TBS Applications Portal (TAP):

Instructions for PSPM administrators to support their users

Office of the Chief Human Resources Officer (OCHRO)

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Document Change Control

Revision Number	Date of Issue	Author	Revision Notes
V1.00	2021/01/26	Saumur, Alexandre	Creation of the guide.

V1.01	2021/09/02	Saumur, Alexandre	- Modification of the **Technical Information** section
			    ○ Added Internet Explorer 11 browser
			    ○ Added a comment regarding the withdrawal of the legacy sign in
			- Added a common error explanation related to the **TAPAUTH1004, TAPAUTH4000, TAPAUTH4001 and TAPAUTH4002** errors involving employees with access to multiple myKeys.

V1.02	2021/10/26	Saumur, Alexandre	- Modification of your generic mailbox to EHRIassistanceISRH@tbs-sct.gc.ca.

Table of Content

Technical Information

For security reasons and to protect the privacy of personal information, the TAP is not accessible from the Web. Users must be logged on a Government of Canada network to access the portal.

The browsers currently supported by TBS are:

- Internet Explorer 11
- Google Chrome
- Microsoft Edge Chromium

Since January 2020, a new default sign-in method was implemented to the TAP. The new sign-in method is known as GCpass. This method uses Entrust to allow the user to log into the portal.

In addition, on August 18, 2021, the legacy sign-in was disabled from the TAP portal; GCpass is now the only connection option.

> Please note that to simplify this document, the term "MyKey" will be used to include MyKey, Token and Smart Card.
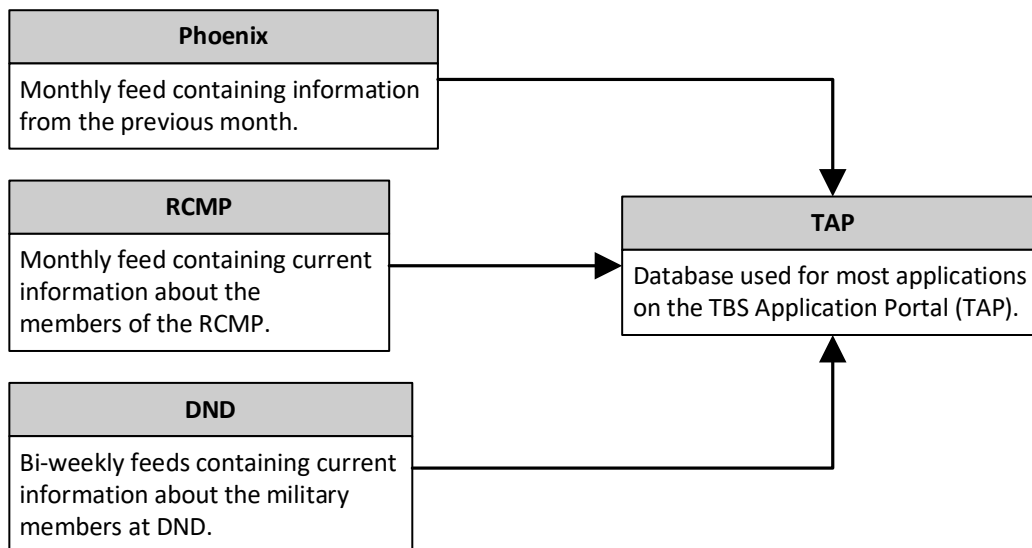
Prior to using GCpass, the user will need to have logged at least once into Entrust with their MyKey.

Database Updates

TBS IT cannot modify the information received through data feeds. The user will need to refer to their compensation advisor or the Pay Centre to update their personal information.

The TAP database is updated based on 3 different mechanisms:

- **Users served by Phoenix**
  - Monthly feeds extracted from the previous month[1] are received from Phoenix and then uploaded into the TAP. The feed is usually uploaded on the 3rd week of the month.
- **Members of the Royal Canadian Mounted Police (RCMP)**
  - Monthly feeds provided directly from the RCMP. The feed is usually uploaded on the 3rd week of the month.
- **Military members of the National Defense (DND)**
  - Biweekly feeds provided directly from DND. The feed is usually uploaded the next Monday after reception.

