



U.S. Department of Defense

PENTAGON TOUR RESERVATION PORTAL

USER GUIDE

Version 1.0

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1. INTRODUCTION

THE PENTAGON TOUR RESERVATION PORTAL

The Pentagon Tour Reservation Portal allows a Tour Group point of contact (Tour POC) to reserve a Pentagon tour for their Tour Group and monitor the approval status of each member of the group until the entire group has been approved to enter the Pentagon for the tour.

This step-by-step manual will outline the requirements of a Tour POC and the Tour Member(s) for reserving and being approved for a Pentagon tour. This guide includes numbered steps to follow as well as accompanying screenshots for reference.

ELIGIBILITY FOR RESERVING AND PARTICIPATING IN A PENTAGON TOUR

To reserve a Pentagon tour and serve as the Tour Group point of contact (Tour POC), you must be an adult (18 years or older) and a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010.

Also, every Tour Member who is an adult on the day of the tour must be a United States citizen or alien admitted for permanent residence.

ABOUT THE PENTAGON TOURS PROGRAM

The Pentagon Tours Program hosts more than 106,000 visitors annually. This guided tour takes 60 minutes to complete and is approximately one-and one-half miles in length. Highlights for each tour include information about the mission of the Department of Defense and Military Service branches, and visits to numerous displays and historical artifacts that highlight and depict significant moments in military history.

To learn more, please visit the Pentagon Tours main website at www.defense.gov/pentagon-tours.

2. GETTING STARTED

FIRST TIME USERS

If this is the first time you are using the Portal to reserve a Pentagon tour, you can proceed with your reservation without logging in. A new **My Tours Account** will automatically be created for you after you submit your first tour reservation.

1. Open your web browser and navigate to the Pentagon Tours website at: <https://www.defense.gov/pentagon-tours>.
2. Click the **Reserve a Tour** button to be redirected to the Pentagon Tour Reservation Portal at: <https://pfpa.experience.crmforce.mil/PortalTour/s/>.
3. Click **Reserve a Tour** in one of two locations (see the red boxes in Figure 2-1 below).

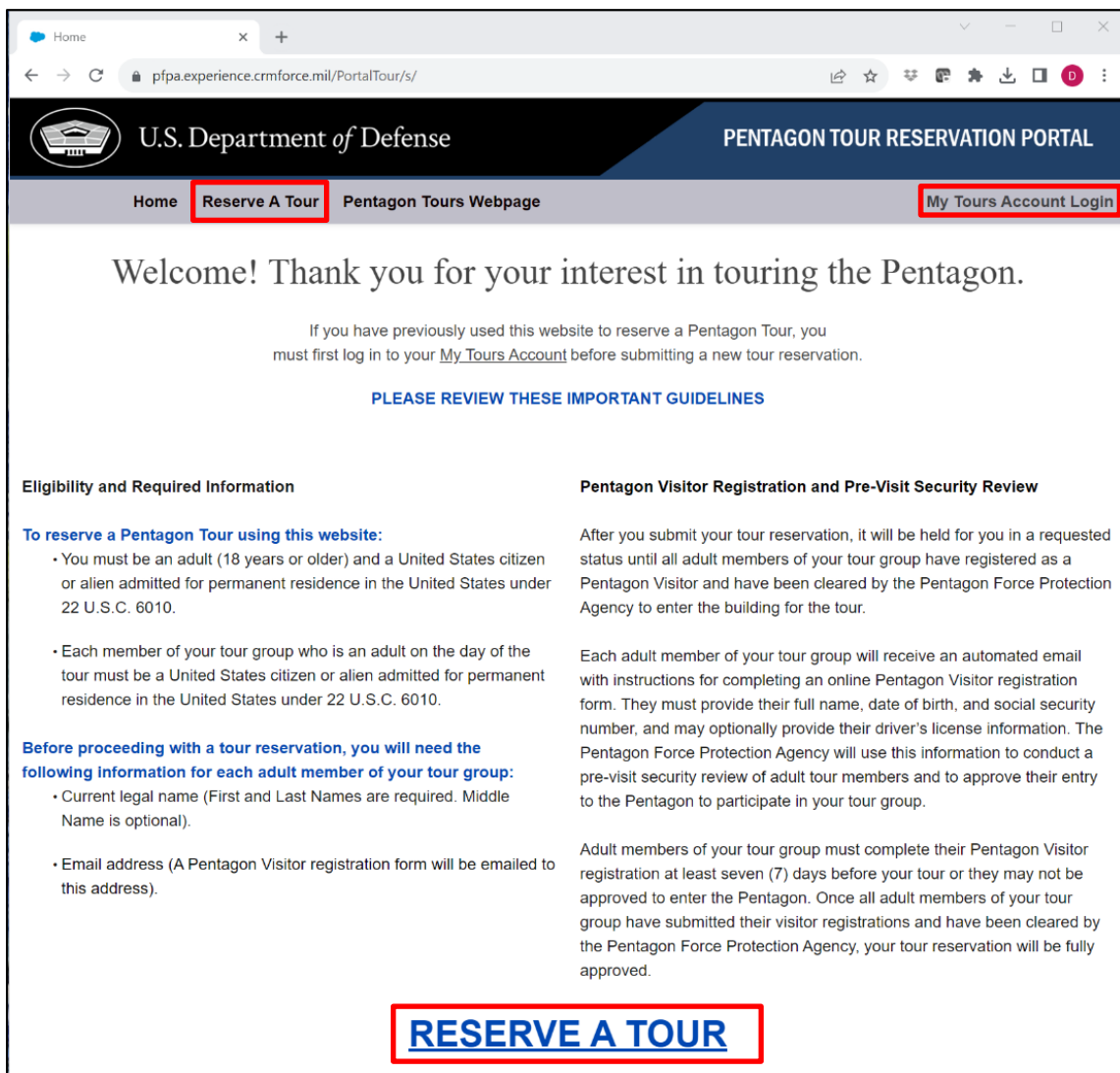


Figure 2-1, Pentagon Tour Reservation Portal Home Page

RETURNING USERS

If you have previously used the Portal to reserve a Pentagon tour, you must first log in to your **My Tours Account** by clicking the “My Tours Account” link on the right side of the Portal (see the red box in Figure 2-1 above) and proceed to the log in page (see Figure 2-2 below).



Figure 2-2, My Tours Account Login Page

Once logged in to your My Tours Account, click on “Reserve a Tour” to proceed with submitting your tour reservation (see Section 3 below).

If you forgot your My Tours Account Password, or if it has expired, follow these steps:

1. Click on the **Forgot your password?** link (see Figure 2-2 above) to open the Password Reset page (see Figure 2-3 below).



