

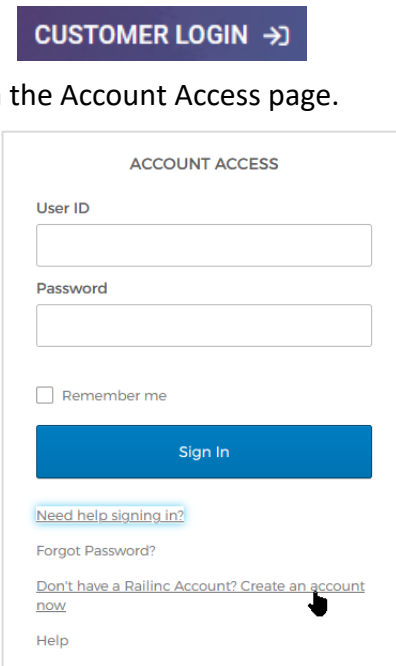
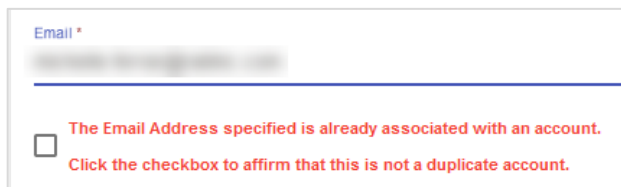
This Quick Guide helps new users set up access to Railinc and TransmetriQ applications and manage a Railinc account.

Accessing Railinc and TransmetriQ applications is a multi-step process. You must first register to use Railinc's Single Sign-On (SSO) system ([Create an SSO Account](#)). Once you have an SSO account, [Request Access to a Railinc or TransmetriQ Application](#). Keep your profile up to date and ensure your account remains active ([Edit Your Profile](#)). If you forget your login credentials, we've included steps to [Retrieve a Forgotten User ID](#) and [Reset a Forgotten Password](#). See [Additional Resources](#) for more information.

## Create an SSO Account

(If you already have a Railinc SSO account, skip this section).

1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Select the **Need help signing in?** link. More options appear. Select **Don't have a Railinc Account? Create an account now**.
4. Scroll through the Terms of Use and select **Accept**.
5. Enter all mandatory fields marked with an asterisk (\*) on the User Information page and select **Confirm**.
  - Choose your **Country** before entering the **State/Province**.
  - If your **Email** is already associated with an account, you are prompted to check a box to confirm you are aware of this.



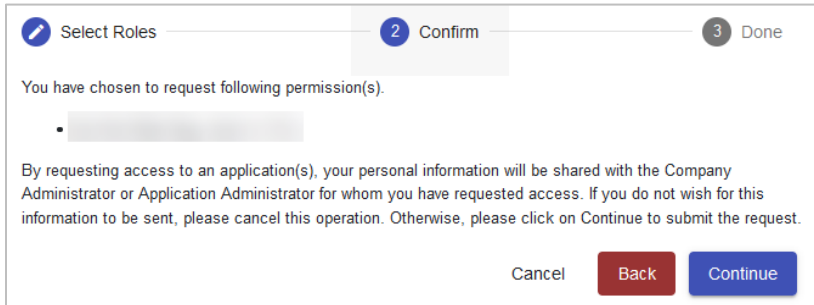
- A page is displayed to confirm your account has been created. An email is also sent to you for verification.
- Verify your account by selecting the link in the email within 14 days or your account will become locked and require reactivation.

## Request Access to a Railinc or TransmetriQ Application

1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Enter your Railinc SSO credentials (User ID and Password) and select **Sign In**.
4. Select **View/Request Permissions** under **My Profile**.
5. Filter or scroll down to locate an application and select the **Request** button on the right of the application name.



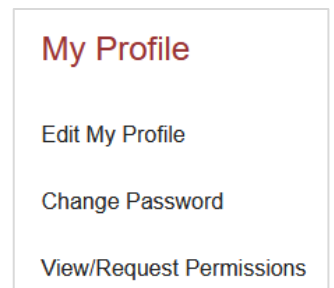
6. Select the appropriate role and complete all required fields.
7. Select **Next**.
8. A confirmation page is displayed listing the permissions you requested.



9. Select **Continue** to confirm your request. A notification of your request will be sent to appropriate Railinc Support team and your Company's Administrator (if applicable) for the application you selected.

