



# Hazardous Materials Endorsement (HME)

Information Collection/Paperwork  
Reduction Act Enrollment Workflow

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- **Part 3:** Online Renewal Workflow
- **Part 4:** Post-Enrollment Survey

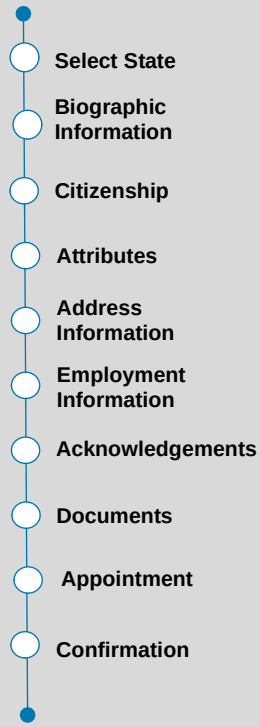


# Introduction

HME Workflow Trees

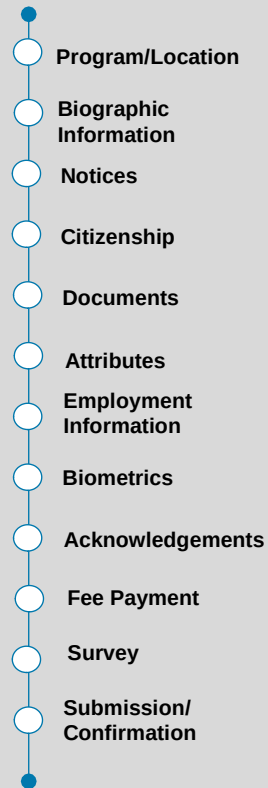
# Workflows: Pre-Enrollment, Standard Enrollment & Renewal

## Pre-Enrollment (Optional)



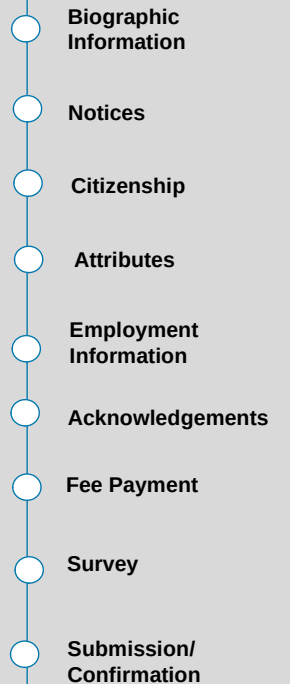
All applicants may pre-enroll online or via call center representative and provide required enrollment information and schedule appointment for biometric collection.

## Standard Enrollment



All Items except Biometrics, Fee Payment, and the Post Enrollment Survey may be done during pre-enrollment.

## Online Renewal



Eligible applicants may renew online unless they have had a change in biographic information or have been informed they must submit additional biometrics or documentation.

# Agent v. Non-Agent

## **Agent States:**

TSA and its enrollment provider (i.e., Agent) collect biometric (i.e., fingerprints) and biographic information from applicants in 43 States, including the District of Columbia, (“Agent States”).

TSA's provider submits the biometrics to the Federal Bureau of Investigation (FBI) for a fingerprint-based criminal history records check (CHRC). The provider channels or sends the results of the CHRC to TSA for vetting purposes.

TSA uses the applicant's information and FBI criminal history records information (CHRI) to vet and adjudicate the individual's HME application in accordance with 49 CFR 1572 Subpart B, Standards for Security Threat Assessments.

The TSA Agent State enrollment process is outlined in the *Pre-Enrollment (optional)*, *Standard Enrollment*, and *Online Renewal* workflows depicted on slide #4.

## **Non-Agent States:**

Eight (8) Non-Agent States, not including outlying U.S. possessions, do not send applicant fingerprints to TSA.

49 CFR part 1572.15(b)(2), *Procedures for HME security threat assessment*, permits States to collect the fingerprints and biographic information from applicants directly, transmit fingerprints to the FBI, and provide this information, as well as the resulting FBI CHRI information, to TSA electronically for purposes of conducting the security threat assessment.

While each Non-Agent State's enrollment process may vary, these States must generally adhere to the TSA Agent's *Standard Enrollment* process depicted on the previous slide #4 to collect and transmit the required applicant data specified in 49 CFR 1572.9.

Note: TSA Non-Agent State applicants are not eligible for the *Pre-Enrollment* and *Online Renewal* options that are provided by TSA via its enrollment provider, at this time.



# Introduction

HME Disclosures

# Disclosure: Privacy Act Statement

## PRIVACY ACT STATEMENT

**Authority:** 6 U.S.C. § 1140, 46 U.S.C. § 70105; 49 U.S.C. §§ 106, 114, 5103a, 40103(b)(3), 40113, 44903, 44935-44936, 44939, and 46105; the Implementing Recommendations of the 9/11 Commission Act of 2007, § 1520 (121 Stat. 444, Public Law 110-52, August 3, 2007); and Executive Order 9397, as amended.

**Purpose:** The Department of Homeland Security (DHS) will use your information to conduct a security threat assessment. Your fingerprints and associated information will be provided to the Federal Bureau of Investigation (FBI) for the purpose of comparing your fingerprints to other fingerprints in the FBI's Next Generation Identification (NGI) system or its successor systems including civil, criminal, and latent fingerprint repositories. The FBI may retain your fingerprints and associated information in NGI after the completion of this application and, while retained, your fingerprints may continue to be compared against other fingerprints submitted to or retained by NGI. DHS will also transmit your fingerprints for enrollment into Automated Biometrics Identification System (IDENT). If you provide your Social Security Number (SSN), DHS may provide your name and SSN to the Social Security Administration (SSA) to compare that information against SSA records to ensure the validity of the information.

**Routine Uses:** This system may disclose information in accordance with the Privacy Act, 5 U.S.C. 552a(b), including as a routine use pursuant to 5 U.S.C. 552a(b)(3) with third parties during the course of a security threat assessment, employment investigation, or adjudication of a waiver or appeal request to the extent necessary to obtain information pertinent to the assessment, investigation, or adjudication of your application under the TSA system of records notice (SORN) DHS/TSA 002, Transportation Security Threat Assessment System, or DHS/TSA 021, HME Threat Assessment Program for applicants to that program. Disqualifying criminal offenses uncovered during your application limit your ability to access TSA PreCheck expedited screening. For as long as your fingerprints and associated information are retained in NGI, your information may be disclosed pursuant to your consent or without your consent as permitted by the Privacy Act of 1974 and all applicable Routine Uses as may be published at any time in the Federal Register, including the Routine Uses for the NGI system and the FBI's Blanket Routine Uses.

