

DHS TRIP How-To

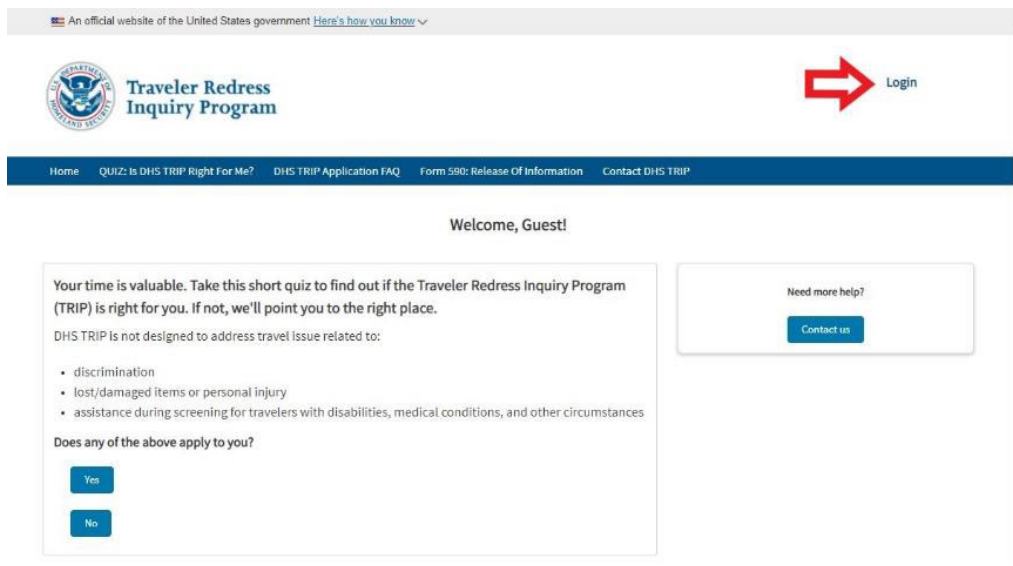
The Department of Homeland Security (DHS) uses the Traveler Redress Inquiry Program (TRIP) to respond to travel-related complaints, whether at a border crossing or the airport. If you have experienced enhanced screening, were unable to print your boarding pass at home, received a boarding pass with the designation SSSS, or were told you are on the No-Fly List, among other issues, you can use DHS TRIP to try and resolve these issues.

Once you submit a DHS TRIP application, DHS consults with other federal agencies to determine whether records need to be updated or changed. Importantly, if you believe you are on the “Terrorist Watchlist” and therefore experience difficulties traveling, official government policy is to neither confirm nor deny whether you are on any list. If you believe you are on the No-Fly List because you are unable to board a flight, the government will tell you that you are on the list and give you the opportunity to request more information on the reasons.

The information below provides a step-by-step guide to submitting your own DHS TRIP application and get the process started.

Part 1: Creating an Account

1. Go to this website: <https://trip.dhs.gov/s/>
2. Click “Login” in the top right corner of the page.



The screenshot shows the DHS TRIP website homepage. At the top, there is a navigation bar with the DHS logo and the text "Traveler Redress Inquiry Program". A red arrow points to the "Login" button in the top right corner. Below the navigation bar, there is a blue banner with the text "Welcome, Guest!". The main content area features a quiz titled "Your time is valuable. Take this short quiz to find out if the Traveler Redress Inquiry Program (TRIP) is right for you. If not, we'll point you to the right place." The quiz text states: "DHS TRIP is not designed to address travel issue related to:" followed by a bulleted list: "discrimination", "lost/damaged items or personal injury", and "assistance during screening for travelers with disabilities, medical conditions, and other circumstances". Below the list, it asks "Does any of the above apply to you?" with "Yes" and "No" buttons. To the right of the quiz, there is a "Need more help?" section with a "Contact us" button.

- You will be redirected to “login.gov” to create an account before you begin your TRIP report. Click “Create an Account” to get started.

