



AskRail®

User Management Portal User Guide



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Learning about the AskRail User Management Portal

AskRail® is a free mobile application that provides immediate access to accurate, near real-time information about railcars carrying hazardous materials on a train. It serves emergency responders who arrive first to the scene of a rail incident and helps them make informed decisions about how to respond to a rail incident.

The AskRail User Management Portal is a web-based application that enables railroads to manage AskRail users. It also enables users to run on-demand reports.

This document describes how to use the AskRail User Management Portal through the following major sections:

- [Getting Started](#) on page 2 describes how to access and log in to the system.
- [Running the Dashboard Reports](#) on page 5 describes how to run and view the on-demand AskRail reports.
- [Working with AskRail Users](#) on page 16 describes how to add AskRail users, view and approve pending users, search for users, revoke user access, invite users again, manage user devices, update user information, reauthorize users, and view the audit log.
- [Viewing the AskRail Daily Reports](#) on page 35 describes how to access and view the daily AskRail reports.

An index follows the major sections.

For additional information, refer to the following documents or contact the Railinc Customer Success Center (see [Accessing the Railinc Customer Success Center](#) on page 1):

- [AskRail User Management Guidelines](#) – provides guidelines for the access and use of AskRail.
- [AskRail User Guide](#) – describes how to use the AskRail mobile application.

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 the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to csc@railinc.com.

Getting Started

The AskRail User Management Portal application uses Railinc Single Sign-On (SSO) to manage permissions. To access SSO, view the Railinc portal at <http://www.railinc.com>. The SSO log in is located at the upper right of the page.

Registering to Use Railinc SSO

Each AskRail User Management Portal user must register to use Railinc Single Sign-On. If you are not already registered, refer to the [Railinc Single Sign-On/Launch Pad User Guide](#) for more information. Once you have completed SSO registration, request access to the AskRail User Management Portal within SSO.

Requesting Access to the AskRail User Management Portal

After you receive authorization to use Railinc SSO, you must send your SSO user ID to the Railinc Customer Success Center at csc@railinc.com and request general access to the AskRail User Management Portal.

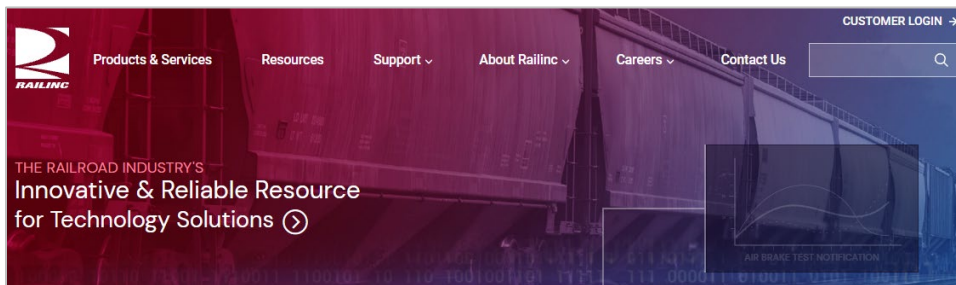
Once you receive email notification of access, you can log on and begin using the AskRail User Management Portal.

Logging In

Use the following procedure to log into the AskRail User Management Portal:

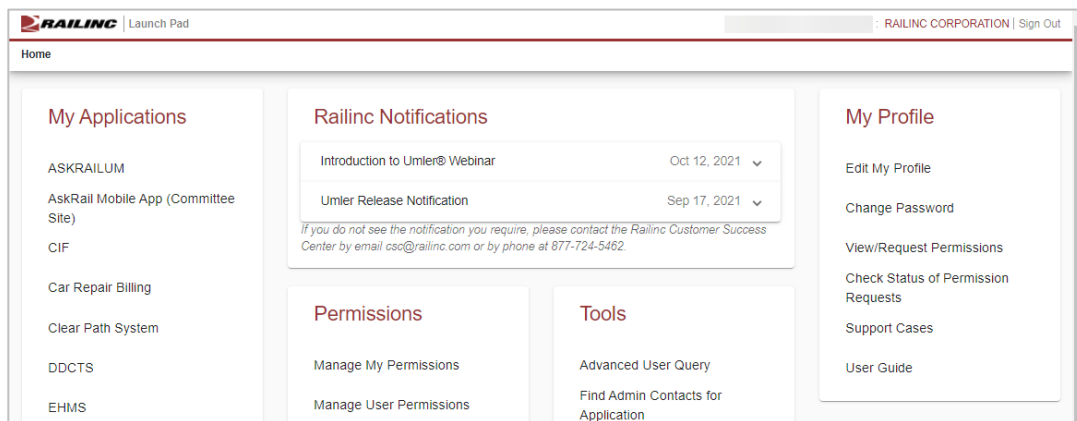
1. Open your internet browser.
2. Enter the following URL: <http://www.railinc.com>. The Railinc Welcome page is displayed ([Exhibit 1](#)).

Exhibit 1. Railinc Welcome Page



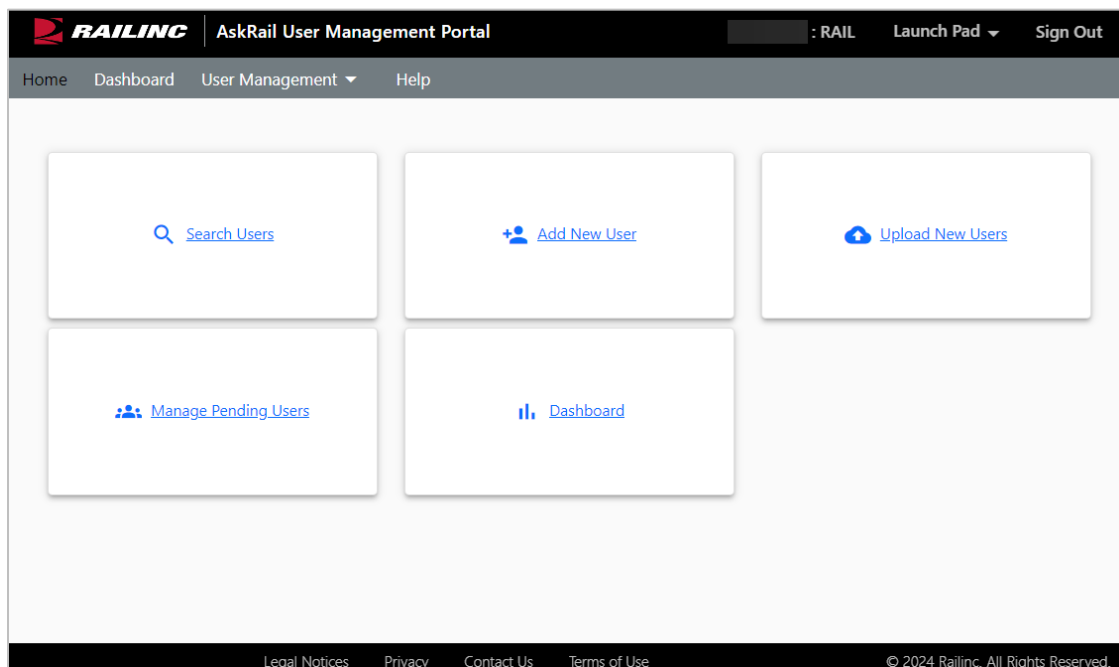
3. Select **Customer Login** at the top right.
4. In the resulting Account Access panel, enter your User ID and Password, and select **Sign In**. The Railinc Launch Pad is displayed ([Exhibit 2](#)).

Exhibit 2. Railinc Launch Pad



5. Under Your Applications, select **AskRailUM**. The AskRail User Management Portal Home page is displayed ([Exhibit 3](#)).

Exhibit 3. AskRail User Management Portal Home Page



Continue by selecting one of the following AskRail User Management Portal menu options:

Home	Returns to the Home page where you can access the Dashboard and all of the user management functions by selecting a quick link.
Dashboard	Provides access to the Dashboard Reports.
User Management	Provides the abilities to add new users, upload new users, search for users, and view pending users.
Help	Enables users to download the latest version of the AskRail User Management Portal User Guide (this document)

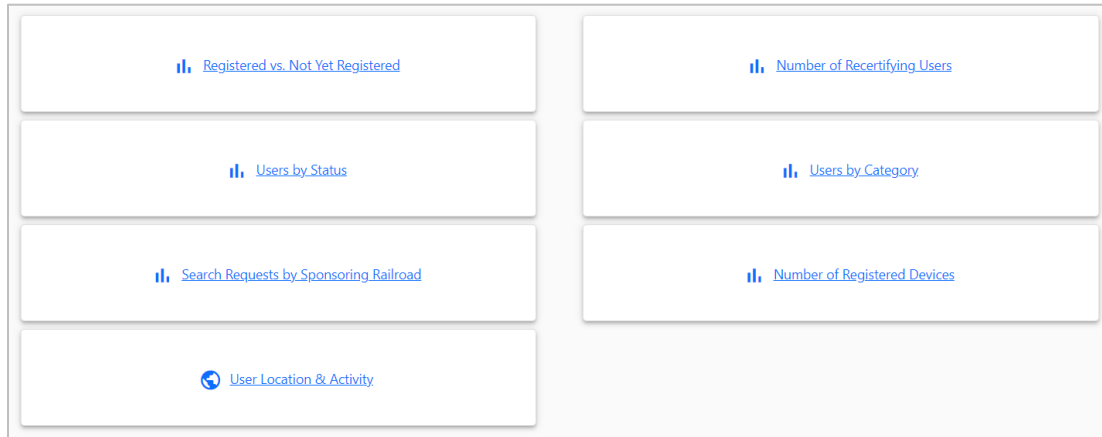
Logging Out

Select the **Sign Out** link to end an AskRail User Management Portal session.

Running the Dashboard Reports

AskRail User Management Portal enables users to run several on-demand (Dashboard) reports, which provide metrics on various aspects of AskRail usage. To run these reports, select **Dashboard** from the main menu or select the **Dashboard** quick link. The Dashboard Reports page is displayed ([Exhibit 4](#)).

Exhibit 4. Dashboard Reports



To run a Dashboard report, simply select its quick link from the Dashboard Reports page. You can also print any dashboard report by selecting the print icon (🖨) at the top right of each report.