**Disclosure:** Furnishing this information (including your SSN) is voluntary; however, if you do not provide your SSN or any other information requested, DHS may be unable to complete your application for a security threat assessment.

# Disclosure: Paperwork Reduction Act Statement

## PAPERWORK REDUCTION ACT STATEMENT

**Statement of Public Burden:** This is a voluntary collection of information, but failure to provide the information may result in an inability to approve your eligibility for the requested TSA program or benefit. TSA estimates that the total average burden per response associated with these information collections is approximately 30 minutes for online renewals; 2 hours for enrollment; 7.5 minutes for online survey; and 6 hours for appeals and waiver. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number for this collection is OMB 1652-0027, which expires 04/30/2022. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0027 Security Threat Assessment for Individuals Applying for a Hazardous Materials Endorsement for a Commercial Driver's License, 6565 Springfield Center Drive, Springfield, VA 20598-6011.





# Part 1

HME Online Pre-Enrollment Workflow (Optional)

# HME Pre-Enrollment

- START
- Select State
- Biographic Information
- Citizenship
- Attributes
- Address Information
- Employment Information
- Acknowledgements
- Documents
- Appointment
- Confirmation
- FINISH

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Select Your State (Step 1 of 11) \* Required Fields

Select the state from which your Commercial Drivers License has been issued. Then click 'Next' to continue.

\* Select State  
-- Choose One --

Cancel Next

**PRIVACY ACT STATEMENT**

**Authority:** 6 U.S.C. § 1140, 46 U.S.C. § 70105; 49 U.S.C. §§ 106, 114, 5103a, 40103(b)(3), 40113, 44903, 44935-44936, 44939, and 46105; the Implementing Recommendations of the 9/11 Commission Act of 2007, § 1520 (121 Stat. 444, Public Law 110-52, August 3, 2007); and Executive Order 9397, as amended.

**Purpose:** The Department of Homeland Security (DHS) will use your information to conduct a security threat assessment. Your fingerprints and associated information will be provided to the Federal Bureau of Investigation (FBI) for the purpose of comparing your fingerprints to other fingerprints in the FBI's Next Generation Identification (NGI) system or its successor systems including civil, criminal, and latent fingerprint repositories. The FBI may retain your fingerprints and associated information in NGI after the completion of this application and, while retained, your fingerprints may continue to be compared against other fingerprints submitted to or retained by NGI. DHS will also transmit your fingerprints for enrollment into Automated Biometrics Identification System (IDENT). If you provide your Social Security Number (SSN), DHS may provide your name and SSN to the Social Security Administration (SSA) to compare that information against SSA records to ensure the validity of the information.

**Routine Uses:** In addition to those disclosures generally permitted under 5 U.S.C. 522a(b) of the Privacy Act, all or a portion of the records or information contained in this system may be disclosed outside DHS as a routine use pursuant to 5 U.S.C. 522a(b)(3) including with third parties during the course of a security threat assessment, employment investigation, or adjudication of a waiver or appeal request to the extent necessary to obtain information pertinent to the assessment, investigation, or adjudication of your application or in accordance with the routine uses identified in the TSA system of records notice (SORN) DHS/TSA 002, Transportation Security Threat Assessment System, or DHS/TSA 021, TSA Pre-✓® Application Program for applicants to that program. Records may be disclosed to contractors and their agents, grantees, experts, consultants, and others performing or working on a contract, service, grant, cooperative agreement, or other assignment for DHS, when necessary to accomplish an agency function related to this system of records. For as long as your fingerprints and associated information are retained in NGI, your information may be disclosed pursuant to your consent or without your consent as permitted by the Privacy Act of 1974 and all applicable Routine Uses as may be published at any time in the Federal Register, including the Routine Uses for the NGI system and the FBI's Blanket Routine Uses.

**Disclosure:** Furnishing this information (including your SSN) is voluntary; however, if you do not provide your SSN or any other information requested, DHS may be unable to complete your application for a security threat assessment.


**PAPERWORK REDUCTION ACT STATEMENT:**

**Statement of Public Burden:** This is a voluntary collection of information, but failure to provide the information may result in an inability to approve your eligibility for the requested TSA program or benefit. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 30 minutes. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number for this collection is OMB 1652-0027.


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# HME Pre-Enrollment

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Enter Information (Step 2 of 11) \* Required Fields

Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to continue or 'Cancel' to exit.

- Legal Name must match exactly on all identification documents brought to enrollment.
- Remember the email address and phone numbers provided below, as they will be used to look-up application information during your in person appointment and to check your status online.

**Legal Name**

\* First Name

\* Middle Name (or NMN if no middle name)

\* Last Name

Suffix

\* Gender

\* Date of Birth (MM/DD/YYYY)

\* Preferred Language

\* Method of Contact (At least one method is required)

Email

Country Code

Country Code

Verify Email

Phone 1

Phone 2


\* Preferred Method of Contact

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Determine Citizenship (Step 3 of 11) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

\* Country of Birth

\* City of Birth


\* Country of Citizenship

|                             |  |   |
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| <a href="#">Contact Us</a>  |  |   |


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Answer Personal Questions (Step 4 of 11) \* Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

\* Have you ever used a maiden/previous name?

\* Have you ever used an alias?

\* Is your mailing address the same as your residential address?

\* Have you lived at your current residential address for more than five (5) years?

