

TSA PreCheck and FAQ

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Overview

TSA Pre✓ allows low-risk travelers to enjoy expedited security screening. The program is available at participating U.S. airport locations for domestic and international travel.

The Department of Homeland Security (DHS) has several [Trusted Traveler programs](#) which provide an improved experience, while enhancing security and increasing system-wide efficiencies. The programs are customized based on travel needs and many of them have reciprocal benefits. A [comparison](#) is available as a guide to help the customer choose which program may be best for them.

What does TSA Pre✓ mean for travelers?

TSA Pre✓ Experience: <ul style="list-style-type: none">• Quicker transit through airport lanes• Shorter lines• Shorter wait times• Improved customer experience	No Removal of: <ul style="list-style-type: none">• Shoes• Laptops• 3-1-1 liquids• Belts• Light Jackets
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How can I get TSA Pre✓?

To obtain access to expedited screening, travelers can enroll in a DHS trusted traveler program such as the TSA Pre✓® Application Program or CBP Global Entry.

- DHS Trusted Traveler Program: tsa.gov/pre.check
- CBP Global Entry Program: <https://universalenroll.dhs.gov/programs/precheck>

The TSA Pre✓® application program enrollment process can be completed in 3 easy steps:

- **Apply for TSA Pre✓ Online**
Submit a quick, 5-minute online application and schedule an appointment at any of the nearly 400 enrollment center locations
- **Complete the In-Person Enrollment**
Schedule a 10-minute, in-person appointment to provide identity documents, payment, and fingerprints. Most individuals are approved within days of completing the in-person appointment. You can check the status of your application online.
- **Enjoy TSA Pre✓®**
Add your Known Traveler Number to your flight reservation and airline profiles and enjoy!

Known Traveler Number Information

Customers approved for one of the Trusted Traveler programs will be assigned a Known Traveler Number (KTN). The KTN should be added by the agency to the reservation for the customer. The KTN is only used in the PNR to obtain TSA Pre✓. Children ages 12 years and younger may use the TSA Pre✓ lane when traveling with a parent or guardian who has the TSA Pre✓ indicator on their boarding pass. We recommend the customer add the KTN to their profile on aa.com to insure it appears on all American reservations.

Note: The information in the profile on aa.com **does not** override the information added to the reservation by the travel agency.

The KTN is entered as a DOCO and should be associated directly to the customer name number. If the KTN is improperly associated by flight segment(s), it may result in TSA Pre✓ disqualification for the associated flight segment(s).

The KTN may appear in a reservation in one of the following formats:

- DOCO//K/981234567///US or DOCO//K/991234567///US or DOCO//K/198765432///US
 - issued in conjunction with Global Entry, NEXUS, SENTRI
 - The KTN is identified as the PASSID on the back of the card
 - The KTN begins with the numbers “98”, “99” or “1” and is a total of 9 digits in length
- DOCO//K/TT1234AB7///US –
 - issued by the Transportation Security Administration (TSA)
 - the code begins with the letters “TT” and is followed by 7 alpha-numeric characters
 - the total code is 9 characters in length
- DOCO//K/1234567890///US
 - members of the U.S. Armed Forces may provide their 10-digit DoD ID number to qualify for TSA Pre✓
 - more information can be found on the [TSA Frequently Asked Questions](#) page
- DOCO//K/XXXXXXXXXX///US – (11 X’s)
 - a KTN does not exist for the customer in American’s database
 - this remark is added by American’s Corporate Security
 - added to notify TSA customer is important to American

American transmits the KTN information to the DHS along with the Secure Flight Passenger Data (DOCS information). The final qualification for TSA Pre✓ is completed by the DHS.

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Frequently Asked Questions

1- Why did TSA Pre✓ not appear on my boarding pass?