See the following sections for more information about the Dashboard Reports:

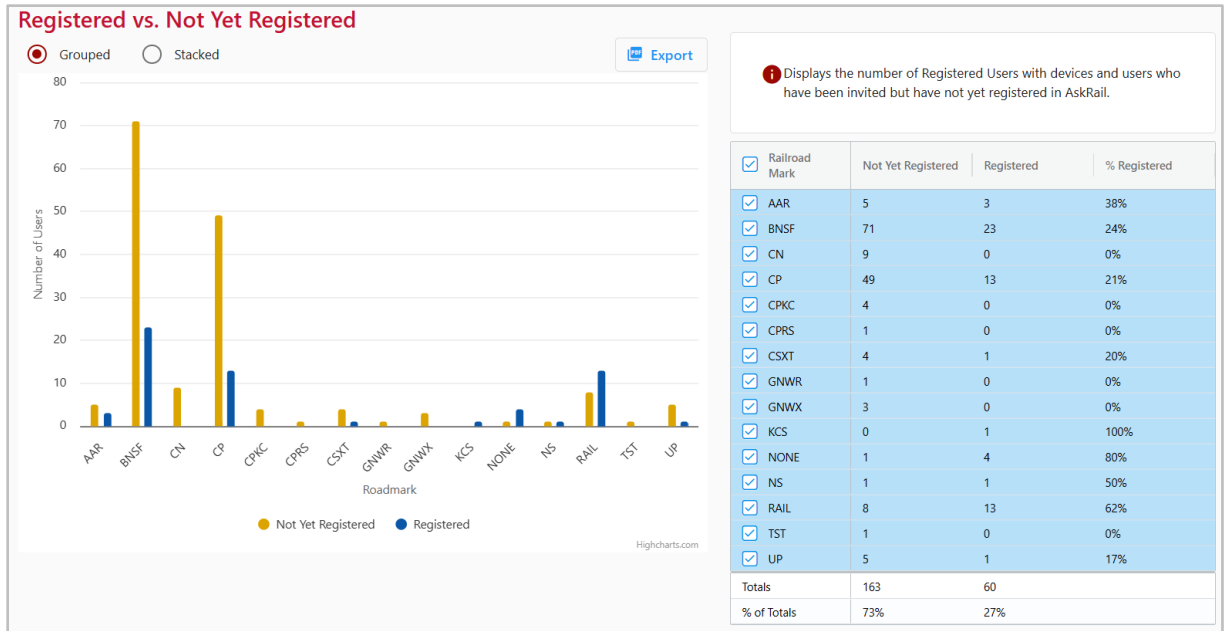
- [Running the Registered vs. Not Yet Registered Report](#) on page 6
- [Running the Number of Recertifying Users Report](#) on page 7
- [Running the Users by Status Report](#) on page 8
- [Running the Users by Category Report](#) on page 10
- [Running the Search Requests by Sponsoring Railroad Report](#) on page 11
- [Running the Number of Registered Devices Report](#) on page 12
- [Running the User Location & Activity Report](#) on page 13

Note: See [Viewing the AskRail Daily Reports](#) on page 35 for information about the AskRail reports that are generated daily by Railinc.

Running the Registered vs. Not Yet Registered Report

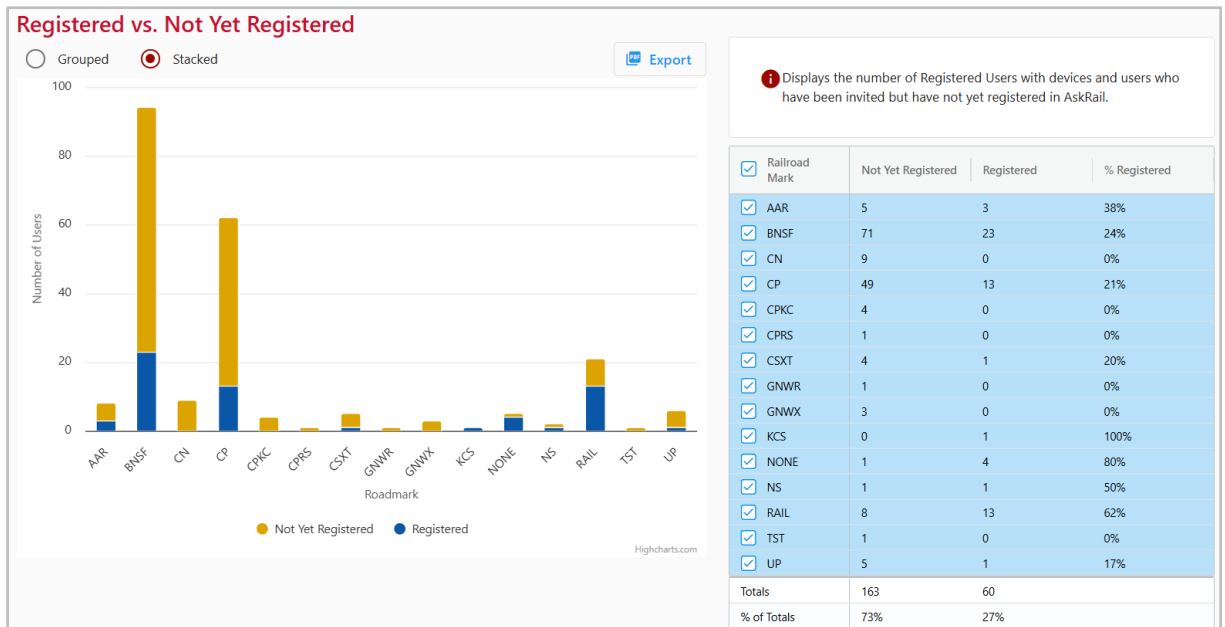
The Registered vs. Not Yet Registered report ([Exhibit 5](#)) displays the number of registered AskRail application users (in blue) compared to the number of users who have been invited to register but who have not yet done so (in gold).

Exhibit 5. Registered vs. Not Yet Registered Report (Grouped)



You can select whether to view the bar charts in grouped format as shown above or in stacked format as shown in [Exhibit 6](#).

Exhibit 6. Registered vs. Not Yet Registered Report (Stacked)



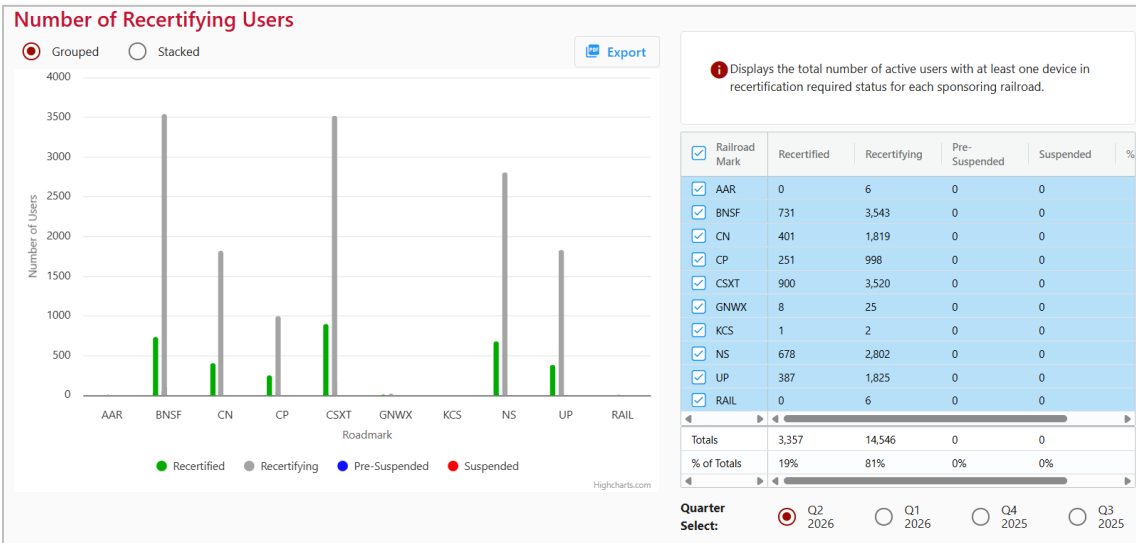
You can hover your mouse over areas of the bar charts to view numbers of registered and not yet registered users. In addition, the Totals box displays the numbers of registered and not yet registered users as well as the percentage of registered versus not yet registered users.

By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

Running the Number of Recertifying Users Report

The Number of Recertifying Users report displays the number of AskRail application users currently going through the recertification process ([Exhibit 7](#)).

Exhibit 7. Number of Recertifying Users Report (Grouped)



The report displays information about the numbers of recertifying users for each railroad for the current quarter. You can select whether to view the bar charts in stacked format or in grouped format. You can also select which quarter to view user information by using the Quarter Select in the bottom right. By default, the report will display user information for the current quarter.

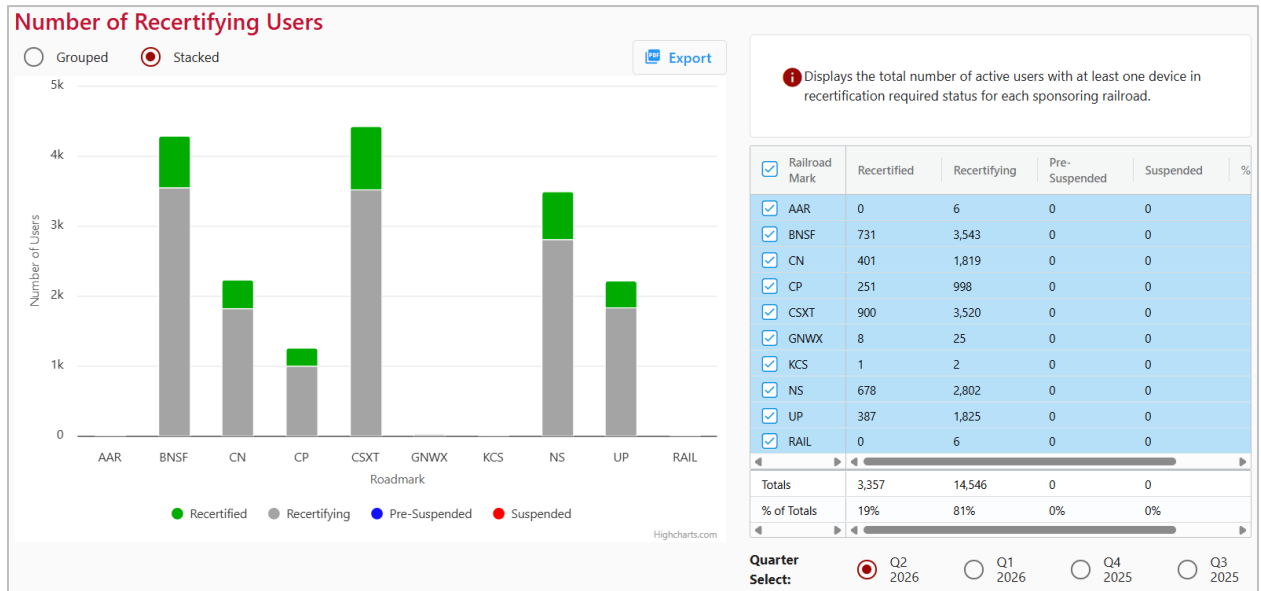
Hover your mouse over areas of the bar charts to view the numbers associated with the bar charts. In addition, the Totals box displays the numbers associated with each category as well as the percentage of users in each category. Note that the numbers displayed in the Totals box change when you select a different user type (registered or revoked).

