

Customer Service

How Can We Help?

The Transportation Security Administration offers a variety of customer service resources to assist travelers. From planning your trip to arriving at your destination, TSA is here to help.

Social Media

Ever have questions on what to bring through the checkpoint? Did you leave something behind during screening? TSA has a team dedicated to answering your questions related to prohibited and permitted items, identification requirements and so much more. AskTSA is available on [Twitter](#) and [Facebook Messenger](#) 365 days a year to help you before, during and after your travels.

TSA Cares

For those with questions or concerns on traveling with a disability, medical condition or any other special circumstances, contact the TSA Cares helpline 72 hours prior to traveling. TSA Cares answers questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares can also arrange assistance for passengers with medical conditions as well as injured service members, veterans and wounded warriors.

At the Airport Checkpoint

Need a helping hand during screening? All you have to do is ask. A transportation security officer will gladly give you a hand. Travelers requiring special accommodations or who have concerns about the security screening process at the airport can ask a transportation security officer or supervisor for a passenger support specialist, who provides on-the-spot assistance during the security screening process.

Website

Wondering how to travel with your child or furry companion? Want to know more about security screening procedures? Visit [TSA.gov](#) to find answers to [frequently asked questions](#), apply for [TSA Pre✓®](#) and search for items you want to bring on the plane using the [What can I bring?](#) tool. You can get our [top travel tips](#) and watch [videos](#) offering tips, resources and more to help improve your travel experience.

Contact Center

Have questions on ID requirements or in need of assistance while going through security? Reach out to the TSA Contact Center to speak with a live operator. Automated information is also available anytime in several languages.

My TSA App

The MyTSA app provides you with 24/7 access to the most frequently requested airport security information on any mobile device. You can save time and money with our helpful tips for preparing for security, including a searchable database of items and detailed information for your favorite airports.

AskTSA

Twitter: [@AskTSA](#)
 Facebook Messenger:
[www.fb.com/AskTSA](#)
 Weekdays:
 8 a.m. to 10 p.m. ET
 Weekends/Holidays:
 9 a.m. to 7 p.m. ET

TSA Cares

(855) 787-2227
 Federal Relay: 711
 Weekdays:
 8 a.m. to 11 p.m. ET
 Weekends/Holidays:
 9 a.m. to 8 p.m. ET

TSA Contact Center

(866) 289-9673
 Weekdays:
 8 a.m. to 11 p.m. ET
 Weekends/Holidays:
 9 a.m. to 8 p.m. ET

MyTSA App Download from the Google Play Store or the Apple App Store.

