

TSCA DocuSign steps for company signing authorities

Transport Canada's Transportation Security Clearance (TSC) Modernization team is proud to share that our TSC application and signing process is all online!

In addition to offering an online TSC application (TSCA), Transport Canada has joined with DocuSign to offer a digital signing experience, and a secure location for applicants to attach their supporting documentation.

Once an applicant submits their TSCA, DocuSign will create a secure, digital envelope to send their application and supporting documentation only to the people who need to sign it, ensuring they only see the information they need to. Applicants' personal information is always protected by the Canadian Privacy Act.

These guidance materials contain everything you need to know about the process, who is involved and how, and step-by-step instructions on how to review and sign applications.

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1. The TSCA process

We recommend that you start a TSCA for an applicant so you can enter company information, including your own name and email address, correctly. We also recommend that applicants share their application for review with you or one of your colleagues, so you can help ensure they have completed everything correctly prior to submitting.

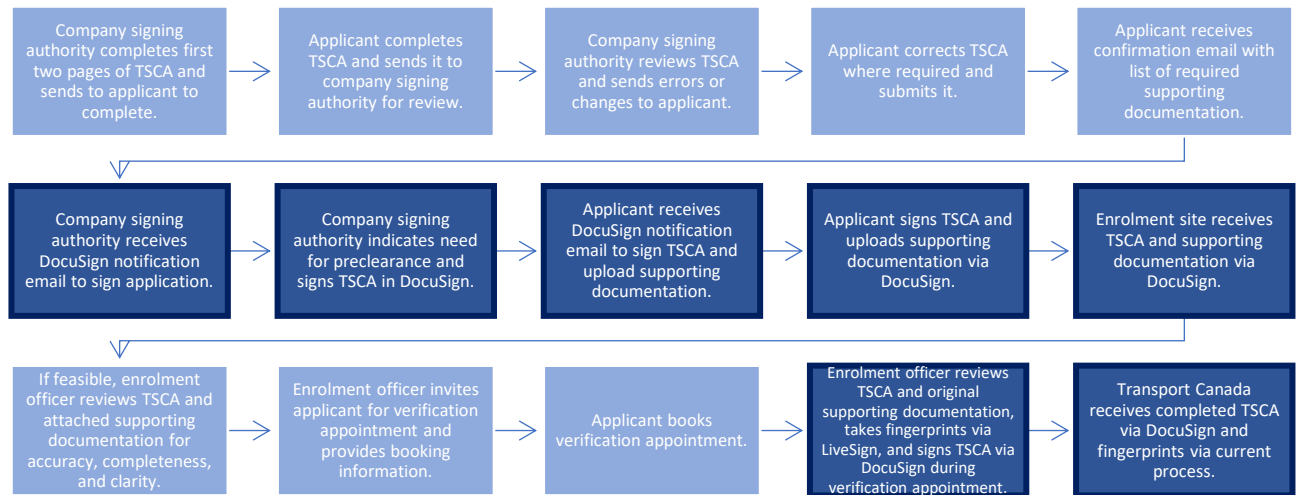
Remember to use the manual print form process for applicants who are under the age of majority per province of residence and require parental signature, and for any other TSCA processes that are not currently processed via the online TSCA.

In the "Requesting Authority" section, select "Other" from the "Airport" list and type in the name of the airport. This will trigger the current manual print form process.

Once an applicant has completed their TSCA, DocuSign will send it via email to you, as the company signing authority, to sign. You will only be able to see the first page of their application. You can also decline to sign their application if you're not expecting an application from this person.

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Once you have signed, the applicant will be directed to sign and upload their supporting documentation. DocuSign will then send it to the enrolment site, who will use their current local processes to invite an applicant to book a verification appointment to have their fingerprints taken and documentation reviewed.



This guidance package walks you through the process step-by-step. Read and follow it carefully! If you need any assistance and can't find the answer here, please reach out to your enrolment site.

2. Definitions

Transport Canada: Transport Canada is the government agency who is responsible for developing regulations, policies, and services for road, rail, marine and air transportation in Canada.

Transportation Security Clearance Application: The Transportation Security Clearance Application is the online application that an applicant who is seeking employment at a secured air or marine port completes, in order to submit their information to Transport Canada for verification.

Transportation Security Clearance program: The Transportation Security Clearance program is the team at Transport Canada responsible for developing and maintaining the online application, ensuring a smooth process from application to approval, and facilitating applicant background checks to determine eligibility for security clearance.

Company signing authority: A designated individual at your employer, or the company sponsoring your clearance requirement, who is eligible to sign your application on the company's behalf. Their name, email address, and signature are on file with Transport Canada to ensure only designated individuals are signing applications.

DocuSign: DocuSign is a system Transport Canada has procured that allows various signers to sign and send a document securely and digitally. DocuSign can restrict access to certain personal information

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based on who is viewing the document, and guide the appropriate individual to sign, initial, answer questions, or upload documentation, as needed.

DocuSign envelope: A DocuSign envelope is a digital envelope created when an applicant submits a TSCA. It contains the application and supporting documentation, a unique identification number, and is sent digitally and securely to all signing parties.

Enrolment site: An enrolment site is the pass control office at airports or marine ports who act as a conduit between the applicant and Transport Canada. Enrolment sites issue and manage applicants' security clearances and passes.

Enrolment officer: An enrolment officer works at an enrolment site. They support an applicant by pre-vetting their application, facilitating verification appointments, and sending the completed application and fingerprints to Transport Canada.