Phoenix
Monthly feed containing information from the previous month.

RCMP
Monthly feed containing current information about the members of the RCMP.

DND
Bi-weekly feeds containing current information about the military members at DND.

TAP
Database used for most applications on the TBS Application Portal (TAP).

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[1] Modifications to a user's file, once applied in Phoenix, will not be received by TBS before the next 1 to 2 months.

Registration Process

Prior to registering into the TAP, a user will need to:

- Have a PRI
- Obtain a valid MyKey[2]
- Log into Entrust at least once with their MyKey on their current machine
- Be an active employee[3]:
  - **Phoenix:** Once the user's account has been activated in Phoenix, a delay of up to 2 months is to be expected before TBS receive the user's information.
  - **RCMP (members) and DND (military members):** Verify with your point of contact who manages the data feed sent to TBS as to why the user's information hasn't been included in the latest feed or when will it be.

> When logging in, the **TAP verifies additional information** compared to the CWA, such as a validation of the user's name received through the latest data feed vs. the name attached to the user's MyKey. Also, TAP confirms the user's date of birth when registering.

For more information, please consult the workflow under Annex A – Log in and Register Process.

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[2] The employee should consult their departmental IT help desk or the ORCA for more details.
[3] TBS must have received the user's information through a data feed and the user's account must be active in Phoenix, if applicable, to be considered active.
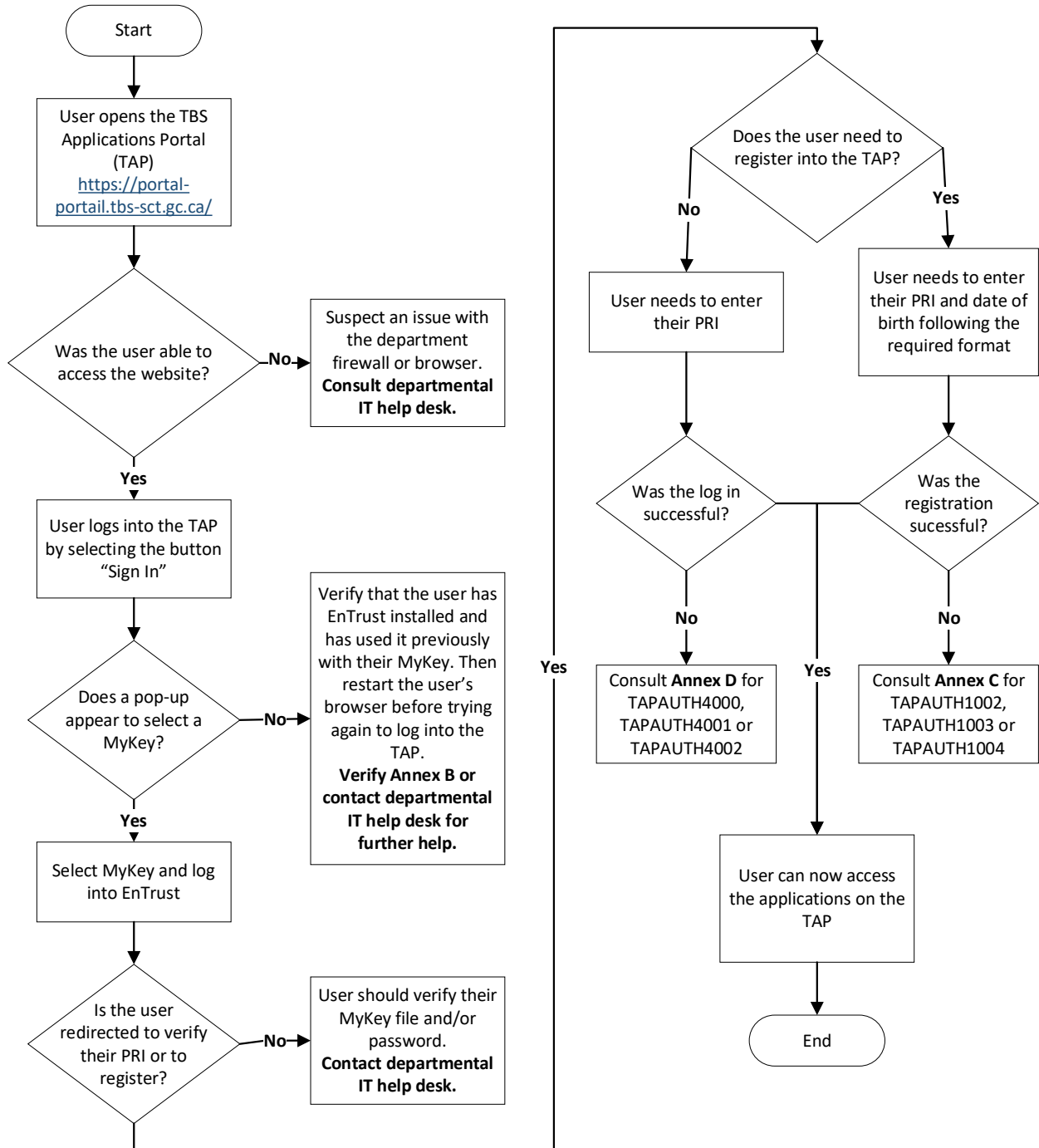
TAP Profile

