILINC COR...	BSCXB02	Cameron Bungamer	1/7/2019	Requested		

Selected Permission Request(s): 13915

Comments...

Required for rejecting permission request(s)

Cancel Reject Pending Approve

3. Review the requests:
 - a. As needed, select the user ID hyperlink to open the Manage User Permissions function (see [Managing User Permissions](#)).
 - b. As needed, select the information icon () to open a pop-up window with SSO user information about the requester. Click outside the pop-up window to return to the **Manage Permissions Requests** page.
 - c. Read the **User Comments** the requester might have written to clarify the need for access.
4. To approve or reject individual requests, select the checkbox to the left of the request. To approve or reject all requests, select the checkbox at the top of the form.
5. To reject one or more requests, enter **Comments** explaining why the request is being rejected. The **Reject** button becomes available once a comment has been entered.
6. (Optional) For approvals, you have the option to use the calendar icon () to add an **End Date** for access as appropriate. The start date begins the day the request is approved.
7. (Optional) Enter **Comments** as appropriate (see [Exhibit 3](#) for an example). This entry is included in the notification email.

Exhibit 3. Manage Permission Requests Example for Approve/Reject

The screenshot shows the 'Manage Permission Requests' page. At the top, there's a 'Filter...' input. Below it, a table lists 3 items. The table has columns: Reference, Application, Permission, Mark/Company, User Id, User Name, Request Date, Status, User Comment, and End Date. The third row (13915) is selected. Below the table, the 'Selected Permission Request(s)' section shows request 13915 with the comment 'This is being approved.' At the bottom right, there are buttons for 'Cancel', 'Reject', 'Pending', and 'Approve'.

Reference	Application	Permission	Mark/Company	User Id	User Name	Request Date	Status	User Comment	End Date
13871	FindUs Rail	FindUsRail Company...	RAIL - RAILINC COR...	Role04	Dennis Komer	12/26/2018	Requested	testing - DK	
13870	FindUs Rail	Contact Company Ad...	RAIL - RAILINC COR...	Role04	Dennis Komer	12/26/2018	Requested	testing - DK	
13915	FindUs Rail	Contact Company Ad...	RAIL - RAILINC COR...	BSCXB02	Cameron Bungamer	1/7/2019	Requested		

Selected Permission Request(s)

13915
Comments
This is being approved.

Required for rejecting perm on request(s)

Cancel Reject Pending Approve

8. Select one of the following options:

Approve—Approves the request for the specified period, sends an approval email to the user, and makes the application link available on the user’s Launch Pad. Request status is set to **Approved**.

Reject—Rejects the request, sends a rejection email to the user. The application link is NOT available on the user’s Welcome page and the request status is set to **Rejected**.

Pending—Pends the request, sends an email to the user. The application link is NOT available on the user’s Welcome page. Use Pending when a determination about the access cannot be made without further investigation or information. The request status is set to **Pending**.

Cancel—Returns to the **Launch Pad** ([Exhibit 1](#)). The request status is **Cancelled**.

Note: Requests that have been approved or rejected are removed from the **Manage Permission Requests** page. Those that are **Pending** remain in the list.

Managing User Permissions

The Manage User Permissions function enables the company administrator to grant access that has not officially been requested. You can use this function to quickly grant application accesses to new personnel whose SSO access has been established. You can also quickly remove access when it is no longer needed.

Adding a Permission

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Manage User Permissions** in the **Permissions** portlet. The **User Search** page is displayed ([Exhibit 4](#)).

Exhibit 4. User Search

Home / User Search

Enter your search criteria and click on the "Search" button to retrieve the users. You may use a wildcard (*) for all criteria except employer.

User Id First Name Last Name ☒ Name ☐ Mark Employer

Cancel Reset Search

3. There are multiple ways to search for users to manage their permissions:
 - a. Enter the **User ID** and select **Search**.
 - b. Begin entering the **User ID** and select the appropriate ID from the drop-down list and select **Search**.
 - c. Enter part of the **User ID**, **First Name** or **Last Name** using asterisk (*) for a wildcard and select **Search** (see [Exhibit 5](#)).

