



GovClarity

GLOBAL ENTRY 2027

**How to Apply,
Prepare for the Interview,
and Use the New
Trusted Traveler App**



What's Inside:



The September 2026
app change



Who can apply, and
what gets you denied



Interview options, including
Enrollment on Arrival



Document checklist
and renewal rules

YouTube: @GovClarity

A GovClarity Publication



Global Entry 2027: Apply, Interview, and Use the New App

On September 15, 2026, U.S. Customs and Border Protection (CBP) switched off the Global Entry app and the Trusted Traveler Programs app. One free app replaced both: the Trusted Traveler App.

If you are already a member, your membership did not change and you do not need to reapply. If you are applying for the first time, this guide walks through the whole 2027 process, start to finish.

Key facts at a glance:

- The fee is **\$120 for five years**, and it is not refunded if you are denied
- Children under 18 pay **nothing** when a parent or guardian is a member or is applying at the same time
- After conditional approval you have **two years** to finish your interview
- Citizens of **22 partner countries** can apply, along with U.S. citizens, nationals and permanent residents
- Global Entry **includes TSA PreCheck** for flights leaving U.S. airports

The September 2026 App Change

CBP's own words: the new Trusted Traveler app "replaced the Global Entry mobile app and the Trusted Traveler Programs mobile app" on September 15, 2026. The old apps no longer work.

If you are already a member

- 1. **Delete the old Global Entry app.** It will not open your membership anymore.
- 2. **Install the Trusted Traveler App** from the Apple App Store or Google Play, if you want the mobile features. It is free.
- 3. **Sign in with your existing account.** CBP says your profile and membership information carry over.

That is all. Your membership number, your expiration date and your TSA PreCheck status stay exactly the same. The app is optional. Global Entry still works at the airport without it.

What the new app does

Task	In the new app
Start an application	Links you to the ttp.dhs.gov website to apply
Renew a membership	Yes
Check your status	Yes
Schedule an interview	Yes
Confirm your arrival into the U.S.	Yes, at participating locations

CBP says 85 airports, plus several CBP Preclearance locations abroad, support arrival confirmation in the app. Availability depends on the location and on your eligibility.

Do not confuse it with Mobile Passport Control

Mobile Passport Control is a different, free CBP app. It can speed up customs at some ports, with no background check and no fingerprints. CBP says it is "not classified as a Trusted Traveler Program," so it carries no membership and no TSA PreCheck. We cover it in its own video.

What Global Entry Gets You

Global Entry is a CBP Trusted Traveler Program. Approved members skip the regular line when they come home from abroad. At most major airports that means a face scan at a touchless portal, with no paper receipt and no kiosk.

What is included

- **Faster customs on the way home** at participating U.S. airports and Preclearance locations
- **TSA PreCheck** on flights departing U.S. airports, once your number is on the reservation
- **Land and sea entry:** CBP accepts the Global Entry card for lawful entry at land and sea ports of entry
- **Five years of membership** for one \$120 fee

What is not included

- **Your family.** CBP says Global Entry benefits "are member specific and cannot be extended to others." Each person needs their own membership.
- **The NEXUS lanes into Canada.** The card is not valid for entry into Canada through NEXUS lanes.
- **Global Entry kiosks with a card.** The card cannot be used at kiosks. At the airport, your face and passport do the work.

Global Entry compared with the other options

	Global Entry	TSA PreCheck alone	Mobile Passport Control
Faster U.S. customs	Yes	No	At participating ports
TSA PreCheck lane	Yes	Yes	No
Background check	Yes	Yes	No
Cost	\$120, five years	Set by each provider	Free

If you leave the country even once a year, Global Entry usually beats paying for TSA PreCheck alone, because it bundles both.

Who Can Apply

Eligible groups

- U.S. citizens
- U.S. nationals
- U.S. lawful permanent residents (green card holders)
- Citizens of the 22 partner countries below

The 22 partner countries

Argentina	Dominican Republic	Panama
Australia	El Salvador	Singapore
Bahrain	Germany	South Korea
Brazil	India	Switzerland
Colombia	Japan	Taiwan
Costa Rica	Jordan	United Arab Emirates
Croatia	Mexico	United Kingdom
	The Netherlands	

Several partner countries require an extra step at home, such as a background check or application with their own government. Check CBP's eligibility page for your country before you pay. Canadian citizens get Global Entry benefits through NEXUS membership instead.