Figure 2-3, Password Reset Page

2. Enter your Username and then click the **Reset Password** button. Your Username is the email address you used when you first reserved your Pentagon tour.
3. A password reset message will be displayed with further instructions and you will receive a password reset email with a unique link to reset your password (see *Figure 2-4 below*).



Figure 2-4, Password Reset Instruction Page

4. When you receive the password reset email, click on the enclosed link to reset your My Tours Account password and proceed to the Portal Home Page to submit your tour reservation.

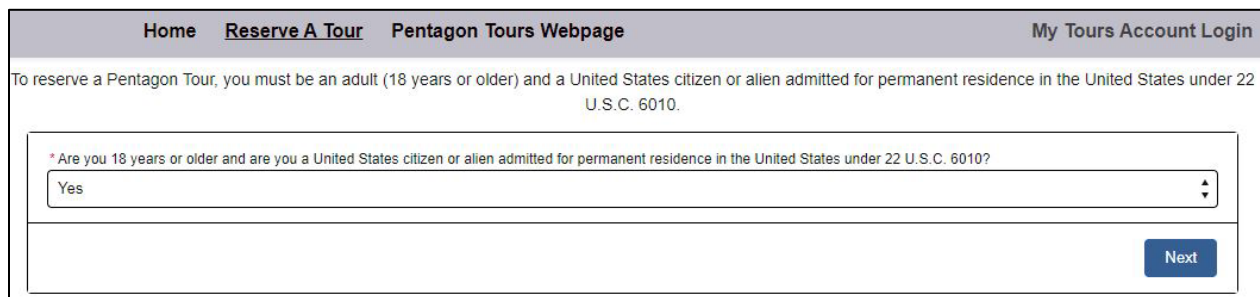
3. RESERVING A TOUR

ENTER BASIC TOUR INFORMATION

After clicking the **Reserve a Tour** button on the Portal Home page, you will use the following online form to enter your information (as the Tour POC), the desired date and time of your tour, and information about the Tour Members of your Tour Group.

Follow these steps:

1. To reserve a tour, a Tour POC must be 18 years or older and must be a U.S. citizen or alien admitted for permanent residence in the United States. Select **Yes** if these requirements are met, followed by the **Next** button. Selecting No will prevent you from proceeding as you are not eligible to reserve a Pentagon tour (see *Figure 3-1* below).



The screenshot shows the 'Reserve A Tour' page of the Pentagon Tours Webpage. At the top, there are navigation links for 'Home', 'Reserve A Tour', and 'Pentagon Tours Webpage', along with a 'My Tours Account Login' link. Below the navigation is a disclaimer: 'To reserve a Pentagon Tour, you must be an adult (18 years or older) and a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010.' The main form area contains a question: '* Are you 18 years or older and are you a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010?'. Below the question is a dropdown menu with 'Yes' selected. At the bottom right of the form is a blue 'Next' button.

Figure 3-1, Tour POC Eligibility

2. Enter the basic information about the tour in the reservation details form (see *Figure 3-2* below).
 - a. Enter a unique name for your Tour Group that will allow it to be distinguished among other Tour Groups that are visiting on the same date and time.
 - b. Enter the number people who will be part of your Tour Group. Be sure to include yourself if you will be part of the group, as well as all children who will be part of the group. For example, if you as the Tour POC are inviting your spouse and two children, and you are also joining the tour, the size of the Tour Group should be four.
 - c. Enter a date range (start date and end date) when you would like to reserve your tour. You must choose a date at least 14 days in advance, but not more than 90 days in advance.

- d. If this is the first time you are reserving a tour, you will enter your first and last names, email address, and phone number. A new My Tours Account will be automatically created for you. Your email address is the Username for this account. (See Section 4 below for more information on accessing and using your My Tours Account). Your name, email address, and phone number will be included in all emails to your Tour Members, should they need to reach out to you for any reason.

3. Click on the **Next** button to continue.

The screenshot shows a web form titled "Reserve A Tour" on the "Pentagon Tours Webpage". At the top right, there is a link for "My Tours Account Login". Below the header, a notice states: "To reserve a Pentagon Tour, you must be an adult (18 years or older) and a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010." The form contains several sections:

- Group Information:** A text input field for "Enter a name for your tour group" (with a help icon) and a dropdown menu for "Group Type" (currently set to "General Public").
- Date Range:** Two date input fields labeled "Start Date (mm/dd/yyyy)" and "End Date (mm/dd/yyyy)".
- Group Size:** A text input field for "How many people, including you, will be in your tour group? (Maximum tour group size is 40 people.)" with the value "0" entered.
- Contact Information:** A section titled "Please provide your information" with three bullet points: "Tour requestor must be 18 years or older and a U.S. Citizen or or alien admitted for permanent residence in the United States under 22 U.S.C. 6010.", "Tour requestor will serve as the primary point of contact for the tour.", and "Tour requestor is not required to be included in the tour group or present during the tour." Below these are input fields for "First Name", "Last Name", "Email Address" (with a note: "As the tour Point of Contact, a 'My Tours Account' is automatically created for you using your email address as the account username. You will receive a welcome email with a link to create password for the account and login for the first time. Accessing this account will allow you to manage your tour reservation and monitor the visitor registration and security review status of your adult tour group members."), and "Phone".

At the bottom right of the form, there are two buttons: "Previous" and "Next".

Figure 3-2, Tour POC Information and Reservation Details Form

CHOOSE AN AVAILABLE TOUR DATE AND TIME

All available tour times based on your group size and range of desired tour dates will be displayed in a tour timeslot selection table (see figure 3-3 below).

1. Select your desired date/timeslot by clicking on its **radio button** and then clicking the **Next** button to continue.
2. If no tours are displayed, it means that there are no available tours for a group of your size within the date range you selected. If you would like to try for a different date range, click the **Previous** button to return to the previous page. Otherwise, you

can simply close your browser window.

The screenshot shows the 'Pentagon Tours Webpage' with a navigation bar containing 'Home', 'Reserve A Tour', and 'Pentagon Tours Webpage'. On the right, there is a link for 'My Tours Account Login'. Below the navigation bar, a disclaimer states: 'To reserve a Pentagon Tour, you must be an adult (18 years or older) and a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010.' The main content area is titled 'Available Tours Based on Your Requested Date(s) and Group Size'. It features a table with three columns: 'Tour Date and Times', 'Slots Still Available', and 'Maximum Tour Size'. Each row in the table has a radio button in the first column, followed by the date and time, and then the number of slots and maximum size, both of which are 40. The dates range from Thursday, June 08, 2023, to Thursday, June 15, 2023, with times at 10:00:00 AM and 01:00:00 PM. At the bottom right of the table, there are 'Previous' and 'Next' buttons.