By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

Running the Dashboard Reports

You can select whether to view the bar charts in grouped format as shown above or in stacked format as shown in [Exhibit 8](#).

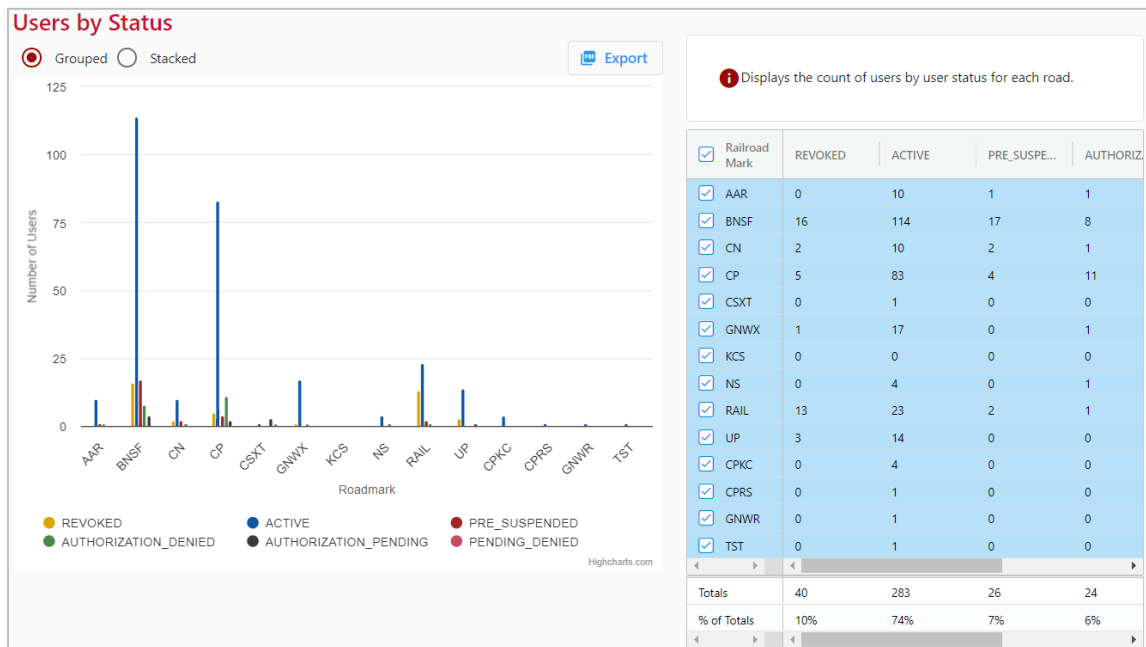
Exhibit 8. Number of Recertifying Users Report (Stacked)



Running the Users by Status Report

The Users by Status report displays the number of AskRail application users by railroad sponsor ([Exhibit 9](#)).

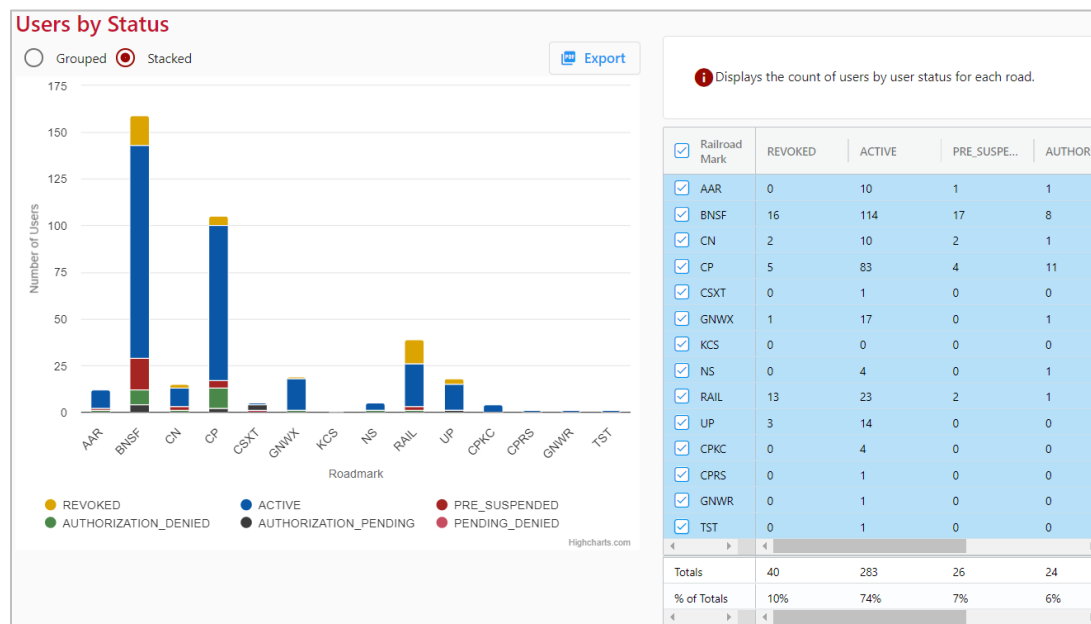
Exhibit 9. Users by Status Report (Grouped)



The report displays information about the user status for registered users with at least one active device as shown in [Exhibit 9](#).

You can select whether to view the bar charts in grouped format as shown above or in stacked format as shown in [Exhibit 10](#).

Exhibit 10. Users by Status Report (Stacked)



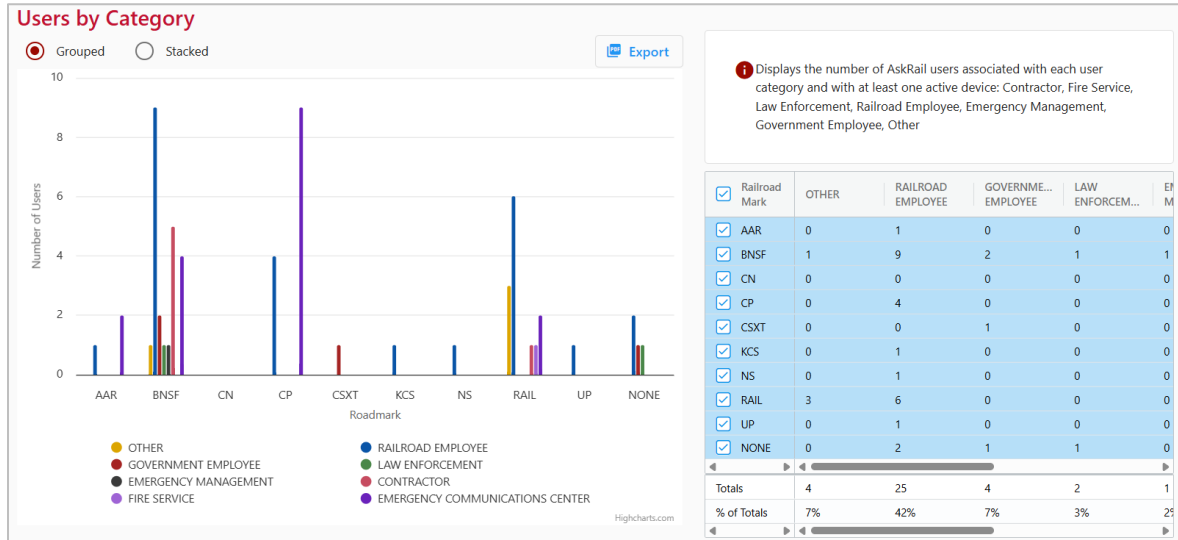
Hover your mouse over areas of the bar chart to view the numbers associated with the bar charts. You can also hover your mouse over the status labels below the bar chart to highlight the corresponding value in the bar chart. Select the status labels to remove the corresponding value from the bar chart (select the status label again to add it back to the bar chart).

By default, the report includes bar charts for each of the Class I railroads, some short lines, and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

Running the Users by Category Report

The Users by Category report ([Exhibit 11](#)) displays the number of AskRail application users grouped by user category and their sponsoring railroad.

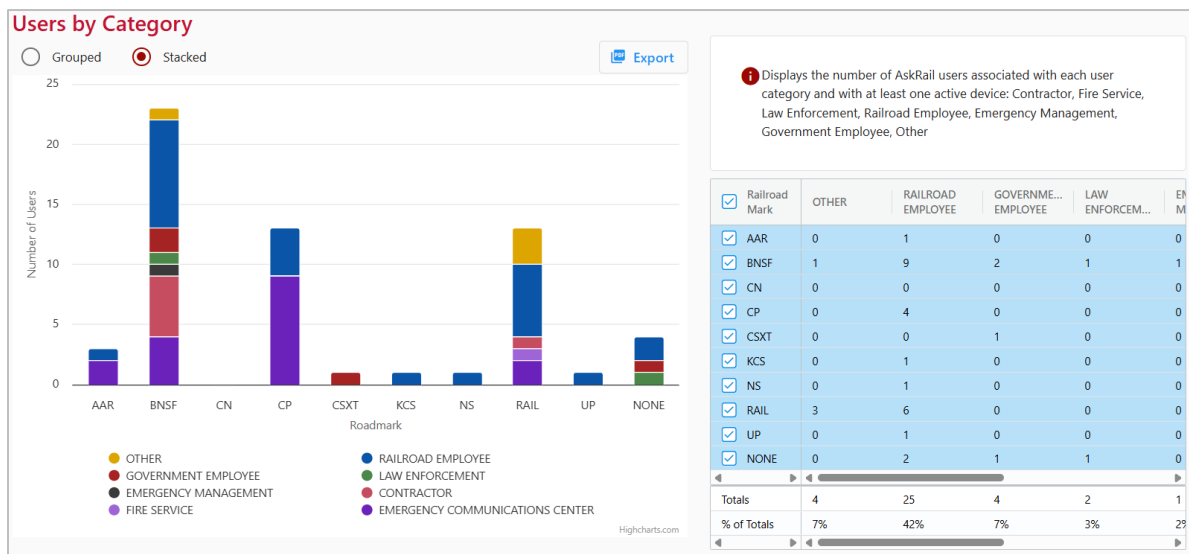
Exhibit 11. Users By Category Report (Grouped)



The report displays information for AskRail users grouped by category.

You can select whether to view the bar charts in grouped format as shown above or in stacked format as shown in [Exhibit 12](#).

Exhibit 12. Users By Category Report (Stacked)



Hover your mouse over areas of the bar charts to view the numbers associated with the bar charts. In addition, the Totals box displays the numbers of users in each user category as well as the percentage of users in each category.