Children and the 2025 Photo Rule

Children

Children can enroll. There is no minimum age on CBP's eligibility page.

- A minor needs a parent's or legal guardian's **consent**.
- The parent or guardian **does not have to be a member**. But the child's fee is only \$0 when a parent or guardian is already a member or has a pending application.
- A parent or legal guardian **must be present** at the child's interview.

A note for non-citizens: the 2025 photo rule

A Department of Homeland Security (DHS) rule that took effect December 26, 2025 lets CBP require face photos at entry and exit from all non-citizens, including permanent residents, and it removed the old age exemptions for photos. CBP is still rolling it out across airports, seaports and land crossings. It applies whether or not you hold Global Entry. Photos of U.S. citizens who are not in Global Entry are deleted within 12 hours; photos of non-citizens, and of U.S. citizens who use Global Entry, go to the DHS biometric database.

What Can Get You Denied

CBP lists these reasons on its eligibility page. Any one of them can end an application.

- Giving **false or incomplete information** on the application
- A **criminal conviction, pending charges**, or an **outstanding warrant**
- A violation of **customs, immigration or agriculture** laws in any country
- Being the subject of an **ongoing investigation**
- Being **denied when you tried to buy a firearm**
- Being **inadmissible** to the United States
- Being unable to satisfy CBP that you are **low risk**

That last one is the catch-all. CBP decides, and the fee is not refunded either way.

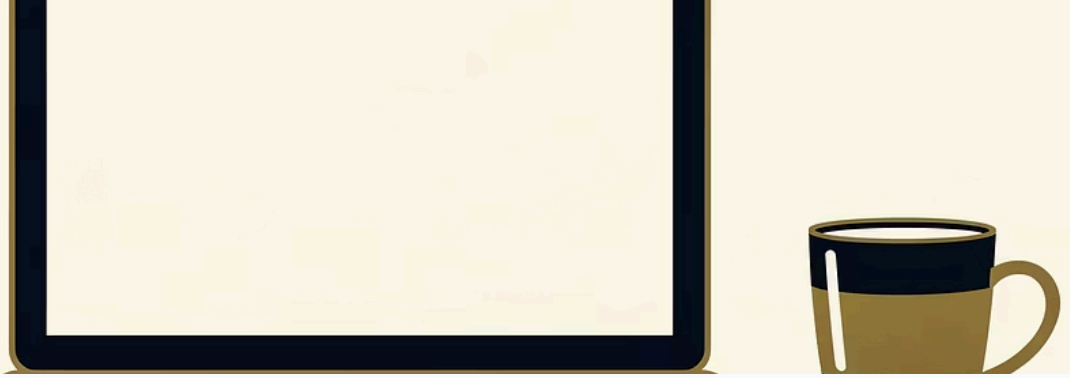
Disclose your full history

The application asks for court documents if you have ever been convicted of a crime other than a traffic violation. For a reconsideration request, CBP wants court papers "for all arrests or convictions, even if expunged." Answer the history questions completely. An omission is itself a reason for denial.

If you are denied: asking CBP to reconsider

1. Sign in to your Trusted Traveler Programs account at [ttp.dhs.gov](http://dhs.gov).
2. In the **Program Memberships** section of your dashboard, select **Request Reconsideration**.
3. Write the request in English. It goes to the CBP Ombudsman.
4. Include the **date of denial** and the **denial reason** from your notification letter.
5. Include a **summary** that clarifies the record or explains the incident or arrest.
6. Attach **court disposition documents as PDF files** for every arrest or conviction, even if expunged, plus any other documents that support your case.

CBP publishes no deadline for a decision.



Step by Step: The Application

Step 1. Create your Trusted Traveler Programs account

Go to **ttp.dhs.gov**. Signing in requires a Login.gov account. If you do not have one, the site sends you to create it first.

Every applicant needs their own account, regardless of age. That includes a newborn. One parent cannot apply for the whole family from a single account.

