



T&E USER GUIDE

IP System

OVERVIEW

This new tool enables Canadian T&E employees to submit their IP (Interpretive) Claims.

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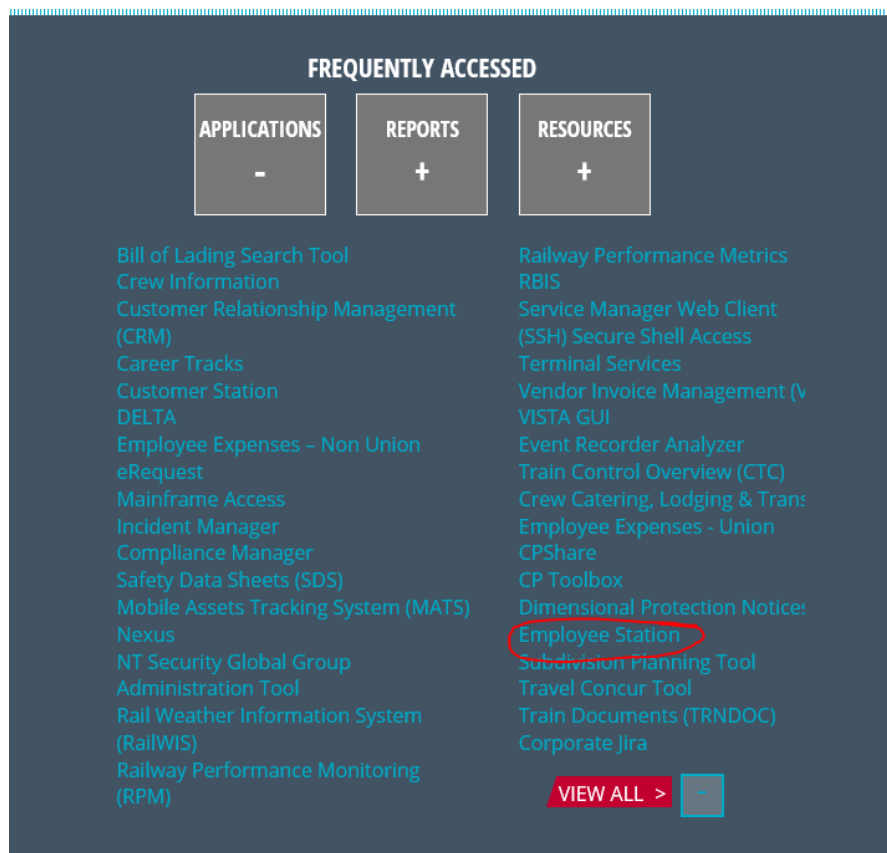
GETTING STARTED

ACCESS

You can access the IP System through Employee Station. You can get to Employee Station from a CP Kiosk or from your personal computer or mobile device.

CP Kiosk to Employee Station:

1. Simply access CP Station, (CNTRL + F3)
2. Scroll down to “Frequently Accessed”
3. Expand “Applications”
4. Select “Employee Station”



Personal computer or mobile device to Employee Station:

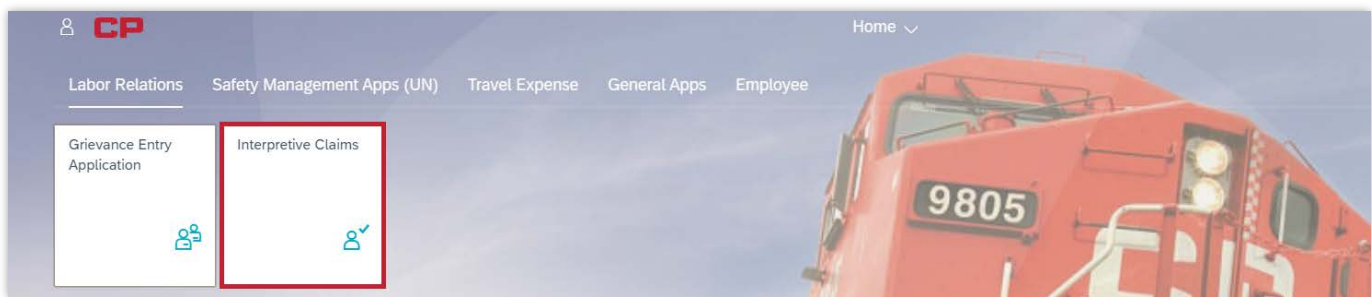
Note that using Chrome as a browser works better with the IP System than IE (Internet Explorer).

When using a personal device, it is necessary to use Two-factor Authentication and you must have downloaded the CP RSA Token.

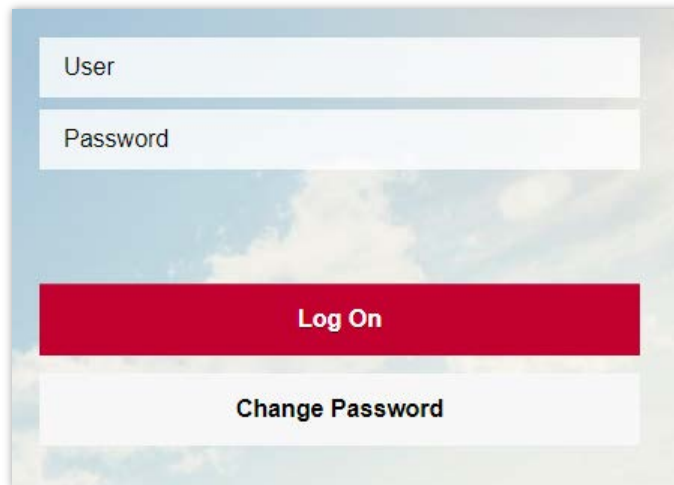
See Appendix for Setting up Two Factor Authentication so you can access your Token Codes.