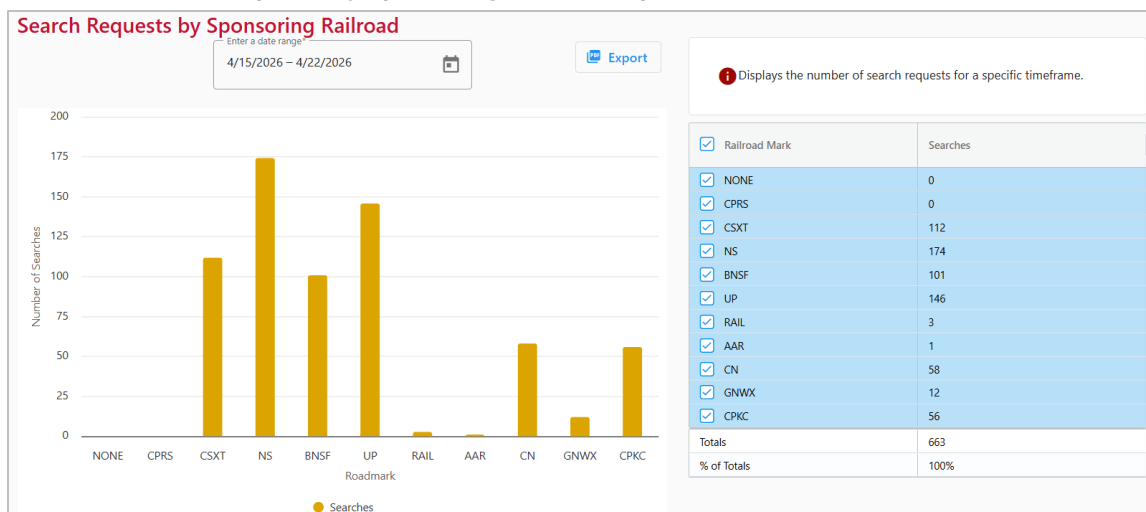
By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

Tip: For this report, selecting to view information for just one or two railroads is especially helpful when viewing the bar charts in grouped format.

Running the Search Requests by Sponsoring Railroad Report

The Search Requests by Sponsoring Railroad report ([Exhibit 13](#)) displays the number of search requests by users for each sponsoring railroad using either the default date range of the previous week or a date range that you specify.

Exhibit 13. Search Requests by Sponsoring Railroad Report



Hover your mouse over areas of the bar charts to view the numbers associated with the bar charts. In addition, the Totals box displays the numbers associated with each category as well as the percentage of users in each category.

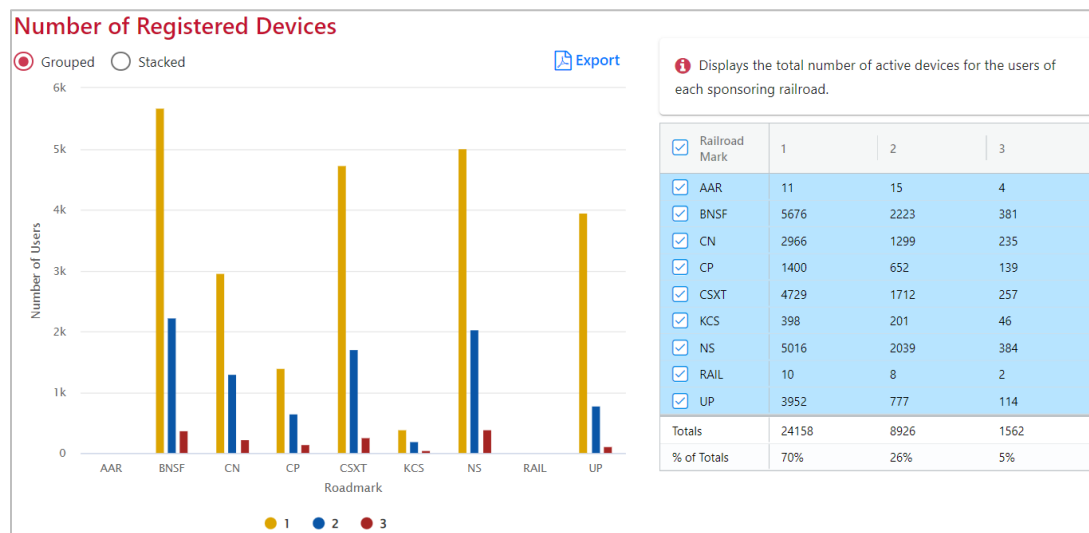
By default, the report includes bar charts for each of the Class I railroads and the AAR. You can specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

The report defaults to displaying information for the previous seven days. You can change the dates by entering a date range in the box above the chart, or by selecting the calendar icon and choosing the dates.

Running the Number of Registered Devices Report

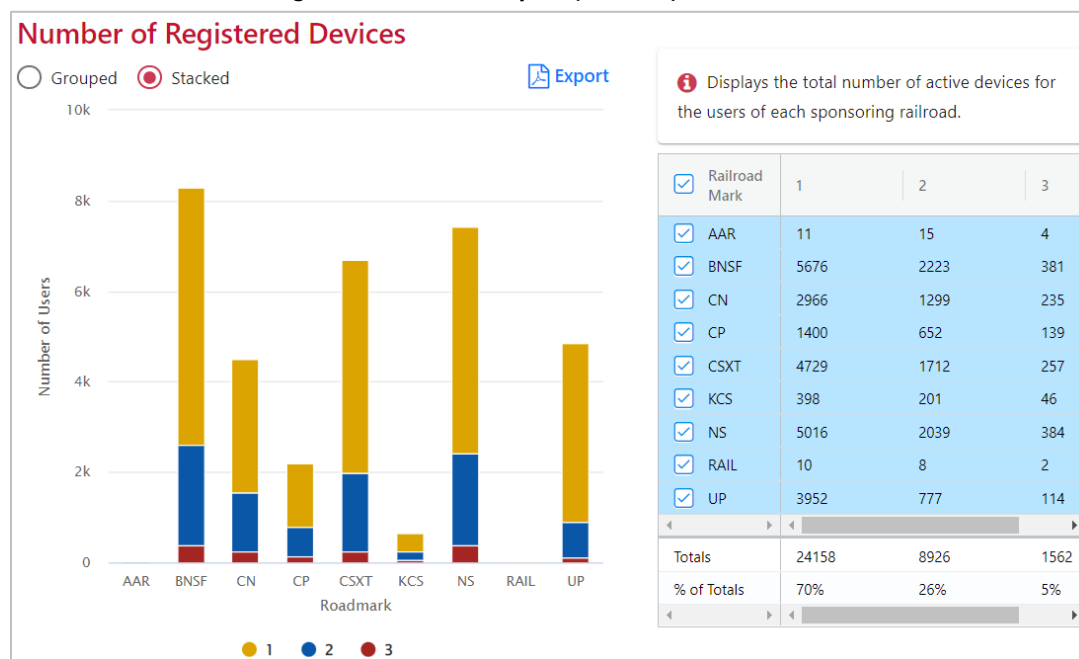
The Number of Registered Devices report displays the total number of active devices (1, 2, or 3) for the users of each sponsoring railroad ([Exhibit 14](#)).

Exhibit 14. Number of Registered Devices Report (Grouped)



You can select whether to view the bar charts in grouped format as shown above or in stacked format as shown in [Exhibit 15](#).

Exhibit 15. Number of Registered Devices Report (Stacked)



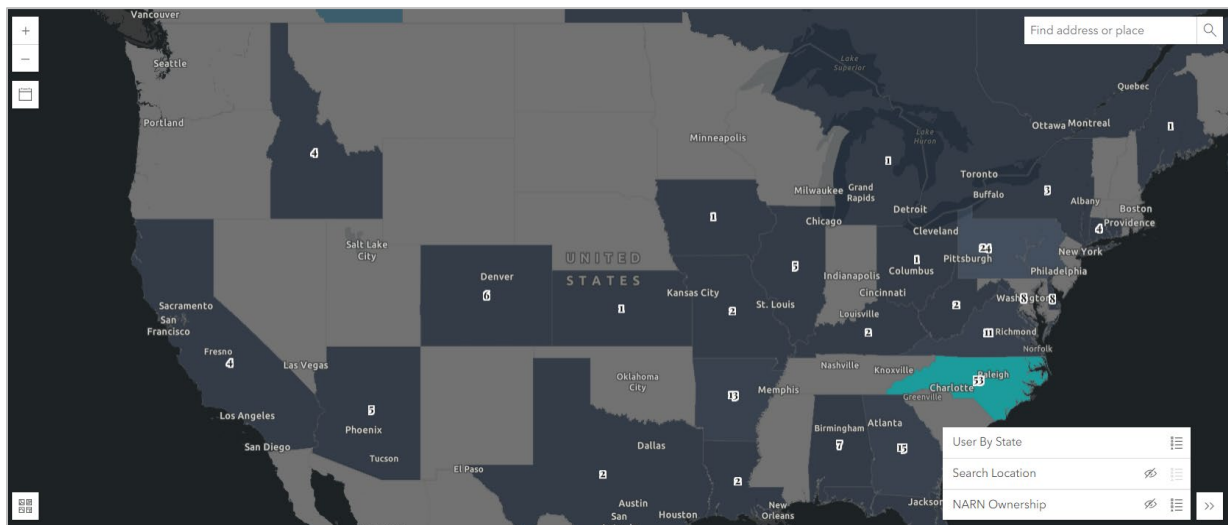
Hover your mouse over areas of the bar charts to view numbers of registered devices for the users of each sponsoring railroad. In addition, the Totals box displays the numbers of registered devices for users as well as the percentages of users having one, two, or three devices registered.

By default, the report includes bar charts for each of the Class I railroads and the AAR. Specify the railroads you want to include in the report by selecting the checkbox for each railroad you want to include in the Totals box on the right. The bar charts and the Totals box are refreshed to only display information for the selected railroads. To return to viewing information for all railroads, select the checkbox next to “Railroad Mark” in the heading.

Running the User Location & Activity Report

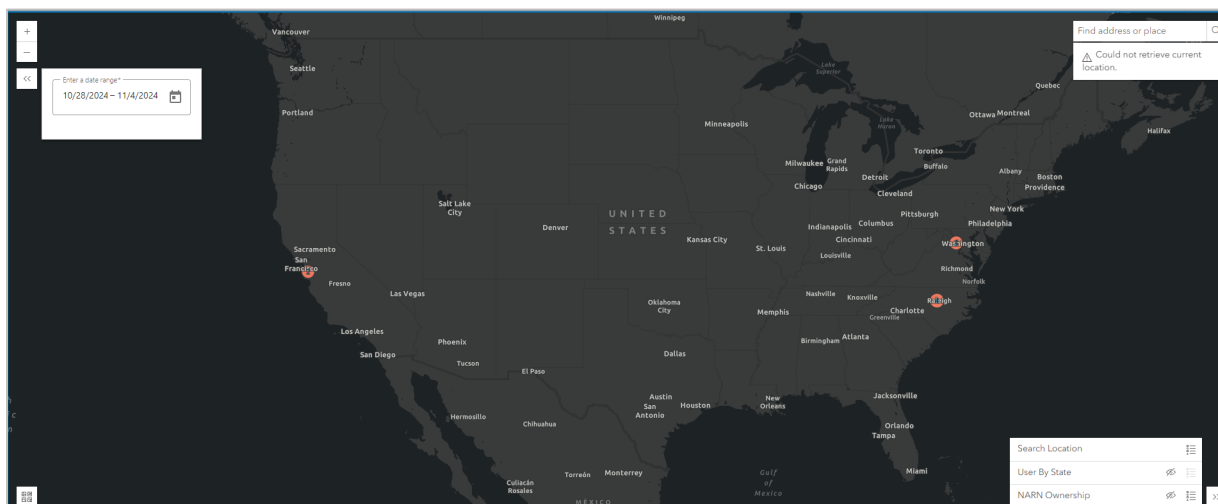
The User Location & Activity report displays a map showing the number of registered AskRail users by state ([Exhibit 16](#)). You can use the layer list at the bottom right to toggle the layers that are displayed on the map. For example, select **NARN Ownership** at the bottom right to display all Class I tracks.