\* If you currently hold a TWIC®, would you like to use it for a HME reduced fee enrollment if eligible? ([View a list of states that offer comparability to their drivers.](#))



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Enter Personal Information (Step 5 of 11) \* Required Fields

\* Height:     \* Weight:

\* Hair Color:  \* Eye Color:


\* Commercial Driver License Number:  CDL Issuing State/Province: **Alabama**

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Enter Address (Step 6 of 11) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

Mailing Address

\* Country  
-- Choose One --

\* Address Line 1

Address Line 2

\* City


\* Postal Code

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Enter Employment Information (Step 7 of 11) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

\* Employment Status

\* Occupation or Trade

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|-------------|--|-----------------------------------|
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# HME Pre-Enrollment

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The screenshot shows the 'Answer Disclosure Questions (Step 8 of 11)' page. At the top, there is a header for the Transportation Security Administration and the 'Universal ENROLL' logo. Navigation links for HOME, PROGRAMS, ABOUT, and HELP CENTER are present. The page title is 'Programs / HME / Apply' with a 'Español' link. A note states: 'Note: If you answer 'Yes' to question 2, 3, 4 or 6 you may want to reconsider applying. If you answer 'Yes' to question 5, you should wait to apply until these matters are resolved. Application fees are not refunded once submitted.' There are six questions, each with 'Yes' and 'No' buttons. Question 1 asks if the user is a U.S. citizen, national, or LPR. Questions 2, 3, and 6 ask about disqualifying felonies. Question 5 asks if the user is wanted or under indictment. At the bottom, there are 'Cancel', 'Back', and 'Next' buttons. A footer contains links for Home, Programs, About, Help Center, and Contact Us, as well as Privacy Policy, Freedom of Information Act, and TSA information. It also lists 'Canceled Card List' and 'TWIC Qualified Reader List' and is developed by MorphoTrust USA, a Safran Company.

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Universal ENROLL

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Answer Disclosure Questions (Step 8 of 11) Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

**Note:** If you answer 'Yes' to question 2, 3, 4 or 6 you may want to reconsider applying. If you answer 'Yes' to question 5, you should wait to apply until these matters are resolved. Application fees are not refunded once submitted.

1. \* Are you a U.S. citizen, U.S. National or Lawful Permanent Resident (LPR)?

2. \* Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed in 49 CFR 1572.103 (Section VII, Part A), in any jurisdiction, military or civilian?

3. \* Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed in 49 CFR 1572.103 (Section VII, Part B), in any jurisdiction, military or civilian, during the 7 years before the date of this application?

4. \* Have you been released from incarceration in any jurisdiction, military or civilian, for committing any disqualifying felony listed in 49 CFR 1572.103 (Section VII, Part B), during the 5 years before the date of this application?

5. \* Are you wanted or under indictment for any disqualifying crime listed in 49 CFR 1572.103 (Section VII, Parts A or B)?

6. \* Have you ever been found by a court or other lawful authority as lacking mental capacity or involuntarily committed to a mental institution?

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The screenshot shows the 'Determine Documents (Step 9 of 11)' page of the HME Pre-Enrollment process. The page header includes the Transportation Security Administration logo and the 'Universal ENROLL' logo. Navigation links for HOME, PROGRAMS, ABOUT, and HELP CENTER are present. The breadcrumb trail is 'Programs / HME / Apply' and there is a 'Español' link. The main heading is 'Determine Documents (Step 9 of 11)' with a 'Required Fields' indicator. A blue instruction text reads: 'Please select the required documents to bring to your enrollment. Then click 'Next' to continue or 'Cancel' to exit.' Below this is a dropdown menu labeled '\* Document' with the text '-- Choose One --'. A question follows: '\* Do the names (first, middle, last) on your identity documents match (ex. driver's license and birth certificate)? For Example:' with 'Yes' and 'No' buttons. A yellow callout box contains two bullet points: 'Answer NO if your driver's license has your married name and your birth certificate has your maiden name. In this example, you must provide a marriage certificate that links the name on the birth certificate to the name on the driver's license. In some cases, multiple name change documents are necessary to link identity documents.' and 'Answer YES, if your FIRST and LAST NAMES MATCH on all documents. It is acceptable if one document includes your full middle name and a second document includes your middle initial, as long as first and last names match exactly.' At the bottom of the form area are 'Cancel', 'Back', and 'Next' buttons. The footer contains links for Home, Programs, About, Help Center, and Contact Us; Privacy Policy, Freedom of Information Act, Transportation Security Administration (TSA), and U.S. Department of Homeland Security (DHS); Canceled Card List, Canceled Card List Integrity Hash, and TWIC Qualified Reader List; and the MorphoTrust USA logo with the text 'A Safran Company'.

# HME Pre-Enrollment

- START
- Select State
- Biographic Information
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- Appointment
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- FINISH



**Transportation Security Administration**



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Español

Select Appointment Location (Step 10 of 11)

Enter a Postal Code, City, Airport Code or Special Location Access Code to 'Search' for a location to schedule your appointment. Use the to search closest to your physical location. After selecting a location, click 'Next' to continue or 'Cancel' to exit.

Number of Results: 5 10 20

Select the location row. Then click 'Next' to continue.

| City   | Location                       | Appts. Remaining (next 14 days) | First Available Appt. | Distance |
|--|--------------------------------|---------------------------------|-----------------------|----------|
| Columbia, TN   | Anderson Place Shopping Center | 417                             | Nov 24, 8:30am        | 30.8 mi  |
| <div style="font-size: x-small;">           Location ID: 8231<br/>           Identigo<br/>           Anderson Place Shopping Center<br/>           2516 Hospitality Ln<br/>           Columbia, TN 38401-0216<br/>           Sign Up for Alerts         </div> |                                |                                 |                       |          |
| Nashville, TN  | 2501 McGavock Pike             | 1170                            | Nov 24, 7:30am        | 31.0 mi  |
| Fairview, TN   | 2096 Fairview Blvd.            | 297                             | Nov 24, 8:00am        | 39.4 mi  |
| Fairview, TN   | 2592 Fairview Blvd.            | 297                             | Nov 24, 8:00am        | 39.9 mi  |
| Cookeville, TN   | 580 S Jefferson Ave            | 297                             | Nov 24, 9:30am        | 58.1 mi  |
| Decatur, AL  | 116 IPSCO St                   | 398                             | Nov 24, 9:00am        | 89.6 mi  |
| Chattanooga, TN  | 6231 Perimeter Dr              | 391                             | Nov 24, 9:00am        | 89.7 mi  |
| Jackson, TN  | 621 Old Hickory Blvd           | 330                             | Nov 24, 9:30am        | 135.3 mi |
| Knoxville, TN  | 6923 Maynardville Pike         | 297                             | Nov 24, 10:30am       | 142.6 mi |
| Cartersville, GA   | 958 Joe Frank Harris Pkwy SE   | 462                             | Nov 24, 8:30am        | 145.8 mi |

✕ Cancel

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Select Date and Time (Step 11 of 11)

Select a preferred date and time for your appointment at the specified location. Then click 'Submit' to confirm or 'Cancel' to exit. If you are unable to make an appointment for the available times or all appointments are booked, click the 'Back' button below, (not the browser's back button) to select another location. TWIC and HME walk-in applicants will be prioritized due to employment requirements.

