

### NEED HELP?

### Frequently Asked Questions

### Applying

- How do I start?
- What is the difference between Global Entry, TSA PreCheck® and the other
   What if I am having problems logging in to my Global Entry, NEXUS, Trusted Traveler programs?
- What happens after I submit my application?
- How can I find an enrollment center or an Enrollment on Arrival location?
- . What is Enrollment on Arrival?

## Appointments

. How can I reschedule or cancel an appointment?

## Programs

- If I already have TSA PreCheck®, which Known Traveler Number do I use?
- Can I access the TSA PreCheck® lane by showing my Global Entry, NEXUS,
   I am having problems with my membership who can I contact? or SENTRI card?

## Problems/Issues

- . I forgot my Global Entry, NEXUS, SENTRI or FAST PASSID-how can I find it?
- SENTRI or FAST account?
- . I forgot my password what do I do?
- If I have already applied through GOES, the former TTP website, for Global Entry, NEXUS, SENTRI or FAST, how do I link my account to view my

#### Membership

- I joined Global Entry, NEXUS, SENTRI or FAST before the new TTP website was launched. How do I start viewing my information in this website?
- Where do I find my Known Traveler Number, or my Trusted Traveler Member number?

VIEW ALL FAQS



#### CONTACT SUPPORT

CBP SUPPORT TSA SUPPORT For help with Global Entry, NEXUS, For help with
TSA PreCheck®

SENTRI, FAST Need Help? TSA PreCheck® FAQs

Credit Cards and Loyalty Programs Featuring TSA PreCheck®

#### SECURE TRANSACTIONS

ACCEPTED PAYMENT METHODS



see full list

# RESOURCES

- DHS.gov (Dept. of Homeland Security)
- CBP.gov (Customs and Border Protection) TSA.gov (Transportation Security Administration)
- Privacy Statement

Paperwork Reduction Act Statement. An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-0121. The estimated average time to complete this application is 40 minutes for NDUIS\_SENTIR\_FAST and follows firming and lominutes for U.S. APCE Dusiness Travelec Card (ABICS) if you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection Office of Regulations and Rulings, 90 K Street, NE, Washington DC 20229. Expiration 2/28/2022