



Contact Us Home

Welcome to the Universal Enrollment Services (UES) website, providing enrollment services for the Transportation Security Administration (TSA)

Important Notices

12/18/2013

TSA PreCheck appointments are going fast See All Important Notices 2



Select a program below to see a list of available services and information:







Select A Service

Schedule or Manage Appointment

Schedule an in-person appointment or change an existing appointment.

Order EED/Replace Card

Order an Extended Expiration Date (EED) TWIO® or replace a lost, stolen or damaged card.

What do I need to bring to enrollment?

Find out what documents you need to bring to the enrollment center to facilitate processing.

For U.S. Citizens For non-U.S. Citizens



Order EED



Check Status

Check the status of your service. (Currently not available for HME)



Locate an Enrollment Center

Locate and get directions to an enrollment center near you.

The use of the HME, HTAP, TSA Preê, TWIO®, and Universal Enrollment Services (UES) names in connection with this website is with the express permission of the Department of Homeland Security, Transportation Security Administration.







Contact Us **TWIC Replace Card Enter Information** * Required fields Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue. *First Name Middle Name John Steven *Last Name Suffix Smith Preferred Language *Date of Birth *Gender • 12/30/1972 English Male December 30, 1972 *Method of Contact 1 Phone Country Code United States (+1) 615-123-4567 *Method of Contact 2 Method *Primary Method of Contact Method of Contact 1 Next ▶ PRIVACY ACT STATEMENT: Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a. Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential. Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement. $\textbf{Disclosure:} \ \varnothing' \mid \exists \in @_3^* \land @_3^{-\frac{1}{4}} \in @_3^* \land @_3^{-\frac{1}{4}} \mid \land @_3^{-\frac{1$ of your security threat assessment. PAPERWORK REDUCTION ACT STATEMENT: Statement of Public Burden: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately $\hat{\mathbf{G}}$ minutes. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 09/30/2013.

If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri.







Home About **TWIC Replace Card Enter Information** Required fields Ineligible for a card replacement. Based on the information provided, your current TWIC is expired. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your TWIC is not expired, please call 855-DHS-UES1 (855-347-8371). Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue. *First Name Middle Name John Steven *Last Name Suffix Smith ~ *Gender *Date of Birth Preferred Language Male 12/30/1972 English December 30, 1972 *Method of Contact 1 Country Code Phone United States (+1) 615-123-4568 *Method of Contact 2 Method *Primary Method of Contact Method of Contact 1 Next ▶ PRIVACY ACT STATEMENT: Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a. Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your

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 $\textbf{Disclosure:} \ \ \text{Furnishing this informations} \ \ \text{is voluntary;} \ \ \text{however, failure to} \ \ \text{\hat{A}_i} \ \ \ \text{\hat{A}_i} \ \ \ \text{\hat{A}_i} \ \ \text$ of your security threat assessment.

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TWIC Replace Card Enter Information * Required fields Unable to determine eligibility. Based on the information provided, we were unable to locate you in our system. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct and you feel this message is an error, please call 855-DHS-UES1 (855-347-8371). Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue. *First Name Middle Name John Steven *Last Name Suffix Smith *Gender *Date of Birth Preferred Language Male 12/30/1972 English December 30, 1972 Method of Contact 1 Country Code Phone United States (+1) 615-123-4568 Method of Contact 2 Method *Primary Method of Contact Method of Contact 1 **Next**▶ PRIVACY ACT STATEMENT: Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a. Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential. Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to

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Home About **TWIC Replace Card** * Required fields **Enter Information** Unable to determine eligibility. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct, please call 855-DHS-UES1 (855-347-8371) for more information. Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue. *First Name Middle Name John Steven Suffix *Last Name Smith *Gender *Date of Birth Preferred Language 12/30/1972 English Male December 30, 1972 *Method of Contact 1 Country Code Phone 615-123-4568 United States (+1) *Method of Contact 2 Method *Primary Method of Contact Method of Contact 1 Next ▶ PRIVACY ACT STATEMENT: Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a. Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential. Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement.

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Disclosure: Furnishing this information is voluntary; however, failure to] | [çãs/km/ 4]/ks/|æ/kæ/k/ æ/k/ - 2/k/ c/} o/ks | (] | ^a[}

If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri.







