

## MOST FREQUENT ERROR CORRECTIONS FOR TSA APPLICATION

1. A client should only have one account.
  - a. TSA/FTSP does not transfer information from one account to another. Having two accounts may cause delays in application processing, therefore it is critical that only one account exists. If a client has only had CAT 4 training authorizations in the past, it is appropriate for this client to follow the steps at <https://www.fts.tsa.dhs.gov/home> to create a new account. If a client has had CAT 1, 2, or 3 training authorized by TSA after 2004, the client likely has an account. If the client has the same email address, they may go to <https://www.fts.tsa.dhs.gov/home> to recover their Username and reset the Password. Also, if the client completed this training at an FSI location, the FSI TSA assist team can provide them with their Username and confirm the email address on file, for faster access to their account. Otherwise, you or the client will have to email [FTSP.Help@tsa.dhs.gov](mailto:FTSP.Help@tsa.dhs.gov) with the following information:

It is recommended that the pilot in question be cc'd on the e-mail to TSA with the full name of the pilot in the subject line. E-mail must include the following:

New e-mail address  
Full name as it appears on passport  
Passport issuing country  
Passport number  
Passport issue and expiration date Birth date

2. Step 4: Entering the incorrect issue date of documents.
  - a. TSA wants the issue date of the document, not the date that the pilot first received a license or visa.
3. Step 4: Failing to upload an image of the license that reflects the issue date or type rating.
  - a. Pilots must upload both sides (or all pages) of their license. Including both the personal information and the type rating information of the license.
4. Step 4: Incorrect number listed for the Visa.
  - a. The number used for the visa is the number in red- not the control number
5. Step 4: Listing type ratings.
  - a. List all type ratings for all licenses, if the license does not contain any type ratings, list 'none'
6. Step 4: Document uploads.
  - a. Multiple images of a document may be uploaded, but not multiple document types in one entry. Do not group multiple licenses or the visa, passport, etc. on one scanned file.
7. Step 4: Incorrect Passport numbers from Columbia and Venezuela
  - a. Pilots must use the punched number not the printed Passport number.
8. Step 4: Removing documents after TSA has reviewed an application.
  - a. Once TSA sees an image of a certificate, they will demand that it remain on file. For example, if a client uploads certificate in addition to their license. Even though the CFI or GI is not directly applicable to the type rating, it is applicable to determining the identity of the candidate and their credentials. As the CFI or GI is not listed as a category or document, simple select Pilot's License and the description that best fits. i.e. a US certificate and the candidate provides primary training, select Pilot Private

9. Step 5: Do not use P.O. Boxes.

- a. TSA needs physical addresses

10. Step 5: House number not available.

- a. When a candidate's address does not have a house number or street name, they should send AFSP a detailed description to where they live, sort of giving directions. Candidate will still be required to enter their regular address in step 5. Candidates should send this email right after the training request is paid for. This way TSA can post a comment to the training request as soon as they receive it.

*Sample:* Regarding my home address, due to the fact that my house does not have a Number in a rural area I can confirm that the house is located in the village of Christiana, Worcestershire. For directions: from the B4084 Evesham to Peter Road turn North into the village of Christiana at Brook Lane. Brook Lane becomes Main Street and my house (The Smiths) is halfway through the village on the East side of Main Street. Lat and Long ref N52 06 10.95 W2 00 08.62.

11. Step 5: Maintaining two current addresses.

- a. When the pilot maintains two current addresses, list one as current and the other as historical and enter the end date as the date the pilot is completing the application.