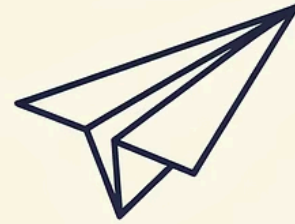
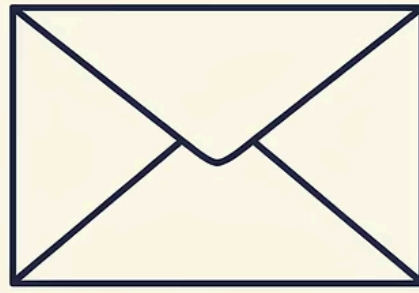
Step 2. Fill out the application and pay

Have this ready before you start. The application asks for:

- **Address history** for the past five years
- **Employment history** for the past five years, including part-time jobs (overlapping jobs are fine)
- **International travel history** for the past five years, listing every country except Canada and Mexico
- Your **passport** details, plus your **green card** if you are a permanent resident
- **Court documents** if you have ever been convicted of anything other than a traffic violation

The fee is **\$120**, paid by card or bank transfer when you submit.

Applying for a child? Put your own application ID or membership number on your child's application. That is what makes the child's fee \$0. If you are not a member yet, CBP says your own application must already be submitted, so send yours first.



After You Apply: Approval and the Interview Deadline

Step 3. Wait for conditional approval

CBP says 80% of applications are approved within two weeks. Some take 12 months or longer. The TTP website says manual reviews currently take 12 to 24 months. CBP does not publish a way to speed up a manual review.

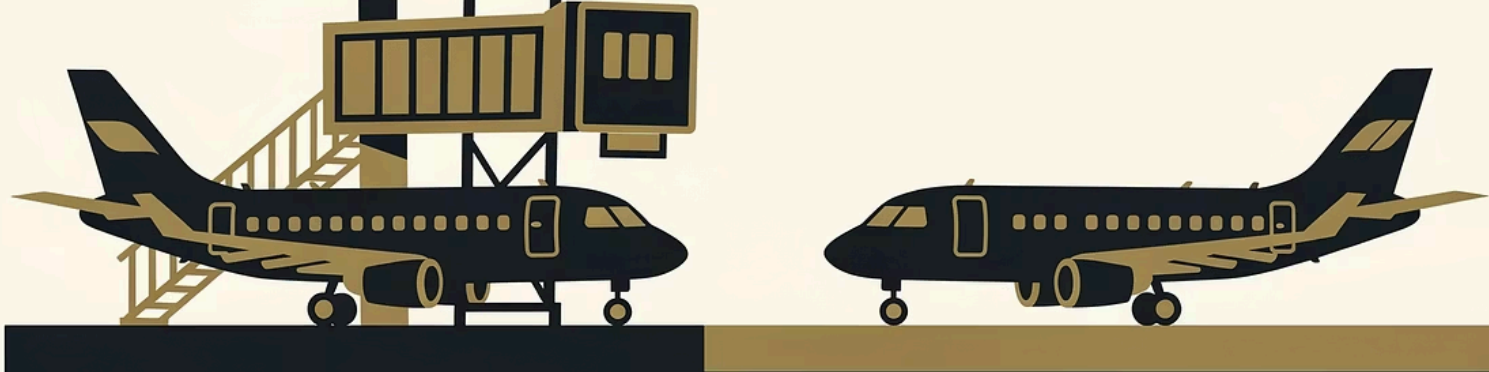
Conditional approval moves you to the interview stage. You are **not a member yet**: the interview and CBP's final review still decide. Your account will now tell you to schedule an interview.

Step 4. The interview

You have **two years** from conditional approval to finish it. Miss the window and the application is cancelled, with no refund. Your interview choices are on the next page.

Step 5. Final approval

After the interview, approval typically comes within one to two business days, according to the TTP website. CBP's FAQ says it can vary. Your membership number, called a PASSID, appears on your dashboard.



Your Interview Options

Every person needs their own interview. There are no group or family interviews. Here are the ways to do it.

1. Enrollment center, by appointment

Schedule through your account or the new app. If the centers near you are booked up, use one of the options below.

2. Enrollment on Arrival, no appointment

Finish your interview at customs, right after an international flight lands at a participating airport. Tell the CBP officer you are conditionally approved and want to complete Enrollment on Arrival. Dozens of U.S. airports take part. Hours vary by airport, so check CBP's Enrollment on Arrival page before you fly.