Tour Date and Times	Slots Still Available	Maximum Tour Size
<input type="radio"/> Thu, Jun 08, 23, 10:00:00 AM	40	40
<input type="radio"/> Thu, Jun 08, 23, 01:00:00 PM	40	40
<input type="radio"/> Tue, Jun 13, 23, 10:00:00 AM	40	40
<input type="radio"/> Tue, Jun 13, 23, 01:00:00 PM	40	40
<input type="radio"/> Wed, Jun 14, 23, 10:00:00 AM	40	40
<input type="radio"/> Wed, Jun 14, 23, 01:00:00 PM	40	40
<input type="radio"/> Thu, Jun 15, 23, 10:00:00 AM	40	40
<input type="radio"/> Thu, Jun 15, 23, 01:00:00 PM	40	40

Figure 3-3, Available Tours Based on Your Requested Date(s) and Group

ENTER ALL MEMBERS OF THE TOUR GROUP

A message is displayed to remind the Tour POC to have the full name and email address of each adult Tour Member. Click the **Next** button to continue (see *Figure 3-4 below*).

The screenshot shows the 'Pentagon Tours Webpage' with the same navigation bar and disclaimer as Figure 3-3. The main content area contains an 'IMPORTANT' message: 'Before proceeding, you must have the following information available for each adult member of your tour group:'. It lists two requirements: '1. Current legal name (First and Last Names are required. Middle Name is optional.)' and '2. Email address (A Pentagon Visitor registration form will be emailed to this address.)'. Below this, an 'ALSO' note states: 'If you plan to be a member of this tour group, please enter yourself a "Tour Member" during the next step. Tour Points of Contact are not automatically included in tour groups, as their participation on the tour is optional.' At the bottom, it says 'Please click Next to add Tour Members.' and a 'Next' button is located at the bottom right.

Figure 3-4, Reminder About Required Tour Member Information

1. Enter the first Tour Member of your group – remember to include yourself as a Tour Member if you are also participating in the tour (see *Figure 3-5 below*).
 - a. First Name - Required
 - a. Middle Name - Optional
 - b. Last Name - Required
 - c. Adult (Y/N) - Required (Select “Y” if a Tour Member will be 18 years or older on the day of your tour.)
 - d. Email – If the Tour Member is an adult (18 years old or older) an email address is required because an email will be sent to the Tour Member with instructions on

registering as a Pentagon visitor. (As a Tour POC, you may optionally use your email address to receive and complete registration forms on behalf of your Tour Group members.)

The screenshot shows a web form titled "Reserve A Tour" with a navigation bar at the top containing "Home", "Reserve A Tour", and "More" with a dropdown arrow. On the right of the navigation bar is "My Tours Account Login". Below the navigation bar is a disclaimer: "To reserve a Pentagon Tour, you must be an adult (18 years or older) and a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010." The main form area is titled "Tour Member 1" and contains the following fields:

- * First Name: Text input with "John" entered.
- Middle Name: Text input, currently empty.
- * Last Name: Text input with "Doe" entered.
- * Adult (Y/N) Will this member of your tour group be 18 or older on the day of your tour?: A dropdown menu with "Y" selected.
- * Email: Text input with "jdoe@example.com" entered.

At the bottom right of the form are two buttons: "Previous" and "Next".

Figure 3-5, Tour Member Information

2. After you have entered the required information for the first Tour Member, click the **Next** button to add another Tour Member. This process will continue until you have entered information for the number of Tour Members you initially requested for your Tour Group.
3. Once all Tour Members have been added, click the **Next** button.

REVIEW TOUR MEMBER INFORMATION

After all Tour Members have been added, you will be asked to review the information entered for each Tour Member and make any needed corrections.

1. Click the checkbox next to every Tour Member entry that needs a correction and then the **Next** button to make those corrections. You will be returned to the Tour Member entry page to make needed corrections the Tour Members you selected (see *Figure 3-6 below*).
2. If no corrections are needed, simply press the **Next** button to proceed.

Home **Reserve A Tour** More ▾ My Tours Account Login

To reserve a Pentagon Tour, you must be an adult (18 years or older) and a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010.

Please review the information below for each of your tour members. Check the box next to all members that require corrections and then press the Next button. Otherwise, press the Next button to complete your reservation request.

Showing 4 of 4 items

<input type="checkbox"/>	First Name ▾	Middle Name ▾	Last Name ▾	Adult? (18 years or o... ▾	Email ▾
<input type="checkbox"/>	John		Doe	Y	✉ jdoe@example.com
<input type="checkbox"/>	Jane		Doe	Y	✉ jndoe@example.com
<input type="checkbox"/>	Missy		Doe	N	
<input type="checkbox"/>	Junior		Doe	N	

Next

Figure 3-6, Review Tour Member Information and Make Corrections

3. A message will be displayed thanking you for reviewing the names and email addresses of your Tour Group members. Click the **Next** button (see *Figure 3-7 below*).

Home **Reserve A Tour** More ▾ My Tours Account Login

To reserve a Pentagon Tour, you must be an adult (18 years or older) and a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010.

Thank you for reviewing the names and email addresses of your Tour Group members.

If any additional corrections are required, you may make them by logging in to your My Tours Account.

Please click the Next button to complete your reservation request.

Next

Figure 3-7, Review Tour Member Information and Make Corrections

SUBMIT RESERVATION AND REVIEW NEXT STEPS

A message will be displayed with information on the requirements of each of your adult Tour Members and the optional ability to log in to your My Tours Account to manage your tour and members of your Tour Group (see *Figure 3-8 below*).

1. Once you have read the important next steps, click on the **Next** button to be redirected back to the Portal Homepage.
2. Your tour reservation has now been submitted. You will receive further instructions by automated email.

To reserve a Pentagon Tour, you must be an adult (18 years or older) and a United States citizen or alien admitted for permanent residence in the United States under 22 U.S.C. 6010.

Thank you for reserving this tour of the Pentagon in Washington, DC!

This reservation is now held for your tour group in a requested status.

An automated confirmation email has been sent to you with the important instructions found below. You will also receive a welcome email with instructions for accessing your My Tours Account for the first time.

If you do not receive these emails, please check your spam/junk email folder, as automated email messages are often filtered.