TWIC Replace Card * Required fields **Enter Information** Server error. We are currently experiencing technical difficulties and are unable to process your request. Please try again later or call 855-DHS-UES1 (855-347-8371). Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue. *First Name Middle Name John Steven *Last Name Suffix Smith Preferred Language *Gender *Date of Birth English Male 12/30/1972 December 30, 1972 *Method of Contact 1 Country Code Phone 615-123-4568 United States (+1) *Method of Contact 2 Method *Primary Method of Contact Method of Contact 1 Next ▶ PRIVACY ACT STATEMENT: Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a. Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your

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About FAQ Contact Us **TWIC Replace Card Enter Information** * Required fields Service unavailable. We are currently experiencing a high volume of requests. Please try again or call 855-DHS-UES1 (855-347-8371). Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue. *First Name Middle Name John Steven *Last Name Suffix Smith *Date of Birth Preferred Language *Gender English Male 12/30/1972 December 30, 1972 *Method of Contact 1 Country Code Phone 615-123-4568 United States (+1) *Method of Contact 2 Method *Primary Method of Contact Method of Contact 1 Next ▶ PRIVACY ACT STATEMENT: Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a. Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential. Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement. Disclosure: Furnishing this information is voluntary; however, failure to provide it will delay and may prevent completion

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If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri.





Unexpected error.



Administration **TWIC Replace Card Enter Information** * Required fields

Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue.

correct, please call 855-DHS-UES1 (855-347-8371) for more information.

If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is

*First Name		Middle Name
John		Steven
*Last Name		Suffix
Smith		•
*Gender	*Date of Birth	Preferred Language
Male	12/30/1972 December 30, 1972	English
-*Method of Contact 1 ———————————————————————————————————	Phone	
United States (+1)	615-123-4568	
*Method of Contact 2 Method		
*Primary Method of Contact		
Method of Contact 1		

Next ▶

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Español

FAQ Contact Us **TWIC Replace Card** Select Reason Extended Expiration Date (EED) You are eligible to replace your TWIC with a three-year extended expiration date (EED) TWIC for a reduced fee of \$60. If you would like to take advantage of this opportunity please select one of the reasons below that offers the three-year extension. Click here for further information on EED TWICs. Please select the reason for your card replacement. Then click 'Next' to continue. Card is Lost/Stolen (TWIC expiration will be extended by 3 years) Card is Damaged (TWIC expiration will be extended by 3 years) Unable to Reset Card PIN (TWIC expiration will remain the same) Extended Expiration Date (EED) (TWIC expiration will be extended by 3 years) Next▶ **∢**Back If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri. Home | About | FAQ | Contact Us | Freedom of Information Act | Transportation Security Administration (TSA) | U.S. Department of Homeland Security (DHS) Canceled Card List | Canceled Card List Integrity Hash SAFRAN a trusted partner





TWIC Replace Card

Select Reason

Please select the reason for your card replacement. Then click 'Next' to continue.

Card is Lost/Stolen (TWIC expiration will remain the same)

Card is Damaged (TWIC expiration will remain the same)

Click here if you are looking for an Extended Expiration Date (EED) TWIC.

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If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am – 10pm EST Mon.-Fri.

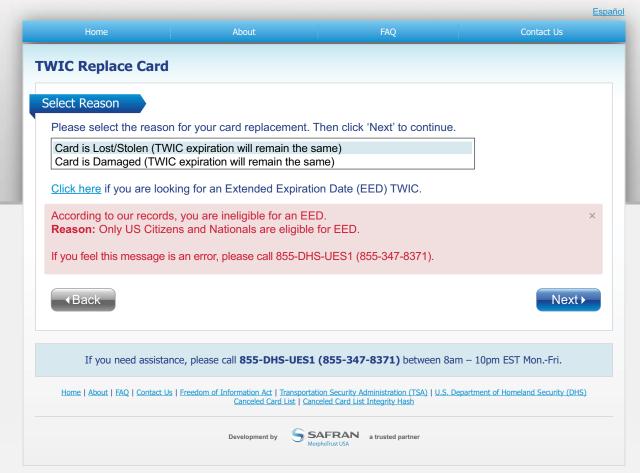
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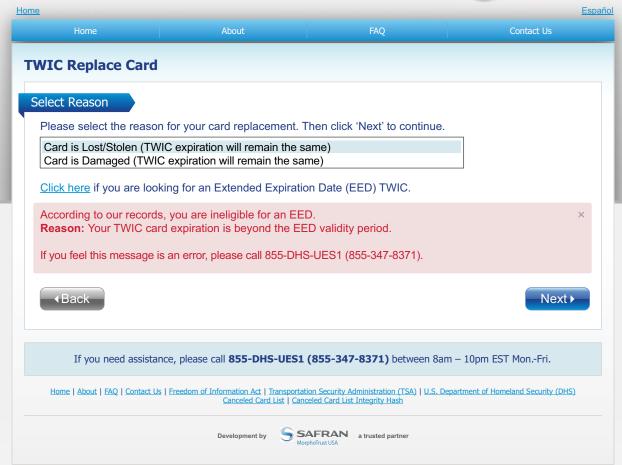












Future OneVisit Selection Page*

*Currently under development, actual page may look different.