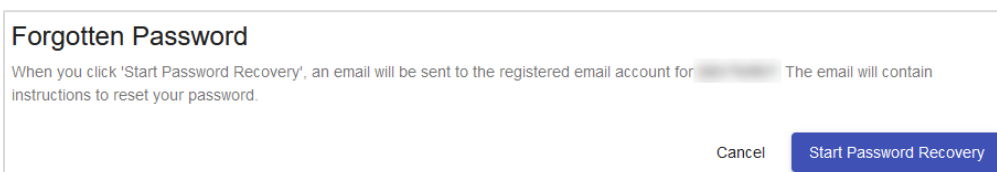
## Edit Your Profile

1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Enter your Railinc SSO credentials (User ID and Password) and select **Sign In**.
4. Select **Edit My Profile** under **My Profile**. The Edit My Profile page is displayed.
5. Update your information as needed and select **Save Profile**.
6. Accounts expire after six months of no activity. Log into SSO periodically and keep your profile updated so that your account doesn't expire.



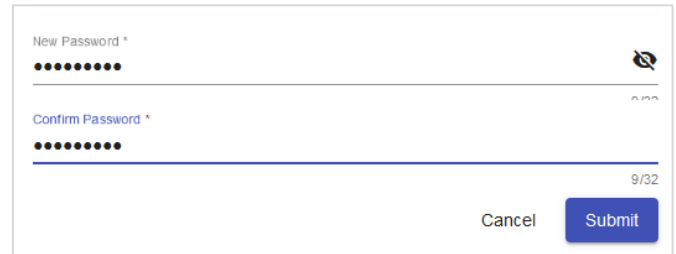
## Reset a Forgotten Password

1. In your browser, navigate to <https://public.railinc.com/>.
2. Select the **Customer Login ->]** link in the top right of the page to open the Account Access page.
3. Select the **Need help signing in?** link. More options appear.
4. Enter your **User ID**.
5. Select **Forgot Password?** A page displays to confirm starting the password recovery process.
6. Select **Start Password Recovery**.

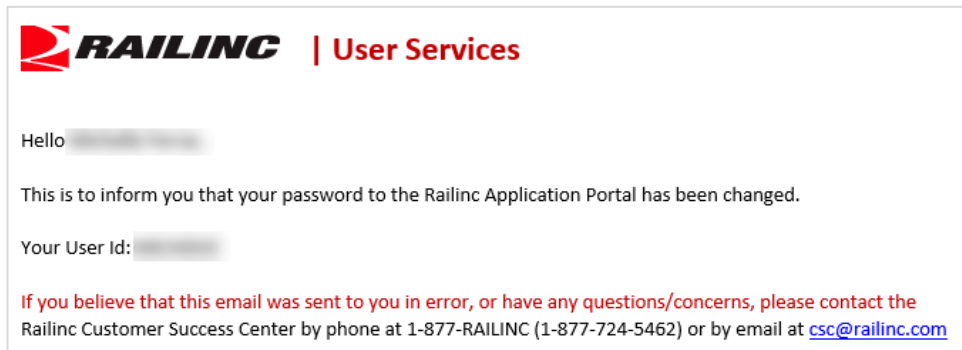


7. You'll receive an email with a link to continue the password reset process.

- In the email, select the **Click here to continue the password reset process** link.
- Enter a new password in the **New Password** and **Confirm Password** fields. Make sure your new password meets the password requirements listed at the top of the page.
- Select **Submit**. If your new password meets the password requirements, you'll receive a confirmation message and an email to confirm that your password has been changed.



The screenshot shows a web form for password reset. It has two input fields: "New Password \*" and "Confirm Password \*". Both fields are filled with dots. To the right of the "New Password" field is a small icon of a crossed-out eye. Below the "Confirm Password" field is a strength indicator showing "9/32". At the bottom right of the form are two buttons: "Cancel" and "Submit".



### Additional Resources

The following additional resources are available:

- View the [Getting Started](#) page if you do not have a Railroad Mark or Company ID.
- Watch the [SSO and the Launch Pad Video](#) and consult the [Single Sign-On \(SSO\) User Guide](#) to learn how to use SSO.
- Consult the [Single Sign-On \(SSO\) Administrator Guide](#) to learn how company administrators manage user's permissions in SSO.
- Consult the [Railinc.com FAQ](#) and the [Railinc.com Quick Guide](#) to learn how to navigate the Railinc.com website.

Contact the Railinc Customer Success Center at 1-877-RAILINC (1-877-724-5462) or [csc@railinc.com](mailto:csc@railinc.com) if you need assistance.