INSTRUCTIONS FOR TOUR GROUP POINT OF CONTACT

As the Point of Contact for your tour group, you must follow these important next steps to ensure your tour reservation becomes fully approved:

Required Pentagon Visitor Registration and Pre-Visit Security Review

1. Please inform each member of your tour group who will be an adult (18 years or older) on the day of the tour that they will receive an automated email with instructions on how to complete an online registration as a Pentagon Visitor for this tour. If you are joining the tour, you will also receive this automated email and must register yourself as a Pentagon Visitor.
2. All adult members of your tour group must complete their online Pentagon Visitor registration form at least seven (7) days before the tour or they may not be approved to enter the Pentagon.
3. Once all adult members of your tour group have submitted their visitor registrations and have been cleared by the Pentagon Force Protection Agency, your tour reservation will be fully approved. You and the adult members of your tour group will receive confirmation and further instructions by automated email.

Log In to your My Tours Account

As the Point of Contact for this tour, a new My Tours Account has been automatically created for you. You will receive a separate welcome email with instructions on how to create your password for the account and log in for the first time.

Accessing your My Tours Account will allow you to manage your tour reservation and monitor the visitor registration and security review status of your adult tour group members.

If you need additional assistance using your My Tours Account or have questions about the Pentagon Visitor registration and pre-visit security review for your tour group, please call the Pentagon Force Protection Agency - Pentagon Tours Help Line at 1-888-623-7457.

Answers to frequently asked questions about Pentagon tours may be found on the Pentagon Tours Webpage at <https://www.defense.gov/Pentagon-Tours/>.

Thank you. We look forward to seeing your tour group soon!

[Previous](#) [Next](#)

Figure 3-8, Directions for Tour POC to Check Their E-mail

4. TOUR MEMBER REGISTRATION

REQUIRED VISITOR REGISTRATION AND PRE-VISIT SECURITY REVIEW

All adult Tour Members (18 years or older) are required to register as a Pentagon visitor for their tour at least seven (7) days before their tour or they may not be approved to enter the Pentagon.

Each adult member of your Tour Group will receive a separate automated email with instructions for completing an online Pentagon Visitor registration form. If you as the Tour POC are joining the tour, you will also receive this automated email.

Adult Pentagon tour visitors must provide their full name, date of birth, and social security number, and may optionally provide their driver's license information. The Pentagon Force Protection Agency (PFPA) will use this information to conduct a pre-visit security review of adult Tour Members and to approve their entry to the Pentagon to participate in your Tour Group.

Once all adult members of your Tour Group have submitted their visitor registrations and have been cleared by the Pentagon Force Protection Agency, your tour reservation will be fully approved.

TOUR MEMBER REGISTRATION EMAIL

Immediately after you submit your Pentagon tour reservation, each adult Tour Member is sent an automated email with instructions on how they must register as a Pentagon visitor in order to take part in your Tour Group. (See *Figure 4-1* below).

Please inform your Tour Members to look for this email, as it is from the PFPA Credentialling Office. The email subject: "Pentagon Tour Visitor Registration Form" and the sender is "Pentagon Tour Reservation Portal."

If your adult Tour Members have not received their registration email, please have them check their spam/junk email folder, as automated email messages are often filtered.

As a Tour POC, you may log in to your My Tours Account to correct a Tour Member email address or re-send their registration email. See more about this in Section Five of this user guide.

1. Each adult Tour Member will be required to enter the following:
 - a. Date of Birth. In the MM/DD/YYYY format.
 - b. Place of Birth. In the City, State format.
 - c. Social Security Number. (hyphens are not necessary)
2. Each adult Tour Member will have the option of entering the following:
 - a. Accessibility: Tour Members should click this checkbox if they will be using a wheelchair or other mobility device during the tour. The Pentagon Tours team does not provide wheelchairs and is not permitted to assist in pushing Tour Member wheelchairs.
 - b. Driver's License Number.
 - c. Driver's License Issued State.
 - d. Driver's License Expiration Date. In the MM/DD/YYYY format.
3. Once all the information has been entered, the Tour Member must click the Submit button.

Browser address bar: pfpa.sites.crmforce.mil/PreregForms/ExAM_Assessment



PENTAGON FORCE PROTECTION AGENCY

Pentagon Visitor Registration Form

Required Information

1 Date of Birth (mm/dd/yyyy)* *

2 Place of Birth (City, State)* *

50 of 50 characters left

3 SSN* *

9 of 9 characters left

Accessibility

1 Will you be using a wheelchair during the tour?

Optional Information (Providing this information will help expedite your request)

1 Driver's License

20 of 20 characters left

2 Driver's License Issued State

3 Driver's License Expiration Date (mm/dd/yyyy)

Submit

Figure 4-2, Pentagon Visitor Registration Form

PRE-VISIT SECURITY REVIEW: APPROVED

After the Tour Member has been vetted and approved for their visit, they will receive an approval email. The email contains pertinent information regarding their Pentagon tour (see *Figure 4-3 below*).

Approved: Pentagon Visitor Registration for Your Tour

From: Pentagon Tour Reservation Portal
To: jndoe@example.com

This is an automated email and replies are not monitored.

Greetings Jane Doe,

We are pleased to inform you that your Pentagon visitor registration has been approved so that you may participate in this Pentagon tour:

Tour Date: 8/31/2023 2:00 PM
Group Name: The Doe Family Trip
Point of Contact: John Doe, jdoe@example.com

IMPORTANT INFORMATION

Please print a copy of this confirmation email and bring it with you when you come to the Pentagon for your tour.

In addition to this confirmation email, you must bring a government-issued photo identification to be admitted into the Pentagon. A list of acceptable forms of identification is found at this link:

<https://www.pfpa.mil/Portals/93/Images/190828-D-KU026-0001.pdf?ver=2019-08-28-143617-280>.

Note: members of your tour group who are under the age of 18 do not require identification when accompanied by an adult member of the tour group.

ARRIVAL TIME

You should plan to arrive 60 minutes before your reserved tour to allow enough time to process through building security. Individuals or tour groups who arrive late for their tour will not be able to join their tour group. All Pentagon tours begin promptly as scheduled.

DIRECTIONS TO THE PENTAGON

There is no public parking at the Pentagon. Use of public transportation is strongly recommended. Directions for getting to the Pentagon may be found at this link: <https://www.defense.gov/Pentagon-Tours/#GettingHere>

Figure 4-3, Tour Member Approval Email

PRE-VISIT SECURITY REVIEW: FORFEITED & DENIED

Forfeited Tour Reservations: If a Tour Member does not submit their Pentagon visitor registration within 7 days of the tour, their reservation will be forfeited. Both the Tour

POC and Tour Member will be notified by email.