Appointment Date and Time (first available displayed by default)

\* Select Date: Thursday, Nov 24th, 2016

\* Select Time: 08:30 AM


- OR -

Walk-In

**Location Details**

**Columbia, TN**  
Location ID: 8231  
IdentoGO  
Anderson Place Shopping Center  
2516 Hospitality Ln  
Columbia, TN 38401-0216

**Hours:**  
Monday - Thursday: 08:00 AM - 12:30 PM & 01:30 PM - 04:30 PM  
Friday: 08:00 AM - 12:30 PM & 01:30 PM - 03:30 PM

 [Get Email Alerts](#) for this location

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The screenshot shows the 'HME' confirmation page on the Transportation Security Administration's Universal Enrollment website. The page is titled 'Programs / HME / Apply' and includes a 'Español' language option. A green notification states: 'You have successfully completed the online application. You should receive a confirmation email if you provided an email address.' Below this, it says 'Pre-Enrolled' and instructs the user to visit an enrollment center within 120 days to complete enrollment, listing requirements for documentation and payment. A note specifies that in-person enrollment must be completed within 120 days of the pre-enrollment date. The 'Appointment Information' section lists the appointment time as 12/5/2016 @ 9:40 AM (CST) at the Anderson Place Shopping Center in Columbia, TN. It provides options to 'Cancel Appointment' or 'Reschedule Appointment' and notes that 24 hours notice is required. At the bottom, it displays the user's date (11/23/2016), UE ID (UZZY-113B26), and service (111168 - Enroll) with a 'Done' button. The footer contains links for Home, Programs, About, Help Center, Contact Us, Privacy Policy, Freedom of Information Act, TSA, DHS, Canceled Card List, and Integrity Hash, along with the MorphoTrust USA logo.



# Part 2


HME In-Person Standard (New) Enrollment Workflow

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment
- Survey
- Submission/Confirmation
- FINISH

Universal Enrollment Services

### Select Program



OR - Enter Service Code

### Select Customer Service

- Enroll

\*CDL State of Issuance

Back Next

# HME Standard Enrollment

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- Employment Information
- Biometrics (Fingerprints)
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- Survey
- Submission/Confirmation
- FINISH

Universal Enrollment Services

### Enter Customer Information

| Enrolling Under |   | Contact   |   |
|-----------------|---|---|---|
| *First Name     | <input type="text" value="HME"/>        | *Preferred Language   | <input type="text" value="English"/>            |
| *Middle Name    | <input type="text" value="NMN"/>        | <b>*Method of Contact (At least one method is required)</b> |   |
| *Last Name      | <input type="text" value="Enrollment"/> | Email   | <input type="text" value="....."/>              |
| Suffix          | <input type="text"/>                    | Email (Confirm)   | <input type="text"/>                            |
| *Gender         | <input type="text" value="Male"/>       | Country Code  | <input type="text" value="United States (+1)"/> |
| *Date of Birth  | <input type="text" value="02/24/1983"/> | Phone 1   | <input type="text" value="-- --"/>              |
|                 | February 24, 1983                       | Country Code  | <input type="text" value="United States (+1)"/> |
|                 |   | Phone 2   | <input type="text" value="-- --"/>              |
|                 |   | *Preferred Method of Contact                                | <input type="text" value="Email"/>              |

Back Next



# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices**
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment
- Survey
- Submission/ Confirmation
- FINISH

### Universal Enrollment Services

HME - ENROLL

#### Important Notes

**IMPORTANT!**

1. If you have a record of any crimes identified in the criminal disqualifiers list, you may not wish to apply for the HME application program, as NO REFUNDS will be given for applicants who have been deemed ineligible.
2. Enrollment for HME is available only for participating states.
3. Once payment has been submitted as part of your HME enrollment, NO REFUNDS will be provided, regardless of the eligibility assessment outcome.
4. Reduced fee (comparable) enrollments must be executed on the web at [universalenroll.dhs.gov](http://universalenroll.dhs.gov).

Waiting for Customer Response...

Back Next

# HME Standard Enrollment

- START
- Program/Location
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- Citizenship**
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- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment
- Survey
- Submission/ Confirmation
- FINISH

**Prove Identity** HME - ENROLL

**Determine Citizenship**

\*Country of Birth  
United States

\*City of Birth  
Nashville

\*State/Province of Birth  
Alabama

\*Country of Citizenship  
United States

Waiting for Customer Response...

Identity Biographics Fingerprints Disclosure Fee Payment Signature Survey Submit **Next**

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents**
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment
- Survey
- Submission/ Confirmation
- FINISH

**Prove Identity** HME - ENROLL x

**Determine Documents**

\*Document  
Driver's License issued by a State or outlying possession of the U.S.

\*Additional Document  
Passport Book or Card

\*Does the name you are enrolling under match on all documents provided?  
 Yes  No

**Required Identity Documents:**  
\*Driver's License issued by a State or outlying possession of the U.S.  
\*Passport Book or Card

**Optional Identity Documents:**

[Back](#) Identity Biographics Fingerprints Disclosure Fee Payment Signature Survey Submit [Next](#)

# HME Standard Enrollment

- START
- Program/Location
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- Acknowledgements
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- Survey
- Submission/Confirmation
- FINISH

The screenshot shows the 'Answer Personal Questions (Step 4 of 11)' page of the HME Standard Enrollment application. The page header includes the Transportation Security Administration logo and the 'Universal ENROLL' logo. Navigation links for HOME, PROGRAMS, ABOUT, and HELP CENTER are present. The breadcrumb trail is 'Programs / HME / Apply' with a Spanish language option. The main content area contains five questions, each with 'Yes' and 'No' radio button options. A 'Cancel' button is at the bottom left, and 'Back' and 'Next' buttons are at the bottom right. The footer contains links for Home, Programs, About, Help Center, and Contact Us, as well as Privacy Policy, Freedom of Information Act, and Canceled Card List links. The MorphoTrust USA logo is also present.

