

Information to assist travelers with disabilities and medical conditions

The Transportation Security Administration launched TSA Cares, a new helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at **1-855-787-2227** prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. **TSA Cares will serve as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.**

The hours of operation for the TSA Cares helpline are Monday through Friday 9 a.m. ó 9 p.m. EST, excluding federal holidays.

Travelers who are deaf or hard of hearing can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@dhs.gov.

If you would like to make advance arrangements for screenings at airports, travelers can contact TSA using [Talk To TSA](#), a web-based tool that allows passengers to reach out to an airport Customer Service Manager directly, and the TSA Contact Center, 1-866-289-9673 and TSA-ContactCenter@dhs.gov, where travelers can ask questions, provide suggestions and file complaints