If a Forfeited Tour Member still wishes to participate in the tour, the Tour POC must ensure the Tour Member immediately submits their visitor registration, and then must contact the PFFPA Security Services Division (Visitor Management and Credentialing Branch) at 703-695-2266, to request an exception to policy review.

Denied Visitor Registrations: Similarly, if the Pentagon Force Protection Agency (PFFPA) denies a Tour Member's visitor registration, notification will be sent by email to both the Tour POC and Tour Member.

This denial could be the result of several factors, including an error in the entry of a Tour Member's name, date of birth, or social security number when you submitted your tour registration information.

If you believe this denial was due to an error, or to appeal the denial, please contact the PFFPA Security Services Division (Visitor Management and Credentialing Branch) at 703-695-2266.

REGISTRATION REMINDER EMAILS

Three days after the tour reservation is requested, a reminder email will be sent to the Tour POC for each adult member of the Tour Group who has not yet registered as a Pentagon visitor. This email will contain additional information and troubleshooting steps for resolving situations when a Tour Member did not receive their registration email.

Similarly, each unregistered Tour Member and the Tour POC will receive a final warning reminder to register before their reservation becomes forfeited after seven (7) days before the tour.

5. MANAGING TOURS WITH YOUR MY TOURS ACCOUNT

After you have submitted your tour reservation you may log in to your My Tours Account on the Pentagon Tour Reservation Portal. Accessing this account will allow you as the Tour POC to monitor the progress of Tour Member registrations and pre-visit security review, as well as the approval status of your Tour Group reservation.

ACCESSING YOUR MY TOURS ACCOUNT FOR THE FIRST TIME

Follow these steps:

1. Check the email account you used when entering your Tour POC information and search for an email from Pentagon Tour Reservation Portal with the subject, “Welcome to your Pentagon Tours My Tours Account” (see *Figure 5-1 below*).
2. Click the link in the email to be directed to a Change Your Password page.

