

# HNL PASS & ID OFFICE SERVICES

1. To make an appointment, go to <https://app.waitwhile.com/book/hnlpassandidoff>
2. Select services:
  - Access – Badge holder requesting for a specific door access. ASC approval required
  - Badge Not Working
  - Badge Pick Up – For Public or “not-fingerprinted” applicant who cleared background check and receipt number was posted on the Clearance Notification List.
  - Cashier – To settle unrecoverable security items
  - CBP Seal – Badge holder with approved CBP seal form from Customs and Border Patrol to add, remove or change CBP endorsement.
  - CHRC Copy – Drop off/fill out signed CHRC sharing authorization form
  - Company Name Change – ASC approval required
  - Escort Seal – Badge holders with approved letter requesting to add or remove “E” endorsement
  - Gin Code – To pick up Gin code
  - Keys – All Key related transactions (request, transfer, replace)
  - Lost – Lost/Stolen badge requesting for a replacement (Letter and Police report required)
  - Name Change – Update badge with new name (Letter from the company and two forms of ID with the new name are required)
  - New – Completed “New” application form and two forms of ID required
  - New Ramp License
  - Pin – Forgot pin
  - Refingerprint – If applicant received a call to return back to Pass & ID Office to refingerprint
  - Reissue – Reissuance is only required for old colored badges that will expire between January 1, 2021 – December 31, 2021
  - Renew – Completed “Renew” application form and two forms of ID required
  - Renew Ramp License
  - Return – Return of security items issued by the Pass & ID Office
  - Temporary Escort Required Badge – All Temporary Escort Required Badge related transactions
  - Vehicle Decal/Passes – All Vehicle Decal/Passes related transaction



## HNL PASS AND ID OFFICE

Book an appointment

### Select service

#### Access

Badge holder requesting for a specific door access. ASC approval required.

#### Cashier

To settle unrecoverable security items

#### Company Name Change

ASC approval required

#### Keys

All Key related transactions

#### New

Completed “New” application form and two forms of ID required

#### Refingerprint

If applicant received a call to return back to Pass & ID Office to refingerprint

#### Renew Ramp License

#### Vehicle Decal/Passes

All Vehicle Decal/Passes related transactions

#### Badge Not Working

#### CBP Seal

Badge holders with approved CBP seal from Customs and Border Patrol to add, remove or change CBP endorsement.

#### Escort Seal

Badge holders with approved letter requesting to add or remove “E” endorsement.

#### Lost

Lost/Stolen badge requesting for a replacement (Letter and Police report required)

#### New Ramp License

#### Reissue

Reissuance is only required for old colored badges that will expire between January 1, 2021 - December 31, 2021

#### Return

Return of security items issued by the Pass & ID Office

#### Badge Pick up

For Public or “not fingerprinted” badge holders only. For Authorized Signatory and SIDA, Sterile & AOA training, go to <https://app.waitwhile.com/book/id/en>

#### CHRC Copy

Drop off/Fill out signed CHRC sharing authorization form

#### Gin code

#### Name Change

Update badge with new name (Letter from the company and two forms of ID with the new name required)

#### Pin

Forgot Pin

#### Renew

Completed “Renew” application form and two forms of ID required

#### Temporary Escort Required Badge

All Temporary Escort Required Badge related transactions

### 3. Select Category.

Select Category

<b>BA</b> Badge Application	<b>E</b> Endorsements	<b>M</b> Miscellaneous
<b>PU</b> Pick Up	<b>RL</b> Ramp License	<b>R</b> Reissuance

### 4. Click on the category and make sure that category is highlighted blue and has a check mark.

Select Category

<b>BA</b> Badge Application ✓
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### 5. Select available date and time.