When you are in Employee Station you will see the Interpretive Claims tile. You will find this tile under the “Labor Relations” header.

Click the tile to open the application.

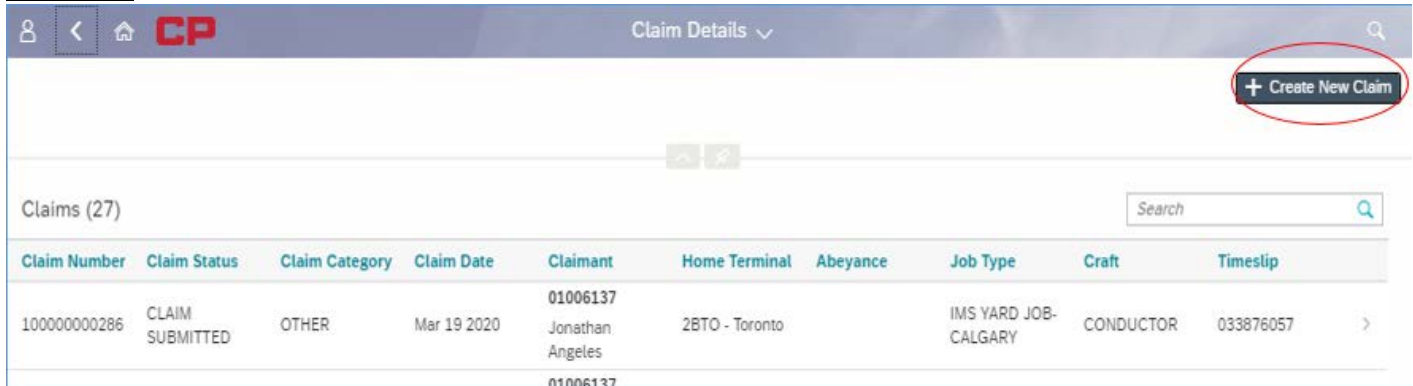


You may be prompted to enter your user ID and password on the login screen.

A screenshot of a login screen. It features two input fields: "User" and "Password". Below the input fields is a prominent red button labeled "Log On". At the bottom of the screen, there is a link labeled "Change Password". The background of the login screen shows a blue sky with white clouds.

HOW TO CREATE A NEW IP CLAIM

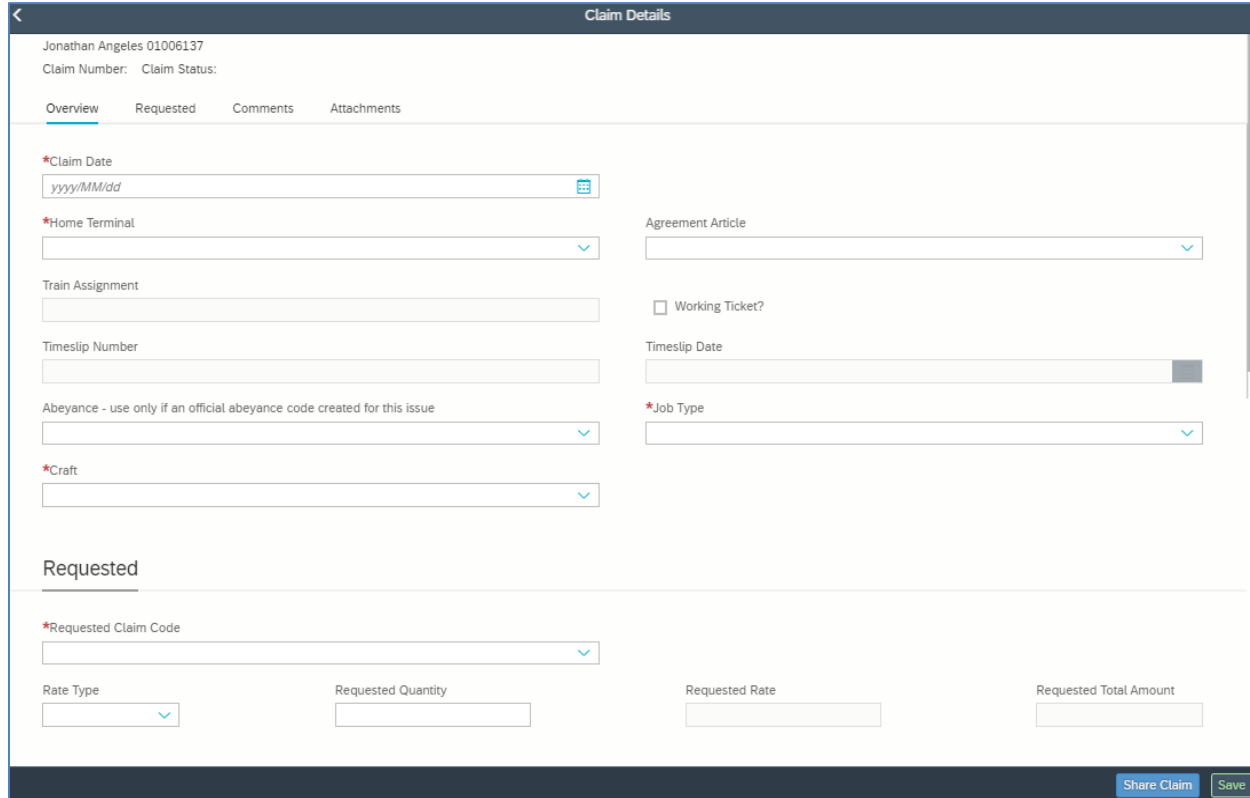
STEP 1: click on the "+ Create New Claim" button locate on the top right hand side of the screen.