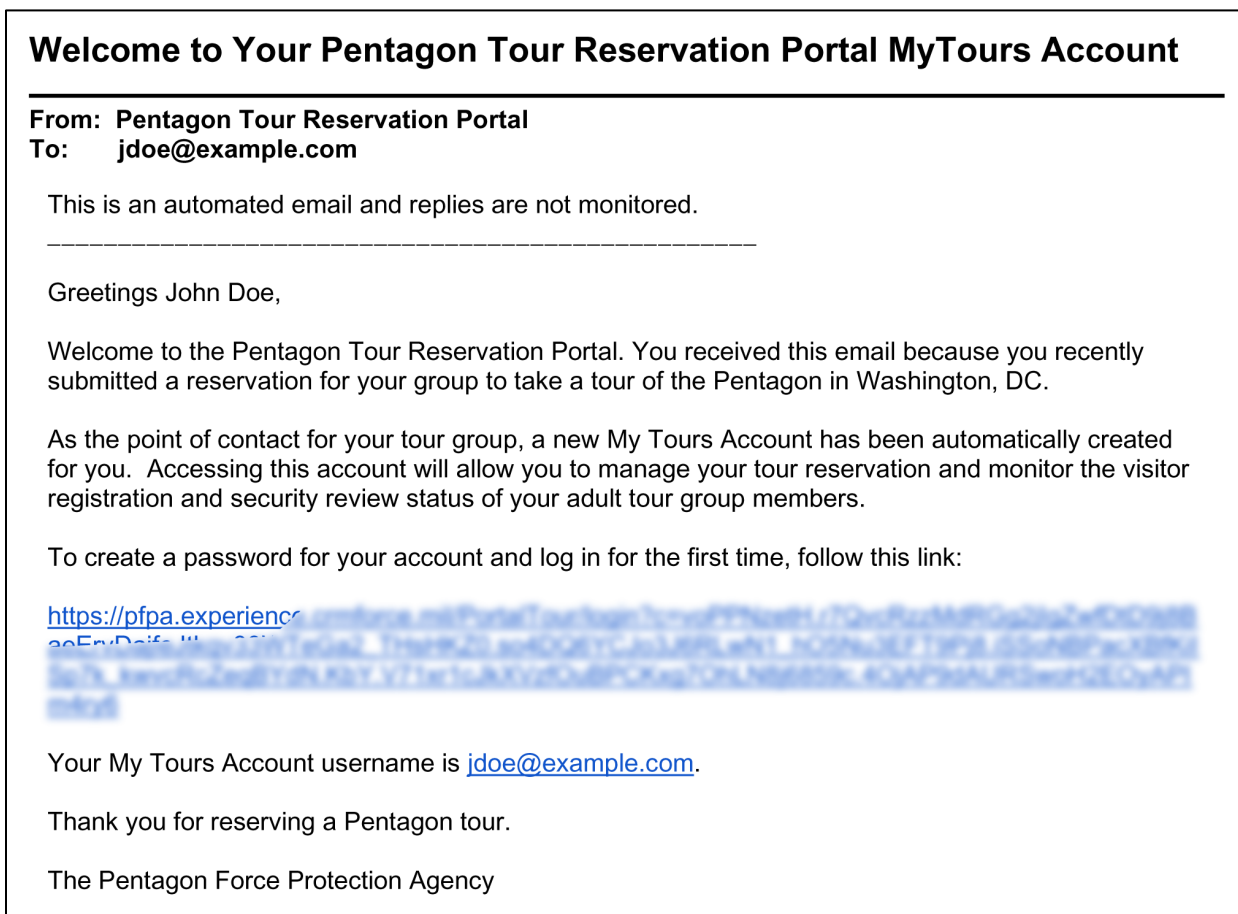


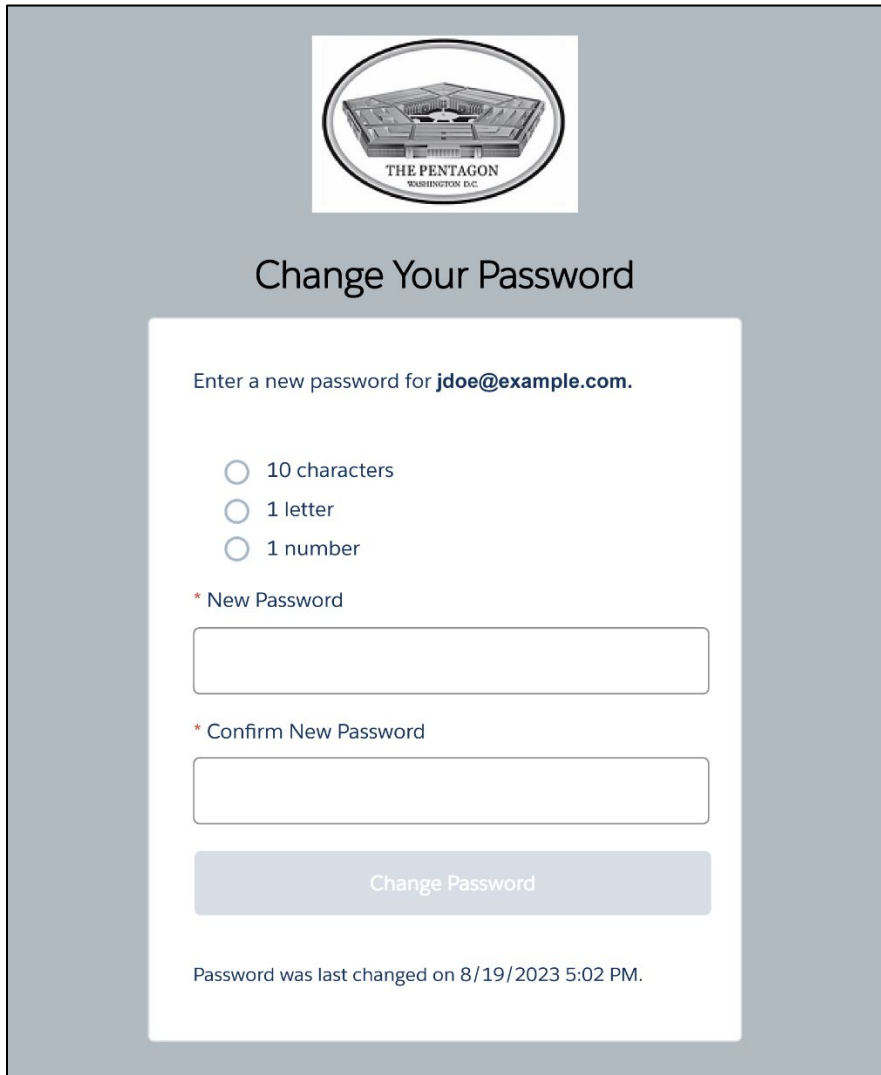
Figure 5-1, New Tour POC Welcome Email


3. On the Change your Password Page, enter a password. (See *Figure 5-2 below*). Your

password must include at least: 10 characters, 1 letter and 1 number. Special characters that are supported include the following:

!"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~

4. Once you have entered your new password and have entered it a second time to confirm it, click the **Change Password** button. This will take you to the homepage of the Pentagon Tour Reservation Portal.




THE PENTAGON
WASHINGTON, D.C.

Change Your Password

Enter a new password for **jdoe@example.com**.

- 10 characters
- 1 letter
- 1 number

* New Password

* Confirm New Password

Change Password

Password was last changed on 8/19/2023 5:02 PM.

Figure 5-2, Change Your Password Page

MONITORING APPROVAL OF YOUR TOUR RESERVATION

It is your responsibility as Tour POC to monitor the pre-visit security review for each adult Tour Member as well as the overall reservation status of your Tour Group. This can be done by following these steps:

1. Navigate to your **My Tours** page. On the Portal homepage, click **My Tours** located in the menu bar (see *Figure 5-3 below*).

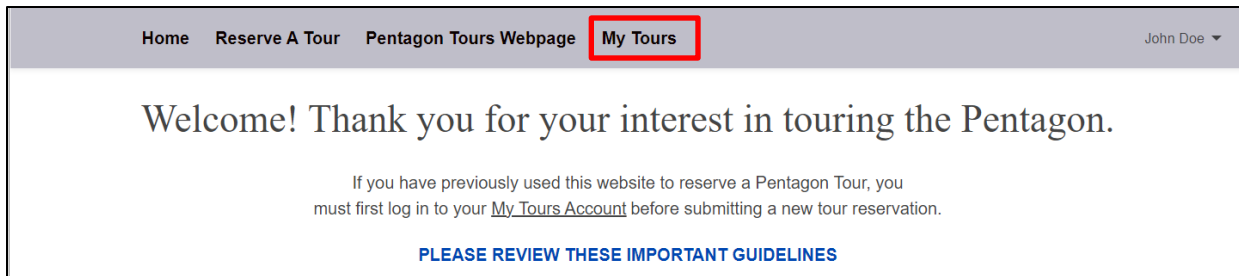


Figure 5-3, My Tours Menu Item

2. The My Tours page will display a list of your tour reservations and the current status of the Tour Group's pre-visit security review and overall reservation status (see *Table 1 and Figure 5-4 below for the definitions of each status*).

Security Review Status	Definition	Reservation Status	Definition
Pending	No adult Tour Members have been cleared to enter the Pentagon	Requested	Reservation has been submitted and received
Partial	At least one adult Tour Member has been cleared to enter the Pentagon	Partially Approved	As least one adult Tour Member has been approved for the tour
Approved	All adult Tour Members have been cleared to enter the Pentagon	Approved	The Tour Group reservation is fully approved
Denied	All adult Tour Members were denied entry to the Pentagon	Denied	The entire Tour Group reservation is denied
		Tour Cancelled	The tour reservation was cancelled by either the Tour POC or the Pentagon Tour Program
		Tours Conducted	At least one member of the Tour Group participated in the Pentagon tour

Table 1, Definitions for Group Security Review Status and Reservation Status

3. To review the Security Review status and visitor status of each of your Tour Members, click on the Tour Group name to navigate to the Tour Group Details Page (See the red box in Figure 5-4 below).

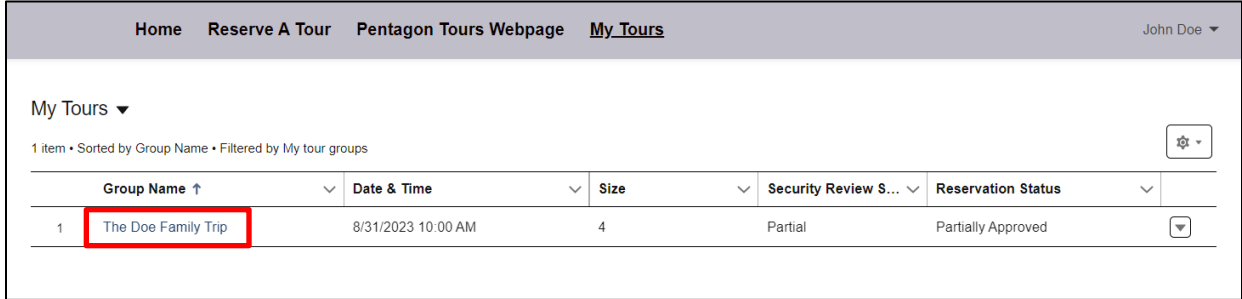


Figure 5-4, My Tours Page

4. The Tour Group Details Page displays the current security review Status and visitor status for each member of your Tour Group (see Figure 5-5 and Table 2 below for the definitions of each status).

