

## New air security regulations for mobile devices

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### Introduction

A growing number of governments worldwide are requiring air carriers to comply with a new security measure for mobile devices. Originally imposed July 2 by the [U.S. Department of Homeland Security](#), the measure has been extended by other governments where authorities assess risk.

Under the new requirement, travelers may be asked to boot up their phone, tablet, ebook reader, laptop or other electronic devices to demonstrate that they function properly. **Devices that do not function will be banned from aircraft, and the traveler may also undergo additional screening.**

### Q&A

#### What airports are subject to new mobile device inspections?

As of July 10, the new directive by the TSA was affecting flights out to and from Africa, the Middle East and Europe. But to be on the safe side, travelers in other regions should be prepared to meet the requirement in case other countries adopt the measure.

#### Must travelers be prepared to undergo this procedure on every flight from Europe, Africa and the Middle East going to the US?

Yes, to guard against the inconvenience of being blocked from boarding your flight, be prepared to comply with the new mobile requirement regardless of your departure city or destination.

#### What happens if the battery in my electronic device dies?

You might not be allowed to carry your device aboard your flight. Availability of electrical outlets at the airport for charging electronic devices may be in short supply, so we recommend that you charge your mobile device before arrival at the airport.

#### Can I get my mobile device back if security blocks me from boarding my flight with it?

Some airlines are offering to pay to have mobile devices mailed back to passengers. We recommend you check with individual airlines to determine their policy.

#### I have just purchased a new electronic item from an airport store; can I carry it on board?

Travelers must be prepared to demonstrate that the item functions. Security teams at the boarding gate may ask you to remove your new device from its packaging for inspection. We recommend that you unpackage and test any electronic devices purchase at an airport store before you reach the boarding gate.

**Can I use my device on board an aircraft?**

Refer to carrier guidelines and on-board pre-flight notifications.

**I no longer wish to travel, can I change my flight?**

Airlines are expected to operate a full schedule of flights to and from all such destinations and therefore normal ticket rules apply.

**Can I use a mobile boarding pass as normal?**

Yes, customers will still be able to use their mobile devices as boarding passes. You should power up your electronic device's battery before arriving at the airport.