STEP 2: Complete the **IP Claim** record by entering values in the fields and then click save at the bottom right hand side of the screen.

When you click save, the claim will be submitted to the Audit Specialist for adjudication.

Note: all fields with asterisks are mandatory.



Description of Field

- A. Claim Date** – This is the date for which you are claiming.
- B. Home Terminal** – Your home terminal on the date for which you are submitting the IP Claim.
- C. Agreement Article** – Select the collective agreement article that applies to your claim
- D. Train Assignment** – Activate this field by selecting “Working Ticket?” and enter the assignment
- E. Working Ticket** – Select if related to a working ticket. The “Train Assignment field is active when this box is selected.
- F. Timeslip Number** – This field will be populated by the system when a link is made to the working ticket.
- G. Timeslip Date** – This is automatically populated based on the “Claim Date” entered above.
- H. Abeyance** – Select in this field only if there has been an approved Abeyance Code created for your issue.
- I. Job Type** – Select the job type applicable for the IP claim issue you are submitting.
- J. Craft** – Select the craft applicable for the date/claim you are submitting
- K. Requested Claim Code** – Select the claim code applicable to your IP claim request if applicable.
- L. Rate Type** – Select “Miles”, “Hours” or “Lump Sum” depending on the nature of the claim. If rates are available, the system will present options. Select that which applies. If a rate is not presented, click “OK” to continue.
- M. Requested Quantity** – Enter the quantity of Miles, Hours or Lump Sum amount (including decimals).
- N. Requested Rate** – This field is populated by the system based on the value in the Rate Type field. This field cannot be edited by employees.
- O. Requested Total Amount** – This calculated field is auto-populated.

STEP 3: Click the “+ Add Comments” button located in the “Comments” section.

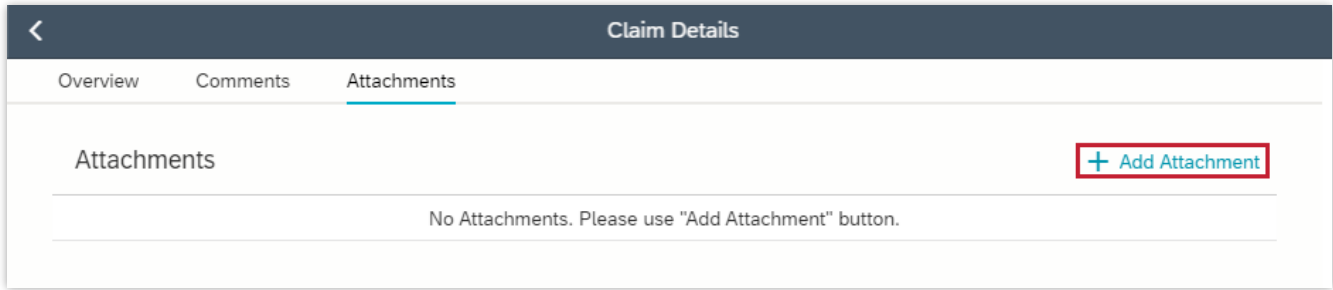
The image shows a mobile application interface for 'Claim Details'. The top navigation bar is dark blue with a back arrow and the title 'Claim Details'. Below the navigation bar are three tabs: 'Overview', 'Comments', and 'Attachments'. The 'Comments' tab is selected and highlighted. The main content area shows a 'Comments' section with a red-bordered button labeled '+ Add Comments'. A pop-up window titled 'Add Comments' is displayed over the main content. The pop-up contains the following text: 'Created On: Jan 16 2020 09:03' and 'Created By: Troy Barrett'. Below this text is a large, empty text input field. At the bottom of the pop-up are two buttons: 'OK' and 'Close'.

An “Add Comments” pop up will appear.

Enter all information relevant to the claim to enable adjudication of the claim and press the “OK” button. This is a mandatory field.

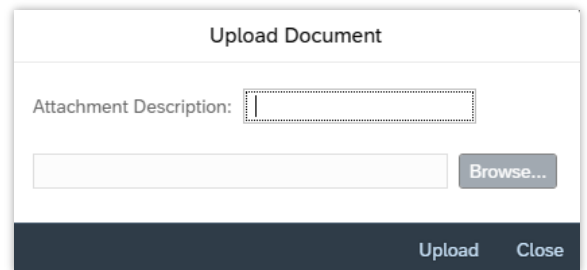
The pop up will disappear and the comments will be visible in the comments section.

STEP 4 (optional): You can attach supporting documentation, if desired, by clicking on the "+ Add Attachment" button in the "Attachments" section.



To attach a file while in the New Claim screen, you must first click the save button. Do not leave the screen.

Select the "+ Add Attachment" button and the "Upload Document" pop up will appear.



Enter an Attachment description, then browse for the attachment using the Browse button.

Windows explorer will be displayed to allow you to navigate to the attachment you want to upload.

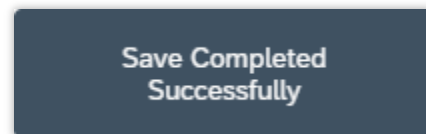
Select the document and click "Open". The selected document title will be displayed. Click "upload". The document will be uploaded and displayed in the "Attachments" section.