Exhibit 16. User Location & Activity Report Showing Users By State



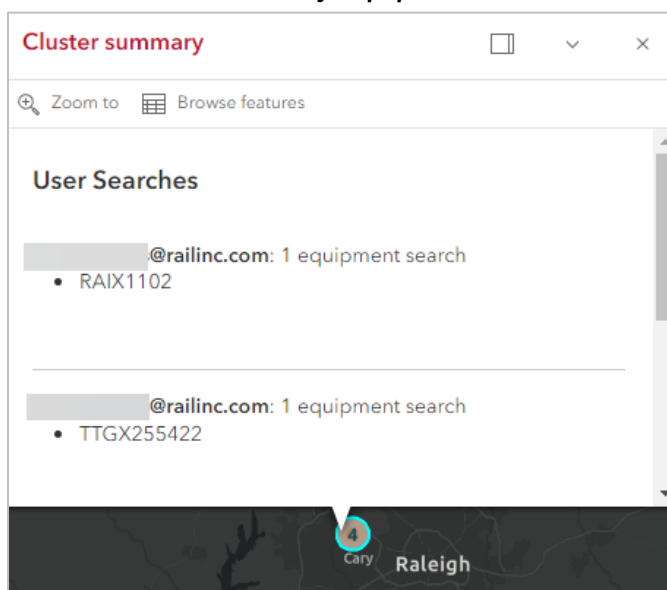
You can choose the layers you want to see by toggling the layers listed at the bottom right ([Exhibit 17](#)).

Exhibit 17. User Location & Activity Report Showing Usage Locations



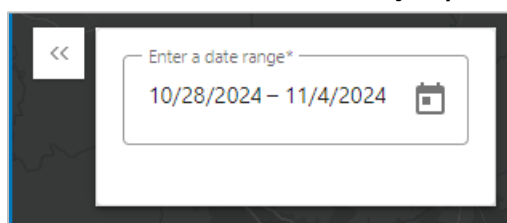
Searches that are geographically close are clustered together. Zoom in to separate the searches and select a pin to get more information about a user and the searches from that location ([Exhibit 18](#)).

Exhibit 18. Cluster Summary Popup



By default, user location information is shown for the previous 7 days; however, you can use the control at the top left of the report to select any 7-day period for viewing usage location information ([Exhibit 19](#)). Selecting the << icon collapses and expands the date selector.

Exhibit 19. User Location & Activity Report Usage Location Selection Popup



Running the Dashboard Reports

Use the calendar icon () to select a From Date and To Date, and then select **Apply** to change the time period for viewing usage location information.

Working with AskRail Users

The AskRail User Management Portal enables you to add individual users, add multiple users by uploading a CSV file, and search for users and change their user attributes and AskRail settings.

See the following sections for information about managing AskRail Users:

- [Adding an Individual User](#) on page 16
- [Uploading Multiple Users](#) on page 17
- [Managing Users](#) on page 24

Adding an Individual User

This section describes how to add an individual AskRail user. For information about adding multiple AskRail users at once, see [Uploading Multiple Users](#) on page 17.

To add an individual user, select the **Add New User** quick link from the AskRail User Management Portal Home page or select **Add New User** from the User Management drop-down menu. The Add New User page is displayed ([Exhibit 20](#)).

Exhibit 20. Add New User

Add New User

User Information

First Name

Last Name

Email*

Phone Number

Job Title

User Category
Select a Category

Number of Devices*
3

Sensitive User☐

Consist Equipment Characteristics☐

Company Information

Company/Organization

Country
USA

Address

City

County/District/Municipality

State/Province

Postal/Zip Code

Sponsoring Railroad Information

Road Mark*
RAIL

Approver*
Michelle Ferrar

Approver Comments
0 / 250

Supervisor Information

First Name

Last Name

Email

Phone Number

Does this User have a trainer?☐

Save New User

Although the only required field is the user's email address, you may complete the remaining fields. After you complete the required field, select **Save New User** to preapprove a user for access and send an email containing download instructions.

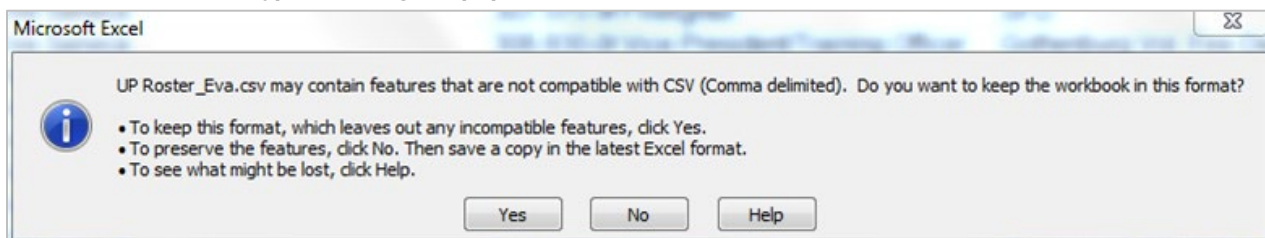
Uploading Multiple Users

In addition to adding individual users one at a time as described in [Adding an Individual User](#) on page 16, you can upload a CSV file containing multiple users.

The first step in uploading multiple users is to add information describing the users to an Excel file using the [AskRail Registration Template](#). Refer to the [AskRail User Management Guidelines](#) for instructions on completing the Registration Template.

The Registration Template is a Microsoft Excel file. Before uploading the Registration Template, convert it to a CSV file. Once you have completed the template, select **File – Save As**. Using the **Save As Type** drop-down menu, select **CSV (Comma delimited)**. A popup message is displayed about file types ([Exhibit 21](#)).

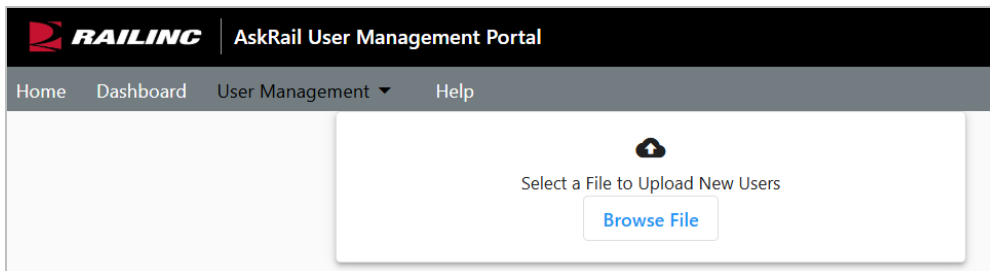
Exhibit 21. Excel File Types Message Popup



Select **Yes** to save the file in CSV format.

After you have saved a CSV file containing information for multiple new users, select the **Upload New Users** quick link from the AskRail User Management Portal Home page or select **User Management > Upload New Users** from the menu. The Upload New Users page is displayed ([Exhibit 22](#)).

Exhibit 22. Upload New Users



Select **Browse File** and locate the CSV file to upload. Next, select **Upload File** to add the users according to the information contained in the CSV file.

When you upload users by CSV file, each required field is validated for proper format. Any problems with records within the file (for example, missing required information or improperly formatted phone numbers or email addresses) are listed as validation errors on the Upload New Users page ([Exhibit 23](#)). Records with validation errors are not uploaded until the validation errors are corrected.

Exhibit 23. Upload New Users Errors

RAILINC AskRail User Management Portal CM

Home Dashboard User Management Help

Warning
1 out of 3 user(s) added successfully.

File Selected:
Rail4 AskRail_Registration_Template_Bulk_Upload.csv

Upload File

Error Records in the CSV

	Record Number	Validation Error	Email	First Name
	2	Invalid User's Phone Number. Phone number format is: 000-000-0000	uscrv@railinc.com	User
	3	User already exists.	christina.morales@railinc.com	Christina

To correct validation errors, select the record that has validation errors. The User Profile page highlights the errors in red ([Exhibit 24](#)).

Exhibit 24. User Profile Page with Validation Errors

User Profile

Invalid User's Phone Number. Phone number format is: 000-000-0000

User Information

First Name: User
Last Name: Victor
Email *: uscrv@railinc.com
Job Title: Business Analyst
Access Type *: Consist
Consist Equipment Characteristics: ☐
Sensitive User: ☐
Phone Number: 919-651-51__
Invalid Phone Number
Phone number format is: 000-000-0000
Railroad Employee
Number of Devices *: 3
Company/Oranization:
Country:
Update Cancel

Make the necessary corrections and select **Update**. When you have corrected all of the validation errors, the User Information Submitted popup is displayed to indicate that the user has been successfully added ([Exhibit 25](#)).

Exhibit 25. User Information Submitted Popup

The screenshot shows the AskRail User Management Portal interface. At the top, there is a navigation bar with the RAILINC logo and links for Home, Dashboard, User Management, and Help. A green success message box in the top right corner states "Success User added successfully." In the center, a white popup box titled "File Selected:" displays the filename "Rail4 AskRail_Registration_Template_Bulk_Upload.csv" and an "Upload File" button. Below the popup, a section titled "Error Records in the CSV" contains a table with one record showing a validation error.

	Record Number	Validation Error	Email	First Name
	3	User already exists.	christina.morales@railinc.com	Christina

Continue selecting records and making corrections until all of the records with validation errors have been submitted.

Viewing Pending Access Requests

Users who request authorization to AskRail by using either the Apple App Store or Google Play are placed in Pending status and are listed on the Pending Users page. Users who attend sponsored classes are automatically approved for access and are not listed on the Pending Users page. When you view pending access requests, you can decide whether to approve or reject each request.

To view pending access requests, select the **Manage Pending Users** quick link from the AskRail User Management Portal Home page or select **Manage Pending Users** from the User Management drop-down menu. The Pending Users page is displayed ([Exhibit 26](#)).

Exhibit 26. Pending Users

The screenshot shows the "Pending Users" page. At the top, there are two tabs: "My Pending Users" (with a red badge showing 0) and "All Pending Users" (with a red badge showing 6). Below the tabs are buttons for "Approve", "Reject", and "Clear Filters", along with a search filter box and an "Export" button. The main content area is a table with columns for "Request Submitted", "First Name", "Last Name", "Company/Organization", and "Sponsoring Road". The first column of the table is expanded, showing a list of checkboxes and the "Email Address" column. The table contains five rows of user data.