Verification appointment: An applicant attends a verification appointment at their enrolment site after they sign their application and upload their supporting documentation. During the verification appointment, an enrolment officer verifies an applicant's application, identification, and supporting documentation, and takes the applicant's fingerprints. Each enrolment site books verification appointments in a unique way, and will contact applicants directly with instructions to book.

3. Starting a TSCA for an applicant

DocuSign envelopes are passed through email, and enrolment sites verify that company signing authorities are registered by comparing the email address on the application to the email address on their registered signing authority lists; therefore, it is imperative that the emails entered into an application are correct.

Because of the importance of email addresses being entered correctly, we recommend, as a company signing authority, that you or the hiring manager initiate an application on behalf of an applicant. This eliminates the possibility that an applicant enters your email address incorrectly, which would require them to submit an entirely new application.

The TSCA makes this very easy to do! There are two different ways to do this depending on your operational needs.

Go to the online TSCA link: <https://wwwapps2.tc.gc.ca/Saf-Sec-Sur/12/TSCM-TSCA/tsca/app?lang=en> (English) or <https://wwwapps2.tc.gc.ca/Saf-Sec-Sur/12/TSCM-TSCA/tsca/app?lang=fr> (French).

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3a. Starting a new TSCA

Step 1 – Completing the “Application Details” section

Under “Would you like to continue an application that you already started in a tscx file format?” Select “No.”

Under “What type of transportation security clearance are you applying for?” indicate if it is a new application or a renewal.

Under “Where will this security clearance be used?” select airport or marine port.

Step 2 – Completing the “Requesting Authority” section

Select the applicable airport or enrolment site, the applicant’s occupation, and the company’s name from the drop-down lists.

Enter the company signing authority’s name and email address.

Indicate the reason why the applicant is applying for security clearance.

Enter the company’s address.

Step 3 – Saving the file and sending it to the applicant

Once you have completed this page, instead of selecting “Next”, scroll up to the top of the page and select “Save progress.”

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Select the checkbox next to “I agree and understand it’s my responsibility to keep my file secure.”

Enter the applicant’s email address to send the file to them to complete.

Once you are done, select “Send.”

You will see a green banner indicating the file has been successfully sent.

Transportation Security Clearance Application

This session will expire after 20 minutes of inactivity. To avoid losing your data, save your progress regularly.
Required fields are marked with a red asterisk *.

Section menu

- Application Details
- Requesting Authority

➡ Email sent

Save current application

You'll receive an email with your saved information in a tscx file format.
The contents of a tscx file is visible only when uploaded to the online application.
Keep this file in a safe and secure place, as it contains your personal information.

☐ I understand and agree that it's my responsibility to keep my file secure.

* Email address

Close Send

3b. Creating and saving multiple versions of the TSCA to your computer

If you are hiring multiple employees at a time with the same job title, it is simpler to create and save multiple versions of the saved TSCA to accommodate various occupations, or other variables, then send it to applicants via email. For example, you could create one for new baggage handlers, another for new cabin crew members, and a third for new customer service agents. You can then save all of these files in a folder on your computer and send them as needed via email, instead of starting a new TSCA for each new applicant.

Step 1 – Save a .TSCX file for each applicant type

To do this, complete steps 1-3 for each applicant type. Instead of emailing the application to an applicant, enter your own email address.

You will receive an email from no-reply-ne-pas-respondre.TSC-HST@tc.gc.ca with the subject line, “Saved TSCA Application - [MM/DD/YYYY].”

Save current application

You'll receive an email with your saved information in a tscx file format.
The contents of a tscx file is visible only when uploaded to the online application.
Keep this file in a safe and secure place, as it contains your personal information.

☐ I understand and agree that it's my responsibility to keep my file secure.

* Email address

Close Send

To save the .tscx file from the email to your computer or mobile device, select the down arrow on the right side of the attachment to open the action menu. Select “Save As” to save it to your device.

Saved TSCA Application - 10/3/2022

no-reply-ne-pas-respondre.TSC-HST@tc.gc.ca

To

TSCA-Saved-10_03_2022.tscx 38 KB

TSCA-Saved-10_03_2022.tscx 38 KB

Preview

Open

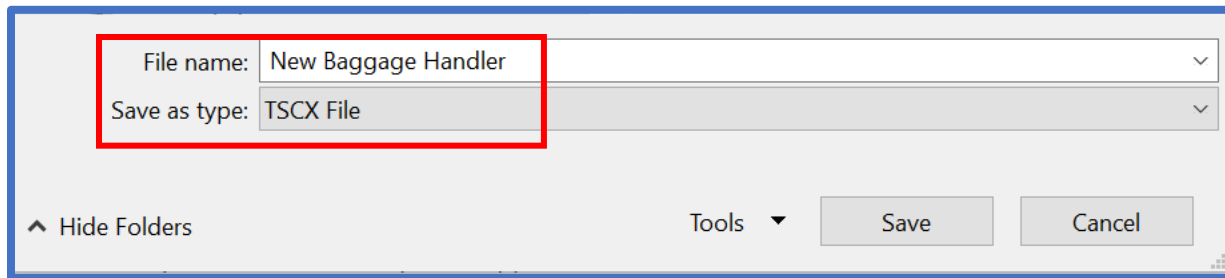
Quick Print

Save As

Save All Attachments...

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Save the .tscx file with the name of the applicant type, for example, “New Baggage Handler” and be sure to save it as a .tscx file. Do not change the file type, otherwise it cannot be opened by the TSCA portal.