STEP 5: Click on the "Save" button to save all changes made.

Remember that clicking the "Save" button and then leaving the screen will submit the claim.



A message will be displayed showing the successful save.



A unique claim number will be generated and displayed on the top left hand side of the screen once the save was successful.

Claim Number: 100000000321 Claim Status: CLAIM SUBMITTED

FUNCTIONALITY OVERVIEW

The application will open to the **Manage Claims** view:

Claims (24)

Claim Number	Claim Status	Claim Category	Claim Date	Claimant	Home Terminal	Abeyance	Job Type	Craft	Timeslip
100000000011			Dec 13 2019	00968041 Troy Barrett	Brandon		THROUGH FREIGHT	CONDUCTOR	
100000000012			Oct 01 2019	00968041 Troy Barrett	Toronto		THROUGH FREIGHT	CONDUCTOR	Oct 01 2019
100000000007	VOID		Dec 18 2019	00968041 Troy Barrett	Toronto		THROUGH FREIGHT	ENGINEER	Dec 18 2019
100000000014	VOID	COMPANY BUSINESS	Dec 18 2019	00968041 Troy Barrett	Calgary		THROUGH FREIGHT	CONDUCTOR	
100000000002	VOID	OTHER	Dec 11 2019	00968041 Troy Barrett	Calgary	10 MIN PREP TIME FOR SWITCHERS	THROUGH FREIGHT	ENGINEER	Oct 31 2019 033898918

Note that the sequence of claims displayed is in descending order based on starting with the Claim that was most recently updated.

- A. FIORI CONTROLS** – use these buttons to view your profile and go back to the Employee Station homepage.
- B. CREATE NEW CLAIM** – use this button to begin the process of creating a new claim.
- C. SEARCH** – use this search bar to search for a claim number within your existing claims.
- D. CLAIM HEADER BAR** – click on any category labels (such as “Claim Number”) to sort your claims by that variable.
- E. CLAIM DETAILS** – to view the details of a particular claim, click within the highlighted area.
Note: if you wish to **add more details to a claim**, access a previously created claim through these steps. From the Claim Details page, you may add any further comments, attachments or additional fields.
- F. CLAIM STATUS** – view the status of your claim by checking under the “Claim Status” column.
 - a. Claim Submitted
 - b. Auditor Information Request
 - c. Claim Updated by Employee
 - d. Claim Held for Further Review
 - e. Claim Held in Abeyance Pending Further Resolution
 - f. Claim Closed – Approved
 - g. Claim Closed – Denied
 - h. Void

FAQ

A. *How do I view the status of my claim?*

Open the Interpretive Claims Application. The main screen displays a list of all claims and includes their current status. Claims are sorted by most recent changes on top by default. The status is also visible when you open an individual IP Claim record.

B. *How long do I have to put in an IP claim?*

You have four (4) months from the date of the event to submit a claim for that date.

C. *How far back can I look at my IP Claims?*

You will be able to view all of your IP Claims regardless of how long ago they were submitted and/or processed.

D. *Once the IP System is implemented in my area will I still be able to enter an IP claim in CMA?*

No. The only way to enter an IP claim will be through the IP System.

E. *Will CMA show adjudicated IP Claims in my timeslip screen?*

No. You must access the IP system to see the status of your IP claim.

F. *What are my next steps if my IP claim has been approved?*

Nothing, the approved claim will be visible in your CMA Timeselip and processed through the pay system.

APPENDIX – 2FA



STANDARD OPERATING PRACTICES



Two-factor Authentication (2FA)

Two-factor authentication (2FA) provides a second layer of security to CP's environment when employees are logging in remotely (from outside the CP network). This has been proven to be one of the best ways to protect an organization against malicious cyber-attacks. This rollout will put us in line with other Class 1 railways as well as the vast majority of large organizations which already utilize this technology.

Installing app on your smartphone:

1. The app is available for Android and iOS platforms on Google play and Apple app stores respectively. Please search and install the app 'RSA SecurID Software Token'.
2. Android: Click 'install' to get the app installed on your phone. Apple iOS: Click 'Get' to install the app.

Google Play Store

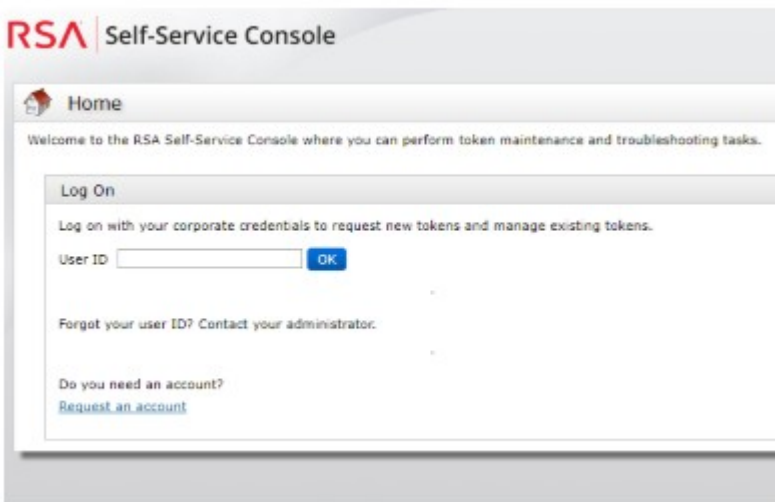


iOS App Store



3. Accept Terms and Conditions of 'RSA SecurID Software Token' app. 4. Android: Check the checkbox and click 'Continue'. Apple iOS: Click 'Accept' to move forward.