More Data >	Request Submitted	First Name	Last Name	Company/Organization	Sponsoring Road
☐ Email Address	12-11-2025	Emily		RAILINC	CSXT
☐	07-23-2025	Krishna		AON	BNSF
☐	12-15-2025	sant		railinc	CP
☐	07-24-2025	test		Aon	BNSF
☐	03-23-2026	nagesh		railinc corp	RAIL

The Pending Users page lists information about the users who have requested authorization to AskRail. You can select the arrow next to **More Data** to see the full content of the user records.

Note: Users listed with yellow warning signs to the left of their email address have previously been rejected. You may still approve these users if your review is satisfactory.

You can use the filter to easily search for any value and view specific pending requests. Select **Clear Filters** to clear all filters that have been set.

Once you have reviewed the information about the pending users, you can either approve them for access to AskRail or reject their access request. Select a user's email address and then select the Profile icon (👤) under the Actions menu to view the user's information and approve. Alternatively, select the checkboxes for multiple users that you want to approve or reject (or select the top checkbox to select all records). Next select **Approve** or **Reject**. A confirmation box is displayed asking "Are you sure you want to reject/approve?". Select **Yes** to confirm your action, or select **No** to cancel and do nothing.

Continue with one of the following sections:

- [Approving Pending Access Requests](#) on page 21
- [Rejecting Pending Access Requests](#) on page 22

Approving Pending Access Requests

Note: This procedure is continued from [Viewing Pending Access Requests](#) on page 20 just after you chose to approve the selected pending access requests.

If you confirm your approval, the Apply User Settings popup is displayed ([Exhibit 27](#)).

Exhibit 27. Apply User Settings Popup



The image shows a modal window titled "Apply User Setting" in red text. Inside the modal, there are two input fields: "Access Type*" with a dropdown menu showing "Consist", and "Number of Devices*" with a text input containing the number "3". To the right of these fields is a checkbox labeled "Sensitive User". At the bottom right of the modal are two buttons: a blue "Apply Settings" button and a grey "Cancel" button.

Enter the number of devices (1-99) on which they can install AskRail. If the user should be monitored more closely or is a government representative, select the **Sensitive User** checkbox. This checkbox only impacts the daily search report. Lastly, select **Apply Settings** to grant access to the user(s). The Users Approved popup is displayed ([Exhibit 28](#)) and a registration confirmation email is sent to the user(s) ([Exhibit 29](#)).

Exhibit 28. Users Approved Popup

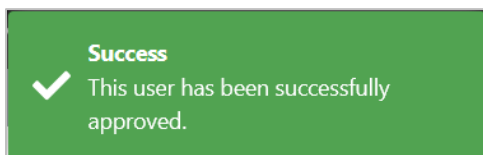


Exhibit 29. Registration Confirmation Email

From: noreply@railinc.com <noreply@railinc.com>
Sent: Monday, March 23, [REDACTED]
To: [REDACTED]
Subject: AskRail Approval

Dear [REDACTED] @railinc.com,

You have been approved for full access to the AskRail® application. Please use the application responsibly and according to the [AskRail User License Agreement](#).

Launching the AskRail application will activate your full access.

The *AskRail User Guide* describes all application features in full detail. Download a copy [here](#).

For more information about the AskRail application, please visit: www.askrail.us.

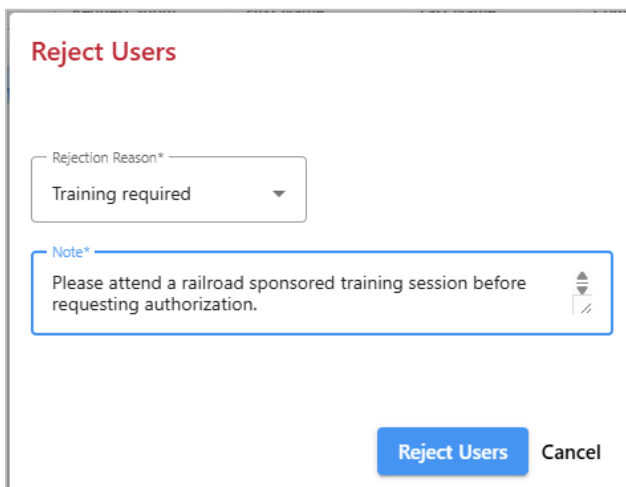
Sincerely,
AskRail Technical Support

Rejecting Pending Access Requests

Note: This procedure is continued from [Viewing Pending Access Requests](#) on page 20 just after you chose to reject the selected pending access requests.

If you confirm your rejection, the Reject Users popup is displayed ([Exhibit 30](#)).

Exhibit 30. Reject Users Popup



The 'Reject Users' popup form contains a title bar with the text 'Reject Users' in red. Below the title bar is a 'Rejection Reason*' dropdown menu with 'Training required' selected. Underneath is a 'Note*' text area with the text 'Please attend a railroad sponsored training session before requesting authorization.' and a small icon of a document with a pencil. At the bottom right are two buttons: 'Reject Users' (blue) and 'Cancel' (gray).

Select a rejection reason for the user(s) and enter notes to provide more detail. Next, select **Reject Users**. The Users Rejected popup is displayed ([Exhibit 31](#)) and a rejection email is sent to the user(s) ([Exhibit 32](#)).

Exhibit 31. Users Rejected Popup

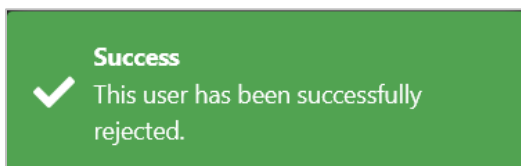


Exhibit 32. Rejection Email

From: AskRail Support <support@askrail.us>

Subject: AskRail Access Denied

Dear [REDACTED],

Thank you for requesting authorization for full access to all AskRail® application features. Unfortunately, you do not meet the requirements to be granted full access at this time.

For security reasons, only qualified emergency responders who work closely with Class I freight railroads and who have completed rail emergency training sponsored by one of the Class I freight railroads or held at the Security and Emergency Response Training Center (SERTC) are eligible to receive full access to all AskRail application features.

Reason provided by Class I Railroad: Training Required

Notes provided by Class I Railroad: Please attend a railroad sponsored training session before requesting authorization.

If you think your access request was rejected in error, please contact the Class I railroad or contact AskRail technical support at support@askrail.us.

For more information about the AskRail application, please visit: www.askrail.us.

Sincerely,
AskRail Technical Support

Managing Users

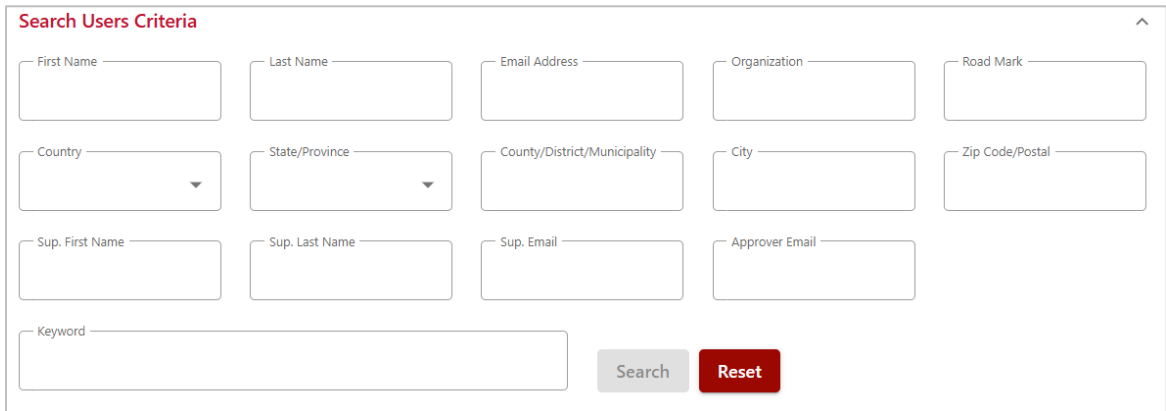
The Search User function enables you to locate and manage AskRail users. It enables you to search for users, view and update devices, revoke access, invite again, view and update user information, reauthorize users, and view the Audit Log. Each of these functions begins with [Searching for Users](#) on page 24.

Note: You can search for and view information about any user; however, you can only update information for users who are sponsored by your railroad.

Searching for Users

To search for AskRail users, select the **Search Users** quick link from the AskRail User Management Portal Home page or select **Search Users** from the User Management drop-down menu. The Search Users page is displayed ([Exhibit 33](#)).

Exhibit 33. Search Users Criteria



The screenshot shows the 'Search Users Criteria' form. It has a title bar with the text 'Search Users Criteria' and a close button (X). The form contains several input fields arranged in a grid. The first row has five fields: 'First Name', 'Last Name', 'Email Address', 'Organization', and 'Road Mark'. The second row has five fields: 'Country' (a dropdown menu), 'State/Province' (a dropdown menu), 'County/District/Municipality', 'City', and 'Zip Code/Postal'. The third row has four fields: 'Sup. First Name', 'Sup. Last Name', 'Sup. Email', and 'Approver Email'. Below these is a 'Keyword' field. At the bottom right are two buttons: 'Search' (grey) and 'Reset' (red).

You can search for users by any or all of the fields shown on the Search Users page. For example, you can enter a user's email address, which should return only one record, or you can search for all users in a particular state sponsored by a specified railroad mark.

Wildcard Search: You can enter a partial search string along with a wildcard (*) in a field to search for close matches (for example, enter the first 3 digits of a zip code followed by an asterisk to search a larger area).

Keyword Search: You can enter a search string in the Keyword field to search for all occurrences of the search string in any field (for example, entering "Cary" in the Keyword field returns users named Cary as well as users who live in the city of Cary). Keyword Search does not support the use of wildcards (*). Do not include any other criteria when performing a Keyword Search.

Once you have entered information in the search field(s), select **Search**. The Search Users page displays the search results in a grid with users that meet the search criteria ([Exhibit 34](#)).

Exhibit 34. Search Users with Search Results

The screenshot shows the 'Search Users' interface. At the top, there's a 'Search Users Criteria' section with a '# of search results' label pointing to 'Showing 262 Users'. A 'Show search criteria' button is also visible. Below this is the 'Search Users Result' section. It includes buttons for 'Revoke', 'Mass Update', and 'Clear Filters'. An 'Export displayed results' button is located to the right of the results table. The results table has columns for 'First N...', 'Last N...', 'Categ...', 'Comp...', and 'Spons...'. A 'More Data >' link is present above the table. A callout box points to the 'Status' column, indicating 'Select/deselect all checkboxes'. Another callout box points to the 'ACTIVE' status, indicating 'Select/deselect one or more checkboxes to select/deselect users'. A third callout box points to the email 'san.tst1@railinc.com', indicating 'Select an email to display these options: Profile: view or update user information, Devices: view or update user devices, Notes: displays user and admin actions with notes'. A fourth callout box points to the 'Export' button, indicating 'Export displayed results'.