U.S. DEPARTMENT OF HOMELAND SECURITY  
Transportation Security Administration

Universal ENROLL

HOME | PROGRAMS | ABOUT | HELP CENTER

Programs / HME / Apply Español

Answer Personal Questions (Step 4 of 11) \* Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

- \* Have you ever used a maiden/previous name?  Yes  No
- \* Have you ever used an alias?  Yes  No
- \* Is your mailing address the same as your residential address?  Yes  No
- \* Have you lived at your current residential address for more than five (5) years?  Yes  No
- \* If you currently hold a TWIC®, would you like to use it for a HME reduced fee enrollment if eligible? (View a list of states that offer comparability to their drivers.)  Yes  No

Home | Programs | About | Help Center | Contact Us

Privacy Policy | Freedom of Information Act | Transportation Security Administration (TSA) | U.S. Department of Homeland Security (DHS)

Canceled Card List | Canceled Card List Integrity Hash | TWIC Qualified Reader List

Developed By  
MorphoTrust USA  
A Safran Company

# HME Standard Enrollment

- START
- Program/Location
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- Employment Information
- Biometrics (Fingerprints)
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- Survey
- Submission/Confirmation
- FINISH

**Capture Biographics** HME - ENROLL

**Enter Personal Information**

\*First Name  \*Middle Name  \*Last Name  Suffix  \*Date of Birth  \*Gender

US  Metric

\*Height  ft  in \*Weight  lbs

\*Hair Color  \*Eye Color

Social Security Number  Social Security Number

[Back](#) Identity **Biographics** Fingerprints Disclosure Fee Payment Signature Survey Submit [Next](#)

# HME Standard Enrollment

- START
- Program/Location
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- Employment Information**
- Biometrics (Fingerprints)
- Acknowledgements
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- Submission/Confirmation
- FINISH

Capture Biographics HME - ENROLL x

Enter Employment Information

\*Employment Status: Pre-Employment/Unemployed

\*Occupation or Trade: Federal Government Employee

Waiting for Customer Response...

Back Identity Biographics Fingerprint Disclosure Fee Payment Signature Survey Submit Next

# HME Standard Enrollment


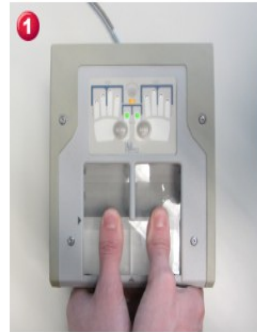
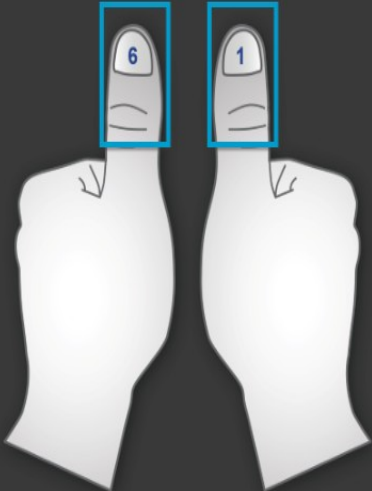
- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)**
- Acknowledgements
- Fee Payment
- Survey
- Submission/Confirmation
- FINISH

### Capture Fingerprints

HME - ENROLL

#### Place Thumbs on Device

1. Warming thumbs will improve print quality.
2. Have customer stand and place thumbs on glass. Thumbs must be straight.
3. When ready, click 'Capture' to begin.
4. LEDs Will change from red to green when finger contact and image contrast is acceptable.
5. If thumb is unprintable, toggle thumb as bandaged.
6. Bandaging both thumbs is not allowed.



Capture

Identity > Biographics > **Fingerprints** > Disclosure > Fee > Payment > Signature > Survey > Submit Next

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)**
- Acknowledgements
- Fee Payment
- Survey
- Submission/Confirmation
- FINISH

The screenshot displays the 'Capture Fingerprints' window with the title 'HME - ENROLL'. A blue bar at the top indicates a successful capture with a checkmark and the word 'Accepted'. On the left, a diagram shows two hands with the index and thumb fingers highlighted in blue boxes, labeled with the numbers '6' and '1' respectively. On the right, two fingerprint images are shown, each enclosed in a blue box. The first image is labeled 'NFIQ: 2 Digit: 6' and the second is labeled 'NFIQ: 2 Digit: 1'. Below the images, there is a 'Recapture' button and a 'Comment:' text input field. At the bottom, a progress bar shows the current step as 'Fingerprints', with other steps like 'Identity', 'Biographics', 'Disclosure', 'Fee', 'Payment', 'Signature', 'Survey', and 'Submit' listed. A 'Next' button is located in the bottom right corner.



# HME Standard Enrollment

- START
- Program/Location
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- Documents
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- Employment Information
- Biometrics (Fingerprints)**
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- FINISH

Capture Fingerprints HME - ENROLL x

Accepted

NFIQ: 1 Digit: 2

NFIQ: 1 Digit: 3

NFIQ: 1 Digit: 4

NFIQ: 1 Digit: 5

Recapture Comment:

Back Identity Biographics **Fingerprints** Disclosure Fee Payment Signature Survey Submit Next

# HME Standard Enrollment

- START
- Program/Location
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- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)**
- Acknowledgements
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- Submission/Confirmation
- FINISH

**Capture Fingerprints** HME - ENROLL x

Accepted



Recapture

[Back](#) Identity Biographics **Fingerprints** Disclosure Fee Payment Signature Survey Submit [Next](#)

# HME Standard Enrollment

- START
- Program/Location
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- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements**
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- Submission/Confirmation
- FINISH

**Capture Disclosure** HME - ENROLL x

**Answer Disclosure Questions (Page 1 of 2)**

Note: If you answer 'Yes' to questions 2, 3, 4 or 6 you may want to reconsider applying. If you answer 'Yes' to question 5, because you are currently under indictment or have open criminal charges, you should consider waiting to apply until these matters are resolved. Application enrollment fees are not refunded once submitted.

