Signer Newsletter

ACTION NEEDED

We're looking for your feedback!

Minneapolis-St. Paul International Airport's Police Department is always looking at ways to improve communication with its stakeholders – particularly when it comes to complex topics related to aviation security and security badges.

To help us ensure we communicate information in the best possible manner and through the most appropriate channels, we are asking for your feedback via this five-minute survey. The answers will be used to improve communications with the airport's 1,640 badge signers –- a group we rely on to disseminate important information to badge holders at MSP.

Please take a few minutes to provide your input. Click this **link** to be directed to the survey.

We will share the results in a future Signer Newsletter.

Thank you for your help!

For your eyes only: Look for invitation to annual signer training

Annual signer training is currently underway. When you receive an email from us notifying you it's time to set up your annual training, please *do not forward that email to other signers within your organization.*

These invitations include a unique link meant just for you.

Some signers have been forwarding their emails to co-workers, indicating it's time for the group to complete the annual training. However, it is possible some of your co-workers will be invited to training on different days and at different times.

Please wait for your individual email invitation to arrive from the Airport Security Division – not from a co-worker or your company.


REMINDERS

Weapons, other prohibited items not allowed in employee security checkpoint

The Airport Police Department is reminding all employees to check their belongings for prohibited items before arriving at the airport for work. Items such as firearms, knives (other than tools of the trade), mace, Tasers and pepper spray are not allowed within the secure area of the airport.

As signers, we are asking your assistance in communicating this reminder to your organization's badge holders.

For best service, use the appropriate email address
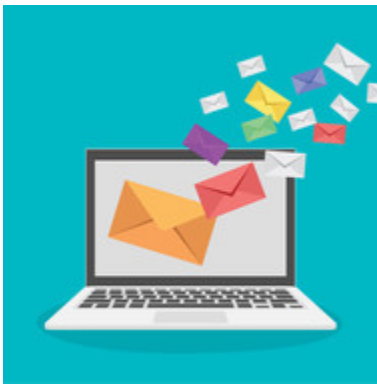
Due to COVID-19 and the need to social distance, some airport security employees have modified their work hours.

To receive the fastest service, *please do not email individual airport security employees directly*. Instead, please use the email addresses listed below and note the amount of time that the Badging Office requires to process your request.

Email messages sent to the addresses below are prioritized over voicemails.

For most business-related badging requests, we aim to process your request within five business days.

Note: Some of the information you might be looking for can be found on the Signer Portal. Before emailing requests about employee status, a last swipe or clearance information, please check the information provided on the Portal.

Be sure to add these email addresses to your contacts:

- For badge swipe/data requests: badgingdatarequests@mspmac.org
- For access requests: access@mspmac.org
- For badging, including deactivations/terminations: badging@mspmac.org
- For company/signer related issues: security@mspmac.org
- For MSP Signer Portal questions: MSPSignerportal@mspmac.org
- To request interpreter SIDA classes: APDlearncenter@mspmac.org

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What's the difference between a badge renewal and a badge return?

Recently we noticed people being confused about the differences between the badge renewal process compared with the policy for returning deactivated badges.

RENEWING A BADGE

When badge holders need to renew their badges, encourage them to take the steps outlined below so that they can complete the task in a timely fashion.

1. Note the expiration date on your badge; now set a calendar reminder on your computer or phone for 60 days prior to that expiration date.
2. When your reminder shows up on your calendar, schedule an appointment to renew your badge. That appointment date must be 30 days or fewer (15-20 days prior to the expiration is best) before the expiration date. If you book your appointment early, you are more likely to get an appointment within that 30-day timeframe. (Appointments have historically been booked out weeks in advance.)
3. Book your appointment here: www.mymspconnect.com/badging You will want an appointment. The walk-in queue has been known to fill for the day within seconds of opening every morning. Save yourself a long wait and days of frustration trying to get into the walk-in queue.

READ MORE

BADGE RETURNS

To maintain the security of the airport, badges must be returned within 10 days of when an employee quits or is terminated.

The clock starts ticking as soon as a badge expires or employment terminates. Badges must be returned within 10 days of that date to avoid a $200 fine for the employer.

The employee still has 30 days to renew an expired badge without having to start over as a new badge holder and wait for a clearance before being issued a badge. As long as the badge has been returned to the Badging Office, the employee DOES NOT need to have the badge in their hand to renew their badge.

Please continue to notify the Badging Office within 24 hours whenever an employee goes on a leave of absence, is terminated, or retires.

Full details about the return process **can be found here**.

Please submit any badge re-activation requests by email to badging@mspmac.org (no phone calls please) a minimum of two business days prior to any employee being scheduled to return to work.

WHAT'S NEW

Sign onto the new Signer Portal

All 1,640 signers should now have access to the new online Signer Portal. We earlier sent an email with the details necessary for you to log into the site. If you did not receive an email, please check your email inbox and junk mail inbox.

If you haven't received the registration email, please contact the portal email administrator at **MSPSignerportal@mspmac.org**

Quick Links

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