

## TSA Cares

Whenever possible, TSA will comply with passenger requests for additional assistance during the screening process. If additional assistance is needed, *such as screening sacred, cultural and religious items*, please email or call TSA Cares prior to travel.

Passengers may call TSA Cares toll free 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares also serves as a resource for passengers with disabilities, medical conditions and other special circumstances. In addition, passengers may request a TSA supervisor upon arrival to the security checkpoint to answer any questions.

### TSA Cares Contact Information

Hours: Monday – Friday: 8 a.m. – 11 p.m. (EST/EDT)

Weekends/Holidays: 9 a.m. – 8 p.m. (EST/EDT)

E-mail: [TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)

Phone: 1-855-787-2227



## Contact TSA

If you believe that additional assistance may be needed during screening, please contact the TSA Contact Center by email: [TSA-contactcenter@dhs.gov](mailto:TSA-contactcenter@dhs.gov), or telephone at 1-866-289-9673 (toll-free) prior to traveling.

In some instances, a passenger support specialist may be assigned to assist you through the screening process. If you require assistance during screening you can ask to speak with a TSA supervisor or a Passenger Support Specialist. You can also provide positive feedback or report concerns to TSA Contact Center regarding your screening experiences after you have traveled.

Individuals who believe they have been treated differently or unlawfully discriminated against by a TSA employee may file a civil rights and/or civil liberties complaint with TSA's Multicultural Branch, within the Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement.

To contact the Multicultural Branch, send an email to [TSA-CRL@tsa.dhs.gov](mailto:TSA-CRL@tsa.dhs.gov) or write to:

Transportation Security Administration  
Multicultural Branch  
Office of Civil Rights & Liberties, Ombudsman and  
Traveler Engagement  
(TSA-6) 601 12th Street  
Arlington, Virginia 20598-6006

For more information on the screening process, contacting TSA or the complaint process please visit TSA online at [tsa.gov](http://tsa.gov).



Transportation Security  
Administration



## Native American Community Guide to Airport Security Screening



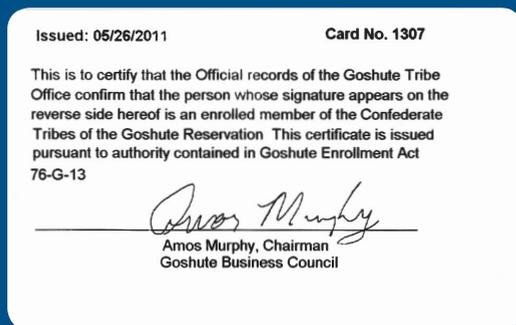
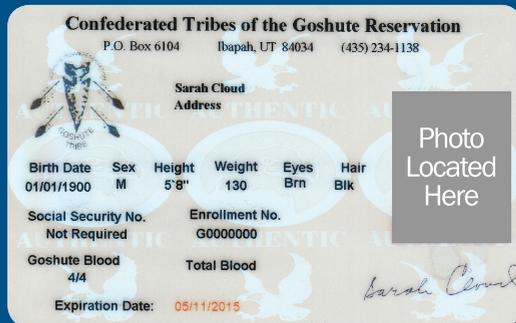
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# Acceptable Identification

Adult passengers (18 and over) must show an acceptable ID for security screening. Federally-recognized, tribal-issued ID cards are acceptable, but must meet the following requirements:

- Name (must closely match the name on the boarding pass issued by the airline)
- Photograph (must match the person presenting the ID)
- Tamper-resistant security feature (must be present)
- If an expiration date is present, it must not be expired by more than one year

If an ID does not meet the requirements above, TSA security officers will ask for additional information to validate the individual's identity.



# What to Expect at TSA Security Checkpoints

All passengers and their baggage must undergo screening at security checkpoints. TSA officers will work with passengers to ensure that screening is conducted with dignity and respect.