Step 2 – Sending a saved .tscx file to an applicant from your computer

You can send the saved .tscx file to multiple applicants at one time if needed. Add the .tscx file to your email as an attachment, and provide the following instructions to your applicants:

I have started your Transportation Security Clearance (TSC) application for you by entering information into the “Application Details” and “Requesting Authority” sections. To complete your application:

1. Right click on the .tscx file attached to this email.
2. Save as a local file to your computer.
3. Launch the online TSC application using these links:
 - a. English: <https://wwwapps2.tc.gc.ca/Saf-Sec-Sur/12/TSCM-TSCA/tsca/app?lang=en>
 - b. French: <https://wwwapps2.tc.gc.ca/Saf-Sec-Sur/12/TSCM-TSCA/tsca/app?lang=fr>
4. Answer “Yes” to the first question to continue an application that has already been started.
5. Choose your saved .tscx file and click on “Restore data.”

This will populate the information I have entered into the first two sections. Please do not change or delete this information. Continue the application to enter your personal information. I have also attached guidance material here that walks you through how to complete the TSC application, and guidance material that walks you through how to sign your TSC application and upload your supporting documentation via DocuSign.

We also recommend you attach the applicant guidance documentation for both the TSCA and DocuSign to this email.

4. Reviewing an application

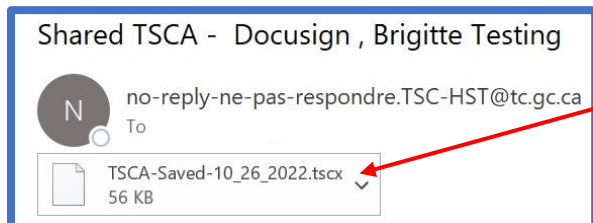
We recommend that applicants send their applications to a company signing authority or hiring manager/support prior to submitting. This helps to ensure they are correct and complete. Applicants will use the “Share for review” function on the TSCA to send their completed application for review.

Once the applicant has completed the TSCA, they will “Share for review” and you will receive an email from no-reply-ne-pas-respondre.TSC-HST@tc.gc.ca with the subject line, “Saved TSCA Application – [MM/DD/YYYY].”

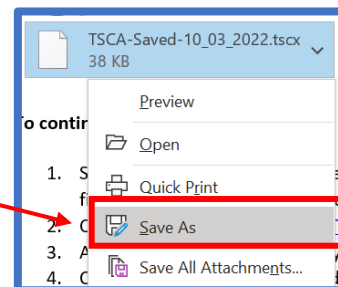
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The .tscx file will be attached, along with instructions and the link for you to access the applicant's TSCA. The .tscx file cannot be opened, do not try to open the file. However, the online TSCA can read the file and will populate the saved information.

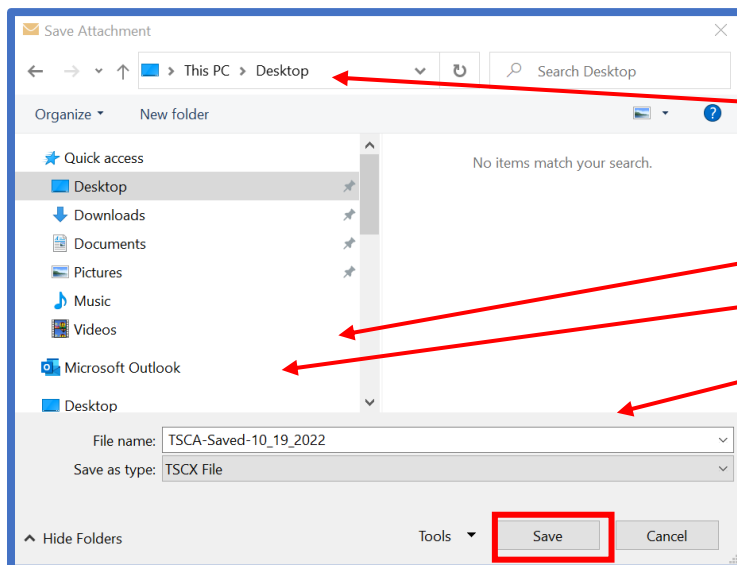
Step 1 – Save the .tscx file



To save the .tscx file from the email to your computer or mobile device, select the down arrow on the right side of the attachment to open the action menu.



Select "Save As" to save it to your device.



We recommend saving it to your desktop or another easy-to-remember location.

The file name will populate as "TSCA-Saved-MM_DD_YYYY." **Do not rename the file.**

Ensure it saves as a "TSCX File" type.

Select "Save."

Step 2 – Upload the file to the TSCA

From the email you received, select the link "TSCA" or click this link:

[https://wwwapps2.tc.gc.ca/Saf-Sec-](https://wwwapps2.tc.gc.ca/Saf-Sec-Sur/12/TSCM-TSCA/tscx/app?lang=en)

[Sur/12/TSCM-TSCA/tscx/app?lang=en](https://wwwapps2.tc.gc.ca/Saf-Sec-Sur/12/TSCM-TSCA/tscx/app?lang=en)

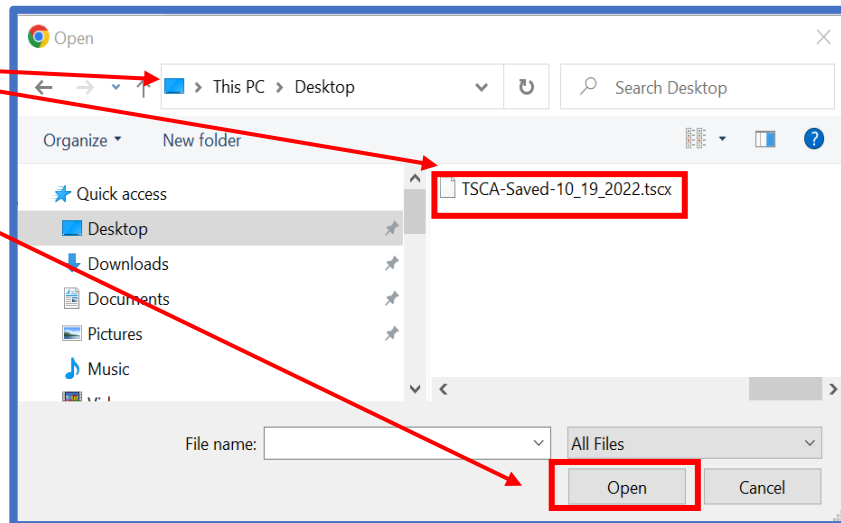
Under "Would you like to continue an application that you already started in a .tscx file format?" select "Yes."