Note: Select the arrow () in the top right corner to view or hide your search criteria.

4. Select **Search**. Results are listed in the table.

Exhibit 5. User Search with Criteria and Results

Home / User Search

Enter your search criteria and click on the "Search" button to retrieve the users. You may use a wildcard (*) for all criteria except employer.

User Id CBT* First Name Last Name ☒ Name ☐ Mark Employer

Cancel Reset Search

Found 9 user(s) matching the search criteria.

Filter...

ID	First Name	Last Name	Employer	Phone	Email	Type	Status	Actions
CBTES1	John	Smith	RAILINC CORPORATION	9195555555	john.smith@railinc.com	Web	ACTIVE	Select

Note: If the first name begins with Eve, enter **eve*** in the field for the query. Case is ignored. Enter ***eve*** to show users named Steve, Beverly, or other names that contain **eve**. You can use wildcards for partially-known fields, or when internal characters are unknown. For example, typing **joh*ns*on** finds Johnson, Johanson, Johansson, and Johnston.

5. Select the link of the desired **User ID**. Links are available only for active user IDs. The user's **Permissions** page is displayed (see [Exhibit 6](#)).

Exhibit 6. Permissions

Home / User Search / Permissions

JOHN SMITH (CBTEST)
ACTIVE ^

User ID: CBTEST
Name: John Smith
Employer: RAILINC CORPORATION
Business Title: Tester
User Type: Web

Email: john.smith@railinc.com
Phone: 9195555555
Address: 7001 Weston Parkway,
Cary, NC 27513 US
Member Since: 08/31/2017
Password Expiration: 05/13/2019 (126 days)

Last Updated: 01/07/2019 18:56:13 By BSCXB02
Last Failed Login: 11/27/2018 14:02:21
Incorrect Login Count: 0

User Actions

Filter...
DDCTS

DDCTS
Add

Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 108, 95 and 107

Handling Carrier Admin	RAIL - RAILINC CORPORATION	11/16/2018	☒
------------------------	----------------------------	------------	-------------------------------------

DDCTS DEC
Add

Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 108, 95 and 107

Handling Carrier Admin	RAIL - RAILINC CORPORATION	11/16/2018	☐
------------------------	----------------------------	------------	--------------------------

Comments...

Cancel Remove selected permission(s)

Note: The only applications listed on this page are those the administrator is authorized to administer.

6. Select **Add**. The **Manage Permissions for Application** page is displayed ([Exhibit 7](#)).
7. Select the checkboxes for the appropriate roles.
8. 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.

Exhibit 7. Manage Permissions for Application

Home / Manage Permissions for Application

ACTIVE ▾

DDCTS
Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 108, 95 and 107

☒ **Car Owner Admin (MARK required)**
Car Owner Administrator that manages all Incidents including approving settlement process for Rule 107 Incidents.

☐ Name
 ☒ Mark
 AARE
 ☐ Apply to all

Selected Mark(s)
RAIL ✕

AARE - RAILINC CORPORATION - TEST

Effective Date
1/25/2021

Expiration Date

☐ **Car Owner Damaged Car User (MARK required)**
Car Owner back office users that need access and update capabilities to work with Rule 95/107 Incidents.

☐ **Car Owner Defective Car User (MARK required)**
Car Owner back office users that need access and update capabilities to work with Rule 1/96/108 Incidents.

☐ **Interchange Bureau User (MARK required)**
Interchange Bureau users that need the capability to create ICB records in DDCT. User must be a defined Interchange Bureau by the industry for DDCT.

☐ **Shop User (MARK required)**
Access required for Shop functionality in DDCT including reporting cars on hand and repairs. This is needed by car owner to report unexpected shop arrivals in DDCT.

Comments...