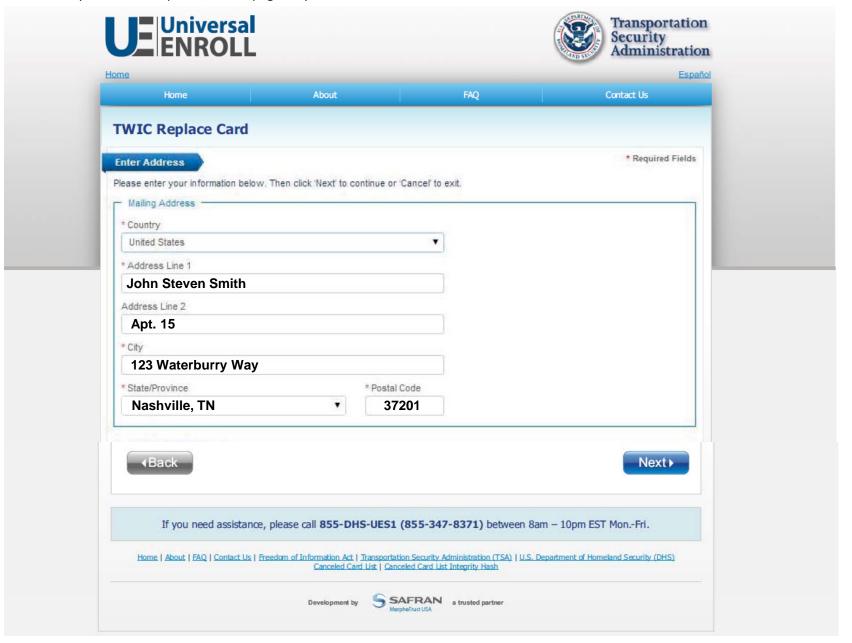
Home About FAQ Contact Us **TWIC Replace Card** Select Pickup Location Enter a Postal Code or City to 'Search' for a location to pick up and activate your replacement card. Search Select the location. Then click 'Next' to continue. Nashville, TN 1.8 mi 15 Century Blvd. Mon & Wed & Thur: 9:00AM - 12:00PM & 1:00PM - 4:00PM Suite 500 Tues & Fri: 9:00AM - 12:00PM & 1:00PM - 2:00PM Nashville, TN 109.1 mi Decatur, AL Hours: 1436 Shoal Creek Road Mon - Fri: 8:30AM - 4:30PM Decatur, AL 113.6 mi Chattanooga, TN Hours: 6102 Shallowford Road Mon, Tues, Thur & Fri: 8:30AM - 11:30AM Wed: 8:30AM -Ste. 102 11:30AM & 1:30PM - 4:30PM Chattanooga, TN
 ♥ View Map
 ▲ Sign Up for Alerts
 Paducah, KY Hours: 124.7 mi 611 Broadway Street Mon - Fri: 9:00AM - 12:00PM & 12:30PM - 3:00PM Paducah, KY Evansville, IN 136.1 mi 2532 Waterbridge Way Mon, Tues, Thur & Fri: 8:30AM - 11:30AM Wed: 8:30AM -Evansville, IN 11:30AM & 1:30PM - 4:30PM
 ♥ View Map
 ▲ Sign Up for Alerts
 Next ▶ ∢Back If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri. The use of the Universal Enrollment Services (UES), TWIC®, HME and HAZMAT names in connection with this website is with the express permission of the Department of Homeland Security, Transportation Security Administration Home | About | FAQ | Contact Us | Freedom of Information Act | Transportation Security Administration (TSA) | U.S. Department of Homeland Security (DHS) Canceled Card List | Canceled Card List Integrity Hash

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Development by

Future OneVisit Mailing Address Page*

*Currently under development, actual page may look different.