Select "Choose File" to browse to the location where you saved the file.

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Select the .tscx file from the location where you saved it.

Once you have selected the file, select “Open.”



Once you have attached the file, the file name will be displayed next to the “Choose File” button.

Select “Restore data.”

You will see a green banner confirming you can continue the application.

You will also see green checkmarks next to each section, indicating that they are complete and have no errors.

Step 3 – Review the saved information and make updates if needed

The ‘Shared TSCA’ email that you receive will contain the following instructions:

Please review the attached application to confirm if it's complete:

1. Right click on attached .tscx file

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2. Save as a local copy of the .tscx file
3. Click on link: [TSCA](#)
4. Answer “Yes”, to continue an application that has already been started
5. Choose the saved .tscx file and click on “Restore data”
6. Click on “Summary / Submission” section
7. Click on “Review” (click 'ok' on pop-up blocker to continue)

Application Summary

Review your Submission Details

If you want to include additional details to your application, add them here:

Add text here

Save your progress!

Your saved .tscx file can be uploaded to continue your application. Your data will only be visible when uploaded to the online application.

If someone needs to review your application, click on 'Share for review'. You can save this version as a pdf or print it to share it.

If you are certain that your application is complete, click on 'Submit my application'.

Review Share for review Submit my application

8. Carry-out review of completed application in “Review” mode. You will see a “for review only” watermark. Make note of any possible errors to share with the applicant for correction.

TSCA - DHSMT# :			
Type of application - Type de demande New / Nouveau	Transportation facility / Enrolment site - Installation de transport / Point d'inscription Calgary International Airport	Applicant's Pass ID / Numéro d'identification de la passe du demandeur	File No. - N° de référence
Applicant's surname / last name - Nom du demandeur Demo	Applicant's given name(s) - Prénom(s) du demandeur Tuesday	Date of birth (yyyy-mm-dd) Date de naissance (aaaa-mm-jj) 1990-01-01	
PART - PARTIE A - REQUESTING AUTHORITY - AUTORITÉ REQUÉRANTE			
I, the undersigned, certify that the applicant named above requires or will require a security clearance for the following reason(s):		Je, soussigné, atteste que le demandeur susmentionné doit avoir ou devra avoir une habilitation de sécurité pour la raison suivante:	
Signing authority's name - Nom du signataire autorisé Demo Testing		Signing authority's email - Courriel du signataire autorisé tscmdocusign-docusigndhsmt@tc.gc.ca	
I, the undersigned, certify that the applicant named above requires access to the preclearance area.		Je, soussigné, atteste que le demandeur susmentionné doit avoir accès à la zone de précontrôle.	
Yes <input type="radio"/> No <input type="radio"/>		Oui <input type="radio"/> Non <input type="radio"/>	
Occupation - Poste Aircraft Fueler		Reason - Raison Need access to restricted area, for my current job	
Sponsor or company's full name - Nom complet de l'entreprise ou du parrain Jazz Aviation LP			
Sponsor or company's address - Adresse de l'entreprise ou du parrain CANADA			
APPLICATION NOT SUBMITTED - DEMANDE NON SOUMISE			
Signature of authorized official - Signature de l'agent autorisé			
PART - PARTIE B - ENROLMENT OFFICIAL - AGENT D'INSCRIPTION			
I, the undersigned, am responsible for taking fingerprints and hereby certify that at the time of taking the fingerprints of the applicant named above, I confirmed the applicant's identity by requesting a valid photo-bearing identification.		Je, soussigné(e), responsable de la prise des empreintes digitales, certifie par la présente qu'au moment de prendre les empreintes digitales du demandeur susnommé, j'ai confirmé son identité en demandant une pièce d'identité valide avec photo.	
APPLICATION NOT SUBMITTED - DEMANDE NON SOUMISE			
Signature of enrolment official - Signature de l'agent d'inscription			

9. When you're done, respond to applicant: [applicant's email address]

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10. You must edit your response to confirm if there are errors AND you must attach the .tscx file to the email before sending it

NOTE: You must delete the .tscx file that you saved on your computer, as well as this email, after you've responded to the applicant. Apply best practices and empty 'deleted' folders and waste baskets regularly.

What you should look out for, in particular:

- Part A - Applicant surname, given name(s) and date of birth are correct
- Part A – Authorized signatory's name and email are correct
- Q. 36 includes current employment at company for which a TSC is required, if employment has started

Step 4 – Send the application back to the applicant

Send a response to the applicant via email template. When you click on the applicant's email in your "Shared TSCA email", a new outgoing email with the pre-populated response will show-up. You must edit the contents to reflect required changes if any or to confirm that the application is complete AND you must attach the saved .tscx file before sending your response to the applicant.

