
Part III – Ticketing and Security

Ticketing and Checking In

Tips!

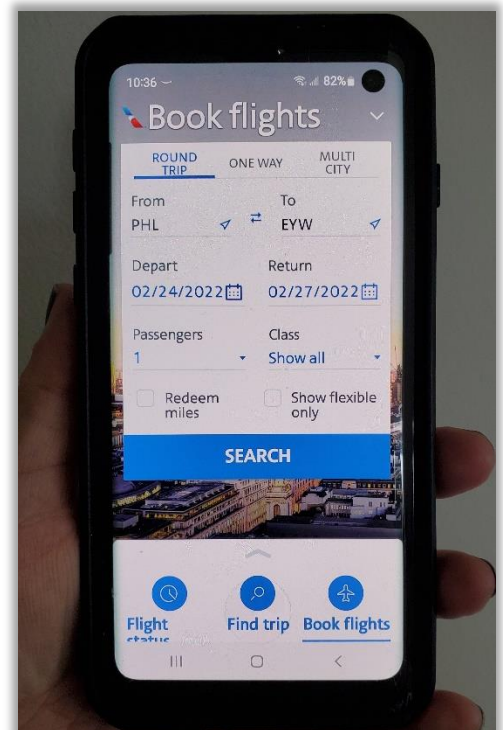
- Download mobile apps for your airline to your phone, tablet, or computer
- Check-in on-line for your flight to save time at the airport

There are multiple ways you can check-in for your flight at PHL:

Option 1 - Check-in online

You can check-in up to 24 hours before your flight departs on your computer or mobile device. If you provided your email when you purchased your ticket, the airline will send you an email the day before you leave, letting you know that online check-in is available for your flight. If you have downloaded the airline's mobile app, you can also check-in for your flight on the app.

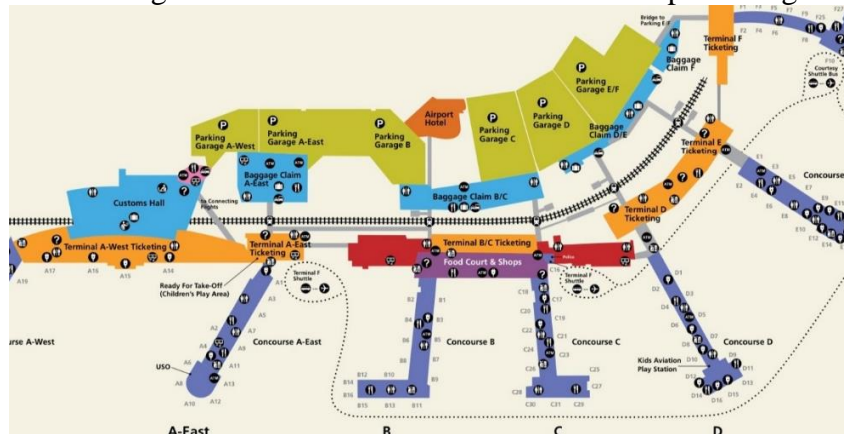
After you have checked-in online you can print a paper copy of your boarding pass, have the boarding pass emailed to you to use as a mobile boarding pass, or save your mobile boarding pass to your phone. If you are using the airline's app on your mobile phone, you can access your mobile boarding pass right from the app on your phone.



Option 2 - Airline Ticketing Counter

Ticketing counters are located inside the departures area of each terminal. Look for the ticket counter for your specific airline. An airline ticketing agent will check you in for your flight and will take any bags or items that you want to check in. The agent will issue you a paper ticket and a baggage claim ticket if you have checked your luggage, medical device, or wheelchair.

Ticketing counter locations are shown on the map in orange.



Option 3 - Ticketing and Baggage Kiosks

Most airlines offer self-check-in ticketing and baggage kiosks as an alternative to going to the ticket counter. The kiosks are touch screen computers that will ask questions to help guide you through the check-in process. The kiosks also provide the option to check your bags. If there is a fee to check your bag, the kiosk takes credit card payments. When your check-in is completed, the kiosk will print a paper ticket.

If you have checked bags, the kiosk will provide instructions on what to do with your bags. Many kiosks print the baggage tag for you to place on the handle of your luggage then instruct you to drop your bag at a designated bag drop off location. If the kiosk does not print a baggage tag, you will be instructed to go to the baggage counter where an airline employee will print the baggage tag and put it on your luggage for you. You will also be issued a baggage claim ticket(s) for items you have checked in.

