

Transportation Security Administration Programs for Travelers
with Disabilities

*Transportation Security Administration (TSA) U.S. Department of
Homeland Security (DHS)*

The Transportation Security Administration's (TSA) mission is to protect our nation's transportation systems so that we all can travel safely. All travelers are required to undergo screening, but TSA has developed screening procedures to ensure that travelers and their associated medical items and devices can be screened regardless of the disability or medical condition. TSA also has programs to assist travelers.

TSA Cares is a helpline for travelers with disabilities or medical conditions who want to prepare for the screening process prior to flying. TSA Cares is toll free at 1-855-787-2227 or Federal Relay 711 or e-mail TSA-ContactCenter@tsa.dhs.gov.

By contacting TSA Cares, travelers may also request the assistance of a **Passenger Support Specialist (PSS)** for security screening. Information about Passenger Support Specialists is located [here](#).

Adult passengers 18 and over, including caregivers, companions and other assistants, must show acceptable **Identification** at the airport checkpoint in order to travel. Information about valid identification is located [here](#).

The **TSA Disability Notification Card** can be used to discreetly notify TSA Officers at security screening of a disability or medical condition and request an accommodation. The card is located [here](#).

TSA Pre✓ is an expedited screening process. If you are approved to use the **TSA Pre✓®** lane at a participating airport, you do not need to remove

shoes, laptops, 3-1-1 liquids, belts, or light jackets during the screening process. To learn more about TSA Pre✓® click [here](#).

For information about TSA programs for **Travelers with Disabilities** click [here](#).

For general inquiries and questions, visit www.tsa.gov or contact us through the TSA Contact Center (TCC) at [TSA-ContactCenter@tsa.dhs.gov](mailto:TSAContactCenter@tsa.dhs.gov), or by phone at 866-289-9673 or Federal Relay 711. The TCC's web page is found [here](#).

For information about passengers' civil rights and liberties in the security screening process, or to file a discrimination complaint, visit [here](#).