

Know Before You Go

Booking A Reservation

When booking a flight reservation, travelers should make sure to include the following information, if applicable:

Secure Flight

Full name, date of birth and gender: Travelers should provide this information for DHS to conduct watch list matching and prevent misidentifications for passengers who have similar names to individuals who are on a watch list and pose a threat to aviation.

DHS TRIP

Redress Number: Travelers who have applied and received a redress number through the DHS TRIP system should provide their redress number when booking travel. Providing this information will prevent misidentifications from occurring during Secure Flight watch list matching.

Trusted Traveler Program:

Global Entry, SENTRI, NEXUS, FAST

PASS ID: Trusted Traveler members, in Global Entry, SENTRI and NEXUS only, should remember to enter their PASS ID to qualify for [TSA Pre✓](#) for expedited screening on U.S. domestic itineraries. Remember to enter full name as it appears in online in their GOES account or on their membership card.

Identification

Acceptable Identification

Adult travelers 18 and older must show a federal or state-issued photo ID in order to go through security checkpoints and onto a flight. If an individual does not have an ID because it is misplaced or stolen, security officers will work with the traveler to verify their identity at the checkpoint.

Acceptable IDs include:

- U.S. passport
- DHS “Trusted Traveler” cards (NEXUS, SENTRI, FAST)
- Driver’s licenses or other state photo ID cards issued by the Department of Motor Vehicles (or equivalent)
- Transportation Worker Identification Credential (TWIC)

What to Pack

Prohibited and Permitted Items

For security reasons, certain items are not allowed on airplanes in carry-on or checked bags. Use the search tool below to determine whether a particular item can be carried through a security checkpoint. Visit the Transportation Security Administration’s (TSA) Prohibited Items page.

Quantities of liquids, gels and aerosols are limited in carry-on bags when going through security checkpoints. There are no restrictions when liquids are carried in checked luggage and we recommend packing all liquids in checked luggage to help speed the screening process.

When packing liquids in carry-on, remember the 3-1-1 rule.

3 All liquids, gels and aerosols must be 3.4 ounce (100ml) or less per container.

1 All liquids, gels and aerosols must be placed in a single, quart-size, zip-top, clear plastic bag. Each traveler can use only one, quart-size, zip-top, clear plastic bag.

1 Each traveler must remove their quart-sized plastic, zip-top bag from their carry-on and place it in a bin or on the conveyor belt for X-ray screening. Separating your liquids from other items allow TSA security officers to more easily examine the declared items.

Liquids Exemptions

There are exemptions for travelers with special needs and/or infants and small children. Travelers are allowed to bring prescription and over-the-counter medicines, baby formula, breast milk, juice, and other essential liquids in quantities larger than 3.4 ounces. Please present these items to security officers at the checkpoint because they may require alternative screening.





Going Through Security

What to Expect: Going Through Security

Current security policies and procedures focus on providing the most effective and efficient security while treating travelers with dignity and respect.

Every person and item must be screened before entering the secure area of an airport and the manner in which the screening is conducted is important.

Technology

Screening technology includes equipment used to screen travelers and their property, such as walk-through metal detectors, luggage scanners, explosives trace detection systems and advanced imaging technology.

Millimeter wave advanced imaging technology is used to screen travelers by detecting a wide variety of threats, including suicide vests and other devices that may be hidden under travelers' clothing and cannot be detected by walk-through metal detectors. These machines reduce the need for a pat-down for many passengers, including those with joint replacements and other medical conditions.

Pat Downs

Pat-downs are used to resolve alarms from the walk-through metal detector, when anomalies are found during advanced imaging technology screening, as well as when random screening activities are conducted.

A security officer of the same gender as the traveler will conduct the pat down search and will describe the process while he or she is conducting the pat-down. Security officers will use the back of their hand to pat-down a traveler's sensitive areas. For non-sensitive areas, security officers will use the front of their hand.

Dressing the Part

Travelers will be asked to remove all items and accessories from pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances a traveler will be required to undergo additional screening.

Contact Us

If at any time before, during or after travel you experience problems or have questions, please utilize one of the resources below:

TSA Contact Center Information

Hours: Monday – Friday: 8 a.m. – 11 p.m. EST

Weekends/Holidays: 9 a.m. – 8 p.m.

Email: TSA-ContactCenter@dhs.gov

Phone: 1-866-289-9673

TSA Cares

TSA Cares is a toll-free helpline for passenger with disabilities and medical conditions that provides information to those who need extra assistance before traveling.

Hours: Monday – Friday: 8 a.m. – 11 p.m. EST

Weekends/Holidays: 9 a.m. – 8 p.m.

Phone: 1-855-787-2227

Filing a Property Claim

If property is damaged or misplaced during the screening process, a traveler may file a claim here: tsaclaimsoffice@dhs.gov. It is recommended that travelers file a claim as soon as possible, but are allowed two (2) years to file.

Civil Rights and Liberties

All travelers are screened in a fair and lawful manner without regard to race, color, national origin, religion, age, sex, disability, sexual orientation, parental or genetic information. Travelers are encouraged to file a civil rights/civil liberties complaint if they believe they have been treated differently or unlawfully. You may file a complaint at TSA-CRL@tsa.dhs.gov.

