

## IDMS FAQ's Updated 5/7/25

### Authorized Signer Portal:

**Q: How do I log into the Authorized Signer Portal for the first time?**

**A:** A link will be sent to all Signers on Monday May 12<sup>th</sup> when the system is live. This will include instructions on how to install MFA and how to log in to the portal.

**Q: Is Multi-Factor Authentication (MFA) required to log into the new system as an Authorized Signer?**

**A:** Yes. This is how we protect the data and integrity of the sensitive and personal information contained in the portal. [Log in & MFA video](#)

**Q: What MFA options are there?**

**A:** You can use Microsoft or Google Authenticator applications. We recommend Microsoft and will be providing a video tutorial on how to download the app and access the system. [Download the Microsoft authenticator app](#)

**Q: Where do I find instructions on how to use the portal?**

**A:** There are recorded Authorized Signer Training sessions, and an Authorized Signer Handbook will be available at go live May 12.

## **Badging:**

**Q: What is the timeline to replace our old badge with the new design?**

**A:** Upon expiration date (badge renewal) or in any other circumstance that you would have normally needed a reprint.

**Q: Will old badges work until we have the new design reprinted?**

**A:** Yes. The former badge style will be valid until it reaches expiration or renewal occurs.

**Q: I have questions on badge specific processes that are not outlined in the training or the Authorized Signer Portal Handbook.**

**A:** All regulatory requirements for badging have not changed. Most questions can be found on our website, in the Authorized Signer portal handbook, or the video tutorials. If there are still questions, they can be addressed by emailing your designated credential specialist.

**Q: Is the Real ID Act required for badging?**

**A:** No. This is a TSA requirement for travel. Note: Requirements for CBP seals may be different.

## **Escorting:**

### **Q: What are the new Escort limitations?**

**A:** Companies with less than 50 employees = 100% of SIDA badges can be escorted.

Companies with 51-100 employees = 80% of SIDA badges can escort.

Companies with over 100 employees = 60% of SIDA badges can be escorted.

Concessionaires are exempt due to a small SIDA badge population.

### **Q: Will I be able to Escort with my old SIDA badge until I have my new badge reprinted?**

**A:** Yes. We will allow anyone with a RED (SIDA) or BLUE (AOA/AMA) badge to continue escorting until the badge is replaced.

## **Tools:**

**Q: My employees have a business need to carry a tool or otherwise prohibited item. How do I know my company is authorized?**

**A:** We have approved the tool icon by company type. For example, if you are considered to be maintenance personnel or a contractor by job function, you were pre-approved to have the icon printed.

**Q: What if my company or employee was not authorized to have the “tools” icon? What’s the process to request this?**

**A:** Your company will be emailed an approval shortly. If you did not receive this and need to request a tool icon, please send your request to [AskAvSec@portseattle.org](mailto:AskAvSec@portseattle.org).

**Q: My team currently carries approved tools for the work we do. Are we approved to continue to carry with our old badges until new ones are issued?**

**A:** Yes.

**Q: Is there a list of approved tools?**

**A:** No. Port of Seattle Rules and Regulations define this: “Certain items may be considered exceptions if they are approved by the ASC or designee and deemed “tools of the trade”.

## **U.S. Customs and Border Protection (CBP) SEALS:**

**CBP SEAL Process:** Due to technical issues there are unforeseen changes to the SEAL request process via the portal. We are working through this with CBP please reach out to CBP via email – [seatacseal@cbp.dhs.gov](mailto:seatacseal@cbp.dhs.gov)