Home Reserve A Tour Pentagon Tours Webpage My Tours
John Doe ▾

Tour Group

The Doe Family Trip

Cancel Tour

Date & Time	Group Type	Reservation Status	Security Review Status	Requested Group Size	Size
8/31/2023 10:00 AM	General Public	Partially Approved	Partial	4	4

Tour Members (4)

New

Visitor Full Name	Email	Security Status	Visitor Status	
Jane Doe	jndoe@example.com	Cleared	Ready	▾
John Doe	jdoe@example.com	Pending	Invited	▾
Junior Doe		Cleared	Ready	▾
Missy Doe		Cleared	Ready	▾
				View All

Figure 5-5, Tour Group Details Page

Security Status		Visitor Status	
	Definition		Definition
		Invited	Tour Member has not submitted their visitor reservation form
Pending	Security Review has not been completed	Pending	Security Review is in process
Cleared	Tour Member has been cleared to enter the Pentagon	Ready	Tour member is approved to join the Tour Group
Denied	Tour Member security review was denied	Denied	Tour member was not approved to join the Tour Group
		Forfeited	Tour Member did not submit their visitor registration by the deadline
		Cancelled	The tour reservation was cancelled
		No Show	Tour Member did not arrive for the tour
		Tour Completed	Tour Member participated in the tour

Table 2, Definitions for Tour Member Security Review Status and Visitor Status

ADDING MORE MEMBERS TO A TOUR GROUP RESERVATION

If there is still room in the tour timeslot for your tour, you may add additional Tour Members to your Tour Group up to seven days before your tour.

Adding Tour Members to an existing tour reservation is a two-step process:

Step 1: Increase the Overall Requested Size of Your Tour Group

- a. Navigate to your My Tours Page (See Figure 5-3 above)
- b. Click on the **drop-down arrow** on the right of the Tour Group and then click the **Edit** option (see the red box in Figure 5-6 below)

Home Reserve A Tour Pentagon Tours Webpage My Tours						John Doe
My Tours						
1 item • Sorted by Group Name • Filtered by My tour groups						
Group Name	Date & Time	Size	Security Review S...	Reservation Status		
1 The Doe Family Trip	8/31/2023 10:00 AM	4	Partial	Partially Approved		<div style="border: 1px solid red; padding: 5px;"> Edit Change Owner </div>

Figure 5-6, Tour Group Edit Option

Note: Only the **Edit** option is available for use. Changing the owner of the Tour Group is not possible.

- c. In the “Requested Group Size” field of the Tour Group Edit Page, enter the new desired size of your group to include the current Tour Members. Then click the **Save** button (See Figure 5-7 below)

Edit The Doe Family Trip

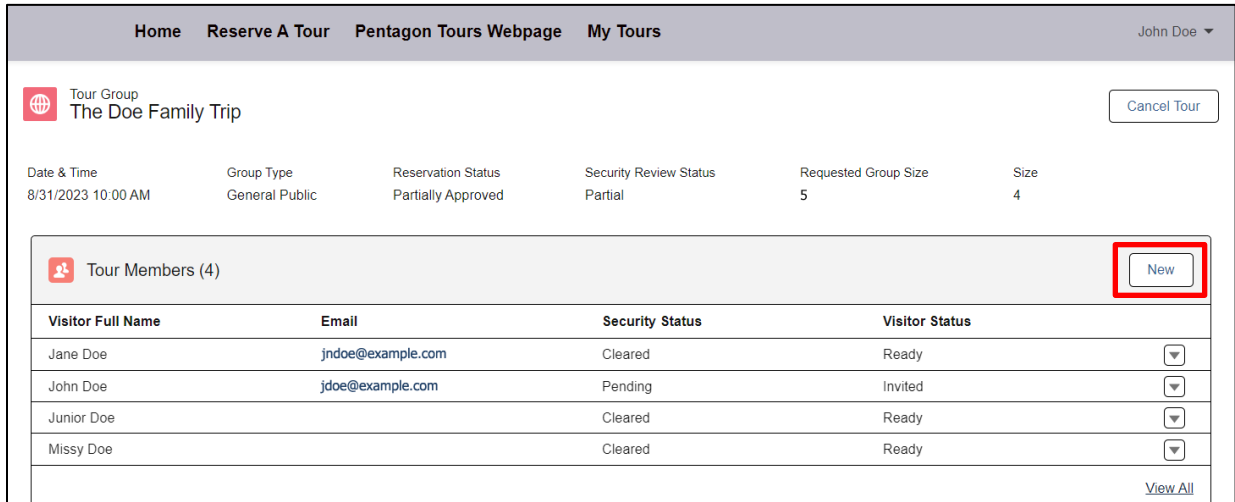
<p>* Group Name <input type="text" value="The Doe Family Trip"/></p> <p>Date & Time 8/31/2023 10:00 AM</p> <p>Requested Group Size <input style="border: 1px solid red;" type="text" value="5"/></p> <p>Notes <input style="width: 100%; height: 40px;" type="text"/></p> <p>Tour POC John Doe</p> <p>Security Review Status Partial</p> <p>Request Submitted Date/Time 8/19/2023 4:55 PM</p>	<p>Is this a School or Youth Group? <input type="text" value="N"/></p> <p>Visitor Registration Expire Date 8/24/2023</p> <p>Size 4</p> <p>Tour POC Email jdoe@example.com</p> <p>Reservation Status Partially Approved</p>
---	---

Figure 5-7, Tour Group Edit Page

Note: There are other items that may be edited in the Tour Group Edit Page, such as the name of the Tour Group and whether the group is a school or youth group.

Step 2: Add Your New Tour Members

- a. Navigate to the Tour Group Details Page (see Figures 5-3 and 5-4 above).
- b. Click on the **New** button (see the red box in Figure 5-8 below).



Home Reserve A Tour Pentagon Tours Webpage My Tours John Doe ▾

Tour Group
The Doe Family Trip Cancel Tour

Date & Time	Group Type	Reservation Status	Security Review Status	Requested Group Size	Size
8/31/2023 10:00 AM	General Public	Partially Approved	Partial	5	4

Tour Members (4) New

Visitor Full Name	Email	Security Status	Visitor Status
Jane Doe	jndoe@example.com	Cleared	Ready ▾
John Doe	jdoe@example.com	Pending	Invited ▾
Junior Doe		Cleared	Ready ▾
Missy Doe		Cleared	Ready ▾

[View All](#)

Figure 5-8, Tour Group Details Page

- c. Use the New Tour Member form to enter the new Tour Member's information. If the Tour Member will be an adult on the day of the tour, an email address is required, and the Tour Member must be a U.S. citizen or alien admitted for permanent residence in the United States (see Figure 5-9 below).
- d. Click the **Save** button. If you are adding additional new Tour Members you may click the **Save & New** button. Adult Tour Members will receive an email with instructions on how to register as a Pentagon visitor.