4. On a CP computer got to the RSA Self-Service Console (<https://2fa-selfservice.cpr.ca/>). Enter your CP login name and click OK.



5. Select Authentication Method: Password. Click 'Log On'.

6. Enter your password and click 'Log On'. My account page will open.



RSA Secure Logon

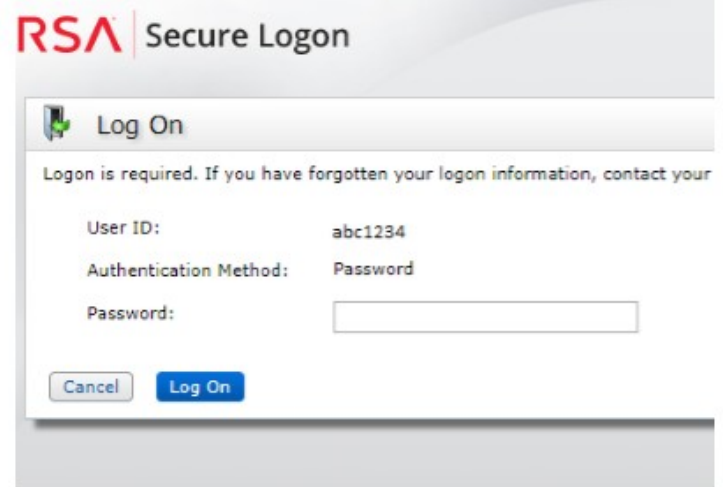
Log On

You may choose how you want to authenticate yourself.

User ID: abc1234

Authentication Method: Password

Cancel Log On



RSA Secure Logon

Log On

Logon is required. If you have forgotten your logon information, contact your

User ID: abc1234

Authentication Method: Password

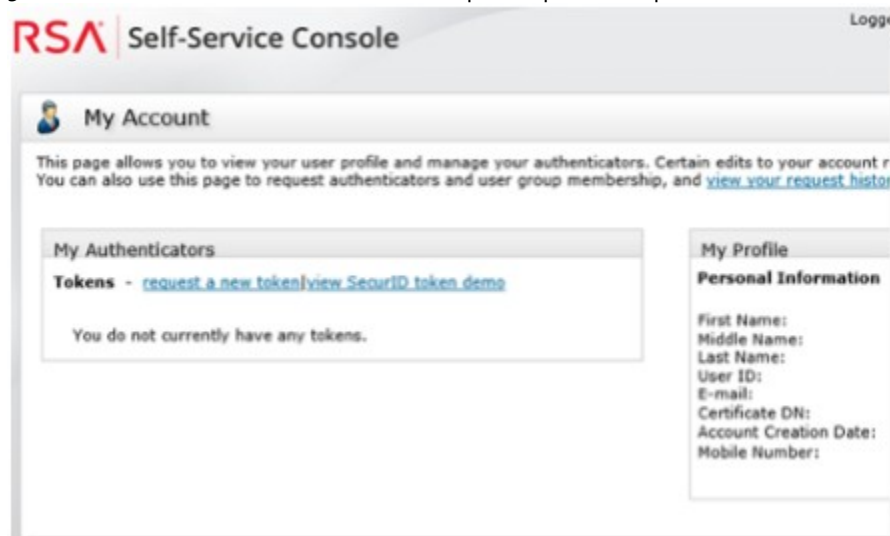
Password:

Cancel Log On

7. Proceed to My Authenticators section.

8. Click 'request a new token'

9. RSA Self-Service Console window will open as per below picture



RSA Self-Service Console Logged In

My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account r
You can also use this page to request authenticators and user group membership, and [view your request histo](#)