If you have a connecting flight before you reach your final destination, you will be issued multiple boarding passes, one for each flight.

There are no fees related to checking wheelchairs or other mobility devices. Some airlines charge a fee for checked luggage. Check with your airline in advance to find out if there is a cost for checked bags.

Your boarding pass will include important information such as your flight number, your seat assignment, the time your flight leaves, and the terminal and gate number where your plane is located. For example, if your flight is departing from Terminal C and the gate is number 23, it will probably be listed as Gate C23 on your boarding pass. The boarding pass also tells you what time boarding begins. This is important if you need special assistance or extra time getting on the plane.

Markus contacted his airline one week before his flight to request assistance when he arrives at the Airport. Markus took a taxi to the Airport and told the driver to drop him off at the departure terminal for his airline. Markus was dropped off at the ticketing area of the Airport. When he

entered the Airport, he told airline staff that he needed a guide for assistance through the Airport. The guide helped Markus with check-in for his flight. Once check-in was completed and Markus had his boarding pass and baggage claim tickets, the guide then took Markus through security and to his departure gate.

Katie was dropped off by a friend at the departure terminal for her flight, who let her off in front of the door of the terminal. There are designated loading zones for people to unload wheelchairs in front of the terminal. Upon entering the Airport, Katie can go to the ticketing area with ticket counters, the ticket kiosks, and the disability assistance areas.

Katie headed to the ticket counter. When she reached the ticketing agent, the agent asked where she was flying to and asked for her photo ID to verify her identity. Katie told the ticketing agent that she had requested wheelchair assistance when she booked her flight. The agent confirmed her request and asked Katie if she was checking any baggage. She told the agent that she needed to have her wheelchair checked and one suitcase. The agent tagged both items and handed Katie baggage claim tickets for each.

To determine the terminal that you are flying from, you can search the airline and flight number online. The airline websites typically shows the terminal along with the flight details. For Example: For American Airlines Flight 676 you would search for AA676

Airline Codes

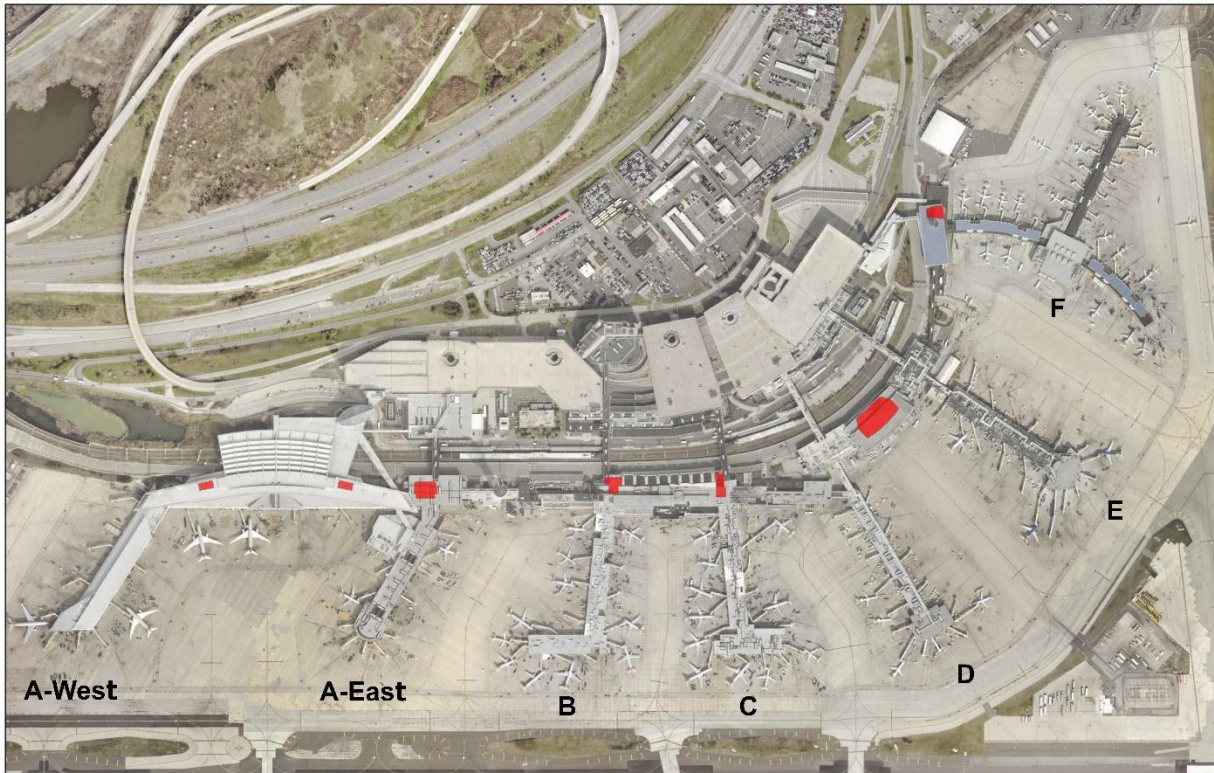
American Airlines	AA
American Eagle	AA
Delta Airlines	DL
Frontier Airlines	F9
Southwest Airlines	WN
Spirit Airlines	NK
JetBlue	B6
Air Canada	AC or XB
Air Canada Jazz	JZA
Qatar	QR
Aer Lingus	EI
Alaska Airlines	AS
Lufthansa	LH
British Airways	BA
United Airlines	UA

