

SFO Authorized Signatory

Frequently Asked Questions



- *What is the website for the Authorized Signatory Portal?*
 - <https://sfoopssec.flysfo.com>
- *What web browser can I use to access the Portal?*
 - ONLY Internet Explorer.
 - All other web browsers do not allow the Portal to function properly.
- *Can I use my phone or tablet to access the Portal?*
 - Yes, but not all functions work properly, if Internet Explorer is not used.
- *What should I do if I forgot my password for the Portal?*
 - Use the “Forgot Password” feature on the Portal login page.
 - If you don’t receive a password reset email, please email the Security Access Office at sfo.sao@flysfo.com
- *Where can I find information regarding the badging process?*
 - <https://sfoconnect.com/badging-security>
- *What must be completed before the employee comes into the Security Access Office for Fingerprinting?*
 - The Signatory must pre-enroll the employee in the Portal.
 - The employee must schedule a Fingerprint appointment.
 - The Signatory must validate and confirm the employee has two valid unexpired forms of identification to bring to their Fingerprinting appointment.
- *What should I do if I made a mistake when pre-enrolling an individual?*
 - You cannot make changes in the Portal between the time the customer is pre-enrolled and the time they are fingerprinted/badged. Please email the SAO at sfo.sao@flysfo.com with any changes.
- *Do I need to enter the full Social Security Number for each application when I pre-enroll him/her into the Portal?*
 - Yes, for employees born in the United States, but it’s optional for employees born outside the United States.
- *What is the process to obtain a Customs Seal?*
 - If you are the first individual from your company applying for a Customs Seal, please contact the CBP Security Seals Office at 650.877.4009 or email at sfocbpseals@cbp.dhs.gov to begin the process. They will also provide you with documents required to apply for a Customs Seal.
 - Add the Customs Seal privilege in the Portal and email the documents (must be PDFs) to sfosealsapp@cbp.dhs.gov
- *When can an employee renew the badge?*
 - The badge can be renewed within 30 days of the badge expiration date.
 - The employee must have a Security Training appointment to take the training for badge renewal.
 - **NOTE** – The Security Training can be taken within 60 days of the expiration date, but the badge cannot be renewed and printed until 30 days prior to the expiration date.
- *Can I reactivate a terminated badge?*
 - No. Once the badge is terminated, the employee must restart the badging process. The employee can be re-fingerprinted after the Signatory emails sfo.sao@flysfo.com noting the customer is authorized to restart the badging process.
 - Alternatively, rather than email sfo.sao@flysfo.com, the Signatory can change the profile status from Terminated to Pre-Enrolled in the Portal and then the employee can schedule a Fingerprint appointment.
- *Does my Signatory login work if my badge is suspended, inactive or expired?*
 - No. When the badge is not active, the login is not active.
- *Why is the Authorized Signatory badge only valid for one year?*

- Per TSA Regulation, the Signatory Security Training must be completed once per year.
- *How do I request access level changes for an existing badge holder?*
 - Complete the [Access Level Change Form](#) and submit to SFOAVSEC@flysfo.com
- *What should I do if an employee loses their badge?*
 - Immediately call the Security Operations Center at 650.821.3914 to report the lost badge.
 - Alternatively, you can also set the employee's card status to Lost in the [Portal](#). This will deactivate the lost badge.
 - Email sfo.sao@flysfo.com informing the SAO if this employee is allowed to have the lost badge reprinted or not.
 - Inform the employee they must pay a fee to replace the lost badge and send the employee to the Security Access Office to have their badge reprinted.
- *Will the Signatory be notified when the application has passed the security check?*
 - Yes. The Signatory may also check the status in the [Portal](#)
 - *Active* - Applicant has picked up the badge
 - *Pre-Enrolled* - Applicant's information is uploaded into the Portal
 - *Awaiting Clearance* - Applicant has completed fingerprints and the CHRC/STA has been submitted, but not cleared yet.
 - *Security Check Complete* - The CHRC and STA have cleared. The Application should schedule a Security Training [Appointment](#).
 - *Note* – Completing the CHRC and STA clearances allows the applicant to take the Security Training, but if there is a Customs Seal, the Customs Seal must be cleared prior to badging.
 - *Ready to Badge* - The CHRC/STA, Customs and Training have been completed. The Customer must get badged within 30 days of their CHRC/STA Clearances.
- *What is Security Sensitive Information (SSI)?*
 - SSI is information as defined by [Federal Regulation](#).
 - There are specific procedures for recognizing, marking, protecting, safely sharing and destroying SSI.
- *What is the PIN for pre-enrolling applicants?*
 - *The birth year of the Signatory.*
- *If a former employee's badge has been suspended, inactive, terminated, expired for over 30 days, what steps are needed?*
 - The Customer must return the badge to the Security Access Office.
 - The Signatory must email sfo.sao@flysfo.com informing the SAO that the customer is allowed to restart the badging process.
 - Alternatively, rather than email sfo.sao@flysfo.com, the Signatory can change the profile status to Pre-enrolled in the [Portal](#) and then the employee can schedule a Fingerprint [appointment](#).
 - Then a Fingerprint [Appointment](#) can be booked.