Users can access their [TAP profile](#) directly from the TAP home page. Users will be able to verify the department attached to their TAP account which is provided by the latest data feed received from Phoenix, RCMP (members) or DND (military members).

Users are responsible to update their email address within their TAP profile. Some applications on the TAP use the email address attached to a user's account to send notifications.

Users can also modify their given name and surname, but this does not modify the information received from the data feeds. It only overrides the names in a few specific localizations within some applications.

By example, within PSPM, the modified given name and surname are used within the tabs "My Performance Agreements" and "My Employee Performance Agreements." The information used within Section A of a performance agreement will still be the information received from Phoenix, RCMP or DND and not the modified information found in the TAP profile.

Annex A – Log in and Register Process

Start

User opens the TBS Applications Portal (TAP)
https://portal-portail.tbs-sct.gc.ca/

Was the user able to access the website?

— No → Suspect an issue with the department firewall or browser. **Consult departmental IT help desk.**

Yes

User logs into the TAP by selecting the button "Sign In"

Does a pop-up appear to select a MyKey?

— No → Verify that the user has EnTrust installed and has used it previously with their MyKey. Then restart the user's browser before trying again to log into the TAP. **Verify Annex B or contact departmental IT help desk for further help.**

Yes

Select MyKey and log into EnTrust

Is the user redirected to verify their PRI or to register?

— No → User should verify their MyKey file and/or password. **Contact departmental IT help desk.**

Does the user need to register into the TAP?

No → User needs to enter their PRI

Yes → User needs to enter their PRI and date of birth following the required format

Was the log in successful?

No → Consult **Annex D** for TAPAUTH4000, TAPAUTH4001 or TAPAUTH4002

Was the registration sucessful?

No → Consult **Annex C** for TAPAUTH1002, TAPAUTH1003 or TAPAUTH1004

Yes → User can now access the applications on the TAP

End

Annex B – GCpass Errors

**⚠ You did not provide a MyKey Certificate**

To resolve the issue, please sign in to your Entrust Entelligence Security Provider (ESP). The icon is located in your system tray (see screenshot below). Once signed in to Entrust, please close your web browser and try again. If the issue persists, please contact your help desk. User help information can be found here.

If issues still persist, go back to the TAP homepage and use the "Sign-in Legacy" link.

⚠ Vous n'avez pas fourni un certificat maClé

Pour résoudre ce problème, veuillez accéder à votre fournisseur de sécurité Entrust Entelligence (ESP). L'icône se trouve dans le bac de votre système (voir le cliché d'écran ci-dessous). Une fois que vous aurez accéder à Entrust, veuillez fermer votre navigateur Web et essayez de nouveau. Si le problème persiste, veuillez communiquer avec votre bureau d'aide. Vous trouverez de l'information d'aide à l'intention de l'utilisateurici.