An official website of the United States government [Here's how you know](#)

LOGIN.GOV

DHS TRIP Portal is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password Show password

Sign in

Create an account

[Sign in with your government employee ID](#)

[Back to DHS TRIP Portal](#)

- Enter your email address, select your preferred language in which to receive emails, and click “Submit.”

An official website of the United States government [Here's how you know](#)

LOGIN.GOV

Create your account

Enter your email address

Select your email language preference

Login.gov allows you to receive your email communication in English, Spanish or French.

English (default)

Español

Français

I read and accept the Login.gov [Rules of Use](#)

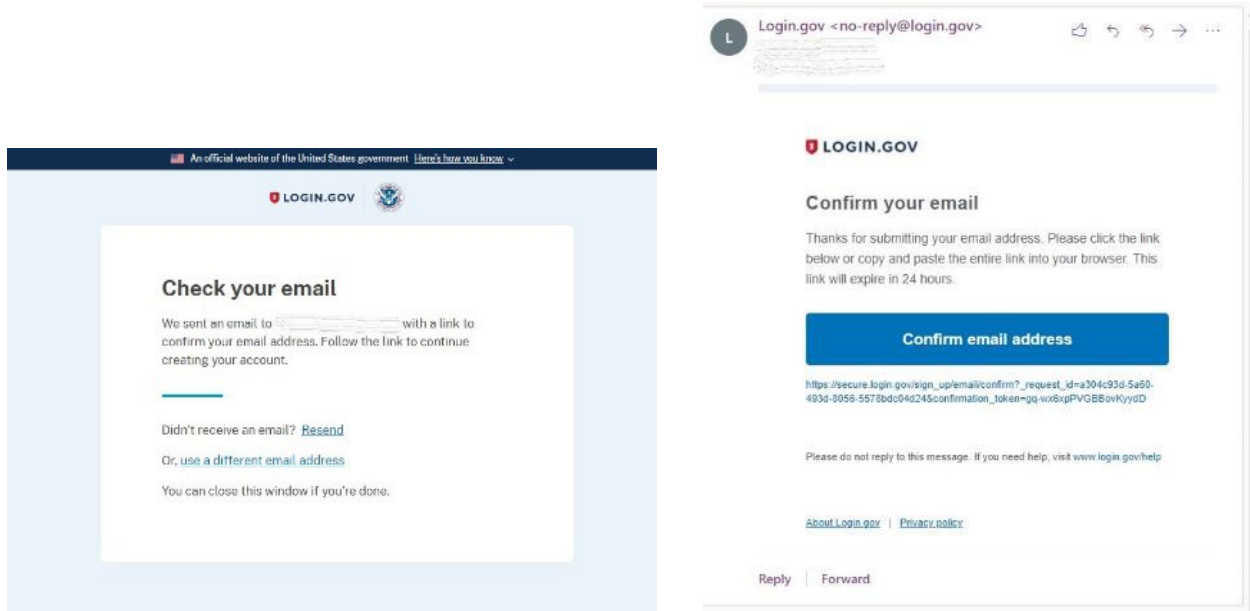
Submit

[Cancel](#)

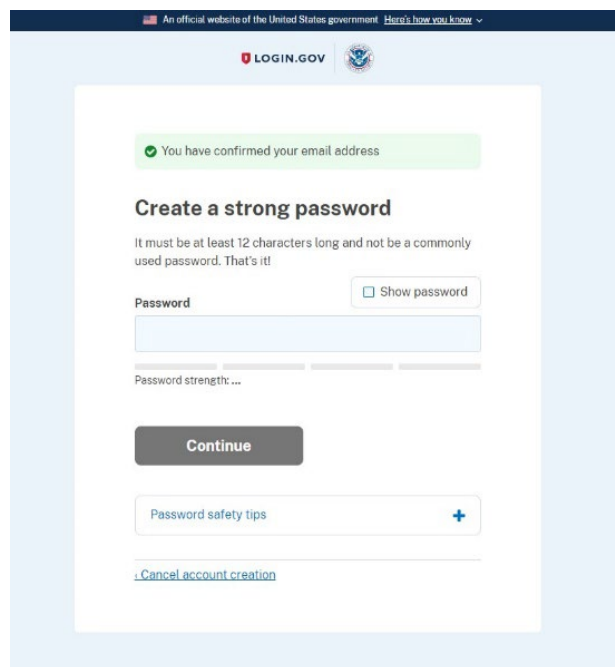
[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

5. Go to your email account to confirm your email address. You will receive an email from "Login.gov." Click the button in the email that says "Confirm email address."



