

Frequently Asked Questions

Do I need to bring ID when collecting my pass?

All new passholders must bring valid proof of identification and address when collecting their pass for the first time. Please see our [New Pass Collection Document Requirements](#) guide for further information.

If you are an existing passholder you will just need to bring your current pass with you in order to collect your new one. Even if your pass has expired, please bring it with you.

What do I need to do before I arrive?

Before you come to collect your pass, please make sure you have submitted your security clearance or pass renewal application to the Security Vetting Team.

If you are unsure if your application has been received and processed please contact the Security Vetting Team.

Do I need to complete an induction?

All contractors (dark blue passholders) must complete an induction before a pass can be issued, whether this is a new pass or renewal.

To book a Health and Safety induction, please liaise with your Parliamentary Sponsor, who can request an induction by emailing inductionrequest@parliament.uk. The IHSE Construction Safety Assurance Team and Contractor Ushers will be able to organise an induction on your behalf.

If you have any questions about the above, or need to cancel your induction slot, please email inductionrequest@parliament.uk and someone from the team will respond to you.

What if I have forgotten my pass?

If you have forgotten your pass you will need to visit one of our pass issuing offices for a temporary replacement.

What should I do if I've lost my pass?

Your pass is an official document. The loss of a pass must be reported to the Security Vetting Team using our contact details above so that it can be invalidated. If you are calling outside of normal working hours please report your lost or stolen pass to the Parliamentary Security Control Room on x5311.

If your pass has been stolen, then you must also report this to the police. You will be asked by the Security Vetting Team to complete a lost/stolen pass form. On completion a new pass will be issued to you in person from one of the pass issuing desks.