

TRANSPORTATION SECURITY ADMINISTRATION



MyTSA Mobile User Experience



Why Mobile and Travel Go Together

What we know:

- Questions about what can or can't be brought on a plane in checked or carry-on bags often come up at the last minute or during a trip.
- People who don't know the drill can back up the checkpoint lines.
- While on travel, IDs can get lost and people might purchase items that may or may not be allowed in carry-on or checked bags.
- Weather and other types of airport delays can cause back-ups in security checkpoints all over the country.

What travelers frequently ask:

- "Can I bring _____ on the plane?"
- "What ID can I use?"
- "What can I pack for my baby or my medical condition?"
- "How long is the line at security?"



User Benefits and Security Benefits

User

- Immediate answers for questions – no need to call or email
- Less chance you'll have to throw something out in the airport, ship it or put it in checked baggage
- Reduce stress level because you're prepared
- Prepared passengers keep checkpoint lines moving

TSA

- Prepared passengers make for a more efficient checkpoint
- Less stressful checkpoint allows officers to look for real threats
- Over time, the app's self-help assistance could drive down use of the TSA Contact Center, saving money



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Welcome Screen



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Airport Status

The image displays three iPhone screens showing the 'My TSA' app interface. Each screen shows the airport name, location, and current status. The first screen is for DCA (Washington, DC, VA) with 'Delays: NONE' and 'Latest Security Checkpoint Wait Times' of 1-10 min. The second screen is for LGA (Flushing, NY) with 'Delays: 30 MIN' and 'Latest Security Checkpoint Wait Times' of 21-30 min. The third screen is for IAH (Houston, TX) with 'Delays: 1 HR 32 MIN' and 'No wait times were entered for this airport. Be the first.' A 'U.S. DEPARTMENT OF HOMELAND SECURITY' logo is in the bottom right corner.

Airport Status

The image displays three iPhone screens showing the 'My TSA' app interface. The first screen shows a map of the United States with a marker for IAH (Houston, TX). The second screen shows a list of airports: LGA (LaGuardia Airport, Flushing, NY) with 'Delays averaging 30 minutes', IAH (George Bush Intercontinental Airport, Houston, TX) with 'Delays due to WEATHER / THUNDERST... averaging 1 hour and 32 min...', and SNA (John Wayne Airport, Santa Ana, CA) with 'Delays averaging 20 minutes'. The third screen shows detailed information for IAH, including a note: 'This status information provided indicates general airport conditions; it is not flight specific. Check with your airline to determine if your flight is affected.' and 'Delays by Destination: Due to WEATHER / THUNDERSTORMS, departure traffic destined to IAH is currently experiencing delays averaging 1 hour and 32 minutes.' A 'U.S. DEPARTMENT OF HOMELAND SECURITY' logo is in the bottom right corner.

Can I Bring...?



Check or Carry-on

Carry-on Only

Check Only

Check Airline Policy

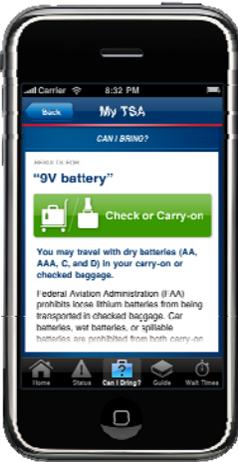
Special Instructions

Not Permitted

Item Not Found


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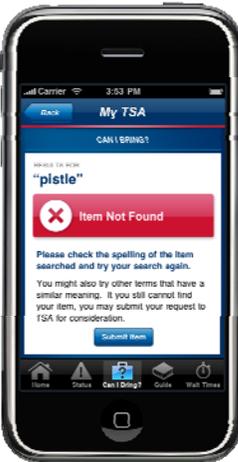
Can I Bring Results



"9V battery"
Check or Carry-on

You may travel with dry batteries (AA, AAA, C, and D) in your carry-on or checked baggage.