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

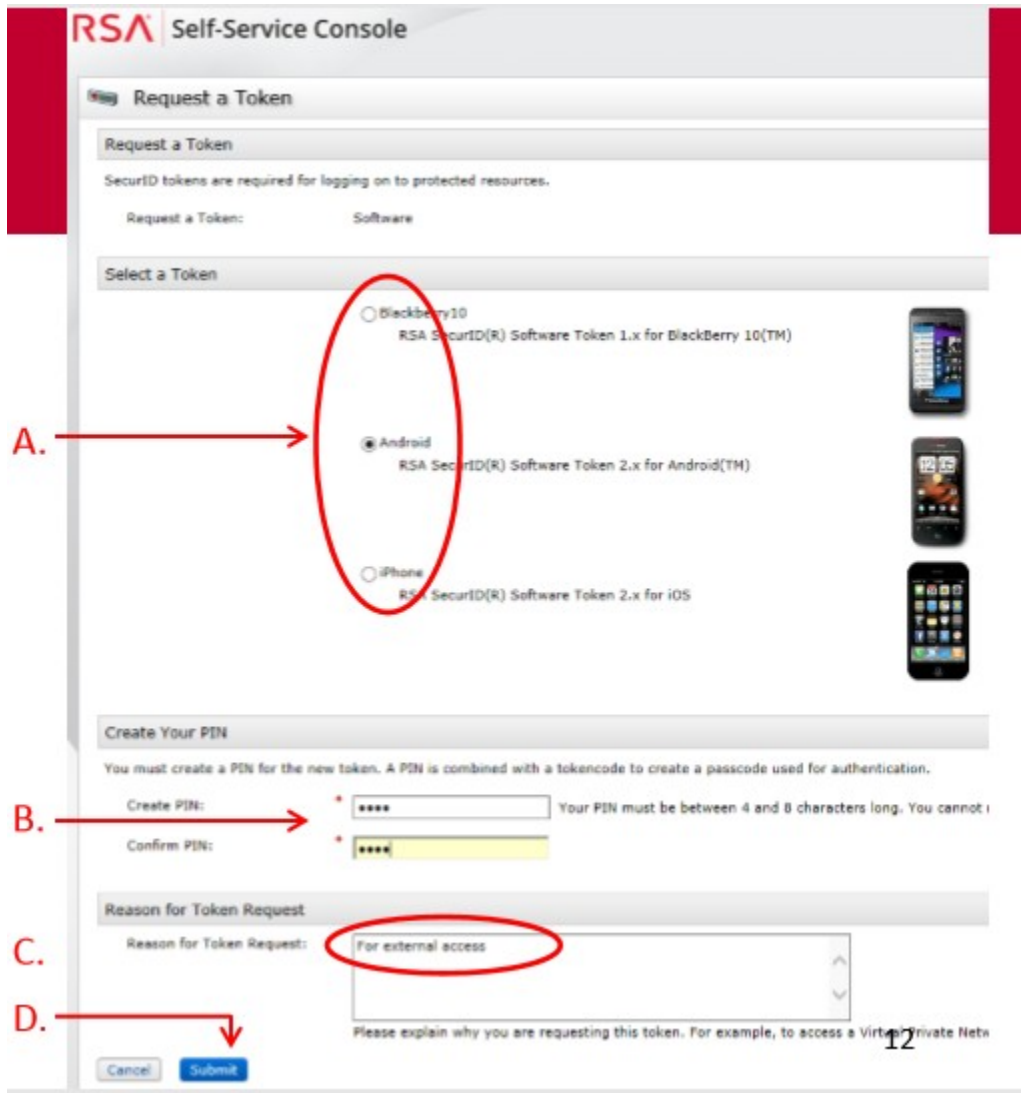
You do not currently have any tokens.

My Profile

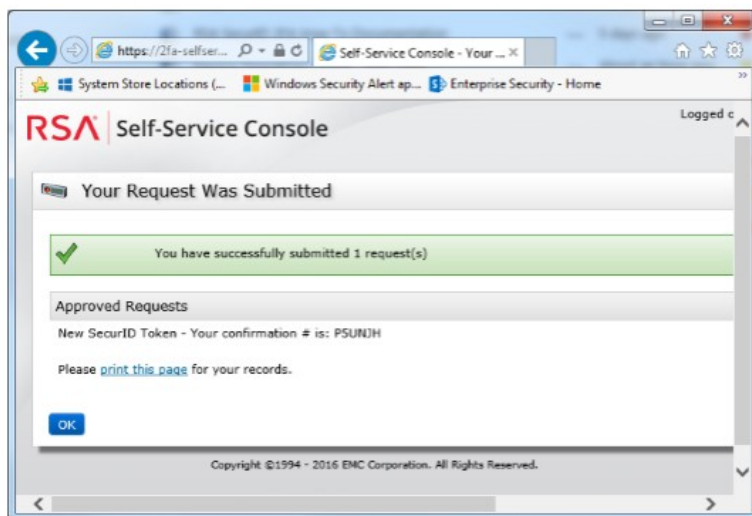
Personal Information

First Name:
Middle Name:
Last Name:
User ID:
E-mail:
Certificate DN:
Account Creation Date:
Mobile Number:

10. At request a Token page please proceed accordingly.
 - A. Select the type of smartphone you are installing the software token on.
 - B. Create a PIN code for your token. Your PIN must be a 4 to 8 digit number and not start with zero
 - C. The reason for your token request is "For remote internet access"
 - D. Submit