6. After you confirm your email address, you will be redirected to login.gov to create a password for your account. Your password must be at least 12 characters long.



7. Login.gov will ask you to choose an authentication method to confirm it's you logging in. The easiest method to choose is your phone number to receive an authentication code via text or phone call. Click "Continue."

An official website of the United States government [Here's how you know](#)

LOGIN.GOV

Authentication method setup

Add a second layer of security so only you can sign in to your account.

Keep this information safe. You will be locked out and have to create a new account if you lose your authentication method.

Select an option to secure your account:

Text or Voice Message
Get security codes by text message (SMS) or phone call. Please do not use web-based (VOIP) phone services. **LESS SECURE**

Backup codes
We'll give you 10 codes. You can use backup codes as your only authentication method, but it is the least recommended method since notes can get lost. Keep them in a safe place. **LEAST SECURE**

Continue

[Cancel account creation](#)

Part 2: Submitting your Application

8. Once you've created your account, fully log out of login.gov. Then, return to the TRIP Portal <https://trip.dhs.gov/s/>. Log-in with the information you just created.
9. Select whether you are submitting an inquiry for yourself or someone else. Enter your first and last name and date of birth, whether or not you're submitting on behalf of someone else. Click "Send Basic Info."

The screenshot shows the 'Start DHS TRIP Application' page. At the top, it says 'Welcome to DHS TRIP!'. Below that is a progress bar with five steps: 'Start' (highlighted in blue), 'Profile Information', 'Travel Experience', 'Provide Identification', and 'Confirmation'. The main content area has a heading 'Welcome to the Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP)'. It explains that DHS TRIP is a single point of contact for U.S. and non-U.S. citizens who have inquiries or seek resolution regarding difficulties they experience during their travel while undergoing screening at transportation hubs, such as airports, or while crossing U.S. borders. Below this, it asks 'For whom are you submitting on behalf of?' with two buttons: 'Myself' and 'Someone Else'. Then, it says 'To get started, please provide some basic information about yourself.' and has three input fields: '* First Name', '* Last Name', and '* Date of Birth' (with a calendar icon). At the bottom of the form is a blue button labeled 'Send Basic Info'. At the very bottom, there is a small disclaimer: 'Participation in the DHS Traveler Redress Inquiry Program is voluntary. The OMB control number assigned to this collection is 1652-0044 which expires on 05/31/2022.'

10. Before you begin, make sure you have the following documents available:

If you are submitting an inquiry for yourself-

- Unexpired identity document, such as your passport or driver's license (both, if possible)
- Information about the date, time, and location of your travel incident (as much detail as possible)

For another person-

- Identity documents
- Information about the incident AND
- Form 590 signed by the traveler, to Release Information to Another Person, available here: <https://www.dhs.gov/sites/default/files/publications/dhs-form-590.pdf> and at the link in the toolbar on the DHS TRIP website "Form 590: Release of Information."

11. Click “Begin application.”
12. Enter the profile information for the person whose travel incident you are reporting. For example, if you are submitting on behalf of a family member, enter their information. The boxes marked with a red * must be filled in.

Profile Information

Start Profile Information Travel Experience Provide Identification Confirmation

Required fields are marked with an asterisk (*).

Basic Information:

* Given Name (First Name)

Middle Name (optional)

* Surname (Last Name)

Suffix (optional)

* US Citizen or Lawful Permanent Resident?

Select an Option

* Gender

Select an Option

* Birthdate

Please provide your place of birth: (optional)

Country of Birth

City of Birth

State/Province of Birth

13. Your mailing address is the address you would like DHS to send mail to. Your physical address is where you live. If the two are the same, leave the box below marked “Same.” If the two addresses are not the same, click on the box and enter your physical address below.

