

KNOW BEFORE YOU GO



Airport security screening is part of TSA's layered approach to keeping individuals safe. TSA screens passengers and baggage to help prevent prohibited items and security threats from entering secure airport areas. Screening may look different in a Standard or TSA PreCheck® lane, but all travelers, carry-ons, and checked bags must be screened. Use the tips below to help make your experience smoother.

1 PLAN AHEAD

CHAT WITH ACE



Ace is TSA's new AI-powered virtual assistant, available 24/7 on our website. Ace provides instant, accurate guidance to help you prepare for screening, understand what to expect at the checkpoint, and submit TSA Cares requests for assistance. Designed to be accessible and user-friendly, Ace helps you arrive at the checkpoint with confidence.

CONTACT TSA CARES

- TSA Cares is a helpline that provides information and assistance for individuals with disabilities and medical conditions. We encourage you to call 72 hours in advance of travel to ask questions about your screening experience or to request assistance.



TSA Cares: (855) 787-2227

- **Weekdays: 8 a.m. to 11 p.m. ET**
- **Weekends & Holidays: 9 a.m. to 8 p.m. ET**

TEXT US

- Text 275-872 ("AskTSA") or @AskTSA 24 hours a day, seven days a week for questions about screening or security measures.

REQUEST A PASSENGER SUPPORT SPECIALIST (PSS)

- PSS are TSA officers who received specialized training, including how to effectively assist and communicate with individuals with disabilities or medical conditions while at the checkpoint.
- A PSS can help explain the process, support communication between travelers and other officers, and help address concerns during screening.
- Travelers can:
 - Request a PSS in advance through TSA Cares 72 hours prior to your scheduled departure; or
 - Ask for a PSS at the checkpoint.
- Allow extra time for parking, check in, and security screening, especially if you use mobility aids, medical devices, or travel with a companion or service animal.



TIP:

If you need additional assistance, such as a wheelchair, consider notifying your airline in advance.



**YOUR COMFORT.
YOUR PRIVACY.
YOUR TRAVEL.**

Passenger Support Specialists (PSS) are trained to assist travelers with disabilities and medical conditions while maintaining dignity, respect, and privacy throughout the screening process.



**WE'RE HERE
TO HELP.**



**RESPECT.
DIGNITY.
SUPPORT.**



**TRAVEL
INFORMED.**

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TRAVELER TIPS FOR SECURITY SCREENING

2 PLAN FOR THE CHECKPOINT

MEDICATIONS & MEDICAL SUPPLIES



- Medications (including liquids, gels, and aerosols, are allowed in reasonable quantities for the flight.
- Inform the officer if you are carrying medically necessary liquids, gels, or ice packs. These may need to be separated from other items for screening.

MEDICAL DEVICES & ASSISTIVE EQUIPMENT



- If you have an implanted medical device (e.g., a pacemaker, insulin pump, or neurostimulator), inform the officer before screening.
- If you use external medical devices (e.g., insulin pumps, ostomy supplies, feeding tubes, or portable oxygen), let the officer know how the device should be handled.

MOBILITY AIDS



- Mobility aids such as wheelchairs, scooters, walking sticks, walkers, or canes will be screened. Officers are trained to work with you to complete screening while respecting your needs.

3 COMMUNICATE EARLY AND OFTEN



- Let officers know if you have a medical condition, device, or need a 'reasonable accommodation' that might affect screening.
- If you cannot stand, walk, or raise your arms, or if you cannot remove certain clothing, inform the officer. Alternate screening procedures are available.
- If a pat down is needed, it will be conducted by an officer of the same sex, and you may request a private area and a companion to accompany you.
- You may ask officers to communicate in a specific way, such as speaking slowly, using simple language, writing down instructions, or facing you so you can read lips.

DOCUMENTATION & NOTIFICATION CARDS



- Let officers know if you have a medical condition, device, or need a 'reasonable accommodation' that might affect screening.
- You may voluntarily carry a doctor's note or the TSA Notification Card to discreetly inform officers of your needs.



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