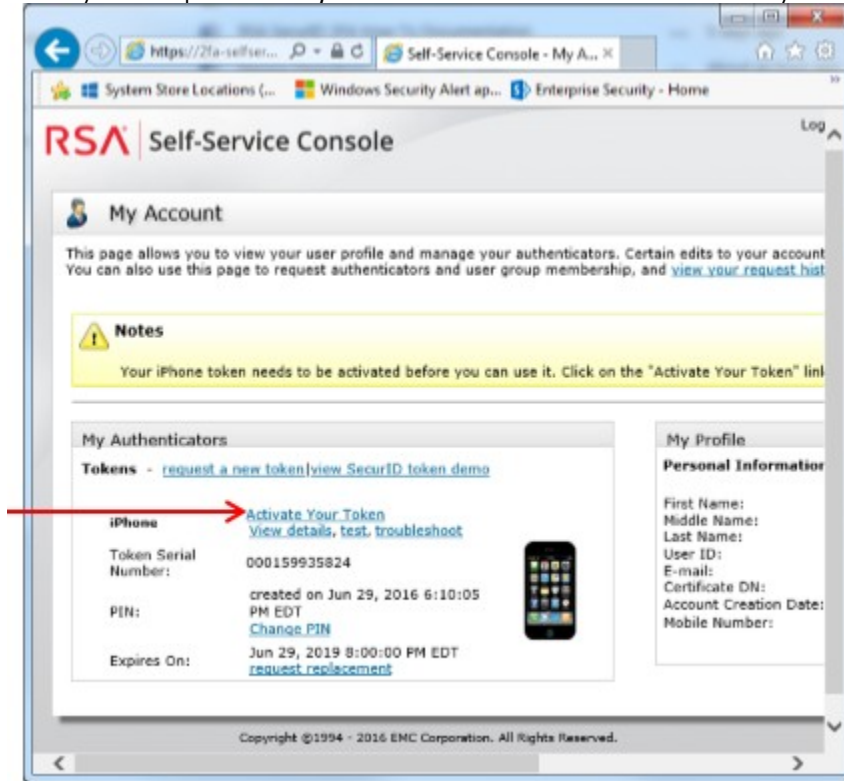


11. You now have a token assigned.
Click OK to proceed to the next step to activate your token.



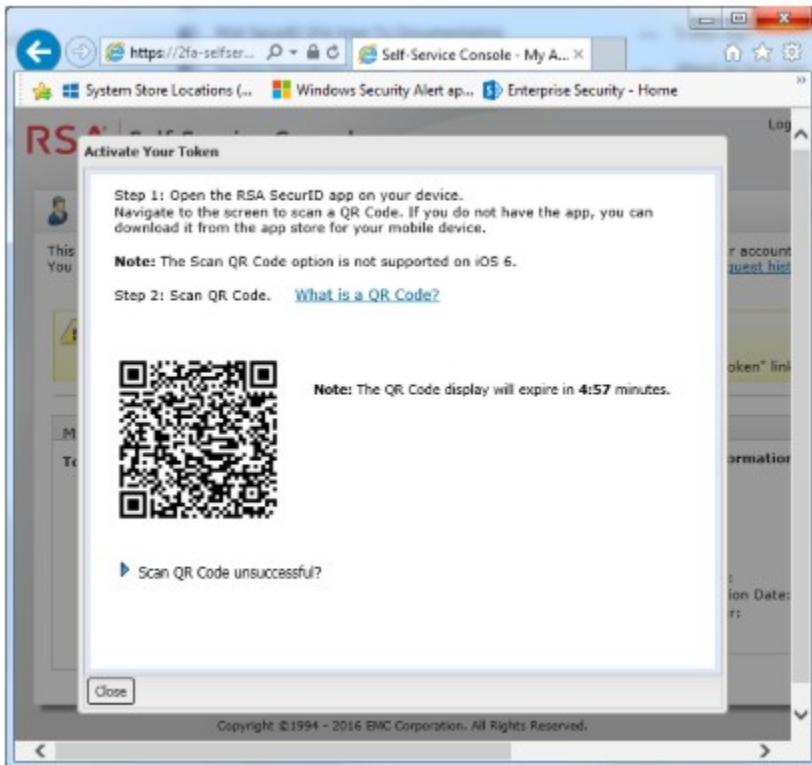
Now it's time to import your token to your smartphone!

12. On your computer screen, in RSA Self-Service console locate the "My Authenticators" section and click on "Activate your Token".

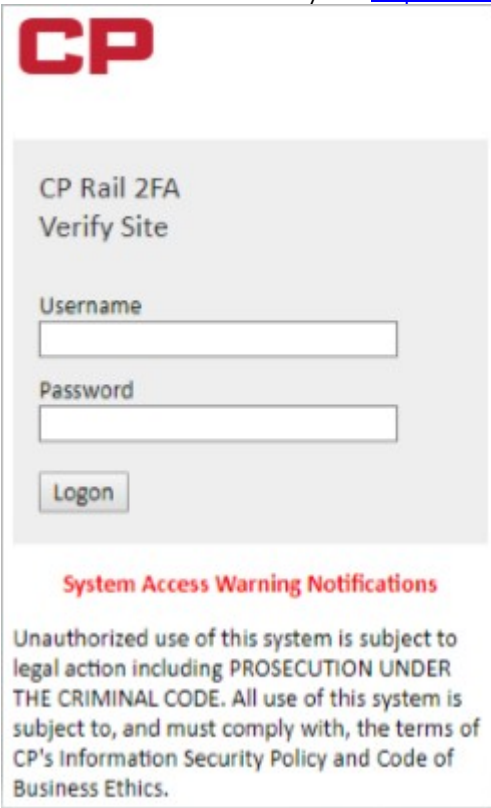


13. The QR code is displayed on your computerscreen.

14. The code needs to be scanned by your smartphone using the RSA app you installed earlier.



15. The last step to activate your token is to verify and validate it. Once you login to verify site successfully your account will be migrated to Two-Factor Authenticated list. Click on the link to visit verify site <https://2fa-verify.cpr.ca/>

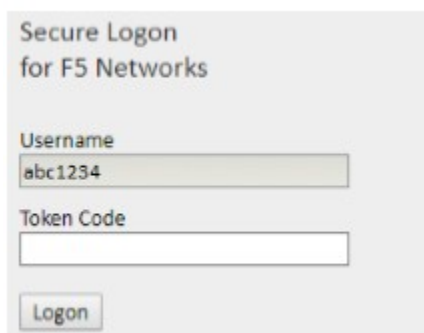


The screenshot shows a web page titled "CP Rail 2FA Verify Site". At the top left is the "CP" logo. Below the title, there are two input fields: "Username" and "Password". Below these fields is a "Logon" button. Underneath the login form is a section titled "System Access Warning Notifications" in red text. The warning text reads: "Unauthorized use of this system is subject to legal action including PROSECUTION UNDER THE CRIMINAL CODE. All use of this system is subject to, and must comply with, the terms of CP's Information Security Policy and Code of Business Ethics."