1. Are you a U.S. citizen, U.S. National or Lawful Permanent Resident (LPR)?  Yes  No

2. Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (*nolo contendere*), or found not guilty by reason of insanity, of any disqualifying felony listed in TSA Eligibility Requirements, Part A, in any jurisdiction, military or civilian?  Yes  No

3. Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (*nolo contendere*), or found not guilty by reason of insanity, of any disqualifying felony listed in TSA Eligibility Requirements, Part B, in any jurisdiction, military or civilian, during the 7 years before the date of this application?  Yes  No

4. Have you been released from incarceration in any jurisdiction, military or civilian, for committing any disqualifying felony listed in TSA Eligibility Requirements, Part B, during the 5 years before the date of this application?  Yes  No

5. Are you wanted or under indictment for any disqualifying crime listed in TSA Eligibility Requirements, Parts A or B?  Yes  No

**1** = Yes **2** = No **7** = Move back to previous question

Identity | Biographics | Fingerprints | **Disclosure** | Fee | Payment | Signature | Survey | Submit Next

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements**
- Fee Payment
- Survey
- Submission/Confirmation
- FINISH

Capture Disclosure HME - ENROLL x

Answer Disclosure Questions (Page 2 of 2)

Note: If you answer 'Yes' to questions 2, 3, 4 or 6 you may want to reconsider applying. If you answer 'Yes' to question 5, because you are currently under indictment or have open criminal charges, you should consider waiting to apply until these matters are resolved. Application enrollment fees are not refunded once submitted.

6. Have you ever been found by a court or other lawful authority as lacking mental capacity or involuntarily committed to a mental institution?  Yes  No

1 = Yes 2 = No 7 = Move back to previous question

Back Identity Biographics Fingerprints Disclosure Fee Payment Signature Survey Submit Next

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment**
- Survey
- Submission/Confirmation
- FINISH

### Determine Fee

HME - ENROLL  
**Calculate Total Fee**  

**\$86.50 - Full Fee** (Security Threat Assessment expires in approximately 5 years) \$86.50

Authorization Code

**Non-Refundable Amount Due: \$86.50**

Identity > Biographics > Fingerprints > Disclosure > **Fee** > Payment > Signature > Survey > Submit **Next**

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
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- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment**
- Survey
- Submission/Confirmation
- FINISH

### Collect Payment

HME - ENROLL


**Choose Payment Method**

Credit Card  Check  Money Order

**Non-Refundable Amount Due: \$86.50**

#### Swipe Card

We Accept:



\*Name on Card  
HME Enrollment

\*Credit Card Number  
4111111111111111

\*Expiration Date: 02 / 20      \*CSC: 202

Cardholder other than the Applicant

**Credit Card ending in 1111 was successfully charged \$86.50**

[Charge](#)

Identity | Biographics | Fingerprints | Disclosure | Fee | **Payment** | Signature | Survey | Submit

[Next](#)

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment**
- Survey
- Submission/Confirmation
- FINISH

### Signature

HME - ENROLL x

#### Disclosure

I understand my continuing obligation to notify TSA within 24 hours if I am convicted or found not guilty by reason of insanity of any disqualifying crime, or adjudicated as a mental defective or committed to a mental institution, while I am enrolled in Hazardous Material Endorsement Threat Assessment Program.

The information I provided on this application is true, complete, and correct to the best of my knowledge and belief and is provided in good faith. I understand that a knowing and willful false statement, or an omission of a material fact, can be punished by fine or imprisonment or both (see section 1001 of Title 18 United States Code), and may be grounds for denial of my application for the Hazardous Material Endorsement Threat Assessment program by TSA.

**Credit Card Authorization**  
By signing, I authorize MorphoTrust USA and/or their agents to charge my credit card for service(s) performed and/or products purchased. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.

Applicant Signature

Comment:

Translator used to interpret disclosure

Identity > Biographics > Fingerprints > Disclosure > Fee > Payment > **Signature** > Survey > Submit

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment
- Survey**
- Submission/Confirmation
- FINISH

Voluntary Customer Survey HME - ENROLL x

Answer Survey Questions

1. Are you satisfied with your overall experience at the enrollment center today?
2. If you experienced an issue that required a resolution, are you satisfied with the resolution?
3. Did the enrollment center representative(s) conduct themselves in a professional and courteous manner?
4. Are you satisfied with the enrollment center location and appearance?

**1** = Yes   **2** = No   **7** = Move back to previous question   **9** = Exit Questions

Identity > Biographics > Fingerprints > Disclosure > Fee > Payment > Signature > **Survey** > Submit Next




# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment
- Survey
- Submission/ Confirmation**
- FINISH

Submit Enrollment HME - ENROLL x

Accepted

\*PIN  
●●●●●●



CONDIT, JEFFREY M.

Place Right Index or Left Middle finger on device.

By placing my finger on the device, I, CONDIT, JEFFREY M., certify that the information captured for **HME Enrollment** has been reviewed and verified.

Identity > Biographics > Fingerprints > Disclosure > Fee > Payment > Signature > Survey > **Submit** Submit

# HME Standard Enrollment

- START
- Program/Location
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)
- Acknowledgements
- Fee Payment
- Survey
- Submission/ Confirmation**
- FINISH

### Submit Enrollment

HME - ENROLL

#### Summary

|                              |                     |                      |                               |
|------------------------------|---------------------|----------------------|-------------------------------|
| <b>Services</b>              |                     | Customer             | HME ENROLLMENT                |
| HME - Enroll                 | \$86.50             | UE ID                | UZZY-113B26                   |
|                              |                     | Auth #               | ET100214                      |
|                              | SubTotal:           | Date/Time:           | 11/23/2016@02:31 PM           |
|                              | \$86.50             | Enrollment Location: | UES Mobile Engineering (8203) |
|                              | Total:              | Notification Method: | jcondit@morphotrust.com       |
|                              | \$86.50             |                      |                               |
| <b>Payment</b>               |                     |                      |                               |
| Credit Card ending in (1111) | \$86.50             |                      |                               |
|                              | <b>Amount Paid:</b> |                      |                               |
|                              | \$86.50             |                      |                               |

Reprint

Identity > Biographics > Fingerprints > Disclosure > Fee > Payment > Signature > Survey > **Submit**

**Finish**



# Part 3

HME Online Renewal Workflow (Proposed)

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State
- Employment Information
- Acknowledgements
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to continue or 'Cancel' to exit.