Here's what that pre-populated email looks like:

No errors were found

Or

Please fix the following errors:

To complete your application:

1. Right click on the .tscx file attached to this email
2. Save as a local copy file
3. Launch the TSCA (online application)
4. Answer 'Yes', to continue an application that has already been started
5. Choose your saved .tscx file and click on 'Restore data'
6. Fix errors listed above (if errors were found)
7. Go to 'Summary / Submission' section and submit your application

The applicant will submit their final application, once they receive your response.

5. Declining an application

Once an applicant submits their TSCA, DocuSign will send you the application to sign. You have the option to decline to sign an application if needed.

Step 1 – Reasons to decline an application

If you receive an application from someone you are not expecting, please decline the application through DocuSign. Declining to sign the DocuSign envelope and application sends a notification back to

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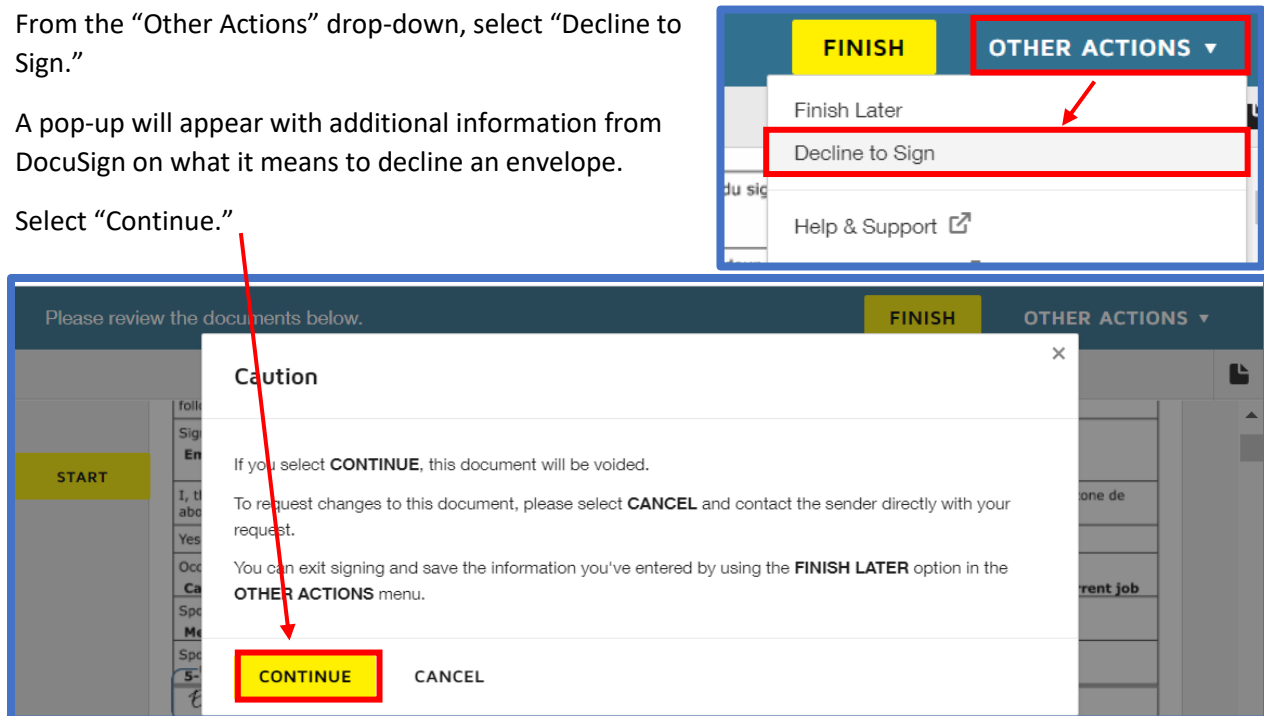
the applicant advising them that the application has been declined. **Please speak with the individual directly once you have declined their application.**

Step 2 – Declining to sign an envelope in DocuSign

From the “Other Actions” drop-down, select “Decline to Sign.”

A pop-up will appear with additional information from DocuSign on what it means to decline an envelope.

Select “Continue.”



Step 3 – Entering your reasons for declining an application

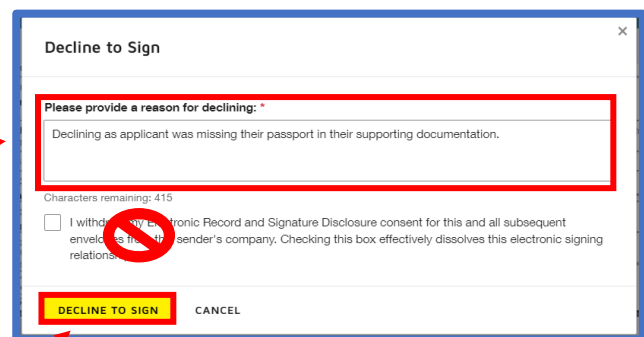
Enter your reasons for declining the application in the text box.

These comments go into the envelope’s history.

Be as professional, clear, and specific as possible, as these comments can be used to collect feedback and improve the process moving forward.

Do not select the checkbox to withdraw your consent.

Select “Decline to sign.”



Step 4 – Communicating with an applicant about the decline

When you decline to sign a DocuSign envelope, DocuSign sends a notification back to the applicant advising them that the application has been declined. However, it does not tell them the reason why.

We recommend you get in touch with the applicant using current local contact processes to advise them why their application was declined.