Return Submit

9. Click **Apply to All** to apply the Name or Mark(s) to all selected roles.
10. Enter or use the calendar icon to select the **Effective Date** and **Expiration Date**. The default **Effective Date** is today. You have the option to leave the **Expiration Date** field blank or enter it as needed.
11. Scroll to the bottom of the page.
12. (Optional) Enter **Comments**.
13. Select **Submit**. The **Permissions** page is redisplayed with the added permission ([Exhibit 8](#)).

Exhibit 8. Permissions Example of Added Role

Home / User Search / Permissions

JOHN SMITH (CBTEST) ACTIVE ▾

Filter...

DDCTS Add

Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 108, 95 and 107

Car Owner Admin	RAIL - RAILINC CORPORATION	01/07/2019	☐
Handling Carrier Admin	RAIL - RAILINC CORPORATION	11/16/2018	☐

14. If other listed application permissions are needed, select **Add** to repeat the process.

15. Otherwise, select **Cancel**. The **Launch Pad** is displayed ([Exhibit 1](#)).

Removing a Permission

This function enables an administrator to remove access for a specified user ID. To remove application access:

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Manage User Permissions** in the **Permissions** portlet.
The **User Search** page is displayed ([Exhibit 4](#)).
3. There are multiple ways to search for users to manage their permissions:
 - a. Enter the **User ID** and select **Search**.
 - b. Begin entering the **User ID** and select the appropriate ID from the drop-down list and select **Search**.
 - c. Enter part of the **User ID**, **First Name** or **Last Name** using asterisk (*) for a wildcard and select **Search** ([Exhibit 5](#)).

Note: Select the arrow (▾) in the top right corner to view or hide your search criteria.

4. Select **Search**. Results are listed in the table ([Exhibit 5](#)).
5. The **Permissions** page is displayed ([Exhibit 9](#)).

Exhibit 9. Remove Permissions

Home / User Search / Permissions

JOHN SMITH (CBTEST) ACTIVE ^

User ID: CBTEST
Name: John Smith
Employer: RAILINC CORPORATION
Business Title: Tester
User Type: Web

Email: john.smith@railinc.com
Phone: 9195555555
Address: 7001 Weston Parkway,
Cary, NC 27513 US
Member Since: 08/31/2017
Password Expiration: 05/13/2019 (125 days)

Last Updated: 01/07/2019 18:56:13 By BSCXB02
Last Failed Login: 11/27/2018 14:02:21
Incorrect Login Count: 0

User Actions

Filter...
FindUs.Rail

FindUs.Rail
Provides the North American Rail Industry with a central directory of contacts across business functions

Add

FindUsRail Company Admin	CSXT - CSX TRANSPORTATION	11/14/2018	☒
--------------------------	---------------------------	------------	-------------------------------------

Comments...

Cancel Remove selected permission(s)

6. Scroll to the permission/role to be removed and select the checkbox to the right of the specific permissions to be removed.
7. Select **Remove Selected Permission(s)** at the bottom of the page. The **Permissions** page is redisplayed showing only the remaining permissions.
8. Select **Cancel** to return to the **Launch Pad** ([Exhibit 1](#)).

Managing Your Own Permissions

An administrator can manage their own personal permissions for authorized applications. When an administrator selects **Manage My Permissions**, the **Manage My Permissions** page is displayed ([Exhibit 10](#)).

Exhibit 10. Manage My Permissions

RAILINC | User Services John Smith (CBTEST) : RAILINC CORPORATION | Launch Pad | Sign Out

Home / Manage My Permissions

JOHN SMITH (CBTEST) ACTIVE

Filter...

FindUs.Rail
Provides the North American Rail Industry with a central directory of contacts across business functions

FindUsRail Company Admin CSXT - CSX TRANSPORTATION 11/14/2018

Add

Comments...

Cancel Remove selected permission(s)

The administrator can add or remove permissions as described in the previous sections. Unauthorized applications must be requested by selecting **View/Request Permissions** as described in the [Railinc Single Sign-On User Guide](#).

Select **Cancel** when finished with permission. The **Launch Pad** is displayed ([Exhibit 1](#)).