## Remember 3 Simple Steps

1. Show ID and boarding pass
2. Take out liquids and laptops
3. Take off shoes and jackets

## Don't Forget the 3-1-1 Rule

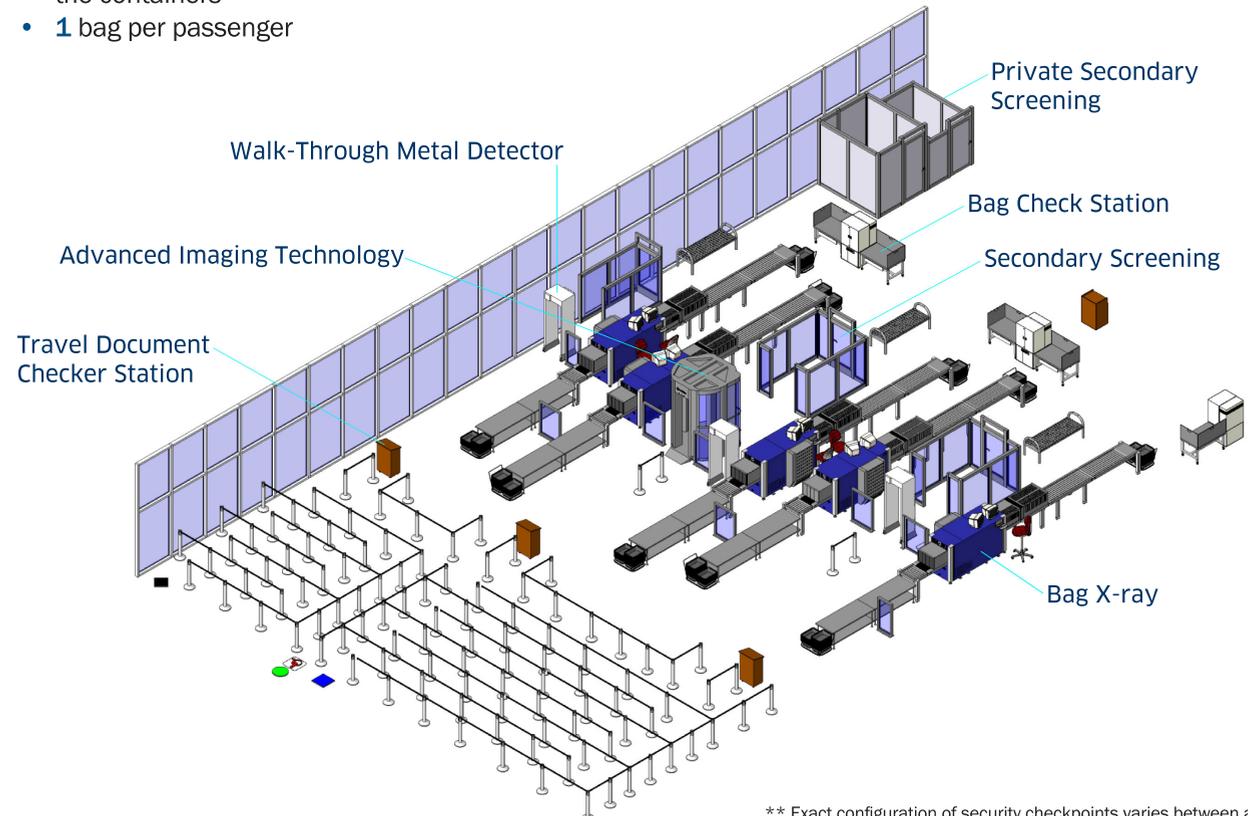
- **3** ounce or less containers for all liquids, gels, and aerosols
- **1** quart-sized, clear, plastic, zip-lock bag to hold the containers
- **1** bag per passenger

## Expedited Screening

Passengers eligible for TSA Pre✓™, as well as those 12 and under or 75 and older, may receive modified screening procedures as part of TSA's risk-based security strategy.

## Screening Technology

TSA uses advanced imaging technology (AIT) and walk-through metal detectors to screen passengers. If a passenger is selected for AIT screening, they have the option to request a pat-down as an alternative. Whenever possible, the pat-down will be performed by a same-gender officer.



\*\* Exact configuration of security checkpoints varies between airports \*\*