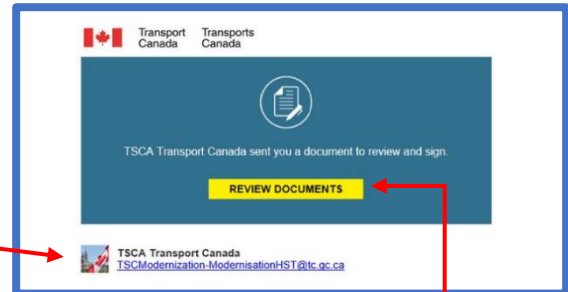
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6. Signing an application

Step 1 – Open the envelope

Once the applicant submits application, you will receive an email from “TSCA DHSMT via DocuSign” with a link to review and sign their application.

- For security purposes, ensure the email address listed is TSCModernization-ModernisationHST@tc.gc.ca.



Click on the “Review Documents” link to open your file in DocuSign.

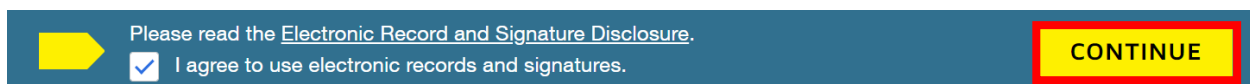
Step 2 – Review the information from Transport Canada

When you open DocuSign, you will be asked to review some additional information. Select “View More” to see the reminders and next steps from Transport Canada.



Please review the Electronic Record and Signature Disclosure, then select the checkbox indicating you agree to use electronic records and signatures.

Once you have read it, select the checkbox indicating that you agree to use electronic records and signatures, and select “Continue.”



Step 3 – Other actions

If you need to save your progress and come back to it, at any time select “Other Actions” then “Finish Later.”

If at any point your DocuSign session times out, simply return to the email from DocuSign to reopen your application and pick up where you left off. DocuSign will save your progress.



Step 4 – Indicate if the applicant requires access to the preclearance area and sign

DocuSign will start flagging where you need to sign or select an option. The first flag will read “Start.” Select the “Start” flag to proceed to the first signing spot.

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Please review the documents below.

START **FINISH** **OTHER ACTIONS**

DocuSign Envelope ID: C8C5320A-A479-4C55-82DE-2C939F38365E

Transportation Security Clearance Application (V.1.9)

PROTECTED "A" (WHEN COMPLETED)
PROTÉGÉ "A" (LORSQUE REMPLI)

APPLICATION FOR TRANSPORTATION SECURITY CLEARANCE
DEMANDE D'HABILITATION DE SÉCURITÉ EN MATIÈRE DE TRANSPORT

TSCA - DHSMT #: f2bb720c-255f-4730-abb2-fab9d4e7d81f

Type of application - Type de demande New / Nouveau	Transportation facility / Enrolment site - Installation de transport / Point d'inscription Toronto Pearson International Airport	Applicant's Pass ID / Numéro d'identification de la passe du demandeur	File No. - N° de référence
Applicant's surname / last name - Nom du demandeur Diego	Applicant's given name(s) - Prénom(s) du demandeur Haradona	Date of birth (yyyy-mm-dd) Date de naissance (aaaa-mm-jj) 1991-01-01	

You will be directed to choose a radio button and sign in one place under “PART A – REQUESTING AUTHORITY.”

As appropriate, choose either the “Yes” or “No” radio button to indicate if the applicant requires access to the preclearance area, then click the yellow flag to sign under “Signature of authorized official.”

TSCA - DHSMT #: c3a8c6ff-3841-4dd8-ad28-23406672ab40

Type of application - Type de demande New / Nouveau	Transportation facility / Enrolment site - Installation de transport / Point d'inscription Calgary International Airport	Applicant's Pass ID / Numéro d'identification de la passe du demandeur	File No. - N° de référence
Applicant's surname / last name - Nom du demandeur Monday	Applicant's given name(s) - Prénom(s) du demandeur Testing	Date of birth (yyyy-mm-dd) Date de naissance (aaaa-mm-jj) 1990-01-01	

PART - PARTIE A - REQUESTING AUTHORITY - AUTORITÉ REQUÉRANTE

I, the undersigned, certify that the applicant named above requires or will require a security clearance for the following reason(s):
Je, soussigné, atteste que le demandeur susmentionné doit avoir ou devra avoir une habilitation de sécurité pour la raison suivante:

Signing authority's name - Nom du signataire autorisé
John Doe

Signing authority's email - Courriel du signataire autorisé
John.doe@company.com

I, the undersigned, certify that the applicant named above requires access to the preclearance area.
Je, soussigné, atteste que le demandeur susmentionné doit avoir accès à la zone de précontrôle.

Yes-Oui ☒ No-Non ☐

Occupation - Poste
Flight Attendant

Sponsor or company's full name - Nom complet de l'entreprise ou du parrain
Jazz Aviation LP

Company's address - Adresse de l'entreprise ou du parrain

Signature of authorized official - Signature de l'agent autorisé

Step 5 – Creating a signature

The first time you click to sign, the “Adopt Your Signature” pop-up box will display.

Here you can enter your full name and initials.

DocuSign will create an approved digital signature and initials and show you a preview.

Adopt Your Signature

Confirm your name, initials, and signature.

Required:

Full Name*
Testing T Tester

Initials*
TTT

SELECT STYLE **DRAW** **UPLOAD**

PREVIEW

DocuSigned by:
Testing T Tester

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts – just the same as a pen-and-paper signature or initial.