Performing an Advanced User Query

The **Advanced User Query** enables company administrators to locate specific users of specific applications. Criteria can include:

- Application
- Roles
- User ID
- Email
- First Name/Last Name
- Title
- Country
- User Status (active, inactive, etc.)
- User Type
- Name/Mark (company for specific Roles)
- Mark
- Company
- Employer
- Last Login Start Date
- Last Login End Date

To find a user using a query:

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Advanced User Query** in the **Tools** portlet. The **Advanced User Query** page is displayed ([Exhibit 11](#)).

Administrators can only search for users within the **Application** and **Mark** that they have admin access to. For example, a DDCT admin with access to the RAIL mark can only locate users who have access to DDCT under RAIL.

Exhibit 11. Advanced User Query

The screenshot displays the 'Advanced User Query' page in the Railinc SSO interface. At the top, the header shows 'RAILINC | User Services' and the user 'John Smith (CBTEST) : RAILINC CORPORATION | Launch Pad | Sign Out'. Below the header, the breadcrumb 'Home / Advanced User Query' is visible. The main content area contains a search form with the following fields and options:

- Application:** FindUs.Rail (dropdown)
- Roles:** (dropdown)
- Marks:** CSXT (dropdown)
- Name/Mark:** Radio buttons for 'Name' (selected) and 'Mark'.
- Company:** Text input field.
- Selected Companies:** Text input field.
- User Id:** Text input field.
- First Name:** Text input field.
- Last Name:** Text input field.
- Title:** Text input field.
- Country:** Text input field.
- User Status:** Dropdown menu.
- User Type:** Dropdown menu.
- Employer:** Text input field.
- Last Login Start:** Text input field with a calendar icon.
- Last Login End:** Text input field with a calendar icon.

At the bottom right of the form, there are three buttons: 'Cancel', 'Reset' (in red), and 'Search' (in blue).

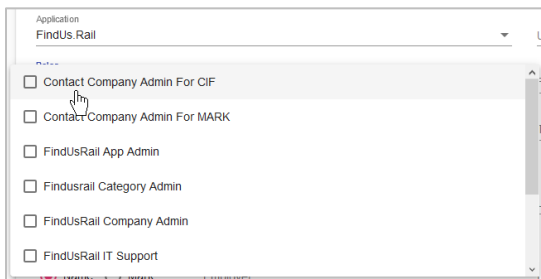
Hint: At least *one* field must be specified to produce a successful search. Always use the minimum, optimal criteria for efficient searches. First and last names together generally produce a short results list (unless the last name is common—like Smith). Other unique criteria include user IDs. Specifying too many criteria can result in no match found. Use asterisks (*) as wildcards to overcome spelling variations. For example, entering *JOHNS*N* finds the names Johnson, Johnsen, Johnston, Johnsten, etc.

3. Select the **Application** for the user from the drop-down.

Note: If the administrator has only one authorized application, then only one application will appear in the drop-down list.

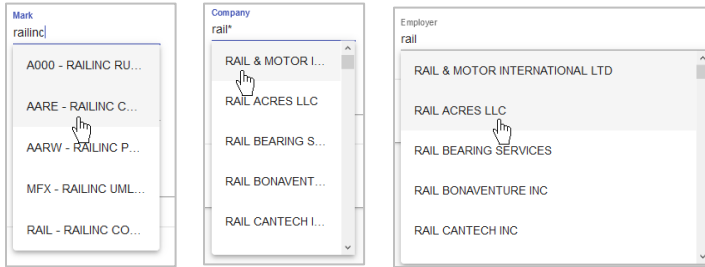
The **Roles** drop-down list populates with applicable roles ([Exhibit 12](#)) for the application selected.

Exhibit 12. Application Selected (with Roles drop-down list displayed)



4. Select one or more **Roles** for the user by clicking inside more than one checkbox. Click again to unselect.
5. Begin entering a **Mark** and a drop-down list appears with possible selections to choose from. One or more marks can be selected and will appear to the right of the field. Entries can be removed by deleting them from **Selected Marks**.
6. Begin entering a **Company** and a drop-down list appears with possible selections to choose from. One or more companies can be selected and will appear to the right of the field. Entries can be removed by deleting them from **Selected Companies**.
7. Begin entering an **Employer** and a drop-down list appears with possible selections to choose from. Entry can be removed from the **Employer** field at any time.