The final determination for TSA Pre✓ is completed by the Department of Homeland Security (DHS). However, there are common issues which may have caused the problem. We recommend you verify the following information in the reservation is correct:

- Is the Known Traveler Number (KTN) in the reservation
- Is the KTN correct:
 - See PASSID on the back of the card to match the number
 - Is the number in the correct format:
 - 9 digits beginning with the number “98” or “99” or “1”(issued for Global Entry, NEXUS, or SENTRI)
 - OR begins with “TT” (issued by TSA)
 - OR is it 10 digits in length if Military DoD ID Number
 - Was it entered in the PNR using the format - DOCO//K/_____/US
- Verify the Secure Flight Passenger Data (SFPD)
 - Does the name exactly match the name on file with the DHS/TSA
 - Is the date of birth correct (verify the birth month, birth date, and birth year)
 - The birth year format is acceptable as 2-digits or 4-digits

Note: if corrections were made to the KTN/SFPD in the PNR, the information is automatically sent to the DHS for requalification. The customer's online boarding pass will be updated if approved. Return to aa.com and view the boarding pass to determine if TSA Pre✓ was updated on the boarding pass. It is not necessary to uncheck the customer in.

- If all information above is correct, log in to your account as follows:
 - Global Entry, NEXUS, SENTRI: <https://universalenroll.dhs.gov/programs/precheck>
 - Verify the PASSID on the home page
 - Verify the status reflects **Approved**
 - **Note: some customers now have EXPIRED status and may need to renew their application**
 - Select – Change Profile on the left side of the screen and verify the data listed is correct (first name, middle name, last name, date of birth, and PASSID)
 - TSA Pre✓ program: <https://universalenroll.dhs.gov/workflows?workflow=service-status>
 - Provide information to log in
 - The KTN information is located at the bottom of the page
 - **Note:** if you are unable to log in please contact the TSA

Customers who regularly do not receive TSA Pre✓ may contact the TSA directly:

- Email: TSA-ContactCenter@tsa.dhs.gov
- Phone: 1-866-289-9673

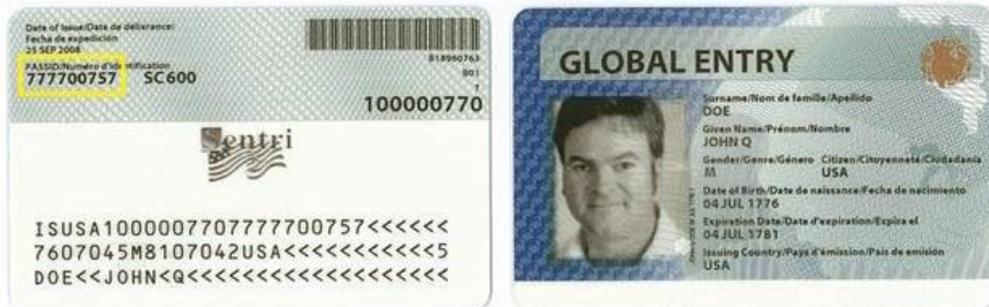
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2- Does the status of my Known Traveler Number credentials expire?

Yes, it is valid for 5 years. Once it is expired, you may no longer receive TSA Pre✓. You can verify your status at <https://universalenroll.dhs.gov/programs/precheck>.

3- Where do I find the KTN if I applied through the CBP (Global Entry, NEXUS, SENTRI)?

It can be found on the back of the card. See example below:



The customer may also visit <https://goes-app.cbp.dhs.gov/main/goes>

- Login
- Once logged in, verify PASSID on homepage and must say “Approved” under the status
- Customer should also click “Change Profile” on the left hand side of their screen, and verify the data listed in these fields: first name, middle name, last name, date of birth, and PASS ID.
- NOTE: PASSID = KTN. (Will begin with **98** or **99** or **1**, followed by seven digits.)

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4- **Where do I find the KTN if I applied through the TSA application program directly?**

- Visit: <https://universalenroll.dhs.gov/workflows?workflow=service-status>
- Provide the information to login, and verify KTN at the bottom of the page. (KTN will begin with TT, followed by a mixture of seven letters and/or numbers.)

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5- **Does my name on my ticket have to match the name on file with DHS/TSA?**

The PNR name field on the ticket should contain the customer's first name and last name only. The middle name, middle initial, and suffix are not necessary. However, the information input into the SFPD (DOCS) must match the information on file with the DHS/TSA to qualify for TSA Pre✓.

