



Service Animals

TSA Pre✓™	Standard Screening
<p>Travelers eligible for TSA Pre✓™ will:</p> <ul style="list-style-type: none"> ○ Present your boarding pass and government-issued ID to the TSA travel document checker; ○ Have the TSA travel document checker scan your boarding pass barcode; and ○ Proceed to the TSA Pre✓™ lane. <p>At the beginning of screening:</p> <ul style="list-style-type: none"> ○ Provide the TSA officer information about your disability or medical condition. ○ Inform the TSA officer that the animal with you is a service animal and not a pet. ○ Medications for service animals are permitted through security checkpoints after undergoing x-ray or inspection screening. Inform the TSA officer if there are medically necessary liquids for the service animal that need to be screened. These liquids 	<p>Travelers not eligible for TSA Pre✓™ will:</p> <ul style="list-style-type: none"> ○ Present your boarding pass and government-issued ID to the TSA travel document checker; ○ Have the TSA travel document checker scan your boarding pass barcode; and ○ Proceed to the standard screening lane. <p>At the beginning of screening:</p> <ul style="list-style-type: none"> ○ Provide the TSA officer information about your disability or medical condition. ○ Inform the TSA officer that the animal with you is a service animal and not a pet. ○ Medications for service animals are permitted through security checkpoints after undergoing x-ray or inspection screening. Inform the TSA officer if there are medically necessary liquids for the service animal that need to be screened. These liquids





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<p>should be separated from other carry-on items.</p> <ul style="list-style-type: none"> ○ Inform the TSA officer if you would like to move to the front of the screening line. 	<p>should be separated from other carry-on items.</p> <ul style="list-style-type: none"> ○ Inform the TSA officer if you would like to move to the front of the screening line.
<p>During the screening process:</p> <ul style="list-style-type: none"> ○ Generally, passengers experience shorter lines and wait times. ○ Passengers will not be separated from their service animal during the screening process. ○ The TSA officers will ask permission before touching the service animal or its belongings. ○ Passengers must control their service animals during screening. ○ The passenger and service animal can proceed through the metal detector in one of three ways: <ul style="list-style-type: none"> ● The passenger can walk through first with the service animal following behind on its leash. ● The service animal can go through first on its leash with the passenger following behind. ● The passenger and service animal can walk through at 	<p>During the screening process:</p> <ul style="list-style-type: none"> ○ Generally, passengers experience longer lines depending on the date and time of travel and taking into consideration weekends and holidays. ○ Passengers will not be separated from their service animal during the screening process. ○ The TSA officers will ask permission before touching the service animal or its belongings. ○ Passengers must control their service animals during screening. ○ The passenger and service animal can proceed through the metal detector in one of three ways: <ul style="list-style-type: none"> ● The passenger can walk through first with the service animal following behind on its leash. ● The service animal can go through first on its leash





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the same time.

- If the passenger and the service animal walk through at the same time and the metal detector alarms, both the passenger and the service animal are subject to additional screening including a thorough pat-down.
- If the service animal alarms and the passenger does not alarm it is important that the passenger not touch the service animal, other than holding the leash, until the service animal has been cleared and inspected by a TSA officer.
- The TSA officer will inspect the service animal and its belongings. Although the service animal's harness or other equipment (such as cape, leash, or backpack) will not be removed, all items are subject to screening.
- The passenger and service animal will be rescreened if they leave the secure area to relieve the service animal. The passenger can ask to move to the front of the security line upon return to the security checkpoint.

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Not required to remove:

- Belt
- Shoes
- Light Outerwear/Jacket
- 3-1-1 compliant bag
- Laptop from carry-on
- CPAP/BPAP

Required to remove:

- Shoes
- Jackets/Coats/Light outerwear
- 3-1-1 compliant bag
- Medically necessary liquids
- Laptop from carry-on
- CPAP/BPAP

WHAT TO KNOW

- **TSA Cares:**
 - TSA Cares is a toll-free helpline (1-855-787-2227), available for passengers with disabilities and medical conditions to get the latest information on screening. 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. Passengers who are deaf or hard of hearing may use Federal Relay 711.
 - Communicate information about your specific needs to TSA Cares at least 72 hours in advance of airport arrival to allow TSA to prepare for individual requirements at the airports you visit.