If you need assistance or information while in the airport, contact the Airport Communications Center from a white courtesy phone where you will dial 6937 or by calling with your cell phone: 215-937-6937. Press “0” to speak to an attendant.

Security Process

After you have checked in for your flight and checked your baggage, you will go to security.

TSA security checkpoint locations are shown on the map in red.



Everyone who is flying must go through security. If you request from your airlines to have a friend or family member escort you to your gate because of your disability, then that person must also go through security. The TSA operates security and processes thousands of passengers every year. To do this, they have rules that they expect people to follow.

When arriving at security, people will often have to queue up in a line. During this time, it is a good idea to get prepared so that when it is your turn you go through quickly and without problems.



Get Ready

- Get your boarding pass ready
- Have your Driver's license or ID ready
- Have liquid medications available for inspection
- Empty water bottles that are more than 3 oz
- Remove coat or outer layer of clothing
- Remove shoes and belts
- Remove electronics such as computers from your bag
- Prepare to tell TSA if you have a medical device
- Remove all backpacks, baskets, and other items that can be detached from your mobility devices
- Ensure that you do not have any prohibited items

If you are not able to stand for at least 10 minutes, you may want to contact your airline in advance for wheelchair assistance.

To simplify the process, we have created a 4-step model that will help you understand what happens during Security. The steps include the following:

- Step 1: Identification Clearance,
- Step 2: Clearance of Personal Items in x-ray,
- Step 3: Individual Clearance, and
- Step 4: Questions and Conclusion.

Please read below for more information on each step.



Step 1: Identification Clearance

When you are called to the security desk, have your boarding pass and your ID ready to give to the TSA officer. They will verify your boarding pass and your ID and then hand them back to you. You can put your ID and boarding pass away in a safe location until you need it again.

Every passenger over the age of 18 years old must show their airplane boarding pass and a government-issued ID. TSA will only accept official government-issued ID that includes your photograph. The most common IDs include:

- Driver's licenses or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)
- U.S. passport
- U.S. passport card
- DHS trusted traveler cards (TSA PreCheck, Global Entry, NEXUS, SENTRI, FAST)
- U.S. Department of Defense ID, including IDs issued to dependents
- Permanent resident card



Tips!

- If you travel frequently, consider applying for one of the U.S. Department of Homeland Security (DHS) Trusted Traveler Programs
- A fee will be charged for each program application and is valid for five (5) years
- TSA PreCheck is the most popular program for US domestic travel
- DHS Trusted Program Traveler website: <https://tp.dhs.gov/>

This list of IDs is not complete and may change, if you have another type of ID, you can check the TSA website:

<https://www.tsa.gov/travel/security-screening/identification>

Step 2: Clearance of Personal Items through the X-Ray Machine

After your ID is checked, you will be directed to another line that has tables connected to a conveyor belt. When you reach this point, put your carry-on baggage and items that you removed in the bins and place the bin on the conveyor so that it can go through X-ray.