3. Enrollment on Departure

Interview before a departing flight. CBP currently lists two airports, for same-day domestic or international travelers:

Airport	Location	Hours
Miami (MIA)	Concourse J, 2nd level	Mon to Sat, 8 a.m. to 6 p.m. ET
Detroit (DTW)	Building #830, public side	Mon to Fri, 8 a.m. to 4 p.m. ET

Cruise and Land Border Interviews

4. Enrollment on Embarkation, before a cruise

Location	Notes
Miami Seaport, Terminal A	Fri to Mon, 11:30 a.m. to 1:30 p.m. ET
Baltimore Seaport	During cruise operations, ticketed passengers
Norfolk Seaport, 1 Waterside Dr	Ticketed passengers
Cyril E. King Airport, St. Thomas	Mon to Fri, 9 a.m. to 3 p.m.
San Juan, Puerto Rico (Pier 4 and Pan-American Dock)	Coming soon, under construction

5. Enrollment on Arrival at land border crossings

Driving or walking in? Ask the primary officer to send you to the interview area. Bring proof of citizenship and proof of residence. Participating crossings: Detroit Canada Tunnel, Detroit Ambassador Bridge, Buffalo Peace Bridge, Alexandria Bay (NY), Champlain (NY), and Otay Mesa Cross Border Xpress (Tijuana, open 24/7).

Video interviews: renewals only

CBP runs remote video interviews for some **renewals**, for applicants 18 and older. **First-time applicants cannot use them.**

Locations and hours change. Confirm on cbp.gov before you plan a trip around an interview.



Interview Day Checklist

CBP's pages differ slightly on what to bring, so bring everything on this list.

For every adult:

- Valid, unexpired **passport**. If you travel on more than one passport, bring them all
- **Green card**, if you are a permanent resident
- A **second photo ID**, such as a driver's license or state ID card
- **Proof of address**, such as a driver's license, mortgage statement or utility bill
- Your **conditional approval letter** or membership number (PASSID). CBP says it is useful to have
- **Court documents** for any arrest or conviction, if you have them

For each child:

- The child's valid **passport** (or green card)
- A **parent or legal guardian**, present for the whole interview
- Proof of address is **not required** for minors

What happens in the room

The officer confirms your identity and documents, asks about your application, takes your photo and fingerprints, and explains how to use Global Entry. Our Global Entry interview video covers the questions they ask and what gets people denied at this stage.

Need to cancel within 24 hours?

CBP's FAQ says to call the CBP Information Center at **1-877-227-5511**.



After You Are Approved Your Known Traveler Number

Your PASSID is your Known Traveler Number. It is nine digits. Find it on your TTP dashboard, or on the back of your card.

Put it in every airline reservation, in the Known Traveler Number field, including trips you booked before you were approved. Then check your boarding pass for the TSA PreCheck mark. Showing your card at the checkpoint does **not** get you into the PreCheck lane.

Clearing U.S. customs before you fly

CBP runs **16 Preclearance locations in 6 countries**, where you clear U.S. customs before boarding and land in the U.S. as a domestic arrival:

- **Canada:** Billy Bishop Toronto, Calgary, Edmonton, Halifax, Montreal, Ottawa, Toronto, Vancouver, Victoria, Winnipeg
- **The Bahamas:** Nassau
- **Bermuda**
- **Aruba**
- **Ireland:** Dublin and Shannon
- **United Arab Emirates:** Abu Dhabi

Global Entry works at Preclearance too, and some Preclearance locations support arrival confirmation in the new app.



Your Global Entry Card

CBP issues cards to members who are U.S. citizens, permanent residents and Mexican nationals. CBP's pages give different delivery times: the CBP FAQ says two to four weeks, and the TTP website gives a longer range, up to eight weeks.

You do not need the card at the airport. CBP says a card is only required for the SENTRI and NEXUS land lanes into the United States.

Activate it within 30 days. CBP says to sign in to your TTP account and select **Activate Membership Card** within 30 days of receiving it, or it will not work in the Trusted Traveler lanes.

Driving through a SENTRI lane? The vehicle must be registered too. CBP says registering it with your first application is free; adding it later costs \$42 for a vehicle inspection.

Lost or stolen? Sign in, choose **Manage Membership**, then **Request for Global Entry Card**. The replacement is **\$25**, and the old card is switched off.

Kids and Families

Families get this wrong more than anyone, because Global Entry and TSA PreCheck treat children differently.

At U.S. customs: every child needs a membership

CBP: "only Global Entry members can use the Global Entry lanes." A child without their own membership cannot follow you through. Members can still use their lane, but a child who is not a member goes through the regular line, so many families just use the regular line together.

The good news: a child's membership is **free** when a parent or guardian is a member or applying at the same time. The child still needs their own account, application and interview.

