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## TSA Pre-Check FAQ

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Question	Answer
Does TSA Pre-Check also work for Global Entry?	No. Global Entry is a program run by the U.S. Customs and Border department. Right now, mobile appointments are not available for Global Entry.
I can't find my email with my appointment information. How do I find out when my appointment is?	Emails will come from <a href="mailto:no-reply@universalenroll.identogo.com">no-reply@universalenroll.identogo.com</a> . If you are unable to find the email, you can call TSA Pre-Check directly at their toll-free line of 1-855-347-8371. Be sure that you tell them you are checking on a reservation for a private event.
Can I register my whole family?	Yes. This event is for CSU students, staff, and their families. Family is defined as: "anyone you may travel with."
Does the \$78 fee cover my whole family?	No. The \$78 fee is per person and every person in the family will need to register
I don't see CSU listed as a location when I go to sign in.	Reservation instructions include a special location code specific to this event. That code is: SP-CSU. You need to enter this code into the ZipCode/City/Airport Code box and then click the "Search" button to be able to schedule at this event (do not hit "Enter").
Can I just show up?	No. You will need to be preregistered for an appointment. You may be able to register as a walk-in, but note that walk-ins are handled on an "as able" basis. This means that those with an appointment will get priority service and you may be turned away and asked to come again if the agent is over-booked.
Can my wife, roommate, and/or friend sign up on my behalf?	No. Fingerprints are taken and ID is confirmed at the time of your appointment so you must be present.
Is this a discounted price?	No. The pricing is set by TSA and is the same wherever you may go to get registered. The benefit is that TSA is coming to us rather than us having to go to them.
Does this mean a TSA agent will be here on campus?	Yes. They will be conducting appointments just like they would if you traveled to the airport for an appointment there.

What documentation is going to be required?	The easiest and quickest way to get set up with TSA Pre-check is if you have your passport. Please note that it cannot be expired. If you don't have a passport though, you can use a current driver's license and your birth certificate. This information is spelled out in the appointment registration process.
Where are these appointments being held?	TSA Pre-check will have a mobile RV on campus for this event. The location of the RV will be identified on both your final confirmation screen and can also be found here once confirmed.
When do I have to pay?	Payment is due at the time of the appointment. There is no money due at the time of registration.