Si les problèmes persistent toujours, veuillez retourner à la page d'accueil du PAS et servez-vous du lien « Ouverture de session - Legacy ».
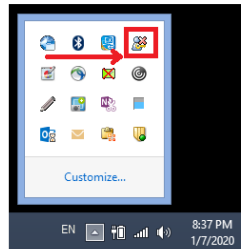
Users will receive this error message if no MyKey was selected during the login process with GCpass or if the employee never logged into Entrust prior to logging into the TAP.

To resolve the issue, the user needs to close their browser and log into Entrust with their MyKey. Then, the user can open their browser and access the TAP to login again.

If the pop up to select a MyKey still doesn't appear, the employee should contact their departmental IT help desk.

Annex C – Registration Errors

TAPAUTH1002

TBS hasn't received the user's information, or the user isn't currently active in the TAP database.

PHOENIX

- If the user has <u>recently joined</u> the public service, TBS will receive the user's information 1 to 2 months after the account has been created in Phoenix.
- If the user <u>was inactive</u> in Phoenix and their account has been reactivated, TBS will receive the updated information 1 to 2 months after the account has been modified in Phoenix.

RCMP (MEMBERS) AND DND (MILITARY MEMBERS)

Verify with your point of contact who manages the data feed sent to TBS as to why the user's information hasn't been included in the latest feed or when it will be.

TAPAUTH1003

Please verify that the user's PRI has been entered correctly and that the date of birth entered matches the format requested by the TAP (YYYY-MM-DD).

PHOENIX

If the information entered is correct, please request that the user verify their date of birth within Phoenix and within the Pension Centre. Both systems must be verified. If the user's information is incorrect, the user will need to contact their compensation delegate, the Pay Centre or the Pension Centre to have it corrected.

Please consult Annex E (Phoenix) and Annex F (Pension Centre) for instructions on how to find the information in both systems.

Until the issue is resolved, please request that the user provides a screenshot of the incorrect information and specify their date of birth to your departmental performance and management team. Once the information is received, send an email at EHRIassistanceISRH@tbs-sct.gc.ca using the following Request Form. The Enabling Human Resources Infrastructure Support Team will be able to provide the incorrect date of birth on file to allow the user to log into the application, but please ensure that the user reached out to have their information corrected to avoid future issues.

RCMP (MEMBERS) AND DND (MILITARY MEMBERS)

Verify with your point of contact who manages the data feed sent to TBS if the employee's information was entered correctly. They should be able to provide the incorrect information attached to the user's account to allow them to log into the system until their information is corrected in the TAP database.

TAPAUTH1004

As mentioned on the error message, the name attached to the user's MyKey doesn't correspond to the information that TBS received from the Pay Centre or the organization data feed (RCMP/DND). Please read the error message carefully to understand which information is incorrect between the name attached to the MyKey or the name attached to the user's TAP account which is received from Phoenix or your department (RCMP/DND) for members.

If the error message mentions the last name "group," please ensure that the user has selected the correct myKey. This type of error is commonly encountered by employees who have access to multiple myKeys to support their functions (for example, a myKey for a shared mailbox).

PHOENIX

MyKey

If the MyKey is incorrect, the user will need to contact their departmental IT help desk to have their MyKey corrected.

TAP Account

If the user's TAP account is incorrect, then the user will need to verify their information at the Pay Centre or at the Pension Centre.

Please consult [Annex E (Phoenix)](#) and [Annex F (Pension Centre)](#) for instructions on how to find the information in both systems.

Please refer to the section [Database Updates](#) for more information on the delays encountered following the modification of a user's pay file.

RCMP (MEMBERS) AND DND (MILITARY MEMBERS)

Token/Smart Card

The user will need to contact their departmental IT help desk.

TAP Account

Verify with your point of contact who manages the data feed sent to TBS if the user's information was entered correctly.

Annex D – Login Errors

TAPAUTH4000, TAPAUTH 4001 AND TAPAUTH4002

Please verify that the user:

- Used their current and valid MyKey
- Used their current PRI
- Typed their PRI correctly

If the error message mentions the last name "group," please ensure that the user has selected the correct myKey. This type of error is commonly encountered by employees who have access to multiple myKeys to support their functions (for example, a myKey for a shared mailbox).

If the user was previously working as a member of the RCMP or a military of DND, they will need to verify with their previous department to verify that their information was removed from their recent data feed (RCMP / DND).