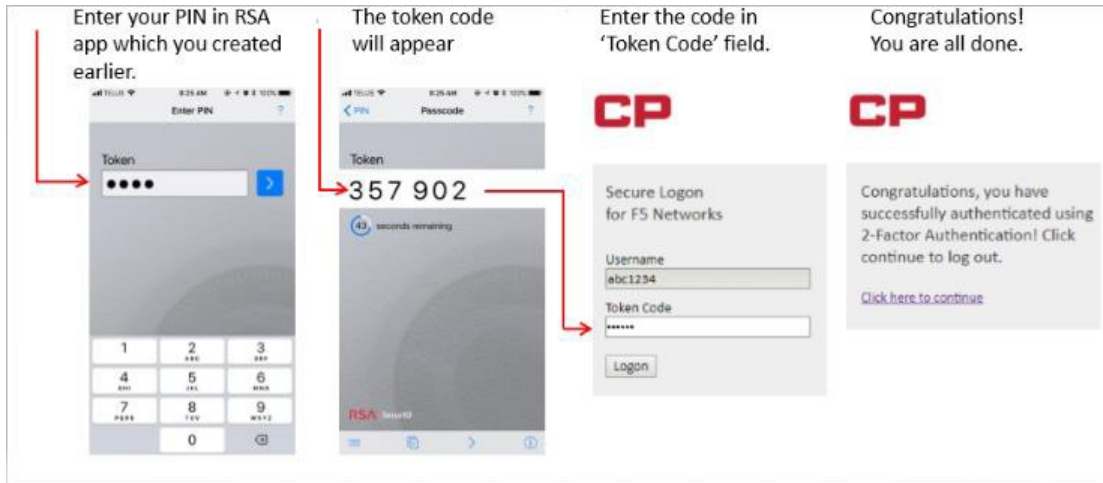
16. Enter your CP login ID.

17. Enter your CP password and click Logon.

Note: The token code will be required for verification as shown below.



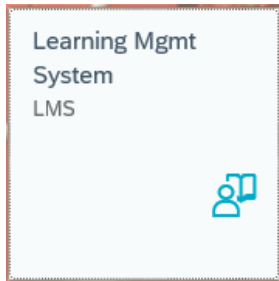
The screenshot shows a web page titled "Secure Logon for F5 Networks". It features two input fields: "Username" with the text "abc1234" entered, and "Token Code" which is empty. Below these fields is a "Logon" button.



18. For a token code please proceed to your smartphone and open 'RSA SecurID' app

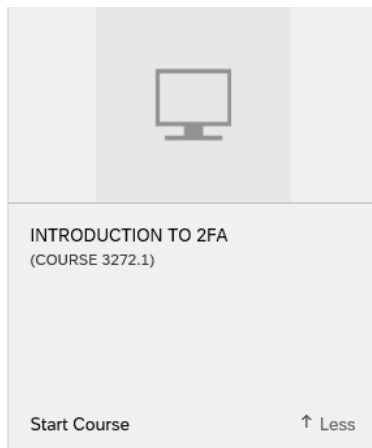
Employees can also take a short LMS Course that explains 2FA (Two-Factor Authentication) and how it is used at CP. It provides instruction on how to set up an RSA software token, request a new token, test a token, and change your PIN.

The LMS (Learning Management System) tile can be accessed via Employee Station under the Employee Tab. The tile looks like this:



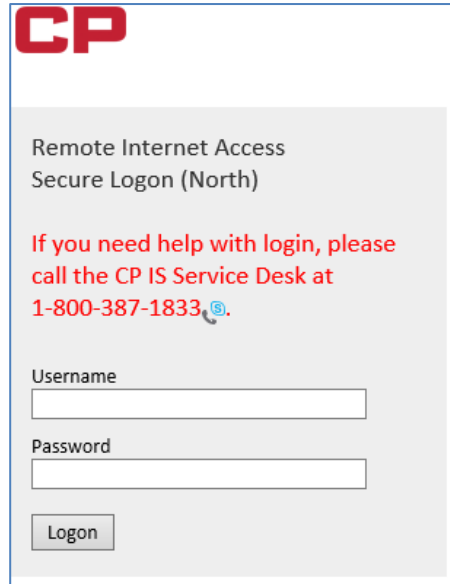
Once in LMS search for the following course code: 3272.1

This is the course:



To Log in to CP Station using an external Device

1. In your browser, go to <https://employees.cpr.ca/>
2. Open a new session of Remote Internet Access and enter your Username and Password



CP

Remote Internet Access
Secure Logon (North)

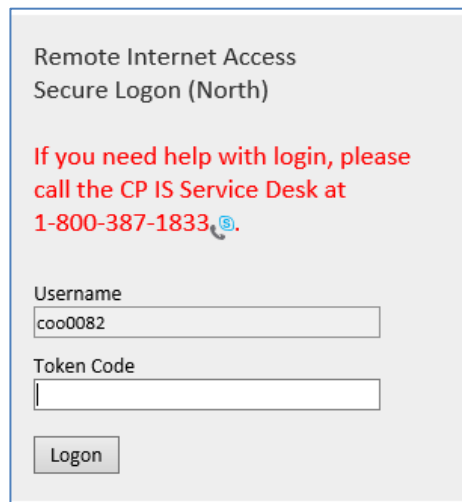
If you need help with login, please
call the CP IS Service Desk at
1-800-387-1833.

Username

Password

Logon

3. Enter your Token Code



Remote Internet Access
Secure Logon (North)

If you need help with login, please
call the CP IS Service Desk at
1-800-387-1833.

Username
coo0082

Token Code

Logon

Once you are on CP Station and you can scroll down and access “Employee Station” by navigating to *Frequently Accessed/Applications/Employee Station*.