Federal Aviation Administration (FAA) prohibits loose lithium batteries from being transported in checked baggage. Car batteries, wet batteries, or spillable batteries are prohibited from both carry-on

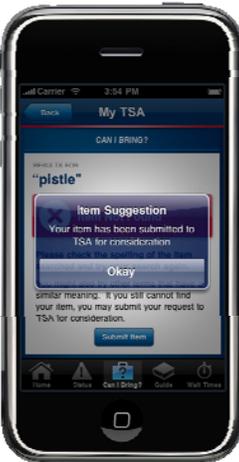


"pistle"
Item Not Found

Please check the spelling of the item searched and try your search again.

You might also try other terms that have a similar meaning. If you still cannot find your item, you may submit your request to TSA for consideration.

[Submit Item](#)



"pistle"
Item Suggestion

Your item has been submitted to TSA for consideration.

Okay

similar meaning. If you still cannot find your item, you may submit your request to TSA for consideration.

[Submit Item](#)


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Results: Flexible and Responsive

The image displays three iPhone screens from the My TSA app. The first screen shows a search for "bomb" with a red "Not Permitted" button and explanatory text. The second screen shows a search for "lightsaber" with a green "Check or Carry-on" button and text explaining that toy lightsabers are permitted. The third screen shows a search for "carry on luggage" with a yellow "Check Airline Policy" button and text advising users to check with their airline. Each screen includes a navigation bar with "Back" and "My TSA" and a bottom dock with icons for Home, Status, Can I Bring?, Guide, and Wait Times. A Department of Homeland Security logo is in the bottom right corner.

TSA Guide

The image displays three iPhone screens from the TSA Guide app. The first screen shows the "TSA TRAVELER'S GUIDE" with a list of categories: Acceptable IDs, Liquids, Aerosols & Gels, Special Medical Needs, Pack Smart, and Dress Smart. The second screen shows the "ACCEPTABLE IDS" section with a photo of a Nebraska driver's license and text stating that U.S. Federal or State Government Issued Photo IDs are acceptable. The third screen shows the "LIQUIDS, AEROSOLS & GELS" section with a list of rules: 3-1-1 rule (3.4 oz limit), 1 quart quartet rule, and 1 quart quartet rule. Each screen includes a navigation bar with "Back" and "My TSA" and a bottom dock with icons for Home, Status, Can I Bring?, Guide, and Wait Times. A Department of Homeland Security logo is in the bottom right corner.

Crowd Sourced Wait Times



My TSA

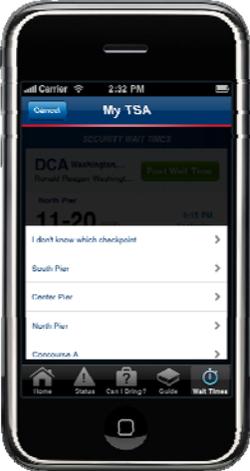
SECURITY WAIT TIMES

DCA Washington... Post Wait Time

North Pier
11-20 min 4:15 PM Yesterday

Concourse A
1-10 min 3:09 PM Yesterday

General Delays 5:08 AM



My TSA

DCA Washington... Post Wait Time

North Pier
11-20 min 4:15 PM Yesterday

I don't know which checkpoint >

South Pier >

Center Pier >

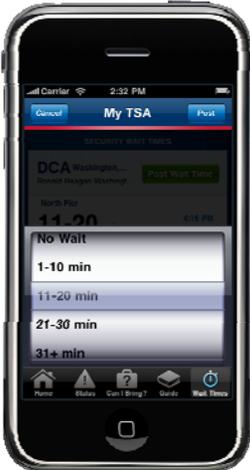
North Pier >

Concourse A >



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Reporting Wait Times



My TSA

SECURITY WAIT TIMES

DCA Washington... Post Wait Time

North Pier
11-20 min 4:15 PM Yesterday

No Wait

1-10 min

11-20 min

21-30 min

31+ min



My TSA

SECURITY WAIT TIMES

DCA Washington... Post Wait Time

Your wait time has been posted.
Thanks for taking the time to submit!

11-20

Close

General Delays 5:08 AM



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Contact Information

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