



Transportation  
Security  
Administration

# Know Before You Go

Multicultural Branch, Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement

## WHAT TO KNOW

- **Signing-Up for TSA Pre✓®**
  - Those traveling for Sukkot may wish to apply for TSA Pre✓® and/or the CBP Global Entry program. TSA Pre✓® is an expedited screening program that allows pre-approved airline travelers to leave on their shoes, light outerwear and belt, keep their laptop in its case and their 3-1-1 compliant liquids/gels bag in a carry-on in select screening lanes.
  - Apply online at TSA.gov.
  - You will go through a background check where your identification and citizenship will be verified, among other things. Make sure all of the information on your identification is exactly the same. Inconsistent information can delay the process.
  - Then you'll get a Known Traveler Number (KTN). You have to enter in your KTN every single time you make a reservation, otherwise you will not get the benefit of TSA Pre✓®.
  - Keep in mind, you will not always, 100% of the time, get selected to go through the TSA Pre✓® lane. The system is set-up so everyone going through any checkpoint can be randomly selected to receive additional screening. That is one of the many layers of security TSA has set up to catch nefarious actors with ill-intent.

Traveler Engagement Division

Perspective •  Purpose  
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- Global Entry is a U.S. Customs and Border Protection (CBP) program with dual benefits that allows access to TSA Pre✓™ expedited screening. For more information on Global Entry, please see the CBP website at <http://www.cbp.gov/global-entry/about>.

- **Making Reservations:**

- TSA requires airlines to collect a traveler's full name, date of birth, gender, and redress number (if applicable) to significantly decrease the likelihood of watch-list misidentification. TSA verifies a traveler's identification through Secure Flight.
- You are encouraged to book your reservation such that the reservation information matches the full name, date of birth, and gender on the government issued identification (ID) that you will use for travel, as well as your Known Traveler Number (KTN) if you have signed-up for TSA Pre✓®. For additional information about identification documents, visit the Identification page on TSA.gov [here](#).
- On arrival to the security checkpoint, you must present your government-issued ID that has the same name as the one on your boarding pass to the TSA Officer who will verify that the names on the ID and boarding pass match, and that the photo on the ID matches you.

- **TSA Cares:**

- TSA Cares is a toll-free helpline, 1-855-787-2227 or Federal Relay #711, available for travelers to ask questions about screening or to request help at the checkpoint. You may call from 8 a.m. to 11 p.m. ET Monday through Friday, and 9 a.m. to 8 p.m. weekends and holidays.
- If you would like to arrange assistance at the checkpoint, TSA recommends that you call at least 72 hours ahead of travel so that TSA Cares has the opportunity to coordinate checkpoint support. Checkpoint support may include coordination with a Passenger Support Specialist (PSS). Each airport has different resources; therefore, the level of assistance you receive at the checkpoint will vary. Some airports have an individual who will call you to gather additional information and arrange a meeting time and place. Other locations notify the checkpoint manager of your

itinerary, but no pre-contact is made. If you arrive at the checkpoint and have any concerns before, during, or after the screening process, you should immediately request to speak with a Supervisory Transportation Security Officer (STSO) or a PSS for assistance.

- **Planning Your Trip:**

- Arrive early to allow time for security screening.
- Communicate your specific needs (e.g., accommodations, delicate/fragile items, sensitive body areas, assistance required) to each TSA Officer before screening begins to have a smooth airport screening experience.
- Sukkot Plants: TSA's screening procedures do not prohibit the carrying of the four plants used during Sukkot - a palm branch, myrtle twigs, willow twigs, and a citron - in airports, through or security checkpoints, or on airplanes. These plants or agricultural items are not on TSA's Prohibited Items List. However, all persons and property will undergo security screening at the checkpoint.
- The 3-1-1 liquids rule for carry-ons allows each traveler to have one quart-sized, clear, plastic, zip-top bag of liquids, gels, aerosols, creams and pastes in containers no larger than 3.4 ounces (100ml) that fit in that one bag only.
  - This rule does not apply to medically-necessary liquids for travelers with disabilities and medical conditions. However, you will need to declare medically-necessary liquids for inspection at the checkpoint, and officers may need to conduct additional screening of these items.
- Those traveling in religious clothing or headwear may be considered to be wearing loose-fitting clothing or headwear and may be subject to additional screening at the TSA security checkpoints, possibly including a pat-down.
- Those traveling overseas for Sukkot may wish to consult the U.S. Customs and Border Protection's website at [www.cbp.gov](http://www.cbp.gov) for additional information on port of entry guidelines or restrictions.

- **Walk-Through Metal Detectors (WTMD):**

- You may be chosen to be screened by a Walk Through Metal Detector (WTMD), most commonly in the TSA Pre✓<sup>®</sup> lane.