S. Department of Defense PENTAGON TOUR RESERVA

New Tour Member

Information

* First Name Grandpa	* Last Name Doe
Middle Name	
* Adult? (18 years or older) Y	Email gpdoe@example.com
Resend Visitor Registration Form? i <input type="checkbox"/>	Will use a Wheelchair? i <input checked="" type="checkbox"/>
Visitor Status Invited	Security Status Pending
* Group Name The Doe Family Trip	

is available [here](#).

Figure 5-9, New Tour Member Form

EDITING TOUR MEMBER INFORMATION AND RESENDING VISITOR REGISTRATION EMAIL

If you discover that you made an error when entering information about your Tour Members, you may make corrections and optionally re-send their visitor registration email if needed. Follow these steps:

1. Navigate to the Tour Group Details Page (see Figures 5-3 and 5-4 above).
2. Click on the **drop-down arrow** on the right of the Tour Member name and then click the **Edit** option (see the red box in Figure 5-10 below)

Home Reserve A Tour Pentagon Tours Webpage My Tours John Doe

Tour Group
The Doe Family Trip Cancel Tour

Date & Time	Group Type	Reservation Status	Security Review Status	Requested Group Size	Size
8/31/2023 10:00 AM	General Public	Partially Approved	Partial	5	5

Tour Members (5) New

Visitor Full Name	Email	Security Status	Visitor Status
Grandpa Doe	gpdoe@example.com	Pending	Invited
Jane Doe	jndoe@example.com	Cleared	Ready
John Doe	jdoe@example.com	Pending	Invited
Junior Doe		Cleared	Ready
Missy Doe		Cleared	Ready

Edit
Delete

View All

Figure 5-10, Tour Member Edit Option

3. Enter all needed changes in the Tour Member Detail Form (see Figure 5-11 below).
4. If you need to re-send the visitor registration email to the Tour Member, click the check-box for that option after verifying the email address is correct.
5. Click the **Save** button to save your changes (and re-send the registration email).

Edit Tour Member

* First Name

* Last Name

Middle Name

* Adult? (18 years or older)

Email

Resend Visitor Registration Form?

Will use a Wheelchair?

Visitor Status

Security Status

Group Name

Tour Date/Time

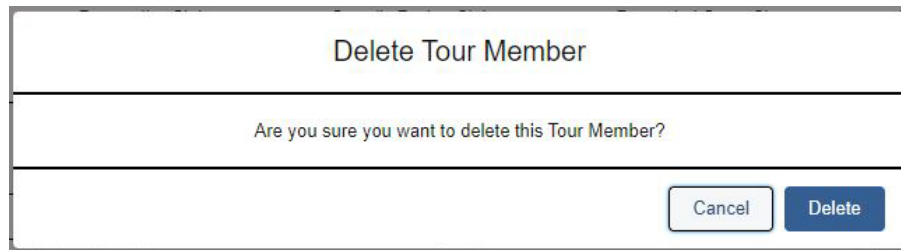
Cancel Save & New Save

Figure 5-11, Edit Tour Member Page

DELETING TOUR MEMBERS

If a Tour Member will no longer be joining your tour, please delete them from your reservation so other Tour Groups may use that tour slot. Follow these steps:

1. As described above, navigate to the Tour Details Page, click on the **drop-down arrow** on the right of the Tour Member name (see *the red box in Figure 5-10 above*).
2. Click on the **Delete** option.
3. In the Delete Tour Member Page, click on **Delete** button (see *Figure 5-12 below*).




The screenshot shows a modal dialog box titled "Delete Tour Member". The main text inside the dialog asks, "Are you sure you want to delete this Tour Member?". At the bottom right of the dialog, there are two buttons: a light blue "Cancel" button and a dark blue "Delete" button.

Figure 5-12, Delete Tour Member Page

CANCELLING YOUR TOUR

If your plans change and you no longer need your Pentagon tour reservation, please cancel your reservation so other Tour Groups may use those tour slots. Follow these steps:

1. Navigate to the Tour Group Details Page (see *Figures 5-3 and 5-4 above*).
2. Click on the **Cancel Tour** button (see *the red box in Figure 5-13 below*).



The screenshot shows the "The Doe Family Trip" tour group details page. The page has a navigation bar at the top with links for "Home", "Reserve A Tour", "Pentagon Tours Webpage", and "My Tours", and a user profile "John Doe" on the right. Below the navigation bar, the tour group name "The Doe Family Trip" is displayed with a "Cancel Tour" button highlighted by a red box. Below this, there is a table with columns for "Date & Time", "Group Type", "Reservation Status", "Security Review Status", "Requested Group Size", and "Size". The table shows the following data:

Date & Time	Group Type	Reservation Status	Security Review Status	Requested Group Size	Size
8/31/2023 10:00 AM	General Public	Partially Approved	Partial	4	4

Below the table, there is a section for "Tour Members (4)" with a "New" button. The table lists the following members:

Visitor Full Name	Email	Security Status	Visitor Status
Jane Doe	jndoe@example.com	Cleared	Ready
John Doe	jdoe@example.com	Pending	Invited
Junior Doe		Cleared	Ready
Missy Doe		Cleared	Ready

A "View All" link is located at the bottom right of the members table.

Figure 5-13, Cancel Tour Button

3. For our records, we ask you to provide a brief reason for your cancellation in the Notes section of the Cancel Tour form (see *Figure 5-14* below).
4. To confirm your cancellation request, click the **Save** button. (NOTE: The “Cancel” button cancels your cancellation request and retains your reservation.)

The screenshot shows a web form titled "Cancel Tour". The form is enclosed in a grey border. At the top center, the title "Cancel Tour" is displayed. Below the title, there are two main sections. The first section contains a text input field labeled "* Group Name" with the text "The Doe Family Trip" inside. To the right of this field is the text "Reservation Status" followed by "Partially Approved". The second section contains a text area labeled "* Notes" with the text "We're no longer coming to town." inside. At the bottom right of the form, there are two blue buttons: "Cancel" and "Save". The "Save" button is highlighted with a red rectangular border.

Figure 5-14, Tour Group Cancel page