



## CREDENTIALING: *Frequently Asked Questions*

The Boise Airport Credentialing Office has prepared the following Frequently Asked Questions (FAQs) to provide official guidance regarding the airport badge application, training, renewal, and compliance process. All employees, contractors, and signatories are responsible for understanding and adhering to these requirements.

### 1. When can I start my online training?

- Renewal applicants must wait until their **recertification application** has been fully processed and approved.
- Once approved, you will receive an **email from AirBadge** containing your **unique training ID**. Training cannot begin until this confirmation is received.
- **Processing Time:** Allow up to **72 hours** for application processing, and **an additional 72 hours** for training access to be activated.
- If you have not received your training email, it means you have not yet been approved.
  - Contact your **Authorized Signatory** for your unique ID.
    - Please do not call the Credentialing Office for your training ID, as your signatory has access to it.
  - Once training is completed and processed, you will be able to **schedule your badge pick-up appointment** in AirBadge.
  - All badges must be exchanged within **10 days** of completing badge testing.

### 2. Can new applicants complete training online?

- **No.** Only renewal applicants are eligible for online training.
- New applicants must attend in-person training at the Credentialing Office.
- Training and badge issuance must be completed within 30 days of clearance notification, or the application will be terminated, requiring resubmission of fingerprints and repayment of all fees.

### 3. What if I'm renewing my badge close to expiration?

- If your badge expires within seven business days, you must complete your test on-site at the Credentialing Office to guarantee you will receive your badge and not impact your company's operation.
- Online training is not recommended due to processing delays.
- No expedited processing is available for late applicants.

### 4. How do I apply for an airport badge?

- Sponsorship Required – An Authorized Signatory must sponsor your application.
- Application Submission – Your Signatory will start the application through AirBadge.
- AirBadge Invitation – You will receive an email invitation from AirBadge, valid for 48 hours only.
- Account Setup – Sign in and create your password.

- Note: Email delivery can be delayed. To avoid lockouts, always use the most recent authentication email.
- Next Steps – Once authenticated, you will receive step-by-step instructions by email to complete the process.
- **You must allow 72 hours for application verification.**

**5. How long does the fingerprinting process take?**

- **Typically, 3–5 business days** from the date fingerprints are taken.
- If born outside the United States, the process **may take up to 45 business days**, depending on TSA requirements.
- Processing includes background checks, TSA vetting, and internal verification.

**6. When and how do I schedule training or badge pickup?**

- Once approved, visit [boi.airportbadges.com](http://boi.airportbadges.com) to schedule your appointment.
- You may only schedule appointments that correlate to your current stage of processing. If the option is unavailable, it means you need to wait for the next AirBadge notification email.
- For status updates, contact your Authorized Signatory directly. Your signatory can provide updates on your status and Unique ID #.

**7. What if I lost my badge or it was stolen?**

- Notify your Authorized Signatory and the Credentialing Office immediately.
- Complete a Lost Badge Form and replace your badge within 7 days.
- If the badge was stolen, please bring the police report, showing it was reported as stolen.
- Replacement fees and requirements are as follows:
  - 1st lost badge: \$50 fee
  - 2nd lost badge: \$75 fee + mandatory computer-based training (CBT) with supervisor involvement
  - 3rd lost badge: \$100 fee + mandatory CBT with supervisor involvement
- Computer-based training is required for each lost badge incident.
- If badges are not replaced within the timeframe, you may be subject to an additional \$41.00 for fingerprint resubmission.

**8. What if my badge expires?**

- Expired badges may require restarting the entire process, including fingerprinting and fees.
- If an expired badge is not returned within 30 days, a \$100 Notice of Violation (NOV) will be issued per your application agreement.
  - If badge is still not returned and fee is not paid, the Notice of Violation (NOV) will be referred to the city legal department for collections.

**9. What are the ID requirements?**

- You must present two original, unexpired government-issued IDs.
- One must establish identity, and the other must verify employment eligibility (per I-9 requirements).
- **The IDs that were uploaded to your application must be brought to your appointment for confirmation, per TSA regulation.**



#### **10. What if I separate from my company or change employers?**

- All airport badges must be returned to the Credentialing Office within 30 days of expiration or separation from employment.
- Failure to comply will result in a \$100 NOV issued to the badge holder.
- Unresolved violations may be escalated to the City of Boise Legal Department for enforcement.

#### **11. What are Badge Costs & Payments?**

The Boise Airport Credentialing Office accepts payments by credit card or check only. **Cash will not be accepted.**

##### **Badge Costs & Fees:**

- 1-Year Badge Fee: \$65.00
- Fingerprint Fee: \$41.00
- Badge Deposit: \$100.00 (refundable if badge is returned within 30 days of separation)

##### **Other Fees:**

- Name Change: \$25.00
- Add Escort or Change Driving Privileges: \$25.00

#### **AirBadge Resources**

##### **Signatory Portal – Quick Access**

The Signatory link provides access to the following key sections:

- Signatory Home – Central hub for signatory resources and updates.
- Badges – View, manage, and track issued airport badges.
- Badge Applications – Submit and monitor new badge requests.
- Auditing – Complete required access media audits.
- Common Scenarios – Guidance for frequently encountered situations.
- Live Training – Access upcoming and recorded signatory training sessions.

##### **Badge holder Portal & New User Orientation**

The Badge holder link provides access to the following key sections:

- New User Orientation – Step-by-step guidance for first-time badge holders.
- Your Home Screen – Overview of your dashboard and navigation tools.
- Badge Applications – Submit new applications or manage renewals.
- Frequently Asked Questions (FAQs) – Quick answers to common badge holder questions.