Español FAQ Contact Us **TWIC Replace Card** Calculate Fee If you have a coupon code, please enter it below and click 'Apply' to reduce your fee. Then click 'Next' to continue. Replace Card (TWIC expiration will be extended by 3 years) \$60.00 Apply **Coupon Code** Fee: \$60.00 ∢Back Next▶ If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri. Home | About | FAQ | Contact Us | Freedom of Information Act | Transportation Security Administration (TSA) | U.S. Department of Homeland Security (DHS) Canceled Card List | Canceled Card List Integrity Hash SAFRAN a trusted partner Development by



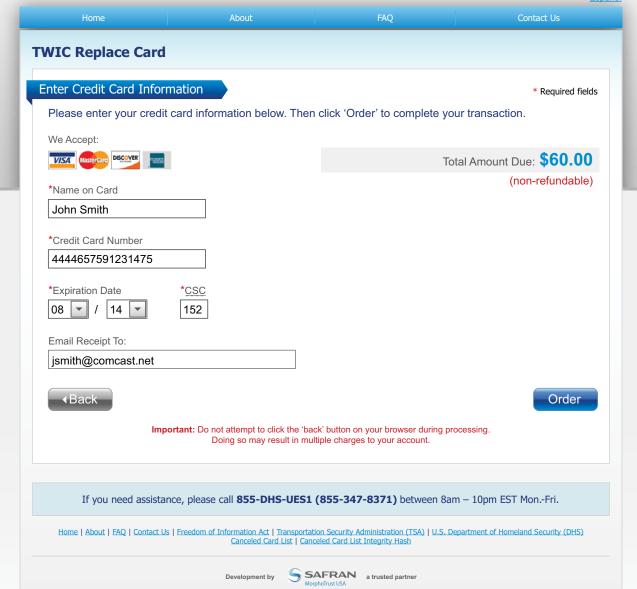


Español FAQ Contact Us **TWIC Replace Card** Calculate Fee If you have a coupon code, please enter it below and click 'Apply' to reduce your fee. Then click 'Next' to continue. Replace Card (TWIC expiration will be extended by 3 years) \$60.00 Coupon Code 111HKV5511QK95 Apply Coupon Applied (\$60.00) Fee: \$0.00 ∢Back Next▶ If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri. Home | About | FAQ | Contact Us | Freedom of Information Act | Transportation Security Administration (TSA) | U.S. Department of Homeland Security (DHS) Canceled Card List | Canceled Card List Integrity Hash SAFRAN a trusted partner Development by





<u>Español</u>







Español FAQ Contact Us **TWIC Replace Card** Confirm Order Click 'Order' to complete your transaction. Total Amount Due: **\$0.00** ∢Back Order Important: Do not attempt to click the 'back' button on your browser during processing. Doing so may result in multiple charges to your account. If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri. Home | About | FAQ | Contact Us | Freedom of Information Act | Transportation Security Administration (TSA) | U.S. Department of Homeland Security (DHS)

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Español

FAQ Contact Us

Service Status

Thank you for your order! Your transaction summary is below.

Print Status

Note: You will be notified within 10 days when your card is ready for pickup.

Payment Details:

Date: 10/17/12 @ 11:03 AM Applicant: **JOHN S SMITH**

UE ID: U11F-193H9F

Service: TWIC REPLACE CARD

\$60.00 Fee: \$60.00 Paid:

CARD (ending in 1475) Method:

00041C Auth Number:

Pick-up Location Details:

Nashville, TN Hours: Tuesday, Thursday - 1:00 PM - 5:00 PM CST

15 Century Blvd. Suite 500 Nashville, TN

Facility is in the Postal Annex, next to Trader Joe's in Oak Grove Plaza shopping complex.

No truck parking available

If you need assistance, please call **855-DHS-UES1** (**855-347-8371**) between 8am – 10pm EST Mon.-Fri.

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Español

FAQ Contact Us

Service Status

Thank you for your order! Your transaction summary is below.

Note: You will be notified within 10 days when your card is ready for pickup.

Payment Details:

Date: 10/17/12 @ 11:03 AM Applicant: **JOHN S SMITH**

UE ID: U11F-193H9F

TWIC REPLACE CARD Service:

\$60.00 Fee: \$60.00 Paid: **COUPON** Method:

Pick-up Location Details:

Hours: Tuesday, Thursday - 1:00 PM - 5:00 PM CST MorphoTrust

3.5 mi

15 Century Boulevard, Suite 500, Nashville, TN

Facility is in the Postal Annex, next to Trader Joe's in Oak Grove Plaza shopping complex. No truck parking available

View Map 🦻



Email Summary To:

jsmith@comcast.net

Send



If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri.



Future OneVisit Confirmation Page*

*Currently under development, actual page may look different.