- You cannot request WTMD screening instead of receiving screening via the Advanced Imaging Technology (AIT) or a pat-down.
- Learn more about Walk Through Metal Detectors at [TSA.gov](https://www.tsa.gov).
- **Advanced Imaging Technology (AIT):**
  - You are eligible to be screened via Advanced Imaging Technology (AIT) if you are able to stand, walk through the machine, and stand holding your hands above your head for five to seven seconds without support. If there is an alarm, you may need to stand for additional time to resolve the alarm.
  - If you do not want to be screened by AIT, or are ineligible, you may request a pat-down. A reminder - you may not request alternative screening using the Walk Through Metal Detector.
  - The AIT has software that protects individual privacy and has no traveler-specific images. The software auto-detects potential threats that are shown on a generic outline of a person on a screen located after you exit the machine. You can see this as well. The generic outline is identical for all travelers. If there is an alarm indicated on the generic outline, TSA Officers are trained to clear the alarm, not the individual. Additional screening is conducted to determine whether a prohibited item is present.
  - You may always request a private screening at any time if a pat-down is needed to resolve an alarm.
  - TSA is committed to ensuring effective and efficient security screening, while treating all travelers with dignity and respect.
  - Learn more about [Advanced Imaging Technology](https://www.tsa.gov) at [TSA.gov](https://www.tsa.gov).
- **Pat-Downs:**
  - You may opt-out of the screening technology and receive a pat-down instead, but you cannot opt-in to the AIT or Walk Through Metal Detector. You will also undergo a pat-down if any screening technology alarms, or if you are randomly chosen for pat-down screening.

- When conducted, the pat-down will be performed by a TSA Officer of the same gender as you present (male or female).
- You can request a private screening at any time and may be accompanied by a companion of your choosing.
- Additionally, you can request a chair if you need to sit down.
- A pat-down may include inspection of the head, neck, arms, torso, legs, and feet. This includes head coverings and sensitive body areas such as breasts, groin, and the buttocks. You may be required to adjust clothing during the pat-down. The TSA Officer will advise you of the procedure to help you anticipate any actions before you feel them. Pat-downs require sufficient pressure to ensure detection. TSA Officers use the back of the hands for pat-downs over sensitive areas of the body. In limited cases, additional screening involving a sensitive area pat-down with the front of the hand may be needed to determine that a threat does not exist.
- Learn more about [pat-downs](#) at [TSA.gov](#).
- **Explosive Trace Detection Screening (ETD):**
  - TSA Officers may swab your property or your hands, and then test for explosive particles. This is an Explosive Trace Detection (ETD) technology; not a drug test or fingerprint sampling.
  - Travelers may request the office use a new swab prior to their hands being sampled.
- **Additional Concerns:**
  - Travelers experiencing difficulties, such as denied or delayed airline boarding, or denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint may seek redress through the Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP). Complete information on filing a TRIP complaint can be found on the TSA website at: <https://www.tsa.gov/travel/passenger-support/travel-redress-program>

- Travelers who believe they have experienced unprofessional conduct or discriminatory behavior at a security checkpoint or have questions about the security screening process are encouraged to request a supervisor at the checkpoint to discuss the matter or to contact TSA by visiting: <https://www.tsa.gov/contact>

### **WHAT TO REMEMBER:**

- **Known Traveler Number (KTN):** Enter your known traveler number when you make your flight reservation to get TSA Pre✓® (PreCheck) benefits.
- **Preparing to travel:** Separate medically-necessary liquids and equipment from other belongings so they can be quickly identified and accessed for screening. Pack all non-medically necessary liquids above 3.4 ounces in checked baggage. Be aware that loose-fitting clothing and headwear may require additional screening
- **Companion:** You may bring a companion with you into any private screening. If they have physical contact with you, they must be re-screened.
- **Gift Wrapping:** You should refrain from wrapping gifts until arriving at your final destination. If a TSA Officer needs to inspect a wrapped gift, it may have to be unwrapped.
- **Contacting TSA:** [www.tsa.gov/contact](http://www.tsa.gov/contact)

## TSA Pre✓® (PreCheck)

### If you are eligible for TSA Pre✓® (PreCheck):

- Proceed to the TSA Pre✓® (PreCheck) line;
- Present your boarding pass and government-issued ID to the TSA travel document checker;
- Your identification will be verified and your boarding pass scanned to confirm that you are eligible for this lane.

### During the screening process:

- Generally, TSA Pre✓® lines are shorter and have shorter wait times. Find out when they are available at your airport at [TSA Pre✓® Checkpoint Schedule](#).
- If eligible, you may be screened using Advanced Imaging Technology or Walk Through Metal Detector. If not, you may be screened using a pat-down.

### You are not required to remove:

- Shoes
- Jackets
- 3-1-1 compliant bag
- Laptop and large electronics from carry-on
- CPAP/BPAP

It is **recommended** that you remove items from your pockets to expedite the screening process and minimize the need for additional screening.

## Standard Screening

### If you are not eligible for TSA Pre✓® (PreCheck):

- Go to the standard screening line;
- Present your boarding pass and government-issued ID to the TSA travel document checker;

Your identification will be verified and your boarding pass scanned

### During the screening process:

- Generally, travelers experience longer lines depending on the day, date, and time of travel.
- If eligible, you may be screened using Advanced Imaging Technology or Walk Through Metal Detector. If not, you may be screened using a pat-down.

### You are required to remove:

- Shoes; Jackets/Coats; 3-1-1 compliant bag of liquids, gels, and aerosols;

### You are required to separate:

- medically-necessary liquids;
- Laptop and large electronics from carry-on;
- Video cameras that use video cassettes; and
- CPAP/BPAP

It is **recommended** that you remove items from your pockets to expedite the screening process and minimize the need for additional screening.