



Download the QLess App

Hours of Operation:

Monday – Friday
7 a.m. to 5 p.m.
(Closed on City Holidays)

Contact Information:

City of Phoenix - Aviation Department
Security Badging Office
3300 E. Sky Harbor Blvd
Phoenix, AZ 85034

General Questions Email:

security.badging@phoenix.gov
Phone: (602) 273-2036

Training Questions Email:

security.training@phoenix.gov

Notice of Violations (NOVs):

compliance.phx@phoenix.gov

Adjudications (additional documents):
(602) 273-2036 and ask for a Supervisor.

Don't forget:

1. **To bring two (2) forms of unexpired and undamaged identification documents.** Names on both documents must match and must be your legal name. A list of acceptable documents can be found at www.skyharbor.com/airport-business/security-badging/.
2. Paperwork you may need from your authorized signer to get your badge or have any special privileges printed on your badge.
3. Payment: Exact amount in cash, company check, or a debit/credit card.
4. Your mobile device. You will be summoned to a clerk station via text.

Common questions:

Can I give myself more time using QLess?

No, this feature has been disabled. You must be on time for your scheduled appointment.

Can I rejoin the queue? This feature is not available. You will need to schedule a new appointment.

How do I know my appointment's scheduled date and time? You will receive a text and email confirmation.

When do I need to arrive at the badging office? We recommend checking in with the Front Lobby guard at least 10 minutes before your appointment. A text will be sent to you to proceed to a numbered station inside the Badging Office.



Phoenix Sky Harbor International Airport

**Badging Office
Reference Guide**

How do I Make an appointment?

1. From a web browser go to:
www.skyharbor.com/airport-business/security-badging/
2. Select the “Make an Appointment” icon.
3. Enter your first and last name. You must enter your cell phone number to receive notifications.
4. Choose the queue you wish to enter. (See left side of this guide to see all queues and descriptions.)
5. Enter the required information. (For appointments, select a date and time.)
6. Enter your email address.

How do I join by QLess App?

1. Download the QLess app for iOS or Android.
2. Launch the app and “Allow Access” to location
3. Under the “Settings” menu add your cell phone number if it is missing.
4. Under “Explore” choose “Sky Harbor Security Badging Office”. If you don’t see the location search for and select “Sky Harbor.”
5. Choose the queue you wish to enter. See left side of this guide to see all queues and descriptions. (Please save all confirmation emails and text message for appointments.)

How do I cancel?

Text “C” to the number provided in the confirmation email or the text message you received when scheduling the appointment.

What should I book?

Badging Appointments

Fingerprints

For initial processing

Renewal

For renewing a badge

STA- Processing

For STA only

CBP Seal

For adding customs

Add Escort / Driving

For adding escort

Escrow Payment

For adding funds

Name Change

For changing a name

Add Employer

For adding a second badge

How do I complete training?

All training is now sent to the email address on file, training may be completed off site.

How do I receive my badge?

After completing all training, you may come into the badging office Monday - Friday from 7 a.m. to 5 p.m. to pick up your final badge. You will need to bring your temporary badge with you and a government-issued picture ID to pick up your final badge.

(Must check in at Badging Office Front Lobby)

Walk In – available for services listed below

- Providing additional documents
- Add/remove a privilege
- Driver license update
- Reprint of a badge due to being damaged, lost or stolen
- Training computers Available
Monday -Friday 7AM - 3PM

(Must check in at Badging Office Front Lobby)

How do I schedule Authorized Signer (AS) Training?

Email the Badging Office at
security.badging@phoenix.gov