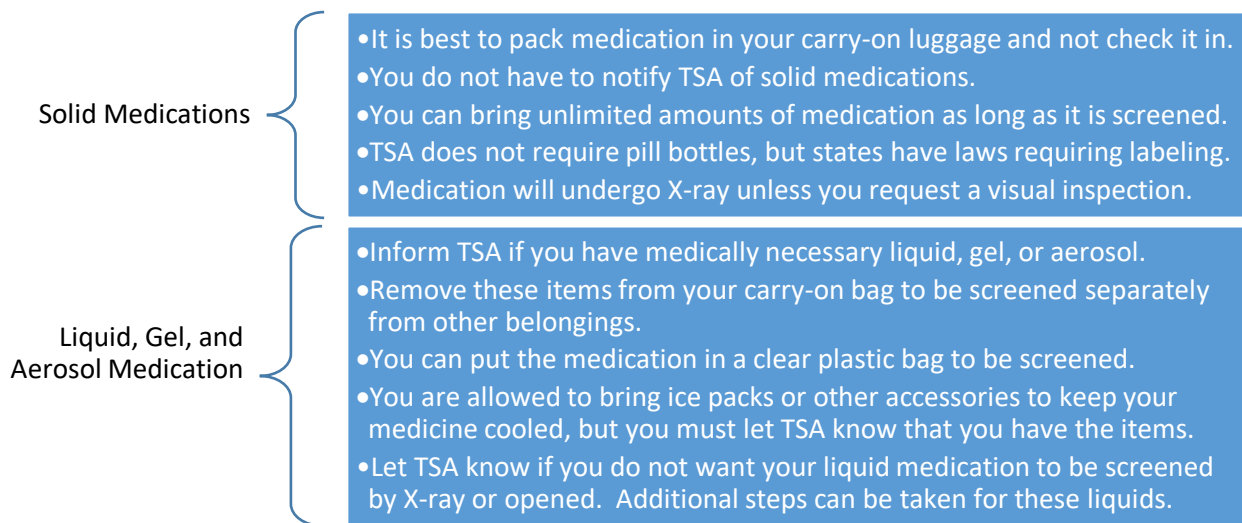
Follow all the instructions provided by the TSA officers. You may be asked to take off your shoes, belt, and coat. You can place them in the bins provided, along with any items like keys, phone, or wallet.

If you are traveling with a computer laptop or a tablet, you should place those in another bin. If you have medical equipment that can go through X-ray and can fit on the conveyor, then it

will also be placed on the belt. If the medical equipment or other items cannot fit in the machine, or should not be X-rayed, TSA will screen these separately.

Also, if you cannot be separated from your equipment, let the TSA agent know. Solid medication can stay in your bag and will go through X-ray. See the following graphic about medications for more information!





If you have medication that is not solid, liquid, gel, or aerosol you may want to contact TSA Cares before your trip to determine if there are restrictions. This category would include powders, edibles, and other similar medications.

Step 3: Individual Clearance

The next step is to obtain an individual screening. Screening can either be done in a scanner or by pat-down.

In the scanner, people must stand with their arms above the head for at least five (5) seconds. If you are not able to do this, let the TSA agent know.

People who are not able to go through the scanner and equipment that cannot be X-rayed will undergo a screening from a TSA agent. The screening will include a physical pat-down and testing for residue. The pat-down will be conducted by a TSA agent of the same gender. The screening occurs in public view; however, people can request the screening take place in a private area if desired.

Once **Katie** reached security with her **electric wheelchair**, she got her ID and other documents ready. She removed her backpack from her wheelchair so that it could go through the X-ray machine. As she was not able to stand and go through the individual clearance, the TSA agent performed a pat-down of her body and the wheelchair.

Assistance for People with Cognitive, Intellectual, Psychiatric, Developmental and Other Disabilities

If you are a person with a disability who needs assistance through security, you have options:

- 1** • You can request a “guest pass” at ticketing to have a friend or family member assist you through security and to your gate. Not all airlines offer this option, but many do!
- 2** • You can contact TSA Cares to ask for a personal assistant through security (TSA Cares does not assist people through the airport, only security), or
- 3** • You can call your airlines and request wheelchair assistance or an escort to go with you from ticketing, through security, and to your gate.

TSA officers can screen travelers on the autism spectrum, those with Alzheimer’s disease, dementia, aphasia, mental health conditions, traumatic brain injuries, cognitive, intellectual, developmental, and other disabilities without separating them from their traveling companions if this is needed. Inform the TSA officer about the best way to approach and conduct the screening especially if it is necessary to touch the passenger during the screening.