ADOPT AND SIGN **CANCEL**

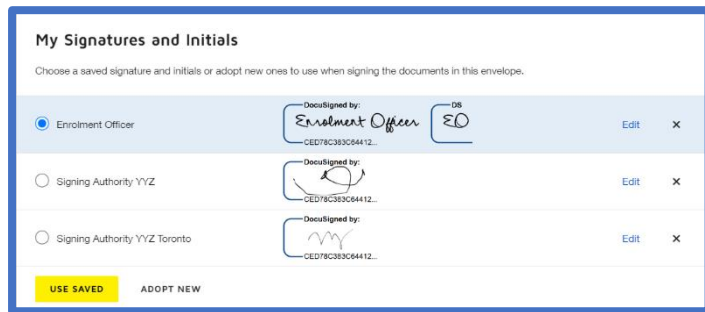
You also have the option to:

- Draw your own signature
- Upload an existing signature
- Change the style of your digital signature

When you are happy with your signature, select “adopt and sign.”

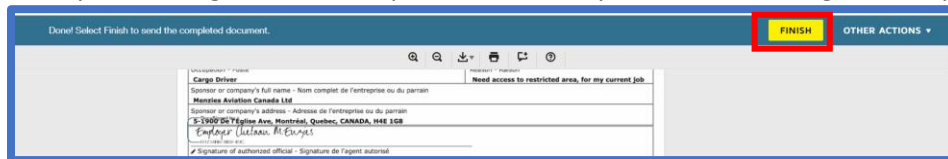
DocuSign will also save your signature preferences to future applications. If you have a saved signature, when you click to sign, the “My Signatures and Initials” pop-up will appear. Here you can edit an existing signature, use a saved one, or adopt a new one.

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Step 6 – Submitting the application

Once you have signed where required, select the yellow “FINISH” flag in the top toolbar.



DocuSign may prompt you to create an account. For privacy reasons, please select “no thanks” and do not create a DocuSign account.

DocuSign will notify you that you’ve finished signing, and will send an email to the applicant directing them to sign their application and upload their supporting documentation. Once they have done that, the application will go to the enrolment site for review.

7. Frequently asked questions

7a. General

Q: Why are we switching to DocuSign?

A: DocuSign allows the TSC Modernization (TSCM) program to pass an application seamlessly and securely between the applicant, signing authority, enrolment site, and Transport Canada Vault, while giving us the ability to protect applicant information, indicate to specific signing parties exactly where they are required to sign and initial based on who they are, and require that applicants upload supporting documentation prior to the application being sent to the enrolment site.

This is part of TSCM’s long-term roadmap to continue enhancing the application process to reduce manual work, reduce application errors, and reduce missing application information and supporting documentation, and supports continued TSCA enhancements.

7b. Supporting an applicant with submitting their TSCA

Q: Is my email address as a company signing authority embedded in the back end of DocuSign?

A: No, the company signing authority’s email is added manually to the TSCA.

Q: Why do I need to start the TSCA for the applicant?

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A: You starting the TSCA as the company signing authority helps to ensure your email address and other company information are entered correctly. Because DocuSign, and enrolment officers, use your email address to ensure they have the correct signer, it is important that this email address is entered correctly. There is less room for error if you complete this portion of the application.

7c. Signing an application

Q: What parts of the application can I see when I am signing?

A: You can only see page one of the application, which includes the applicant's name, email address, date of birth, position, reason for applying, and the company's information.

Q: What is the signing order?

A: Once the applicant submits their TSCA, they receive a confirmation email which shares with them what supporting documentation they need to have ready to upload based on their application entries. All signing parties will receive a notification via email that it is their turn to sign.

1. The applicant completes and submits their TSCA.
2. The company signing authority signs the application and confirms if the applicant needs preclearance access.
3. The applicant signs their application and uploads their supporting documentation.
4. The enrolment officer vets the application, and they preapprove it, they invite the applicant to a verification appointment using their current local process.
5. The applicant books a verification appointment and arrives to the enrolment site.
6. The enrolment officer reviews the applicant's original supporting documentation against their application, complete their AFIS processes, and signs the DocuSign envelope.

Q: When do we sign the application?

A: Company signing authorities sign the application as soon as the applicant submits it. As you need to indicate if the employee needs access to the preclearance area or not, which will prompt the employee to sign, if necessary, you are the first to sign the DocuSign envelope.

Q: Will we be able to see anyone else's signature?

A: No; company signing authorities are the first to sign an application, which means you will not see any other signatures.

Q: How will an enrolment officer know that I am a registered company signing authority? Do I have to sign my actual signature?

A: DocuSign uses digital signatures, which are very secure! Instead of signing manually, you can select a stylized digital signature. You can also draw your signature using your mouse or trackpad, or upload an image of your signature. Moving forward, the enrolment officer will use your email address to verify that you are a registered company signing authority as opposed to your signature.

Q: Will I, or new company signing authorities, still have to register with our enrolment sites?

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A: Yes, you will still be required to register with your enrolment site to indicate that you are an authorized signing authority.

Q: Can we accept printed applications?

A: No; because printed applications must follow the same process as today, whereby an enrolment officer takes verified copies of an applicant's application and supporting documentation, and mails them to Transport Canada who then has to complete the application process manually, we are not accepting printed applications. We recommend the applicant completes a TSCA and sends it through the DocuSign process.

Q: What if I receive an application that I am not the company signing authority for?

A: Please forward the email notification to the correct company signing authority, or have the applicant complete a new TSCA with the correct information inputted.

7d. DocuSign functionality

Q: Do I need a DocuSign account to sign applications?

A: No, neither company signing authorities nor applicants require DocuSign accounts.

Q: Can we turn off emails from DocuSign?

A: No, emails are the only way to notify you that you have an application to sign. As such, they cannot be turned off.

Q: Do DocuSign envelopes expire?

A: No, currently, we do not have envelopes set to expire. This is functionality DocuSign offers; however, we want to understand what these parameters need to look like based on the pilot testing we are conducting.