Annex E – Find Personal Information in Phoenix

1. Log into Phoenix
2. Main Menu > Self Service > Personal Information > Personal Information Summary

ORACLE User: on Database:
Favorites | Main Menu > Self Service > Personal Information > Personal Information Summary
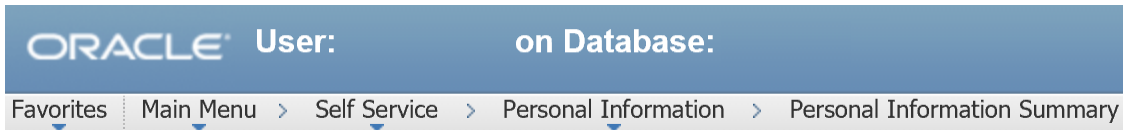
3. At the top of the page, the employee can find the subsection "Name" for their name

Personal Information Summary

Expand All   Collapse All

▽ Name

4. At the bottom of the page, the user can find the subsection "Employee Information" for their date of birth

▽ Employee Information

Gender

Date of Birth

Birth Country

Province

Social Insurance Number:
Original Start Date

Highest Education Level

Annex F – Find Personal Information in the Pension Centre

1. Log into the [Pension Portal for Active members of the Public Service](#)
2. Select "Pension Tools"

Your Public Service Pension Plan

Access to pension tools, calculators, Pension benefit statement and Pension plan information

Pension Tools

Pension planning and decision making tools, calculate pension benefits and estimate service buybacks

Contact the Pension Centre

Contact information and securely send questions to pension experts at the Pension centre

Pension and Insurance Benefits Statement

View your online pension benefits and insurance statement and your beneficiary, survivor, health and dental benefits

Library of Information

Access related and additional information about your pension plan

3. Under the subsection "Personal Information," select "Personal Information"

Pension Tools

Calculate pension benefits, estimate service buy back, track pension value, manage personal information

Pension Benefits Calculator

Calculate your monthly pension benefits options and transfer value

Service Buyback Estimator

Estimate the cost of buying back previous service and how it will benefit your pension options

Survivor Benefits Estimator

Survivor benefit entitlements and allowances

Personal Information

Update your Contact Details and view and update Personal Information about you and your beneficiary.

4. Verify the date(s) of birth

Update Member Profile Information

Personal Information

Below is your personal information in our records that is relevant to your pension projections. This information cannot be modified online. If the Date of Birth Verification field is blank, you are required to submit an acceptable form of Proof of Age verification. If any of the information appears to be incorrect, please contact the Pension Centre.

Employee Information

Name:

PRI:

Pension Number:

Date of Birth: Date of Birth Verification:

Gender:

Supplementary Death Benefit Beneficiary Information

Designated Beneficiary:

Date of Designation:

Notification of Plan Membership

You are required to contribute to the public service pension plan and, if applicable, to the retirement Compensation Arrangement Account. Unless otherwise indicated, you are also a participant under the Supplementary Death Benefit Plan.

Effective Date:

Pension Number:

PRI:

Date of Birth:

Pay Office:

Department Code:

Annex G – How to Request Support

Any requests sent without providing the information mentioned below will not be processed until everything is provided as requested.

If a user is still encountering issues, yet all the information has been validated by your departmental IT help desk or by the user who verified their personal information, please fill the Request Form and send it to the Enabling Human Resources Infrastructure Support Team at EHRIassistanceISRH@tbs-sct.gc.ca. **As always, requests need to be sent through your pre-authorized generic email.**

But prior to doing so, please ensure that the user:

- Did not modify their pay file recently;
- Restarted their computer;
- Accessed the TAP through this URL: https://portal-portail.tbs-sct.gc.ca/;
- Cleared their browser's cache with the command **CTRL+F5** while being on the TAP;
- Verified with your departmental IT help desk if needed;
- Verified their personal information in the Pay Centre and the Pension Centre.

If the user is still encountering an error, the user will need to provide **full-screen captures** including the **date and time from the task bar** and the **URL** to your team prior to contacting us. Screen captures will depend on the error encountered but should include the error message generated by the TAP and if applicable, the Pay Centre and the Pension Centre information.