Note: The **Mark** and **Company** fields are the mark and the name of the company for which the user is authorized to act, not necessarily the user's employer. **Employer** is the user's employer as shown in their User Profile.

Exhibit 13. Mark, Company and Employer Fields

8. Enter the **User ID**, **Email**, **First Name**, **Last Name** and **Title** fields as appropriate to add them to the query. Remove entries by deleting them.

Note: Use an asterisk (*) as a wildcard for a partially-known field. For example, if the first name begins with Nel, type nel* in the field for the query. Case is ignored. Surrounding the string with asterisks on both sides is recommended for internal strings. Date fields **cannot** have wildcards.

9. Select **Country** from the drop-down list.
10. Select **User Status** from the drop-down list by clicking inside the checkbox(es). If no status is specified, all statuses are used as the default. Valid values for status include:
- Active
 - Non-Recoverable (cannot be activated; must be recreated)
 - Hard Locked
 - Inactive
 - Password Expired
 - Locked
 - Suspended
11. Select **User Type** from the drop-down list. Valid values for type include:
- System User
 - Web User
 - Ghost User
12. Enter the **Last Login Start** and **Last Login End** dates in the MM/DD/YYYY format or click the calendar () icon to select dates.
13. When you have specified one or more search criteria, select **Search**. The **Advanced User Query** page redisplayes with a table of search results. See [Viewing Query Search Results](#). If no users are found, remove some of the search criteria and search again.

Viewing Query Search Results

When you execute a successful user search, the results are displayed in a table at the bottom of the **Advanced User Query** page. The following sections show samples of various types of queries and a detailed description of the Search Results table navigation and tasks.

Performing a Simple Last Name Query

The query in [Exhibit 14](#) shows how to find users with the last name of “TEST”.

Exhibit 14. Last Name Only Query Results

The screenshot shows the 'Advanced User Query' interface. At the top, there's a search criteria form with fields for Application (FindUs Rail), Roles, Name (selected), Mark, Company, Selected Companies, User Status, User Type, Last Login Start, and Last Login End. Below the form, it states 'Found 1 user(s) matching the search criteria.' and displays a table of results.

Id	First Name	Last Name	Employer	Phone	Email	Type	Status	Actions
CBTEST1	TEST	TEST	RAILINC CORPORATION	9999999999	cameron.bungamer@railinc.c...	Web	ACTIVE	Select

In this example, only one user has the last name of TEST. For a description of the search results table, see [Working with Search Results](#).

From the **Select** drop-down in the **Actions** column of the table, select **Manage Permissions** to see all the selected user’s active permissions on the **Manage Permissions** page.

Exhibit 15. Select Manage User Permissions in Actions Column

The first screenshot shows the 'Select' dropdown menu in the 'Actions' column of the search results table. The second screenshot shows the 'Manage User Permissions' option selected from the dropdown menu.

Exhibit 16. Manage Permissions

Home / User Search / Permissions

TEST TEST (CBTEST5) ACTIVE ▾

Filter...

AskRail Ask Rail Ask Rail Comp Admin	KCSM - KANSAS CITY SOUTHERN DE MEXICO S DE R L DE C V	11/16/2018	☐	Add
ASKRAILUM Ask Rail User Management				Add
Car Accounting Self Service Car Accounting Self Service				Add
Car Hire Negative Payables Car Hire Negative Payables allows car hire participants to set their negative payable thresholds each month and also allows for the manual submission of car hire data to build an exchange file.				Add
Car Hire Rate Negotiation CHRATENEG Resource				Add

The same user with the last name of “TEST” is shown with all active permissions. For a description of the search results table, see [Working with Search Results](#).

