

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 12th 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.

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:

Q: How do I request a Customs Seal?

A: Both the CBP SEAL Application and Letter of Intent will be required to be completed and submitted via the Portal.

Q: How do I know which CBP Zone to request?

A: There are 3 Zones outlined in the Letter of Intent.

ZONE 1: Allows employee access to the **Federal Inspection Service (FIS)**, **International Arrivals Facility (IAF)**, sterile corridors and jetway leading to and from aircraft arriving from international destinations or aircraft readying for departure to international destinations. Generally, employees involved with cleaning, catering, cargo loading, baggage loading, carousel, internal fuselage maintenance, and boarding functions require ZONE 1 access.

ZONE 2: Allows employees to access areas near arriving or departing international flights. These employees may **NOT** access the airport, the **FIS/IAF**, jetway, and sterile corridors. Areas that require ZONE 2 access include the “envelope of the aircraft (i.e. employees in areas surrounding both arriving international aircraft or aircraft departing for foreign destinations). Fuelers, baggage handlers, maintenance workers conducting work external to aircraft, de-icing operators, etc.

ZONE 3: Allows access to both ZONES 1 and 2.

Q: Do I have to upload identity documents with the application and letter of intent?

A: No. At this time CBP will have visibility and will be able to utilize the documents your employees provided during badge processing. ****THIS is subject to CBP’s identity document requirements which differ from badging requirements***

Q: What if I have questions on the SEAL program specific to my company and employees?

A: Please continue to email all SEAL related questions to: seatacseal@cbp.dhs.gov