Select time

April 2, 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Morning	Afternoon	Evening
30	31	01	02	03	04	05	7:45 am	12:15 pm	
06	07	08	09	10	11	12	8:15 am	12:45 pm	
13	14	15	16	17	18	19	8:45 am	1:15 pm	
20	21	22	23	24	25	26	9:15 am	1:45 pm	
27	28	29	30	01	02	03	9:45 am	2:15 pm	
04	05	06	07	08	09	10	10:15 am	2:45 pm	
							10:45 am	3:15 pm	
							11:15 am		
							11:45 am		

### 6. Fill in applicant information, then confirm booking.

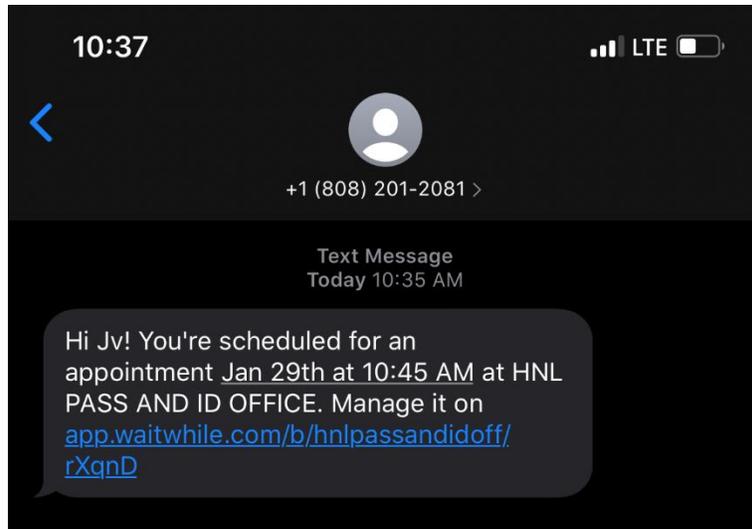
A little bit about you

<b>First name</b> First name	<b>Last name</b> Last name	<b>Phone</b> Mobile phone
<b>Company Name</b> Company Name	<b>Badge expiration</b> YYYY-MM-DD	<b>Badge Number</b> Badge Number

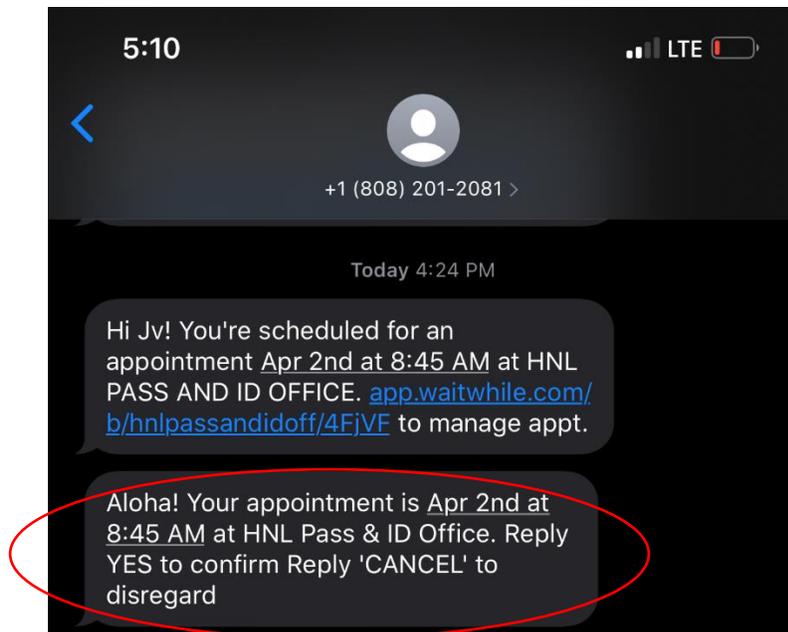
**Confirm booking**

✓ 30 min booking ✓

7. Once booking is confirmed, a text message will be received as a confirmation of the date and time of the appointment. To reschedule or cancel the appointment, click on the link provided in the confirmation text.



8. Another text message will be sent 24 hours before (if applicable) and **an hour before the scheduled time**, reminding you of the date and time of the appointment. Make sure to reply both times for faster processing.



9. On the day and time of your scheduled appointment, a text message will be sent once it's your turn to be serviced at the Pass & ID Office.