Working with Search Results

The search results table is a fixed size and has a scroll bar at the right for viewing records. Each results record is divided by a horizontal line.

Tables are sorted by selecting the links in the table headings. The default sort is by **User ID**. Move columns around by dragging the header of a column to a new place.

Exhibit 17. Search Results

Found 1 user(s) matching the search criteria.

Filter... Total Records Filter One Column Export Records to CSV File

ID	First Name	Last Name	Employer	Phone	Email	Type	Status	Actions
CBTEST1	TEST	TEST	RAILINC CORPORATION	9999999999	test.test@railinc.com	Web	ACTIVE	User Information Manage Permissions Select ▾

Select the cloud () icon at the upper right to export the query results to a comma separated value (CSV) file that can be opened in Microsoft Excel for printing.

In the Actions column, click **Select** and **Manage Permissions** to view the available user actions. For company administrators, the only available user action is **Manage User Permissions**. See [Managing User Permissions](#) for more information.

Select the information icon (ⓘ) to open a view only pop-up window with the user's **User Profile** (see [Exhibit 18](#)). Click outside the window to close it when finished viewing.

Exhibit 18. User Information

TEST TEST (CBTEST1)		
User ID: CBTEST1	Email: test.test@railinc.com	Last Updated: 12/13/2018 15:08:07 By BSCXB02
Name: TEST TEST	Phone: 9999999989	Last Failed Login: None
Employer: RAILINC CORPORATION	Address: 7001 West Parkway, Cary, NC 27513 US	Incorrect Login Count: 0
Business Title: TEST	Member Since: 03/15/2018	
User Type: Web	Password Expiration: 05/20/2019 (132 days)	

Finding Administrator Contacts for Applications

The **Find Admin Contacts for Application** function enables administrators to determine who is an administrator for specific Railinc applications.

1. Log into SSO as described in the [Railinc Single Sign-On User Guide](#). The **Launch Pad** is displayed.
2. Select **Find Admin Contacts for Application** in the **Tools** portlet.

The **Find Contact(s) for Application** page is displayed ([Exhibit 19](#)).

Exhibit 19. Find Contact(s) for Application

3. Select an application from the **Application** drop-down list. Matches will appear below the selection. When no company is provided, only application administrators are displayed.
4. (Optional) Choose the **Name** or **Mark** radio button to search on the name or mark (company ID) and start entering a name or a mark in the **Mark** field. A drop-down list matching your entry appears. Select a Mark from the list. Matches will appear below the selection. When a company is provided, only company administrators are displayed.
5. The **Find Contact(s) for Application** page is redisplayed with a list of administrators:
 - [Exhibit 20](#) shows Railinc application administrators only. No company was specified in the search.
 - [Exhibit 21](#) shows results when a Company ID is added to the search. The list shows administrators for the RAIL company.

Information shown includes phone numbers and email addresses for the administrator contacts. Tables are sorted by selecting the links in the table headings.

Exhibit 20. Find Contact(s) for Application (with AskRail Application Administrators)

First Name	Last Name	Title	Employer	Email	Phone
Brandon	Waffle	csc	RAILINC CORPORA...	brandon.waffle@rail...	9195555555
Clayton	Miner	Product Manager	RAILINC CORPORA..	clayton.miner@railin...	5559195555

Exhibit 21. Find Contact(s) for Application (with Company Administrators)

Home / Find Contact(s) for Application

Select an application to show its application administrators. If you also enter a mark, the respective company administrators will be displayed instead.

Application
FindUs Rail

☐ Name ☒ Mark

Found 83 user(s) matching the search criteria.

Filter...

First Name	Last Name	Title	Employer	Email	Phone
Abhinandan	Jones	Business Analyst II	RAILINC CORPORA...	abhinandan.jones@r...	9195555655
Dennis	Smith	Support	RAILINC CORPORA...	dennis.smith@railin...	9195435555

Viewing the SSO and Launch Pad Admin User Guide

Select the **Admin User Guide** link to open the [SSO and Launch Pad Administrator Guide](#) in a new tab or window.

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