When the search results are displayed, the search criteria portion of the page is collapsed. You can view the search criteria again by selecting the Expand icon (♥) at the top right of the page.

The Search Results page initially displays only five columns of results data. If the data you want to see is not in one of these five columns, select the arrow next to **More Data >** to view all the data (over 20 columns) for the users shown in the search results. Sort the search results in ascending or descending order by selecting the column header at the top of the column you want to sort.

To filter results by column, hover your mouse over the column heading and select the menu icon (≡). A tool is displayed that enables you to select several parameters such as **Contains**, **Equals**, **Begins with**, and **Ends with**, and enter characters into the **Filter...** field. The table displays only the rows that contain the characters you entered for that column. A filter icon (▽) is displayed in the column heading to remind you about the filter. To return to the entire list, select the menu icon (≡) and delete the text in the **Filter...** field or select **Clear Filters** to clear all filters that have been set.

Tip: You can apply filters to multiple columns at once to narrow report results.

User Status	Description
ACTIVE	User is active with full access to the AskRail application.
REVOKED	User's access was removed by an AskRail UM Admin.
NOT_AUTHORIZED	User was added by an AskRail UM Admin or user has not completed registration. Email verification has not yet been completed.
AUTHORIZATION_DENIED	User request rejected.
RECERTIFICATION_REQUIRED	User has been selected for recertification and has 30 days to complete it. User has full access to AskRail while in this status.
PRE_SUSPENDED	User did not complete recertification within 30-day timeframe. User still has full access to AskRail.
SUSPENDED	User performed a search while in Pre-Suspended status and did not complete recertification within 48-hour window. User does not have access to Car Search or Top 125 Hazmat features until recertification is completed.

Once you have search results, you can then perform additional functions as described in the following sections:

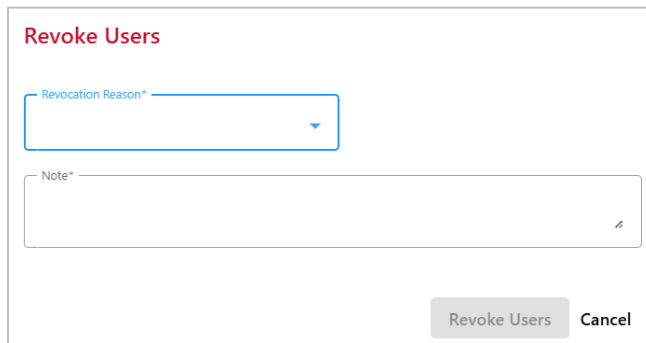
- [Revoking User Access](#) on page 26
- [Managing User Devices](#) on page 27
- [Updating User Information](#) on page 29
- [Reauthorizing Users](#) on page 32
- [Viewing the Audit Log](#) on page 34

Revoking User Access

Once you have located the user(s) you are searching for as described in [Searching for Users](#) on page 24 and the desired user records are listed in the search results grid ([Exhibit 34](#)), you can select their checkbox(es) at the far left of the page, and then select **Revoke** to revoke their AskRail access.

When you select **Revoke**, the Revoke Selected Users popup is displayed ([Exhibit 35](#)).

Exhibit 35. Revoke Selected Users Popup

A screenshot of a 'Revoke Users' popup window. The title 'Revoke Users' is in red at the top left. Below it is a dropdown menu labeled 'Revocation Reason*'. Underneath the dropdown is a text area labeled 'Note*'. At the bottom right of the popup are two buttons: 'Revoke Users' and 'Cancel'.

Selecting the **Revoke** button revokes the access of the user(s) - all of their access devices are disabled.

When you revoke a user's access, you must select a Revocation Reason (Misuse, Inactivity, or Access No Longer Needed) and add some notes. Select **Revoke Users** to complete the revocation or select **Cancel** to cancel.

Notes:

- You can check multiple user records and revoke multiple users at the same time.
- When a user's access is revoked, the user receives an email notification informing them of the revocation.
- You can revoke the access of any user; however, if you revoke a user sponsored by another railroad, a notification email is also sent to the approver at the sponsoring railroad.

Managing User Devices

Once you have located the user you are searching for as described in [Searching for Users](#) on page 24 and their user record is listed in the search results grid ([Exhibit 34](#)), you can select the user's email to open the Action menu. You can use the Devices icon () to view and manage the devices that users use to access AskRail.

When you select the Devices icon (), the Device Information popup is displayed ([Exhibit 36](#)).

Exhibit 36. Device Information Popup

Device Information								
Device	Name	App ID	Register...	Email Validated	Validated	Last Used	Access Type	Action
WEBAPP		5a9888d9-e60d-...	08-22-2...	Yes	08-22-2025		Disable	Edit
WEBAPP		ddba7189-e1a4-...	08-22-2...	Yes	08-22-2025	08-22-2025	Disable	Edit
ANDROID		812667a1-f2d0-4...	08-22-2...	Yes	08-22-2025		Disable	Edit
		1ab6b1b6-3997-...	08-22-2...	No			Disable	Edit
WEBAPP		b1af1c95-83bc-4...	08-22-2...	Yes	08-22-2025	08-22-2025	Disable	Edit
Close								

The Device Information popup enables you to view the registered devices for a user.

If the user is sponsored by your railroad and their email is not validated for a device (the Email Validated column value is “No”), you can validate the user’s email to enable them to continue the AskRail registration process for the device. To do this, select **Edit** on the row of the device for which you want to validate the email ([Exhibit 36](#)) and then select the drop-down in the Email Validated column. Select **Yes** and then select **Save** to validate the user’s email.

If the user is sponsored by your railroad and the device is validated, you can change their access type ([Exhibit 37](#)). If the user is not sponsored by your railroad, you cannot make any changes.

Exhibit 37. AskRail Access Types

Access Type	Description
Consist	Returns results for a complete train if available.
Disable	Disables the AskRail app on the selected device without affecting AskRail access on other devices. This enables a user to install AskRail on a new device. Use this also if a user loses their device.

If the user is sponsored by your railroad and the device is validated, you can change their device name. To update a device name, select **Edit** on the row of the device you want to edit ([Exhibit 36](#)). Select the existing device name to edit. The device name must be unique across any active devices for the user. If the user is not sponsored by your railroad, you cannot make any changes.

Exhibit 38. Edit Device Access Type and Name

Device	Name	App ID	Registered	Email Validated	Validated	Last Used	Access Type	Action
ANDROID	Enter Device Name		08-22-2025	Yes	08-22-2025	08-22-2025	Consist	Save Cancel

Select **Save** to save your changes or **Cancel** to discard any changes ([Exhibit 38](#)). Select **Close** to close the Device Information popup.

Updating User Information

There are two ways to update user information – a single user at a time or multiple users (mass update).

Updating a Single User

Once you have located the user you are searching for as described in [Searching for Users](#) on page 24 and their user record is listed in the search results grid ([Exhibit 34](#)), you can select the user's email to open the Action menu. The Profile icon () under the Actions menu enables you to update the user's record, including their contact information, their company information, their sponsoring railroad information, their supervisor information, and optionally their trainer information.

When you select the Profile icon (), the User Profile page is displayed ([Exhibit 39](#)).

Exhibit 39. Update User Profile

User Profile

User Information

First Name*

User

Last Name*

Delta

Email*

userid@railinc.com

Phone Number*

919-651-5100

Job Title*

Fire Fighter

User Category*

Fire Service

Number of Devices*

3

Sensitive User

☐

Consist Equipment Characteristics

☐

Company Information

Company/Organization*

Railinc

Country*

USA

Address

City*

Cary

County/District/Municipality*

Wake

State/Province*

NC

Postal/Zip Code*

27513

Sponsoring Railroad Information

Road Mark*

CN

Approver*

Approver Comments

0 / 250

Supervisor Information

First Name*

SupFirst

Last Name*

SupLast

Email*

subsup@test.com

Phone Number*

123-234-7676

Does this User have a trainer?

☐

Update

Cancel

Make any necessary changes to the User Profile fields and then select **Update** to save your changes. Select **Cancel** to discard any changes.

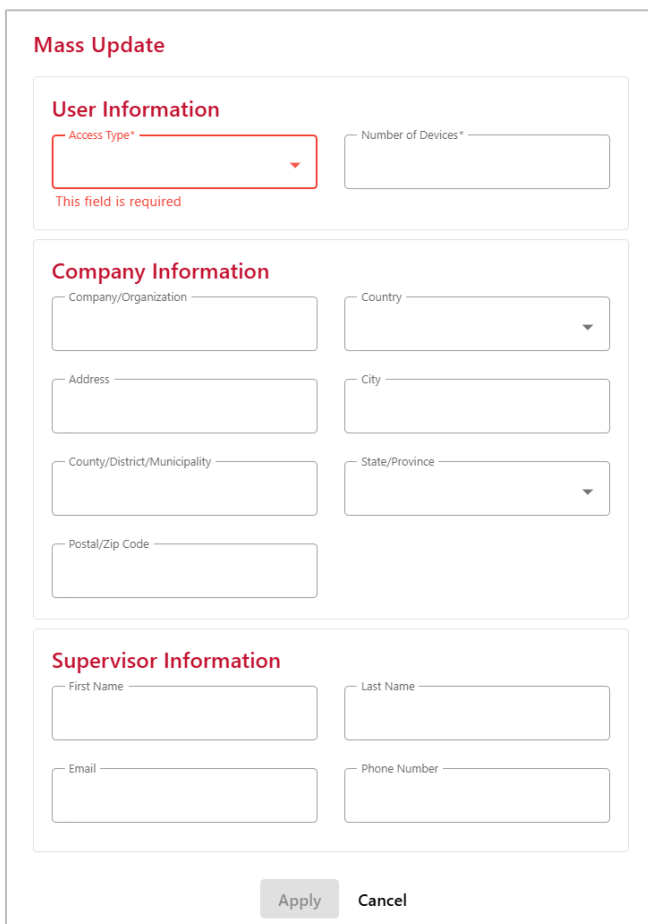
Notes:

- You can only update a user who is sponsored by your railroad.
- If you update the email address, the old email address is revoked and an invitation email is sent to the new email address. The user is required to download the application again and register the device again using the new email address.

Updating Multiple Users (Mass Update)

Once you have located the users you are searching for as described in [Searching for Users](#) on page 24 and their user records are listed in the search results grid ([Exhibit 34](#)), select the checkboxes for the records you want to update (or select the top checkbox to select all records). Next, select **Mass Update**. The Mass Update popup is displayed ([Exhibit 40](#)).

Exhibit 40. Mass Update Popup



The Mass Update popup is a form with a title bar labeled "Mass Update". It contains three main sections: "User Information", "Company Information", and "Supervisor Information".

