



# Transportation Security Administration

Transportation Security Administration  
Enrollment Services & Vetting Programs  
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Arlington, VA 20598-6028

## COVID-19 Impact | Enrollment Questions

The Transportation Security Administration (TSA) is committed to the health and wellness of its staff, service providers, stakeholders and the public. We continue to monitor and follow Centers for Disease Control and Prevention (CDC) recommendations regarding COVID-19. For updated information, please visit: <https://www.tsa.gov/coronavirus>.

TSA's enrollment network services multiple programs to include the Transportation Worker Identification Credential (TWIC®), the Hazardous Materials Endorsement (HME) and TSA PreCheck™. TSA is working with its enrollment provider to continue to deliver essential services to the public in a safe operating environment.

TSA is also working with federal, state and local partners to develop contingency plans to mitigate any possible impact to industry. Due to the evolving public health situation and circumstances, some enrollment centers may close for a period of time to ensure the safety, health and wellness of staff and the public. Applicants planning to visit an enrollment center should use the "Find an Enrollment Center" feature at the bottom of the enrollment services home page (<https://universalenroll.dhs.gov/locator>) to determine if the center is open, its hours of operation, and if appointments are required.

TSA's enrollment provider is taking necessary precautions like increased cleaning protocols of the center and its equipment, as well as moving to appointment-only services in some locations. The enrollment provider's staff has been trained to follow and increase cleaning protocols to minimize possible exposure to the virus.

Please also be aware that if applicants are exhibiting any symptoms while at an enrollment center, the service staff may ask them to reschedule their appointment. If you are feeling sick and have a scheduled appointment, we ask that you visit their online site or call to reschedule your appointment.

### Enrollment Frequently Asked Questions for All Vetting Programs

#### **Q: Are TSA enrollment centers closing or changing their hours?**

A: At this time, TSA is planning to keep enrollment centers open where possible, and is working with the enrollment services provider to determine where temporary closures might be required during the COVID-19 emergency. Some enrollment centers have closed or modified hours, but many remain open.

If you are planning to visit an enrollment center, please use the "Find an Enrollment Center" feature at the bottom of the Home page (<https://universalenroll.dhs.gov/locator>) to determine if the center is open and its hours of operation. TSA strongly recommends you make an appointment, and not "walk-in" to an enrollment center. This will ensure you receive a notification if your appointment is canceled, and will allow the center to manage/limit the number of people arriving at one time.

TSA values the health and wellness of our applicants and enrollment center staff. With the emergence of COVID-19, TSA's enrollment provider is following CDC recommendations, and TSA and its provider are monitoring local and state governments closely for daily updates.

#### **Q: If there are changes to enrollment appointments, will TSA reach out to customers in advance?**

A: Yes, customers with canceled appointments will be notified and given the opportunity to book at another open location. The ability to book appointments at alternate locations is dependent on overall site availability in a particular region.

If you are planning to visit an enrollment center, please use the "Find an Enrollment Center" feature at the

bottom of the Home page (<https://universalenroll.dhs.gov/locator>) to determine if the center is open and its hours of operation. TSA strongly recommends you make an appointment, and not “walk-in” to an enrollment center. This will ensure you receive a notification if your appointment is canceled, and will allow the center to manage/limit the number of people arriving at one time.

**Q: Are TSA enrollment centers being cleaned differently in light of COVID-19?**

A: Health and wellness are critical to our ability to provide services to the public. TSA’s enrollment provider resources are trained to sanitize their hands between customer interactions, and to disinfect surfaces that customers come in contact with regularly. In response to COVID-19, the enrollment provider has increased cleaning protocols related to high-touch surfaces like door handles, keyboards, counters, chairs, etc.

**Q: Are TSA enrollment center staff taking additional precautions in light of COVID-19?**

A: Yes, in addition to increased cleaning of equipment and the center, some enrollment centers may require appointments and defer walk-ins until further notice. Additionally, enrollment center staff are limiting the number of people able to enter an enrollment center at one time. TSA strongly recommends you make an appointment, and not “walk-in” to an enrollment center. This will ensure you receive a notification if your appointment is canceled, and will allow the center to manage/limit the number of people arriving at one time.

Enrollment center resources have been directed to stay home and see a doctor when they are not feeling well. Enrollment centers will close if enrollment center staff is unwell, to protect TSA’s enrollment agents and the public.

If you are feeling sick and have scheduled an appointment, we ask that you cancel your appointment online or call 855-DHS-UES1 (855-347-8371) between 8 a.m. – 10 p.m. Eastern, Monday to Friday to reschedule your appointment. Please be aware that if you exhibit symptoms while at an enrollment center, we may kindly ask you to reschedule your appointment.

**Q: Is TSA still processing submitted enrollment applications?**

A: Yes, the processing of submitted enrollment applications has not been impacted.

**Q: Should I expect a delay to receive my TWIC® card, HME approval, or TSA PreCheck™ approval?**

A: No, there are no delays at this time.

