

AIE-2+ Frequently Asked Questions and Depictions of How to Scan ID Cards

Q: What is AIE-2+?

A: AIE stands for Automated Installation Entry (AIE 2+). AIE 2+ is designed to leverage technology to increase security for the Soldiers, Family Members, Department of Defense (DoD) civilian workforce, retirees, contract employees and guests of JBLM by electronically validating an individual's identification based upon information supplied at the time of AIE registration either lane side or at one of the other AIE-2+ registration locations.

Q: If I have a CAC or Family Member ID card already, can I use it to get on the Installation using AIE-2+?

A: Yes. Anyone registered in DEERS and possessing a DoD issued ID Card who is operating a vehicle will be required to scan their ID into the automated lane side registration at the gate. Additional options for registration are to process at one of our Visitor Centers, or at our Registration Office in Waller Hall.

Q: Does everyone in my family have to register in the AIE System?

A: No, only those adult Family Members (18 or over) that drive should register.

Q: If I have a CAC and a Retiree ID card do I have to register both?

A: No. Once you are registered in the AIE 2+ system both of your cards will work at the gates. However, if your Retiree ID Card has the SSN listed on the card AIE-2+ will not recognize that document. Anyone who has their SSN printed on their ID Card is encouraged to obtain a new ID card from the ID Card Section in Waller Hall or at Bldg 100.

Q: Where do I register my ID card for AIE-2+?

A: DoD issued ID Cards can be registered lane side at a gate. At either of our two Visitor Centers or at our Registration Office in Waller Hall. The Lewis Visitor Center is open from 0500- 2000, 7 days a week. The McChord Visitor Center is open from 0600-1930, 7 days a week. Our office in Waller Hall is open from 0730-1630, Mo-Fr. (Note: Waller Hall is closed on all Federal Holidays)

Q: If I do not have a CAC or any of the aforementioned ID cards, and I am not traveling with an ID Cardholder, how do I get on the Installation?

A: You are required to obtain a visitor pass. To receive a visitor pass you must process at a Visitor Center and undergo security vetting. If you require a multi-day pass you will require an approved sponsor, which is typically an adult DoD ID Cardholder. All foreign national guests are required to have an adult DoD ID Cardholder sponsor them onto JBLM. As of 1 May 2016 JBLM will not accept the Standard Washington Driver's License or the Washington ID cards as a form of Identification. Licenses and IDs issued by Illinois, Minnesota and Missouri are also not acceptable. Those persons requesting a visitor pass to JBLM must present one of the Real ID acceptable use documents required by the Real ID Act of 2005. [Click here for a list of acceptable documents to present along with a standard DL or ID Card issued by one of those states.](#)

NOTE: The REAL ID Act requirements DO NOT apply to anyone presenting a DoD issued ID Card.

Q: How long does it take to register in the AIE system?

A: The lane side registration transaction times takes approximately 20 seconds. Once initial registration is completed each subsequent visit will take 2-3 seconds for the system to recognize the ID Card. Nonaffiliated visitors must register at one of the AIE registration locations with an average transaction time of 10 minutes once you have been called to the registrar's desk.

Q: Will my registration expire?

A: Yes, your registration will expire at the same time your ID card expires. You will have to re-register in the AIE system anytime you have a new ID card issued. All registration of DoD issued ID Cards can be conducted lane side.

Q: When I register at JBLM will I be able to use my card to access other installations that have the AIE-2+ system?

A: Yes. AIE-2+ is an Army-wide system which is being installed at installations across the United States. Various installations have older versions of AIE and have not yet received the AIE-2+ upgrade. The older AIE system may not recognize your ID.

Q: Will I be issued another ID card when I register in AIE?

A: No. The AIE-2+ readers at the gates are programmed to scan your DoD issued ID card.

Q: Will I have to show my identification to the guards?

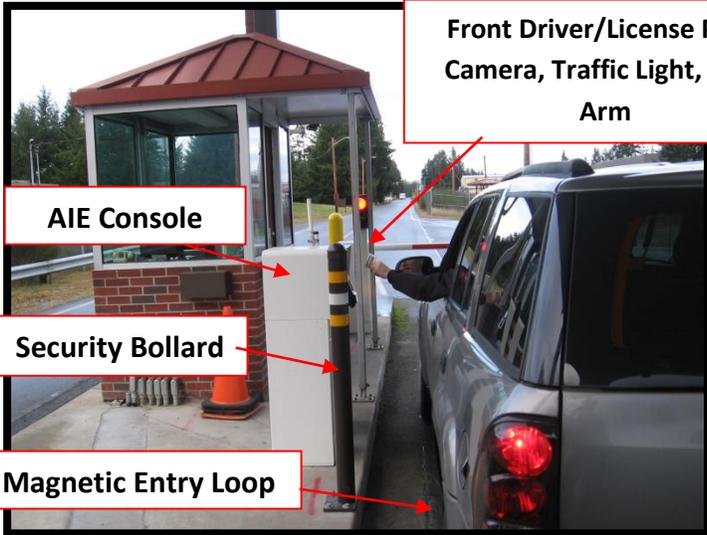
A. Typically if you are riding in the car alone all you have to do is scan your card and the gate arm will go up and you can continue onto the installation. Guards have the authority to interrupt a transaction if they observe something that requires additional checks or during heightened security measures. Be prepared to present your ID to the guard at any time on request.

Q: Where do I scan my card?