User Information

- Access Type***: A dropdown menu with a red border and a red error message "This field is required" below it.
- Number of Devices***: A text input field.

Company Information

- Company/Organization**: A text input field.
- Country**: A dropdown menu.
- Address**: A text input field.
- City**: A text input field.
- County/District/Municipality**: A text input field.
- State/Province**: A dropdown menu.
- Postal/Zip Code**: A text input field.

Supervisor Information

- First Name**: A text input field.
- Last Name**: A text input field.
- Email**: A text input field.
- Phone Number**: A text input field.

At the bottom of the form are two buttons: **Apply** and **Cancel**.

Use the Mass Update popup to make any necessary changes to the user information fields and then select **Apply** to save your changes (or select **Cancel** to discard any changes). Your changes are applied to all the selected users. Mass Update is especially useful when information about a group of users changes. For example, if a supervisor changes, simply select all of the users whose

supervisor information should be changed, and use Mass Update to enter the new supervisor information and make all the changes at once.

Notes:

- Some fields cannot be updated using Mass Update.
- You can only update a user who is sponsored by your railroad.

Reauthorizing Users

Once you have located the user you are searching for as described in [Searching for Users](#) on page 24 and their user record is listed in the search results grid ([Exhibit 34](#)), you can select the user's email to open the Action menu. Use the Profile icon () under the Actions menu to reauthorize a user record for a user whose access has previously been revoked. You can also update the user's record, including their contact information, their company information, their sponsoring railroad information, their supervisor information, and optionally their trainer information.

When you select the Profile icon (), the User Profile popup is displayed ([Exhibit 41](#)).

Exhibit 41. Reauthorize User Profile

User Profile

User Information

First Name*

User

Last Name*

Delta

Email*

userid@railinc.com

Phone Number*

919-651-5100

Job Title*

Fire Fighter

User Category*

Fire Service

Number of Devices*

3

Sensitive User

☐

Consist Equipment Characteristics

☐

Company Information

Company/Organization*

RAILINC

Country*

USA

Address

City*

Cary

County/District/Municipality*

Wake

State/Province*

NC

Postal/Zip Code*

27513

Sponsoring Railroad Information

Road Mark*

RAIL

Approver*

Approver Comments

0 / 250

Supervisor Information

First Name*

SupFirst

Last Name*

SupLast

Email*

suplast@rr.com

Phone Number*

123-456-7890

Does this User have a trainer?

☐

Re-Authorize

Cancel

Select **Re-Authorize** to enable a previously revoked user to regain access to AskRail or select **Cancel** to discard any changes and cancel the reauthorization.

Notes:

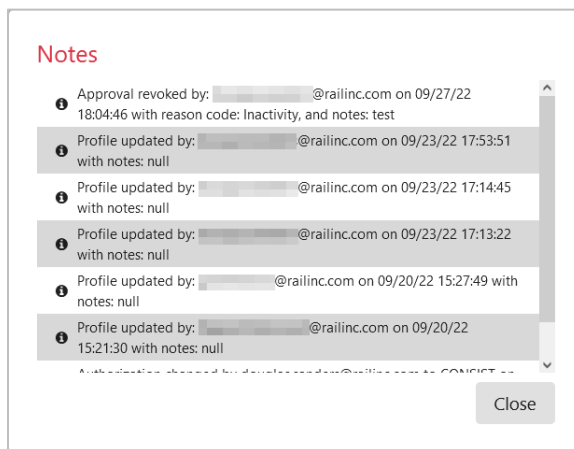
- You can only reauthorize a user who is sponsored by your railroad.
- After you reauthorize a user, select the device icon (📱) and update their device access type (Consist or Disable) as needed. The access type shown on the User Profile page only affects the user's active devices – any disabled devices remain disabled.

Viewing the Audit Log

The audit log maintains a history of all changes made to AskRail user records.

To view the audit log for a user record, first locate a user record as described in [Searching for Users](#) on page 24. Once the user record is listed in the search results grid ([Exhibit 34](#)), you can select the user's email address to open the Action menu. Select the Notes icon (📝) to view the audit log for that user ([Exhibit 42](#)).

Exhibit 42. Audit Log



In the audit log, changes are listed in reverse chronological order.

The date and time is recorded using the Zulu Time Zone (UTC) format.

Select **Close** when you have finished viewing the audit log.

Viewing the AskRail Daily Reports

The AskRail daily reports are generated daily by Railinc. See the following section for more information:

- [Viewing the Most Active Users Report](#)

Viewing the Most Active Users Report

The Most Active Users Report is emailed to all AskRail Task Force members and company administrators each day and includes the following four tables: Most Active Users, Sensitive User, Emergency Communications Center Usage, and Training Searches ([Exhibit 43](#)).

Exhibit 43. Most Active Users Report Email

The **Most Active Users Report** lists the AskRail users who have recently performed the most searches:

AskRail Usage Report of the Most Active Users

	Email	Company	Title	Phone	Sponsor	Approver	Yesterday	7 Day Average	31 Day Average	31 Day Lookback
0		Dix Volunteer Fire District	firefighter/emt		UP	CDBURCH	8	1.1	0.3	8
1		Department of Energy and Environment	Rail Safety Inspector (Rail Safety and Emergency Response Division))		CSXT	A5580A	5	1.1	0.7	23
2		Norfolk Southern Railroad Police Department	Special Agent		NS	RCWOOD	1	2.1	4.1	126
3		Department of Homeland Security/ TSA	Transportation Security Inspector		CN	V_SALV	0	1.6	0.5	17
4		Norfolk Southern	Network Operations Center Coordinator		NS	RCWOOD	0	1.1	0.3	9
5		SMS Rail Lines	Locomotive engineer		NS	NS_TA8F3	0	1.0	1.1	33
6		TSA	Surface Transportation Security Inspector		UP	CDBURCH	0	1.0	0.6	19
7		Texas Division of Emergency Management	county liaison officer		UP	UPRR_ASK	0	1.0	0.2	7

Yesterday searches include searches from the previous day where there were 5 or more searches.

7 Day Average is the average usage over the past 7 days where the average 1.0 or higher.

31 Day Average is the average usage over the past 31 days where the average 1.0 or higher.

31 Day Lookback is the total count of searches over the last 31 days.

Searches from ECCs, searches designated as training, and searches for mock equipment are not included in these counts

The **Sensitive User – 30 day Usage Report** shows the total searches in the last 30 days where the user is designated as “sensitive”:

Sensitive User - 30 day Usage

	Email	Company	Title	Phone	Sponsor	Approver	Yesterday	31 Day Lookback
0		IDAHO PUC	Hazmat inspector Idaho PUC		UP	CDBURCH	2	30
1		Transportation Security Administration	Transportation Security Inspector		CN	MAH_NIK	0	15
2		DOT-FRA	Railroad Safety Inspector- Hazardous Materials		UP	DGUY520	0	12
3		TSA	Inspector		UP	DGUY520	0	10

Yesterday searches include searches from the previous day where there were 5 or more searches.

31 Day Lookback is the total count of searches over the last 31 days where there are 10 or more searches.

Viewing the AskRail Daily Reports

The **Emergency Communications Center Usage Report** shows users who have recently performed the most searches and have a category of “Emergency Communications Center”:

Emergency Communications Center Usage

	Email	Company	Title	Phone	Sponsor	Approver	Yesterday	7 Day Average	31 Day Average	31 Day Lookback
0		Transport Canada / CANUTEC	Canutec Manager		CN	CNRAIL1	0	0.0	0.2	6
1		Dixon County Sheriffs Office	E911 Director, FF/EMT		BNSF	AELKINS	0	0.0	0.0	1
2		Parke County	Emergency Management Agency Director		CSXT	A5580A	0	0.1	0.0	1
3		Massachusetts State Police - Communications	Director of Dispatch Services		GNWX	CHILES	0	0.0	0.0	1

Yesterday searches include searches from the previous day where there were 0 or more searches.

7 Day Average is the average usage over the past 7 days where the average 1.0 or higher.

31 Day Average is the average usage over the past 31 days where the average 1.0 or higher.

31 Day Lookback is the total count of searches over the last 31 days.

Searches designated as training and searches for mock equipment are not included in these counts.

The **Training Searches Usage Report** shows users who have recently performed the most searches while having the Training Search checkbox selected:

Usage Report for Training Searches

	Email	Company	Title	Phone	Sponsor	Approver	Yesterday	31 Day Lookback
0		AAR/SERTC	instructor		CSXT	A5580A	4	5
1		lakeland college	operations support		CN	V_SALV	3	3
2		Exeter Township Fire Department	Firefighter		NS	ZEBBER	2	21
3		SPSI	Senior Supervisor		CSXT	A5580A	2	17
4		Illinois Commerce Commission	Hazardous Materials Inspector		UP	DGUY520	2	17
5		Third District fire dept	District Chief		CP	CCLIBURN	2	3
6		Northern Lakes Fire District	Division Chief		BNSF	SPEARS04	2	2
7		cn railroad	carman		CN	CNRAIL1	2	2
8		city of fairborn	lieutenant		NS	JSIMPNS	2	2
9		Van Buren Fire Department	Fire Inspector		NS	RCWOOD	2	2
10		Rail Auxiliary Team	Instructor		UP	DGUY520	2	2
11		CPKC	Superintendant Operations		CP	SCH0476	1	16
12		Prince William County	Emergency Management Coordinator		CSXT	A5580A	1	7
13		Code 3 Services, LLC	Safety Supervisor		BNSF	SPEARS04	1	3
14		Hattiesburg Fire Department	Engineer		CN	V_SALV	1	3
15		California Public Utilities Commission	Rail Hazmat Inspector		BNSF	SPEARS04	1	2
16		Federal Railroad Adm.	Hazmat Inspector		UP	DGUY520	1	2
17		south plainfield fire department	firefighter		CSXT	SEANREID	1	2
18		Tuscaloosa Fire/Rescue	Captain		NS	DSCHOEND	1	1
19		Olin Chemical	Shipping supervisor		NS	CDB1129	1	1
20		Third District Volunteer Fire Department	Fire Chief		CP	L_REED	1	1
21		Olin Chemicals	shipping coordinator		NS	CDB1129	1	1

Yesterday searches include searches from the previous day where there were 0 or more searches.

31 Day Lookback is the total count of searches over the last 31 days.

Searches for mock equipment are not included in these counts.

Viewing the AskRail Daily Reports

These reports contains user identification information as well as the metrics described in [Exhibit 44](#).

Exhibit 44. Most Active Users Report Metrics

Column	Description
Yesterday	Lists the number of searches performed by the user on the previous day when there are 5 or more.
7 Day Average	Lists the average daily number of searches performed by the user over the last 2 to 8 days where there is an average of 1.0 or higher.
31 Day Average	Lists the average daily number of searches performed by the user over the last 9 to 31 days where there is an average of 1.0 or higher.
31 Day Lookback	Lists the total number of searches for the last 31 days.

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