- Legal Name must match exactly on all identification documents brought to enrollment.
- Remember the email address and phone numbers provided below, as they will be used to look-up application information during your in person appointment and to check your status online.

Legal Name

\* First Name

\* Middle Name (or NMN if no middle name)

\* Last Name

Suffix

\* Gender

\* Date of Birth (MM/DD/YYYY)

\* Preferred Language

\* Method of Contact (At least one method is required)

Email

Verify Email

Country Code

Phone 1

Country Code

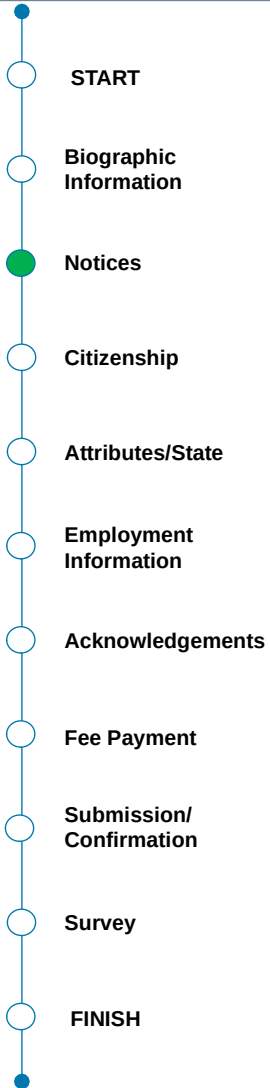
Phone 2

\* Preferred Method of Contact

**Applicants may be required to enter their current or expired CDL State of License and the CDL identification number, to confirm the applicant's information.**

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.



## Important Notes

### IMPORTANT!

1. If you have a record of any crimes identified in the criminal disqualifiers list, you may not wish to apply for the HME application program, as NO REFUNDS will be given for applicants who have been deemed ineligible.
2. Enrollment for HME is available only for participating states.
3. Once payment has been submitted as part of your HME enrollment, NO REFUNDS will be provided, regardless of the eligibility assessment outcome.
4. Reduced fee (comparable) enrollments must be executed on the web at [universalenroll.dhs.gov](https://universalenroll.dhs.gov).

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship**
- Attributes/State
- Employment Information
- Acknowledgements
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Determine Citizenship (Step 2 of 10) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

\* Country of Birth

-- Choose One --

\* City of Birth

\* Country of Citizenship

-- Choose One --

✘ Cancel ◀ Back   Next ▶

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State**
- Employment Information
- Acknowledgements
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Answer Personal Questions (Step 4 of 11) \* Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

\* Have you ever used a maiden/previous name? Yes No

\* Have you ever used an alias? Yes No

\* Is your mailing address the same as your residential address? Yes No

\* Have you lived at your current residential address for more than five (5) years? Yes No

\* If you currently hold a TWIC®, would you like to use it for a HME reduced fee enrollment if eligible? ([View a list of states that offer comparability to their drivers.](#)) Yes No

✘ Cancel ◀ Back Next ▶

**Applicants may be required to notify TSA if their State of license has changed since the previous enrollment for a TSA STA. If so, a new field or screen may be generated requesting that the applicant select their new State of license.**

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State
- Employment Information
- Acknowledgements
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Enter Personal Information (Step 5 of 11) \* Required Fields

\* Height     \* Weight

\* Hair Color  \* Eye Color

\* Commercial Driver License Number  CDL Issuing State/Province **Alabama**



# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State
- Employment Information**
- Acknowledgements
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Enter Employment Information (Step 7 of 11) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

\* Employment Status

-- Choose One --

\* Occupation or Trade

-- Choose One --

✘ Cancel

◀ Back Next ▶

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State
- Employment Information
- Acknowledgements**
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

**Answer Disclosure Questions (Step 8 of 11)** \* Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

**Note:** If you answer 'Yes' to question 2, 3, 4 or 6 you may want to reconsider applying. If you answer 'Yes' to question 5, you should wait to apply until these matters are resolved. Application fees are not refunded once submitted.

1. \* Are you a U.S. citizen, U.S. National or Lawful Permanent Resident (LPR)?
2. \* Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed in 49 CFR 1572.103 ([Section VII, Part A](#)), in any jurisdiction, military or civilian?
3. \* Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed in 49 CFR 1572.103 ([Section VII, Part B](#)), in any jurisdiction, military or civilian, during the 7 years before the date of this application?
4. \* Have you been released from incarceration in any jurisdiction, military or civilian, for committing any disqualifying felony listed in 49 CFR 1572.103 ([Section VII, Part B](#)), during the 5 years before the date of this application?
5. \* Are you wanted or under indictment for any disqualifying crime listed in 49 CFR 1572.103 ([Section VII, Parts A or B](#))?
6. \* Have you ever been found by a court or other lawful authority as lacking mental capacity or involuntarily committed to a mental institution?

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State
- Employment Information
- Acknowledgements
- Fee Payment**
- Submission/Confirmation
- Survey
- FINISH

Determine Fee HME - ENROLL

Calculate Total Fee

\$86.50 - Full Fee (Security Threat Assessment expires in approximately 5 years) \$86.50

Authorization Code

Non-Refundable Amount Due: \$86.50

Identity Biographics Fingerprints Disclosure **Fee** Payment Signature Survey Submit

**\*Note: The HME online renewal fee may be reduced to reflect the enrollment segment costs of online transaction. (The example depicts the HME standard enrollment fee.)**

**Applicants may enter an Authorization Code for payment if obtained from TSA or another Federal agency.**

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State
- Employment Information
- Acknowledgements
- Fee Payment**
- Submission/Confirmation
- Survey
- FINISH

### Collect Payment

HME - ENROLL x


**Choose Payment Method**

Credit Card  Check  Money Order

**Non-Refundable Amount Due: \$86.50**

#### Swipe Card

We Accept:



\*Name on Card  
HME Enrollment

\*Credit Card Number  
4111111111111111

\*Expiration Date: 02 / 20      \*CSC: 202

Cardholder other than the Applicant

✔ Credit Card ending in 1111 was successfully charged **\$86.50**

Identity > Biographics > Fingerprints > Disclosure > Fee > **Payment** > Signature > Survey > Submit

**\*Note: The HME online renewal fee may be reduced to reflect the enrollment segment costs of online transaction. (The example depicts the HME standard enrollment fee.)**

**Applicants may enter an Authorization Code for payment if obtained from TSA or another Federal agency.**

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State
- Employment Information
- Acknowledgements
- Fee Payment**
- Submission/Confirmation
- Survey
- FINISH

### Submit Enrollment

HME - ENROLL  
**Summary**

|                              |                      |                               |
|------------------------------|----------------------|-------------------------------|
| <b>Services</b>              | Customer             | HME ENROLLMENT                |
| HME - Enroll                 | UE ID                | UZZY-113B26                   |
|                              | Auth #               | ET100214                      |
|                              | Date/Time:           | 11/23/2016@02:31 PM           |
|                              | Enrollment Location: | UES Mobile Engineering (8203) |
|                              | Notification Method: | jcondit@morphotrust.com       |
|                              | SubTotal:            | \$86.50                       |
|                              | Total:               | \$86.50                       |
| <b>Payment</b>               |                      |                               |
| Credit Card ending in (1111) |                      | \$86.50                       |
|                              | Amount Paid:         | \$86.50                       |

Reprint

Identity > Biographics > Fingerprints > Disclosure > Fee > Payment > Signature > Survey > Submit **Finish**

**\*Note: The HME online renewal fee may be reduced to reflect the enrollment segment costs of online transaction. (The example depicts the HME standard enrollment fee.)**

**Applicants may enter an Authorization Code for payment if obtained from TSA or another Federal agency.**

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes/State
- Employment Information
- Acknowledgements
- Fee Payment
- Submission/Confirmation
- Survey**
- FINISH

The screenshot shows the HME logo at the top left. The main heading is "Post Enrollment Survey". The first question is "How satisfied are you with your overall enrollment experience?" with a five-point Likert scale: Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied. Below this is a text box for additional feedback. The second question is "If you experienced an issue that required a resolution, how satisfied are you with the resolution?" with a six-point scale: Very satisfied, Satisfied, Neither satisfied or dissatisfied, Dissatisfied, Very dissatisfied, N/A. The third question is "Did the enrollment representative(s) conduct themselves in a professional and courteous manner?" with radio buttons for Yes and No. The fourth question is "How satisfied are you with the enrollment location and appearance?" with a five-point scale: Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, Very Dissatisfied. At the bottom, there is a green "Submit" button and a progress bar showing 0% completion.

# HME Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

Select Appointment Location (Step 9 of 10)

Enter a Postal Code, City, Airport Code or Special Location Access Code to 'Search' for a location to schedule your appointment. Use the 📍 to search closest to your physical location. After selecting a location, click 'Next' to continue or 'Cancel' to exit.

37128 📍 111111, Appointment 🔍

Number of Results: 5 10 20

Select the location row. Then click 'Next' to continue.

| City            | Location                                       | Appts. Remaining (next 14 days) | First Available Appt. |          |
|-----------------|--|---------------------------------|-----------------------|----------|
| Franklin, TN    | 6840 Carothers                                 | 891                             | Nov 24, 8:00am        | 22.1 mi  |
| Franklin, TN    | Hours:<br>Monday - Friday: 08:00 AM - 05:00 PM |                                 |                       | SELECTED |
| Columbia, TN    | Anderson Place Shopping Center                 | 417                             | Nov 24, 8:30am        | 30.8 mi  |
| Nashville, TN   | 2501 McGavock Pike                             | 1170                            | Nov 24, 7:30am        | 31.0 mi  |
| Fairview, TN    | 2096 Fairview Blvd.                            | 297                             | Nov 24, 8:00am        | 39.4 mi  |
| Fairview, TN    | 2592 Fairview Blvd.                            | 297                             | Nov 24, 8:00am        | 39.9 mi  |
| Cookeville, TN  | 580 S Jefferson Ave                            | 297                             | Nov 24, 9:30am        | 58.1 mi  |
| Decatur, AL     | 116 IPSCO St                                   | 396                             | Nov 24, 9:00am        | 89.6 mi  |
| Chattanooga, TN | 6231 Perimeter Dr                              | 391                             | Nov 24, 9:00am        | 89.7 mi  |
| Jackson, TN     | 621 Old Hickory Blvd                           | 330                             | Nov 24, 9:30am        | 135.3 mi |
| Knoxville, TN   | 6923 Maynardville Pike                         | 297                             | Nov 24, 10:30am       | 142.6 mi |

🚫 Cancel

◀ Back Next ▶

**If during the online renewal process TSA determines that the applicant is required to visit an enrollment center in-person to provide updated biographic or biometric information, the applicant will have the opportunity to schedule an appointment.**



# Part 4

## HME Post-Enrollment Survey



# HME Post-Enrollment Survey

\*Screenshots are examples only and actual online screens may differ based on development considerations.

All applicants receive the option to complete a post-enrollment survey. Currently, this survey is offered during the in-person standard enrollment workflow at the enrollment workstation.

TSA plans to transition the optional survey to a web-based survey that will be sent to HME applicants who use TSA's enrollment provider via e-mail or hyperlink following submission of their enrollment. Applicants will have the ability to complete the optional survey after departing the enrollment site.

Do you want to participate in this optional survey?

YES

NO



HME

## Post Enrollment Survey

How satisfied are you with your overall enrollment experience?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied

If you have any additional feedback about your experience that you would like to provide, please provide it here.

If you experienced an issue that required a resolution, how satisfied are you with the resolution?

Very satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Very dissatisfied N/A

Did the enrollment representative(s) conduct themselves in a professional and courteous manner?

- Yes
- No

How satisfied are you with the enrollment location and appearance?

Very Satisfied Satisfied Neither Satisfied or Dissatisfied Dissatisfied Very Dissatisfied

Submit

0%