Is the Physical Address the same as the Mailing Address?

Answer Same

14. The system will prompt you to confirm the information you entered. If the information is correct, click “continue.” If you need to make changes, click “edit.”

15. Choose which of the three situations applies best to the incident you want to report. In situation 1, “aviation-related” means the situation happened when you were at an airport or flying. If you think more than one situation fits, select the closest one to start and you can choose to report another incident before submitting your TRIP request. Click “Save and Continue.”

The screenshot shows a progress bar at the top with four steps: 'Start' (green with a checkmark), 'Travel Experience' (blue with a checkmark), 'Provide Identification' (grey), and 'Confirmation' (grey). Below the progress bar, the text reads: "First, please tell us a little bit about Your Travel Experience. Choose the best fit. You will have an opportunity to report more than one experience in a future step of the application process." The question is "Which of these situations best applies to you? (required *)". There are three radio button options: "My experience is an aviation-related screening or incident." (selected), "My experience involves port of entry, immigration, customs, or Border Patrol.", and "My experience is related to a privacy violation or exposure of personal information." At the bottom, there are two buttons: "Go Back" and "Save and Continue".

16. Select the experiences that best relate to your incident. You may select more than one, but only select the ones that apply to the incident you are describing. Click “Save and Continue.”

The screenshot shows a progress bar at the top with four steps: 'Start' (blue), 'Travel Experience' (green with a checkmark), 'Provide Identification' (grey), and 'Confirmation' (grey). Below the progress bar, the text reads: "Which scenario(s) best describe Your Travel Experience? (Required *) (Only indicate those that apply)". There are six checkbox options: "I was denied boarding.", "I was subject to additional pre-board screening by officials/agents when going through an airport security checkpoint.", "I was delayed by an official/agent during my travel experience.", "I received an 'SSSS' on my boarding pass.", "I was unable to print a boarding pass/directed to ticket counter.", and "Other (Please explain in Incident Details on the next page.)". At the bottom, there are two buttons: "Go Back" and "Save and Continue".

17. If you are reporting an incident related to a flight, provide your flight information, even if you were unable to board the flight. If you have this information available, providing it will help DHS process your report.

The screenshot shows a web form titled "Travel Experience". At the top, there is a progress bar with five steps: "Start" (dark blue), a green checkmark, "Travel Experience" (white with blue border), "Provide Identification" (grey), and "Confirmation" (grey). Below the progress bar, the text reads: "Please provide the following information relating to your inquiry. (Optional)". There are three input fields: "Flight Date" with a calendar icon, "Airline Name", and "Flight Number". At the bottom, there are two buttons: "Go Back" and "Save and Continue".

18. Describe the incident in as much detail as possible. Provide the names of any officials you remember, anything that was said to you about why this incident was occurring; no detail is too small. You must enter at least 150 characters (letters) before you continue.

The screenshot shows the same "Travel Experience" form, but now the "Travel Experience" step is active. The progress bar shows "Start" (dark blue), a green checkmark, "Travel Experience" (white with blue border), "Provide Identification" (grey), and "Confirmation" (grey). Below the progress bar, it says "For Travel Experience, you selected: Flight Incident". The main heading is "Please describe the incident." followed by a sub-heading: "A detailed description of your incident, in addition to the check boxes, helps us identify any factors that may be causing you delays during your travel or screening experiences." Below this is a list of common incident details: "Which airport were you flying to/from when your incident occurred?", "Which port of entry or border crossing were you at when your incident occurred?", "Has this incident happened more than once? If so, please provide any additional dates.", and "Did you experience problems with your identification documents before or after travelling?". A character count is shown: "Minimum Characters : 150, Maximum Characters : 5000". There is a large text area for "Incident Details" with a character count of "0/5000 Characters". At the bottom, there are two buttons: "Go Back" and "Save and Continue".

19. Review your entry. Click "Continue" if it seems accurate. Click "Edit" if you want to make changes.

20. If you would like to include another incident, click “Add Incident.” Otherwise, click “Save and Continue.”

Travel Experience : Manage Reports

Start ✓ Travel Experience Provide Identification Confirmation

Thank you for providing information about your travel experience.

