

Credential Center Frequently Asked Questions and Helpful Reminders

Q: How Can I find information on new badging, renewals, new company set ups, training, CBP SEAL process, acceptable documents, and hours of operation?

A: The Credential Center website is updated with our most current information and provides interactive maps that detail and outline our processes. Visit us here: [Credential Center and Training | Port of Seattle \(portseattle.org\)](https://portseattle.org)

Q: How do I access the Authorized Signer Portal? Is there a link? Is there a guide? How do I re-set my password?

A: This information can be found in our [Authorized Signer Handbook](#) which is located on our [website](#).

NOTE: Authorized Signers must complete annual computer-based training to remain a valid signer. They must also notify their designated Credential Specialist of training completion! Training can be done online using this link: [Computer Based Security Training](#).

Q: Who is my company contact in the Credential Center?

A: Each of our 800+ companies are divided into letter groups and split among the Credential Center staff. You have a dedicated Specialist available to answer and address all badge-related questions and concerns. If you do not know who your Credential Specialist is, please send an email to: IDbadgescheduling@portseattle.org

Q: Why is the Background Check process taking so long for my employee to clear?

A: The background process is complex, there is criminal history vetted by the FBI and a Security Threat Assessment vetted by TSA. This process on average takes 2-4 days. However, foreign born applicants Nationwide, typically see a 2-3 week delay in receiving a result. We track this very carefully and make every effort to expedite. Authorized Signers have the ability to see where your employee is at in the process and if they have cleared by logging into the AS Portal.

Q: Do my employees need to make appointments for new badging, renewals, and badge pick-ups?

A: We highly encourage all employees to make a [Badge Appointment](#) for **NEW BADGE processing and BADGE RENEWALS**. Our volume is unpredictable in the Center and while we do our best to accommodate walk-ins, we don't like to make people wait. Your employees do NOT need an appointment to train for badge-pick-ups.

Q: My Access request or Key request is taking a long time. Why?

A: Key requests and Access request forms are a clunky, cumbersome paper process. We realize this is frustrating and are working hard to improve and eventually implement an electronic process for both. In the meantime, the most common reasons for delayed keys and or access are:

- The Authorized Signer didn't sign the form. This must be signed by the company Authorized Signer.
- There is no justification. For high-level doors and/or keys, we require a detailed justification as to the reason the key/door is being requested.
 - **Note: We will likely deny all access requests that allow an employee to "by-pass" the Full-Employee Screening Checkpoints.**
- There is a missing signature from a higher-level approver. Some keys and doors require a sign-off from the "AREA OWNER". If you are unsure who to contact for additional signatures, send an email to IDbadgescheduling@portseattle.org.

Helpful Reminders:

- All companies are required to have a minimum of 2 Authorized Signers. There is a fair amount of turn-over with our Authorized Signer population and having 2 signers in place is important.
- When you terminate an employee, you must suspend the badge in the Authorized Signer Portal asap and return the badge to the Credential Center. Make sure to complete and obtain an accountability form when you return the badges. Do not wait for an audit to suspend terminated employees. Failure to do so will result in revocation of AS privileges.
- Authorized Signers are responsible for updating contact information in the AS Portal. Please update email addresses and all contact information for you and your employees.
- DO NOT SHARE Password information. The Information contained in the Authorized Signer Portal is, by TSA regulation, considered SSI (Sensitive Security Information) and also contains personally identifiable information of your employees. You are trained and authorized by TSA as an Authorized Signer to protect this information and use only for the purposes of badging.
- Authorized Signer training is required annually. Failure to take recurrent training immediately suspends the use of the portal.
- Company Agreements need to be up-to-date and current. If your company agreement expires, you can no longer badge or renew your staff. Please make sure you work with your designated Credential Specialist to maintain a current status.
- The Credential Center does not handle billing. If there is an issue your Designated Specialist can assist in providing direction to our accounting department, but the staff is unable to answer questions around billing.
- ESL- If you hire employees who struggle with English as a Second Language, please help them understand the importance of the badge and security processes outlined in our training programs. They must be able to take and pass STERILE and SIDA training prior to badging. It would be helpful for the Employer/Authorized Signer to cover key items in our SIDA/STERILE training prior to sending them to our office. If an employee fails SIDA three times in a given period, we will refer them to Airport Jobs for assistance.