



AUTHORIZED SIGNATORY PORTAL FREQUENTLY ASKED QUESTIONS (FAQ'S):

Q: I can't log in! I am getting an "invalid credentials" response?

A: Make sure you are using Internet Explorer and following the instructions to log in for the first time. As a reminder your **UPID is the first set of numbers on YOUR badge in WHITE under SEA**. To initially log in to the portal:

USER NAME: First Initial of your First Name + First Initial of your Last Name + UPID

Password: UPID+ DATE OF BIRTH + First two characters of your FIRST NAME (In CAPS)

Example:

Matt Curtis is an Authorized Signer and his UPID is 7777. His DOB is February 2nd 1978. His user and password would read:

User: MC7777

Pass: 777702021978MA

Q: Will there be other training sessions available to introduce the portal?

A: Yes, we will hold weekly classes on Tuesday's and Thursday's in the Aviation Training Conference room adjacent to the Training/Renewal Center. The conference room is located three doors down from the Credential Center.

Q: Is the Authorized Signatory Portal Training required?

A: No, it is recommended but not required. We ask that at least one signer from each company attend.

Q: Does this training replace the Authorized Signer Computer based training?

A: No. All Authorized Signers are required to take the computer based Authorized Signer training to validate signatory status.

Q: Can an Authorized Signer initiate a name change?

A: No, Name Changes will be done in the Credential Center. The Applicant must bring all valid documents showing a bridge.



Q: What if the applicant does not have a middle name?

A: Leave it blank.

Q: Do I need to enter SSN?

A: Yes, though it is not required, it WILL delay security checks if you don't.

Q: What if the applicant has more than 3 Alias'?

A: Enter the three most recent.

Q: What browsers are supported?

A: The only supported browser is Internet Explorer.

Q: Can I use my phone or a tablet?

A: No, the Portal was not designed for use on tablets, phones or Mac devices.

Q: How can I access the Authorized Signatory Handbook?

A: Click on the HELP link, once you log into the Portal. It is also located on our website under NEW COMPANY.

Q: Can I renew an employee that has expired?

A: Yes. It is important to renew prior to expiration, but you can renew up to 30 days after expiration.

Q: What if we renew the employee but they do not have an appointment until their badge expires?

A: We can see that the AS renewed the badge and that the applicant is within 30 days, so we are able to renew.



Q: What if the employee fails to renew within the 30 days of badge expiration?

A: They will have to begin the process again. The Authorized Signer will have to enroll them as though they were a new applicant. We will merge the records when they are seen in our office.

Q: How quickly does our enrollment hit your system in the Credential Center?

A: As soon as you enroll, renew or terminate an applicant we see it. It happens instantaneously.

Q: Can I make changes after I SAVE?

A: The only changes you can make after you save are an update to the address and phone number. If you have made a mistake, the Credential Specialist will have to be notified for correction on our end.

Q: Can I re-activate a badge that I have terminated?

A: No

Q: What if I have technical difficulties using the portal? Will you still accept paper applications?

A: Yes, we will continue to accept paper applications until we are 100% stable.

Q: What is the process to request a Customs Seal? Can I do this in the SAFE Portal?

A: There is NO change to the CPB SEAL process. The applicant will be required to submit a paper application at the time of the NEW badge appointment and 30 days prior to renewal.

Q: What does it mean to suspend a badge and when/how should I be doing this?

A: We are asking that you do not use the Suspend feature unless you have an employee that is out on approved leave for 90 days or less. In this instance we ask that you work with your assigned Credential Specialist to suspend that employee.



Q: The calendar isn't populating the right year?

A: When using the calendar, first select the year, then the month and lastly the day. This will ensure the date populates correctly.

Q: I do not need to access the SAFE Portal very often as I only have a few employees. Will we receive an email notification when the badge audit is sent?

A: Yes, you will receive notifications that an audit was triggered for your company.

Q: What happens if I need to update information on the General Tab that is greyed out?

A: You will need to contact the Credential Specialist and we will make the necessary changes on our end.

Q: How do I request access level changes for an existing badge holder?

A: There is no change to access requests above and beyond standard access based on job title for your company. The Authorized Signer is required to fill out a paper "access request form" and submit that to the Credential Center for review. Access request forms are located on our website.

Q: Will I still get an email reminder when my badge holders are due to renew their badges?

A: If you have not renewed the badge from the dashboard at 30 days prior to the badge expiration date then yes, you will receive an email reminder.

Q: What if I terminate someone in the Portal by accident?

A: Please make sure that you want to terminate before you hit SAVE. If you do make a mistake, you will need to contact your assigned Credential Specialist ASAP for corrective measures.

Q: Do I still have to complete a lost badge form?

A: No. But you must ensure you check the box that approves the Credential Center to re-print the badge per the handbook.



Q: What are the colors of the badge types listed in the drop down menu?

A:

STERILE= ORANGE

RESTRICTED/SIDA = RED

AOA= BLUE (DRIVING)

AMA=BLUE (DRIVING + TAXIWAYS)

Q: Will I still get notified by the Credentialing Center when my applicant has passed the security checks?

A: Yes. However, you can also verify that information in the Portal. Please see the addendum below that outlines “statuses”.

Applicant Status (Banner in the upper right hand corner of applicants profile)	Definition
Active:	Applicant has picked up the badge within the required 30 business days.
Pre-Enrolled:	Badge data has been entered by Authorized Signer
Awaiting Clearance:	Applicant has been processed by a Credential Specialist and security checks have been submitted but CHRC and/or STA have not yet cleared
Security Check Complete:	Applicant has passed CHRC and/or STA but has not completed training.
Ready to Badge:	Applicant has a CHRC and STA clearance and Training has been completed by the applicant. The applicant is now ready to pick up the badge within 30 business days of the last security check clearance. Badge has not yet been issued.
Suspended:	Applicant occupation is suspended. Badge is Inactive
Terminated:	Applicant occupation is terminated. Badge is Inactive
Badge Status (Access Cards Tab in the Portal)	Definition
Active	Badge is active and printed.
Confiscated	Badge is inactive and confiscated for a security violation.
Damage	Badge is damaged and a new badge printed.(You will see this status for various reasons)
Expired	Badge is expired and has not been returned
Inactive	Badge is not active and has not been returned
Lost	Badge has been reported as missing by an Authorized Signer. Authorized Signer will check the Approved for Badge Reprint box to authorize CS to print replacement badge for applicant.
Returned:	Badge has been returned to the Credential Center.
Rebadge	Badge is active. The badge needs to be reprinted. This happens anytime something on the face of the badge has been modified (Name, Job Title). This normally occurs because CBP has approved a SEAL and the badge needs to be reprinted.
Renew & Renew Authorized	Badge approved for renewal by Authorized Signer. If the badge is not expired and the AS has renewed in the portal, the card status will be Renew. If the badge has expired but the AS renews the status will show Renew Authorized (for 30 days).
Revoked	After 30 days of Inactive/Not Returned SAFE automatically changes the card status to Revoked and triggers the \$250 unreturned badge fee
Stolen	Badge has been reported stolen by Authorized Signer. Authorized Signer will check the Approved for Badge Reprint box to authorize CS to print replacement badge for applicant. Lost badge fee will still be charged, unless employee provides an in-person police report with a case number that specifically lists Port of Seattle badge as an item that was stolen. In that case, the lost badge fee can be waived, first offense only. The badge cannot have been stolen out of a vehicle
Suspended	Badge is suspended and inactive