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6- **Where is the KTN number updated in the PNR?**

The Known Traveler Number (KTN) is entered as a DOCO and must be associated to the customer name number only. Do not associate the KTN to the individual flight segment.

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7- **What if the customer is a Member of the Military; do they receive TSA Pre✓?**

As part of an intelligence-driven, risk-based approach to security, TSA offers TSA Pre✓ expedited screening to all members of the U.S. Armed Forces, including those serving in the U.S. Coast Guard, Reserves and National Guard. Members of the U.S. Armed Forces can experience expedited screening many airports by using their official Department of Defense (DoD) identification number when making flight reservations. Members of the Military must include their DoD ID number when making airline reservations to receive TSA Pre✓. For details visit: [TSA Military Travel](#)

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8- **Is it possible for a traveler to have a Redress number and a KTN? Should both the Redress number and the KTN be included in the reservation?**

Yes, if a customer has both a Redress Number and a KTN, both should be added to the reservation.

The KTN and Redress number perform separate functions. It's important to include both the Redress number and KTN in all reservations for the customer. We recommend the customer add the KTN and Redress number to their profile on aa.com to insure it appears on all American reservations.

The Sabre Format:

Known Traveler Number

DOCO//k/123456789///US or DOCO//k/123456789///US -1.1

Note: A CBP issued KTN is nine digits and begins with the number "98" or "99" or "1". TSA issued KTN is alpha-numeric and begins with the letters "TT".

Redress

DOCO//R/123456///US -2.1 - Up to 25 characters; not necessary to name associate if only one customer in PNR.

Note: Users of other GDSs should contact the respective GDS for the correct format.
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9- **How do I update my aa.com profile?**

If you're an AAdvantage® program member, go to aa.com then select Log in.

- Go to Your account
- Select Information and password (under Edit Account)
- Scroll down on the page to the section: Secure traveler
- Input the Known Traveler number
- Input the Redress number (if applicable)

Secure traveler

If you have a 'redress number' and/or 'known traveler number' enter your information and we'll pass it through when you book.

Redress number ?	Known Traveler number ?
<input type="text"/>	<input type="text"/>

Note: when viewing your reservation online, the KTN will not be displayed if you are viewing the reservation as a Guest. The information in the aa.com profile **does not** override the information added to the reservation by the travel agency.

10- **I have followed the TSA Pre✓ guidelines and did not receive TSA Pre✓ on my boarding pass. Who should I contact?**

- For Global Entry, NEXUS, SENTRI: <https://goes-app.cbp.dhs.gov/main/goes>
 - Verify the PASSID on the home page
 - Verify the status reflects Approved
 - Select – Change Profile on the left side of the screen and verify the data listed is correct (first name, middle name, last name, date of birth, and PASSID)
- For TSA Pre✓ program: <https://universalenroll.dhs.gov/workflows?workflow=service-status>
 - Provide information to log in
 - The KTN information is located at the bottom of the page
 - **Note:** if you are unable to log in please contact the TSA

Customers who regularly do not receive TSA Pre✓ may contact the TSA directly:

- Email: TSA-ContactCenter@tsa.dhs.gov
- Phone: 1-866-289-9673

Please visit the [TSA website](#) for a wealth of additional information on TSA Pre✓.
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11- What is the KTN used for?

The KTN is only used for TSA Pre✓. However, children ages 12 years and younger may use the TSA PreCheck lane when traveling with a parent or guardian who has the indicator on their boarding pass

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12- If I can't insert the KTN for a child ages 12 years or younger, will the child not receive TSA PreCheck?

Children ages 12 and younger may use the TSA Pre✓ lane when traveling with a parent or guardian who has the indicator on their boarding pass

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13- If I don't insert the KTN, does that mean the child ages 12 years or younger can't use Global Entry when returning to the U.S. from an overseas location?

They can still use Global Entry without a KTN in the reservation, as the use of Global Entry is not tied to the KTN. The passport number in the reservation is what enables a customer to use the Global Entry kiosk upon arrival in the United States. U.S. Customs and Border Protection (CBP) will automatically verify the passport number matches a Global Entry participant.

Updated: February 2023