



## Transportation Security Administration

U.S. Department of  
Homeland Security  
**United States  
Coast Guard**



As more COTP zones near compliance, we are seeing a surge of activities at our centers nationwide.

To address the increased demand, we have increased staff, equipment and hours of operation at the majority of our centers. These improvements also allow for additional appointment availability. Please check <http://www.tsa.gov/twic> or call the TWIC Help Desk at, 1-866-DHS-TWIC (1-866-347-8942), to see if you can obtain an appointment to meet your needs. Please remember, walk-in's are always welcome at any of our centers; but walk-in customers are served on a first-come, first-served basis.

If you choose to walk-in to enroll or activate your card, there are a number of steps you can complete to help expedite your process:

- 1) If you choose to walk-in, try to avoid traveling to the center with a large group.
  - As walk-in customers are served on a first-come, first-served basis, members of large groups will inevitably have to wait while other members of their party are being served.
- 2) Ensure you have the proper needed original documentation with you when you enroll. Please see <http://tsa.gov/twic> for a list of approved documentation.
- 3) If you are not an U.S. citizen, ensure you have the necessary original documentation and meet the requirements for TWIC eligibility by visiting <http://tsa.gov/twic>.
- 4) If you believe you have committed an offense that may require additional information as your background check is underway, please obtain information about the appeal and waiver process at <http://www.tsa.gov/twic> or by calling the TWIC Help Desk at 1-866-DHS-TWIC.
  - Please note, when additional information is required, it takes A MINIMUM OF 60 DAYS to obtain a decision regarding your TWIC card. Please plan accordingly.
- 5) If you have not received notification regarding your card status within 60 days of enrollment, please check your card status online at <http://tsa.gov/twic> or by calling the TWIC Help Desk at 1-866-DHS-TWIC.
  - You will be notified via phone or email by the contact information you provide at enrollment. Please ensure your contact information is correct.

If your company or organization has a significant number of individuals that need to enroll for their TWIC cards, and you would like to do so en masse, please contact your local Enrollment Center. The Center's staff will work with you to find a time to accommodate your employees or members.