Navigating the Airport
Arriving at the Airport

• Arrive 3 hours prior to flight departure time and go to your airline’s check-in desk

• Check in
  – Sometimes can be done online 24 hours in advance or at a self-serve kiosk in the airport
  – If you cannot check-in online, talk to an agent at the check-in desk
  – Have your booking/confirmation number, ticket number, and identification (passport, for international travel) ready
Navigating the Airport

• Large airports are divided into “terminals”. They may be connected by foot, bus or airport train

• Check from which terminal your flight is scheduled to depart before going to the airport (may be A, B, C, D, etc. or 1, 2, 3, 4, etc.). Upon arrival, check the Departures screen

• Most airports now have a kiosk for you to print your boarding pass and your luggage sticker. You will then stand in line to deliver your checked luggage to an airline agent. You will keep your luggage receipt and your carry-on with you

• Keep your ticket easily accessible at all times

• Ask an agent if you have questions!
Security

After checking your suitcase with the airline and printing your boarding pass, you will need to go through security to go to your gate:

• Usually there are several lines. Verify that the line that you are in takes you to the gate you want

• An agent will check your ID/passport and ticket (may be paper or on your phone)

• While in line: take off your belt and empty your pockets. You may be asked to remove your shoes to go through the scanner

• If you have liquids in your carry on, place the plastic bag in the security bin
Security (cont’d)

• Listen to the agents. They usually repeat instructions loudly every minute or so
  – Take out laptops/tablets
  – Take off shoes
  – Food may need to go through separately

• No one likes going through security (travelers or agents). Just try to be as pleasant and calm as possible
  – Get an idea of what to expect: https://www.tsa.gov/travel/security-screening
The Gate

• “Gate” = the door where you enter the flight

• Get to the gate early and make sure it’s still the right gate for your flight. Check the gate number as it may change

• Board flight by group. Check your ticket for your group number or letter

• You may need to show your passport to the agent at the gate