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- Learn more about screening procedures for travelers with disabilities and medical conditions at [TSA.gov](https://www.tsa.gov).
- **Passenger Support Specialists:**
 - Travelers may request the assistance of a passenger support specialist through TSA Cares, or at the airport.
 - The specialist is a specially trained staff member who provides travelers with disabilities and medical conditions on-the-spot assistance at security checkpoints.
 - Learn more about passenger support specialists at [TSA.gov](https://www.tsa.gov).
- **Planning Your Trip:**
 - Arrive early to allow time to screen medically-necessary liquids and medical devices.
 - Communicate your specific needs to the TSA officer before screening begins to facilitate your airport screening experience. This can include information about medically-necessary liquids equipment and devices as well as the location of sensitive areas. You may provide this information to the TSA officer verbally, or present a TSA notification card to the TSA officer.
 - The notification card is a basic, non-verbal way for you to communicate your disability or medical condition to officers. However, the notification card does not exempt travelers from screening.
 - The 3-1-1 liquids rule for carry-ons allows each traveler to have liquids, gels, aerosols, creams and pastes in quantities of 3.4 ounces (100ml) or less per container; in 1 quart sized, clear, plastic, zip-top bag; and 1 bag. This rule does not apply to medically-necessary





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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.

Advanced Imaging Technology:

- Travelers are eligible to be screened using advanced imaging technology if they are able to stand and walk through the machine; stand and hold their hands about their head for five to seven seconds without support; and if there is an alarm, stand for additional time to resolve the alarm.
- Travelers not wishing to be screened by advanced imaging technology, and travelers who are not eligible for such screening, can request a pat-down.
- Learn more about advanced imaging technology at [TSA.gov](https://www.tsa.gov).

Walk-Through Metal Detectors:

- Travelers may be screened by walk through metal detectors if they can walk through the machine on their own.
- Travelers cannot request metal detector screening in lieu of advanced imaging technology or a pat-down.
- Learn more about walk through metal detectors at [TSA.gov](https://www.tsa.gov).





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- **Pat-Downs:**

- When conducted, the pat-down will be performed by a TSA officer of the same gender.
- A traveler can request a private screening, and be accompanied by a companion of his or her choosing.
- Additionally, the traveler can request a chair if he or she needs to sit down.
- Travelers should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
- Learn more about pat-downs at [TSA.gov](https://www.tsa.gov).

- **Explosive Trace Detection Screening:**

- TSA officers may swab equipment, or a traveler's hands, and then use explosive trace detection technology to test for explosives.
- The swab is placed inside the unit, which analyzes the content for the presence of potential explosive residue.
- To ensure the health of travelers, screening swabs are disposed of after each use.
- Since it will be used on a random basis, passengers should not expect to see the same thing at every airport or each time they travel.





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- Learn more about explosive trace detection at [TSA.gov](https://www.tsa.gov)
- **75 Years Old and Over:**
 - Travelers 75 years old and over can:
 - Leave their shoes and light jackets on while going through security checkpoints, even in the standard screening lanes;
 - Undergo an additional pass-through advanced imaging technology to clear any anomalies detected during screening.
 - Learn more about procedures for travelers 75 years old and older at [TSA.gov](https://www.tsa.gov).
- **12 Years Old and Under:**
 - Travelers 12 years old and under can:
 - Leave their shoes on while going through security checkpoints, even in the standard screening lanes;
 - Undergo multiple passes through the walk through metal detector and advanced imaging technology to clear any alarms during screening;
 - Undergo explosive trace detection testing.
 - Learn more about traveling with children through the checkpoint at [TSA.gov](https://www.tsa.gov).





Transportation
Security
Administration

What to Expect

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

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WHAT TO REMEMBER:

- **Packing:** Separate medically-necessary liquids and equipment from other belongings so they can be quickly identified and accessed for screening.
- **Known Traveler Number (KTN):** Enter your known traveler number when you book your flight to get TSA Pre✓™ benefits.
- **Companion:** You can be accompanied by a companion of your choosing to provide assistance during the screening process. However, the companion must be re-screened after providing assistance that involves physical contact.
- **Body Piercing:** Certain metal body piercings may cause the machines to alarm, which will result in additional screening. If additional screening is required, passengers may be asked to remove their body piercing in private as an alternative to the pat-down search.
- **Gift Wrapping:** If a security officer needs to inspect a package, a gift may have to be unwrapped. Passengers should refrain from wrapping gifts until arriving at their final destination.
- **Dress Smart:** Dressing smart for security will get you through the checkpoint faster. Learn more about dressing smart at TSA.gov.

Visit TSA.gov to learn more about policies for travelers with disabilities and medical conditions.



Transportation
Security
Administration

Disability and Multicultural Division
Engaging  **Empowering**
Disability Branch