- A. When you pull into the lane stop at the AIE pedestal. You will see a black console for scanning the chip on a CAC. To the right of the black console you will see a small box for scanning the skinny barcode on the back of the ID card.

Motorist's View on Approach to ID Check area.
NOTE: Extended mirrors may need to be retracted to avoid striking the metal bollard.





Front Driver/License Plate Camera, Traffic Light, Gate Arm

AIE Console

Security Bollard

Magnetic Entry Loop

Proper position of vehicle at AIE Console:

Safely avoid the security bollard and position your vehicle close enough to reach the AIE console.

Your Vehicle Must be over the magnetic entry loop in order for the gate arm to raise.

Motorist's View of AIE Console



Driver Camera

Intercom: Press button to speak with a Guard

Key Pad: Enter PIN when requested.

Finger Print Scanner

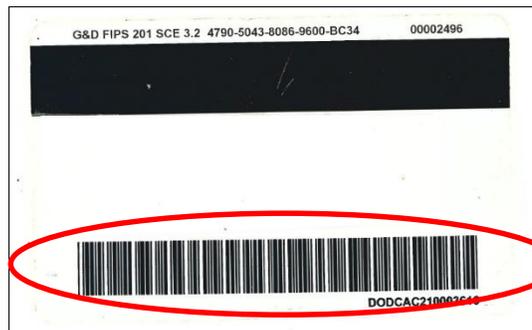
Barcode scanner: Scans Long Skinny Barcode (not magnetic strips or 2D barcodes)

Chip Reader: Can only Scan CAC

Q: What part of the ID card do I scan when using my CAC?

A. You scan using either the Chip or the long narrow bar code located on the back of your ID card. The magnetic stripe on the back of the CAC card and 2D barcodes on the front of the CAC are not used at the gate.

Use the long skinny bar code on the back of the CAC Card. Do not attempt to use the magnetic strip or the 2D barcode.



Proper Method to Scan a CAC using the barcode.

Front of ID card should be facing down. Use the "skinny" barcode on the back of the CAC and hold that under the reader.



Proper Method to Scan a CAC Using the Chip Reader Option.

Hold ID so that the chip area of the CAC is touching the scanner. The CAC can be held either horizontally or vertically, and it does not matter which direction the photo is facing. Key is to have the chip area of the CAC touch the scanner.



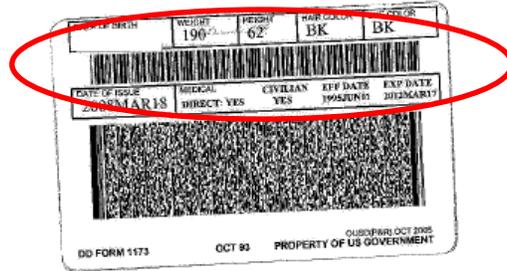
NOTE: The Chip Reader Option is only available when using a CAC. It will NOT work for Retirees and Family Members. Retirees and Family Members are required to use the Card Scanner.

NOTE: If you try to Scan a registered CAC and it does not work, you might have a defective/damaged RFID on your card. Present your card to the guard on duty and follow the guard's recommendations.

Proper Method to Scan a Teslin ID Card (Retiree, Family Member, MOH Recipient, 100% DAV)

The front of the ID Card should be facing down.

Use the skinny barcode on the back of the ID Card and hold that under the reader.



Q: What happens when I scan my ID card?

A: When you pull up to the gate there is a camera located in the pedestal. The guard will be able to see your face. When you scan your card the picture taken when you registered your ID card will pop up and the guard will verify they match. The guard will also see an indicator telling them you are authorized to enter the installation without further contact. A log will be maintained in the AIE system of the time you enter, which will include your photo and license plate number.

Q: What happens if I have passengers?

A: All passengers age 16 and over should have photo ID ready to present to security personnel at the gate when entering JBLM. Security measures in place at the time will dictate whether passengers are required to have their IDs scanned/inspected.

The AIE system allows adult DoD ID cardholders to act as Trusted Travelers at lower threat levels. This means only the driver has to scan his/her identification card at the Access control point. However, specific security measures may override Trusted Traveler.

Note: Trusted Traveler status for family members under the age of 21 can only be determined and established at one of the AIE 2+ registration stations located at one of the Visitors Centers or the Vehicle Registration Office located in Waller Hall.

Q: How should I proceed when the arm goes up?

A: When the arm goes up you should proceed immediately thru the lane moving slowly and carefully. Do not stop once you have departed the pedestal unless directed to do so by security personnel.

Q: When will the AIE system be used?

A: Hours of use will vary throughout the day. During those times AIE is not in use the Guard on the lane will signal you to stop and request you hand your ID documents to the Guard for inspection.

Q: Can an Active Duty Soldier register his or her Family Member's ID card?

A: No, everyone must register their own ID card in person.

Q: How will I know which lane to use?

A: There will be either a green arrow which means you can enter the lane or a red "x" which means do not enter. AIE will be used in all open lanes as much as possible.

Q: I'm a contractor how does AIE affect me?

A: If you are a contractor who has been issued a CAC then you are authorized to enroll in AIE.

Q: I'm a contractor who is not authorized a CAC. How does AIE affect me?

A: At present there are no plans to eliminate the RAPIDGate program for contractors/vendors at JBLM. Contractors who do not qualify for a CAC will be required to either enroll in RAPIDGate or to process at a Visitor Center, be sponsored for access to JBLM, and obtain a pass.