At the TSA checkpoint: different rules

Under TSA's current rules, children 17 and under can use PreCheck with a parent who has it, without their own Known Traveler Number:

Age	Rule
12 and under	Can join you in the PreCheck lane. The mark does not need to be on their boarding pass
13 to 17	Can join you only when the PreCheck mark appears on their own boarding pass. Book them on the same reservation as you

A child traveling alone, or without a parent who has PreCheck, needs their own membership to use the PreCheck lane.

A child's interview

The child needs their own interview, with a parent or legal guardian present. Children do not need proof of address.

Renewal, Passports and Military Members

Renewal

- You can renew **one year before** your membership expires.
- **File before it expires.** CBP's FAQ says your benefits can then continue for up to 24 months while the renewal is pending.
- An interview **may not be needed**. If it is, renewals can use the video interview option.
- Renew in the Trusted Traveler App or at ttp.dhs.gov.

Our Global Entry renewal video covers the full renewal process.

When you get a new passport

The TTP website says members must keep a **valid, unexpired passport** on their account to use the benefits. When you renew your passport, sign in and update it.

Changed your name? That needs a visit to an enrollment center.

Not a U.S. citizen and got a new visa? CBP's partner-country pages say a new visa or a name change must be reported in person at a Global Entry enrollment center.

Military members

- **TSA PreCheck:** service members do not need Global Entry for PreCheck. TSA says members of the U.S. Armed Forces use their DoD ID number as their Known Traveler Number and "do not need to opt-in."
- **DoD civilian employees** must opt in once through the ID Card Office Online.
- **Global Entry itself:** CBP's eligibility page lists no military fee waiver. Service members apply and pay like everyone else, unless a card or employer reimburses the fee.

Five Mistakes to Avoid

1. Keeping the old app.

It stopped working on September 15, 2026. Delete it, and install the Trusted Traveler App if you want the mobile features.

2. Showing your card at the PreCheck lane.

It does not get you in. Your PASSID has to be in the Known Traveler Number field of the reservation. Add it to trips you already booked, then check your boarding pass for the mark.

3. Assuming your kids are covered.

At customs, Global Entry belongs to one person. A child without a membership cannot use your lane, even though they may be able to use PreCheck with you.

4. Getting a new passport and forgetting your account.

Update the passport number in your TTP account. A name change means an enrollment center visit.

5. Waiting months for an enrollment center slot.

Have a trip abroad coming up? Enrollment on Arrival may finish your interview on the way home, with no appointment. Remember the two-year deadline from conditional approval.

Quick reference: the whole timeline

Step	Typical time
Conditional approval	80% within two weeks; some 12 months or longer
Interview deadline	Two years from conditional approval
Final approval	Often one to two business days after the interview
Card by mail	Two weeks to two months, depending on the CBP page
Membership	Five years
Renewal window	Opens one year before expiration

Official Resources

Trusted Traveler Programs (apply, renew, dashboard)

[ttp.dhs.gov](http://dhs.gov)

CBP Global Entry

cbp.gov/travel/trusted-traveler-programs/global-entry

Trusted Traveler App

cbp.gov/travel/trusted-traveler-programs/trusted-traveler-mobile-app

Enrollment on Arrival locations and hours

cbp.gov/travel/trusted-traveler-programs/global-entry/enrollment-arrival

CBP Information Center

1-877-227-5511, Monday to Friday, 8:30 a.m. to 8 p.m. Eastern, closed federal holidays

Outside the U.S.: +1-202-325-8000

TTY: dial 711

Written questions (CBP help portal)

help.cbp.gov

TSA PreCheck and children

tsa.gov/precheck/faq

About this guide

GovClarity is an independent publisher. We are not affiliated with U.S. Customs and Border Protection, the Department of Homeland Security, TSA or any government agency. The facts in this guide were checked against cbp.gov, [ttp.dhs.gov](http://dhs.gov), tsa.gov and the Federal Register through October 3, 2026. Where CBP's own pages disagree, we say so. Programs change, so confirm details on the official pages above before you apply or travel.

Get the latest version

govclarity.net/global-entry-2027

The full article, the video, and the newest version of this guide. Free, no email required.

More free guides: govclarity.net/free-guides

Including our Global Entry interview guide, Global Entry renewal, TSA PreCheck 2027 and Mobile Passport Control.

Watch on YouTube: [@GovClarity](https://www.youtube.com/@GovClarity)