We want to provide you with the option to give us as much detail as possible about your travel experiences that you're seeking redress. If you feel that it would be helpful for us to know about any additional travel experiences, then you have the ability to add more than one incident to your application.

At least one travel experience is required to complete an application.

Travel Experience:

[Redacted]

Would you like to add or edit a travel experience?

Add Incident

Edit Incident

Go Back

Save and Continue

21. Upload a picture of a government-issued identity document by clicking “Add File.” You should submit both your passport and your driver’s license if available. Otherwise, just one will do. The photo should be readable and your face should be visible. Click “Save and Continue” once you’ve uploaded your documents.

Provide Identification

Start ✓ ✓ Provide Identification Confirmation

Please upload at least one, government-issued photograph bearing travel document.

- Our program requires the submission of at least one government issued photograph bearing travel document.
- It is strongly recommended that travelers submit a copy of a passport.
- In each document, DHS TRIP must be able to discern your facial features, and the information must be legible. Please note that our program does not accept expired travel documents.
- If the application is for a minor, parents or guardians may submit a copy of the minor's birth certificate if no driver's license or state-issued identification card is available.

Add File

Your Identity Document(s):

You do not have any personal identity document(s) associated with your application. Please click "Add File". Please note that the provision of the identity document is a program requirement that DHS TRIP cannot waive.

Go Back

Save and Continue

22. Type your name in the box that says “Signature.” Click “Sign and Submit” to complete the process.

Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP)

TO COMPLETE THE PROCESS, PLEASE SIGN THIS PAGE.
If DHS TRIP does not receive a signed copy of this page, your request will not be processed.

The information I have provided on this application is true, complete and correct to the best of my knowledge and is provided in good faith. I understand that knowingly and willfully making any materially false statement, or omission of material fact, on this application can be punished by fine or imprisonment or both (see section 1001 of Title 18 United States Code).

I Understand the above information and am voluntarily submitting this information to the Department of Homeland Security.

* Date <input type="text"/>	* FullName <input type="text"/>	* Signature <input type="text"/>
--------------------------------	------------------------------------	-------------------------------------

PAPERWORK REDUCTION ACT STATEMENT: Through this information collection, DHS is gathering information about you to conduct redress procedures, as an individual who believes he or she has been (1) denied or delayed boarding, (2) denied or delayed entry into or departure from the United States as a port of entry, or (3) identifies for additional screening at our Nation's transportation hubs, including airports, seaports, train stations and land borders. The public burden for this collection of information is estimated to be one hour. This is voluntary collection of information. If you have any comments on this form, you may contact the Transportation Security Administration, Office of Transportation Security Redress, TSA-910, 6595 Springfield Center Drive, Springfield, VA 22150-6901. An agency may not conduct or sponsor, and persons are not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number assigned to this collection is 1652-0044 which expires on 05/31/2022.

PRIVACY ACT NOTICE AUTHORITY: Title IV of the Intelligence Reform and Terrorism Prevention Act of 2004 authorizes DHS to take security measures to protect travel, and under subtitle B, Section 4012(i) (G), the Act directs DHS to provide appeal and correction opportunities for travelers whose information may be incorrect. Principal Purposes: DHS will use this information in order to assist you with seeking redress in connection with travel. Routine Uses: DHS will use and disclose this information to appropriate governmental agencies to verify your identity, distinguish your identity from that of another individual, such as someone included on a watch list, and/or address your redress request, or for routine uses identified in DHS/ALL-005 Redress and Response Records System. Additionally, limited information may be shared with non-governmental entities, such as air carries, where necessary for the sole purpose of carrying out your redress request. Disclosure: Furnishing this information is voluntary; however, the Department of Homeland Security may not be able to process your redress inquiry without the information requested.

[Sign & Submit](#)

Part 3: Checking your Case Status

To check your case status, log-on to your DHS TRIP account, click on “My Cases” on the top blue toolbar.



You will see your cases listed, along with the date submitted and the status.