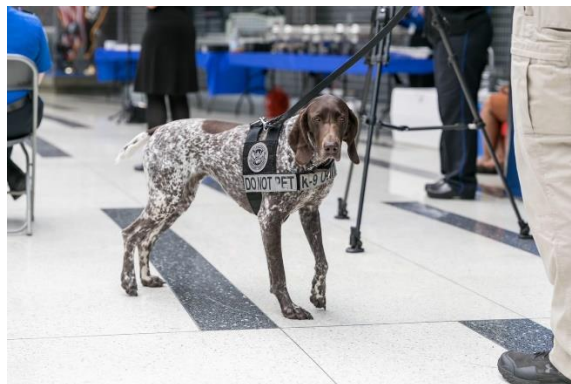
Physical inspection may include a pat-down from a same-gender TSA officer, inspection of the device, a self-performed pat-down where you touch the outside of your clothing, followed by a test of your hands for any trace of explosives, and other tests for explosives.



The following devices, equipment, and items may be subject to inspection:

X-Ray	<ul style="list-style-type: none"> •Walkers, crutches, canes, and other mobility aids and devices •White canes, Braille machines, note-takers, and other aids •Medical machines (i.e. nebulizer, CPAP, BiPAP, and APAP, etc) should be removed from carrying case for X-ray. Facemask and tubing may remain in case. You can put machine in clear plastic bag for X-ray.
Physical Inspection	<ul style="list-style-type: none"> •Wheelchairs, scooters and other mobility devices that do not fit in the X-ray machine will be screened. You may remain seated for the pat-down. •Inform the TSA officer if you have a stimulator, port, tube, ostomy, monitor, pump, or other medical device attached to your body. If the device is removable, consider if it can go in the X-ray machine. •Inform the TSA officer if you have an artificial joint, implant, pacemaker, defibrillator or another internal medical device. You should not be screened by a metal detector if you have certain internal medical devices. •Service dog collars, harnesses, leashes, backpacks, vests and other items need to be screened. Items that are necessary to maintain control of the service dog or indicate that the service dog is on duty do not need to be removed from the dog. You may walk through the scanner with your dog and have the option to request a pat-down.

You may see TSA dogs or police dogs while at the Airport. Please do not pet or interact with these animals. They are here to keep you and the Airport safe!



Items that Cannot be Brought Through Security – Prohibited Items

TSA maintains a searchable list of almost 500 items that are prohibited. Some of these items change (such as certain types of plants or food) so check the list or call TSA if you have a question. Some items will likely always be banned; we've included some of those items below:

Guns, firearms, and explosives

Knives, martial arts weapons, and other weapons

Ammunition

Items that are heavy and can be used to injure others. Items in this group can include everyday items like kettlebells and frying pans.

Toys that look like weapons

Liquids more than 3 oz, unless medically necessary

Fireworks or flammable items such as electric lighters

Hazardous liquids in any amount including bleach, paint thinner, or other liquids that may make people sick if the container were to spill. Note that these are not allowed in checked baggage, either.

<https://www.tsa.gov/travel/special-procedures>

<https://www.tsa.gov/travel/travel-tips/can-you-pack-your-meds-pill-case-and-more-questions-answered>

<https://www.tsa.gov/travel/security-screening/whatcanibring/all>

If you notice that you have a prohibited item with you once you are at the Airport you have options if you have enough time to deal with it before your flight! Be aware that certain weapons will be confiscated by the police (not TSA) if brought into the TSA line and the person may be charged with a crime. You can put prohibited items in your vehicle. You can give the item to a friend or family member if someone is with you at the Airport and they are not going on the flight. If the item is allowed in checked baggage, then you can add it to checked baggage. If the above options do not work, you can surrender most items to TSA.

Step 4: Questions and Conclusion

Finally, answer any questions, if asked, by TSA and pick up your belongings. When your personal items and your physical body has been cleared, you are ready to pick up your items that went through the X-ray, put on your shoes, coat, and belt and make your way into the terminals.

This information was obtained from the TSA website. Information may change so it is best to go to the website and ensure that you know before you go!

A Note about International Travel

If you are flying internationally, some of the processes, rules and procedures will be different than when you fly domestically. Please take the time to review the PHL video on [Customs for international travel](#), read the [FAA guidelines for transporting medications internationally](#), review *Flying Internationally* on [PHL.org/about/accessibility](#), and research the entry requirements for each country where you are traveling.

Helpful PHL Links

Accessibility at PHL PHL.org	Services and Amenities PHL.org
PHL Flight Information PHL.org	PHL Dining and Shopping PHL.org
Airline Information PHL.org	Art Exhibitions PHL.org

Please note that the information contained in this Guide is intended for informational purposes only and is not legal advice. When information is from a third-party resource please rely on the primary resource for updates.