

RailCity access

To access RailCity, CP's employee intranet, follow these steps:

1. Log in to <https://employees.cpr.ca> with your username and password
2. When logging in, you must install the "cache cleaner" in order to access files on RailCity. If you are not prompted to download, please look for a gold bar at the top of your browser window

Please call the CP Service Desk at 1-403-319-7777 or 1-800-387-1833 if you need help with your username or password.

Minimum system requirements:

- Windows XP or Windows 7
- Internet Explorer 7 or 8

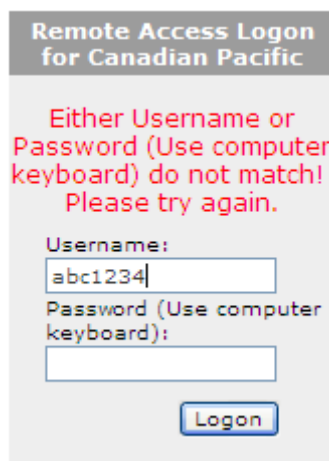
Please note the following browsers and operating systems are incompatible with HR Self Service:

- Apple Macintosh (all versions including OS X or later)
- All Apple browsers (Safari, Opera)
- Firefox, Chrome, Mozilla, Netscape
- Internet Explorer 9 or later

FAQs

I can't log in:

If you are entering your username or password incorrectly or it is invalid, you will get this message:



The screenshot shows a login interface with a grey header bar containing the text "Remote Access Logon for Canadian Pacific". Below the header, a red error message reads: "Either Username or Password (Use computer keyboard) do not match! Please try again." Underneath the message, there are two input fields: "Username:" with the text "abc1234" and "Password (Use computer keyboard):" which is empty. A blue "Logon" button is positioned at the bottom right of the form.

Solution:

- Make sure your CapsLock key is turned off

- Try to log on again
- If you continue to get this error, contact the Service Desk at 1-800-387-1833

I get the following error when trying to open PDFs and other documents:

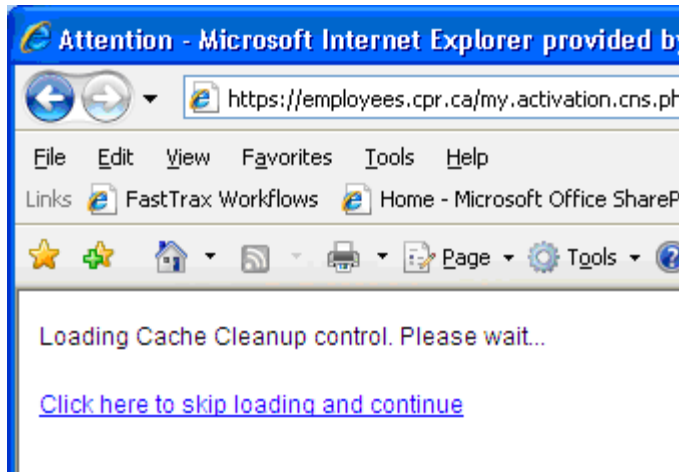
"Security exception: Non HTML data has been blocked for security reasons"

Solution:

- If you're on a Windows computer using Internet Explorer, you must install the "Cache Cleanup plugin/ActiveX control". The cache cleanup plug-in assures that any that sensitive company data viewed during a secure session does not remain on the computer after you log out.
- Make sure your popup blocker is disabled
- Enter your username and password and click Logon
- A small pop up window will appear -- you must allow this controller to load the Cache Cleanup plugin (you may be prompted to install this). It will automatically close when it has been installed



- You may see this message. If you do, DO NOT click the link "Click here to skip loading and continue". Let the plugin load -- it may take a minute or two



If you're on a Mac or Linux computer:

- Mac and Linux users will not be able to open or download documents (e.g. .PDF, .doc) and cannot access HR Self Service
- Safari and Firefox browsers don't support the ActiveX controls needed to install the Cache Cleanup plugin

I'm still having problems:-

If you're still having technical difficulties, call the Service Desk at 1-800-387-1833 with the following information:

- Identify the area where you were having the problem (e.g. HR Self Serve, Crew Information), etc.
- Your computer information including:
the type and version of your Operating system (e.g. Windows XP SP2)
type and version of web browser (e.g. Internet Explorer 7)