Q: Can we download applications?

A: No; Transport Canada policies and the Privacy Act of Canada prohibit company signing authorities from downloading envelopes or any of its contents.

Q: How do we protect applications from being view by someone else outside of the signing chain?

A: One of the benefits of DocuSign is that we can easily control who can see an application and who cannot. Company signing authorities for example, can only see the first page of an application, while enrolment officers can see the whole application. We have email addresses coded in the backend to ensure the correct applications flow to the correct enrolment sites. The applicant's email address and their company signing authority's email address are manually into the application.

Q: How does an "N.A." last name appear in DocuSign?

A: It appears as "N.A. / S.O." in DocuSign and on the TSCA.

Q: Does the "review documents" link I receive in the email from DocuSign expire?

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A: Yes, this link may expire; however, DocuSign will send you a new link if you try to use an expired link.

7e. Declining an application

Q: What happens to an envelope when I decline it?

A: If you decline to sign an envelope, you will be asked to enter a reason for declining the envelope. This reason is only visible to enrolment sites; it is **not** visible to the applicant. When you decline an envelope, the applicant receives an email indicating it has been declined. Once an envelope is declined, it cannot be reactivated, and there is a cost associated to them, so please use discretion when declining envelopes.

Q: Can you customize a message to the applicant when you decline an envelope?

A: No, please speak with the applicant directly about declining an envelope.

Q: In what instances would we decline an envelope?

A: If you receive an application from someone you are not expecting, please decline it.

7f. Supporting an applicant

Q: How does the applicant know what their next steps are once they've completed their application and signed it?

A: Once an applicant completes an application, they will receive an email from TSC advising them to get their supporting documentation ready to upload. Once they have signed their application, it is sent to the enrolment site. The enrolment site will let the applicant know when they can book their verification appointment.

Q: How will enrolment sites notify applicants that they are ready to have them book an appointment?

A: Each enrolment site books appointments according to their current, local processes.

Q: Under what circumstances will an enrolment officer decline an envelope?

A: If an enrolment officer notices something in the application that would immediately require an amendment, i.e., something that cannot be verified by supporting documentation, they can decline to sign the application. This includes missing or unclear supporting documentation. If the applicant does not attach clear, legible documentation, they will be required to submit a new TSCA. Enrolment officers cannot change the application or attach new supporting documentation to the DocuSign envelope. They will decline to sign the envelope and advise the applicant to reapply (i.e., submit a new TSCA) with the correct documentation. Enrolment officers can also decline the application on site during a verification appointment if the applicant does not present appropriate supporting documentation.

Q: Under what circumstances will an enrolment officer add a change notation to an envelope as opposed to declining it?

A: If they notice something in the application that is incorrect based on the attached supporting documentation, an enrolment officer can still invite the applicant for an appointment, and sign and

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submit the envelope to Transport Canada. There is a space for them to enter comments advising where corrections need to be noted, that TC Security Screening Officers can read once the envelope is submitted.

Q: What does the applicant have to do in DocuSign?

A: The applicant is asked to sign their portion of the application where required, and uploading high-quality copies of their supporting documentation via DocuSign.

Q: Does DocuSign guide the applicant through the signing process?

A: Yes, similar to how it does for you, DocuSign also tells applicants exactly where they need to sign.

Q: Can the applicant sign their application and submit it to their enrolment site without uploading supporting documentation?

A: No. DocuSign requires that an attachment be added to the application before it will allow an applicant to finish signing and submit it.

Q: Does DocuSign know what supporting documentation the applicant needs to attach?

A: The TSCA advises the applicant what supporting documentation they need to attach based on the information they entered into their application. However, DocuSign cannot validate that the attachments the applicant adds are clear, correct, and valid. It only knows that the applicant has added an attachment.

Q: When will the applicant know if the supporting documentation they attached is clear and correct?

A: Once the applicant signs their application, it is sent to the enrolment site. DocuSign allows enrolment sites the opportunity to review applications before inviting an applicant in for a verification appointment. During this review, the enrolment officer will determine if the applicant's supporting documentation is valid, clear, and correct. If it is not, the enrolment officer will decline the application.

Q: What does the applicant need to do if their application is declined?

A: If their application is declined, the applicant needs to complete a new TSCA. You will need to resign it, and they will need to resign and re-attach documentation.

Q: Will the applicant be notified if their application is declined? Will I be notified?

A: Yes, you will both be notified if an application is declined. The enrolment officer will add comments to the file that you will be able to view in the email notification you receive.

Q: What is the best way for an applicant to attach their supporting documentation?

A: We recommend that an applicant uses a high-quality scanner or camera to take scans or photos of their supporting documentation. There are also a handful of mobile apps that applicants can use to convert photos to scans. Please refer to the Supporting Documentation Guidance document for more information on how applicants can capture their supporting documentation and the required parameters.

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Q: What if an applicant doesn't have a scanner or camera/mobile device?

A: If you have access to a scanner or mobile device, you can support the applicant with capturing their supporting documentation, and then send it to them to upload. Please note that the supporting documentation must be clear, legible, and in colour. Documentation must be uploaded through DocuSign by the applicant.

Q: Can enrolment officers add copies of supporting documentation to the application when the applicant goes in for their verification appointment?

A: No, enrolment officers cannot add scans or photos of supporting documentation to the application during an appointment. Doing so requires activating a manual process, which DocuSign is meant to eliminate.

Q: What if an applicant needs my support with signing their application and uploading their documentation?

A: If the applicant consents, you can walk them through the process together. We have also developed step-by-step guidance material that they can follow in both English and French.