For TWIC® applicants, there is currently no delay in card production and issuance. When enrolling, TSA will encourage all TWIC® applicants to have their card mailed directly to their home or address of their choosing. This avoids applicants having to visit a public enrollment center a second time for card pick-up.

For HME applicants, while there is no impact to TSA adjudications, issuance of a HME on a Commercial Driver’s License (CDL) will vary by state. Some driver’s license agencies are closing, require an appointment, or reducing hours of operations. HME applicants should check with their state for potential impacts.

For TSA PreCheck™ applicants, there is currently no delay in receiving a Known Traveler Number (KTN) if you are approved.

**Transportation Worker Identification Credential (TWIC®) Program**

**Q: What happens if my TWIC® card is about to expire and the local TSA enrollment center is closed?**

A: TSA and the USCG encourage all applicants to apply at least 60 to 90 days in advance of expiration to prevent disruption in TWIC® validity. TSA has no immediate plans to close all Universal Enrollment Services (UES) enrollment centers, but some UES enrollment centers have closed or modified hours.

If you are planning to visit an enrollment center, please use the “Find an Enrollment Center” feature at the bottom of the Home page (<https://universalenroll.dhs.gov/locator>) to determine if the center is open and its hours of operation. TSA strongly recommends you make an appointment, and not “walk-in” to an enrollment center. This will ensure you receive a notification if your appointment is canceled, and will allow the center to manage/limit the number of people arriving at one time.

**Q: How can I obtain my TWIC® card if an Enrollment Center is closed?**

A: A TWIC® applicant or cardholder may request that his/her TWIC® card be transferred to another UES enrollment center or request direct shipment of the card to a designated address. This is a no-cost transaction that can be requested by contacting the UES Call

Center at 855-DHS-UES1 (855-347-8371) Monday through Friday from 8 a.m. – 10 p.m. Eastern.

**Q: Can I request a replacement TWIC® card if the Enrollment Center nearest to my residence is closed?**

A: Yes. Request a TWIC® replacement card or card transfer online or call 855-347-8371 weekdays from 8 a.m. – 10 p.m. Eastern. (Please note, only credit cards are accepted online or by phone. Company checks or money orders cannot be accepted online or via phone, but are accepted at an enrollment center.)

**Q: Where can I find updated information on TWIC® enrollment, operations, regulations and requirements?**

A: For TWIC® enrollment information, please visit the Universal Enrollment Service Home page (<https://universalenroll.dhs.gov/>) or contact the UES Call Center at 855-DHS-UES1 (855-347-8371) Monday through Friday from 8 a.m. – 10 p.m. Eastern. For information on TWIC® operations, please visit the TSA TWIC® website (<https://www.tsa.gov/for-industry/twic>) for Frequently Asked Questions to address enrollment, vetting, and card issuance questions.

Updated information regarding U.S. Coast Guard (USCG) operations and procedures, including TWIC®, may be found under “Featured Content” on the USCG Deputy Commandant for Operations website (<https://www.dco.uscg.mil>) and by monitoring Coast Guard Maritime Commons (<https://mariners.coastguard.blog>).

**Q: How does a stakeholder communicate with TSA regarding the TWIC® program and COVID-19 questions?**

A: Please visit the TSA website for the latest information regarding TSA’s response to COVID-19. For information on TWIC®, please visit the TSA TWIC® website (<https://www.tsa.gov/for-industry/twic>) for program-specific guidance and Frequently Asked Questions to address important questions. Please encourage stakeholders to e-mail [TWIC.Issue@tsa.dhs.gov](mailto:TWIC.Issue@tsa.dhs.gov) with specific questions.

## **Hazardous Materials Endorsement (HME) Threat Assessment Program**

**Q: Should I expect a delay to receive my Hazardous Materials Endorsement (HME) approval?**

A: For HME applicants, while there is no impact to TSA adjudications, issuance of a HME on a Commercial

Driver’s License (CDL) will vary by state. Many driver’s license agencies are closing, require an appointment, or reducing hours of operations. HME applicants should check with their state for potential impacts. If you have already enrolled, there should be no additional delay as TSA adjudications are still being processed.

**Q: Where can I obtain information about the COVID-19 impact on commercial motor vehicle administrations and operations?**

A: For information, please visit the U.S. Department of Transportation Federal Motor Carrier Safety Administration (<https://www.fmcsa.dot.gov>) and the American Association of Motor Vehicle Administrators (<https://www.aamva.org>).

**Q: How does a stakeholder communicate with TSA regarding the HME program and COVID-19 questions?**

A: Please visit the TSA website (<https://www.tsa.gov/>) for the latest information regarding TSA’s response to COVID-19.

For information on HME, please visit the TSA HME website (<https://www.tsa.gov/for-industry/hme>) for program-specific guidance and Frequently Asked Questions to address important questions. Please encourage stakeholders to e-mail [HME.Question@tsa.dhs.gov](mailto:HME.Question@tsa.dhs.gov) with specific questions.

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