

Hilton Head Island Airport- AOA Badge Renewal Instructions

The Badge Office is located at 26 Hunter Road, Hilton Head, SC 29926. Appointments are required.

These instructions are for an AOA badge renewal. A simple way to confirm that you have an AOA badge is to look at your current badge. If AOA is printed on the badge, then you are following the correct instructions to renew but if SIDA is printed anywhere on the badge, then you are not following the correct instructions.

Prior to your appointment:

- 1) The application and instructions can be found in the Access and Badge section on the Hilton Head Island Airport website. The badge application must be printed and completed. Read and follow the instructions for an AOA badge renewal.
- 2) For the badge application, begin at section 2. **DO NOT** fill out any part of Section 1. The Authorized Signatory assigned to your company will complete section 1.
- 3) Badge holders must complete the mandatory security training each time they renew their badge. The video training instructions are below on page 2.
- 4) Payment is required. Instructions and fees are below on page 3.

Note: A badge cannot be renewed unless all steps are followed.

Checklist for the renewal appointment:

- ☐ Payment (either online prior to the appointment or by check at the first appointment). No cash.
- ☐ A completed application and Section 1 completed by your Authorized Signatory.
- ☐ Video training confirmation. (Printed and brought to the appointment).
- ☐ The expired badge must be returned, or the lost badge fee must be paid first.
- ☐ The badge cannot be renewed unless the applicant provides the following each time they renew their badge:
 - ☐ Driver's license (must be current) and social security card; or
 - ☐ Driver's license (must be current) and current (or expired) passport; or
 - ☐ Driver's license and birth certificate.
- For Applicants born outside the U.S: Valid Passport, Birth certificate, Permanent Resident card, or Visa and, if not a US citizen, employment authorization issued by the federal government.
- If the applicant has ever had a Resident Alien number, it should be provided on the badge application.

If you are unable to provide the documents listed, there are other options. Please contact your company representative for assistance.

If you have any questions, please resolve them with your company representative before scheduling an appointment.

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Digicast Account for AOA Badge Video Training

www.antndigicast.com

Since you had a Digicast account when you originally obtained your badge, use forgot password, if necessary. If you are unable to locate your original account after using forgot password, please contact the Badge Office through the email on the instructions below.

Note: An AOA badge renewal requires the below listed security videos. A simple way to confirm that you have an AOA badge is to look at your current badge. If AOA is printed on the badge, then you are following the correct instructions to renew but if SIDA is printed anywhere on the badge, then you are not following the correct instructions.

There are 2 videos required and a test after each one. The test can be taken multiple times, if necessary, to achieve a passing score. It is recommended to take notes since you must receive a passing score.

The videos can be found by using the search menu at the top of the Digicast home page.

Security Awareness Training for GA Tenants Airport Insider Threat Training Course

The results must be printed and brought to the office at your appointment. The confirmation can be printed in Digicast by following:

Reports (upper right corner) > User Result > Compliance (at end of row) > Print.

The printout will show your name and the courses with Passed in the status column.

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Payment

AOA badge renewal fee is \$50. There is an additional \$25 late fee if not renewed by the expiration date of your badge for a badge cost of \$75.

We highly recommend ONLINE PAYMENT BY CREDIT CARD prior to your appointment.

For in person payment

A check made payable to: Hilton Head Island Airport. Cash is not accepted.

For online payment

(There is a small processing fee).

A convenient payment system with an email receipt:

<https://www.hiltonheadairport.com/business/badging-and-training.html>

or, on the website, click the following tabs: Business > Access and Badging > then locate the My Beaufort County Pay it box and click Get Started.

Once you are on the Make a Payment page, it will ask you for the following information:

- Contact Information
- Payment Information
- Payment Amount (enter the cost of your Badge) \$50.00 (or \$75 if the late fee applies)
- Category Type (this is a drop-down menu, Choose:
Access Badge AOA- Renewal; or
Access Badge AOA- Renewal & Late Fee)
- Invoice Number (Type "badge renewal")
- Optional Text (If you are paying for another person enter the name here or leave blank)

**** On the checkout page, you will be asked to create an account. If you do not wish to create an account, scroll to the bottom of the page and use Continue as Guest. ****

After you make the payment, an email receipt will be sent to both you and the Badge Office.

Once all steps in the instructions are completed, you must contact the Badge Office either by telephone or email for an appointment to begin the badge process.

Airport Badge Office:

HXDbadge@bcgov.net