



NSA Bethesda Public Affairs Office ***Two-Factor Turnstile Operations***

Starting Monday, February 9, 2026, Naval Support Activity Bethesda began using two-factor authentication for access at all automated pedestrian turnstiles on the installation. This change is a security requirement and aligns with other installations across Naval District Washington.

Two-factor authentication at the automated turnstiles will require:

1. *Scanning an eligible ID card*
2. *Entering a new 5-8 digit PIN on the turnstile PIN pad*

This new PIN is exclusive to turnstile access. It is not the same PIN cardholders use for their computer network, email, or DoD websites access.

Pedestrians who need to establish their PIN can stop by the Visitor Control Center (VCC) Monday through Friday from 5:30 a.m. to 3:30 p.m. The process takes only a few minutes.

Frequently Asked Questions:

What is an eligible ID card?

At this time, the only two ID types permitted to scan in with a PIN at Naval Support Activity Bethesda will be CAC or DBIDS IDs. Other ID types must be checked by sentries.

What if my card stops working at the turnstile?

There is a known occasional issue with DBIDS cards failing to read at our turnstiles. If your ID card (CAC or DBIDS) doesn't register or work, please request sentry assistance.

What if I forget my PIN?

Please visit the Visitor Control Center (VCC) to reset your PIN during makeup weeks or any time after the start of two factor authentication.

Will I still have to wait for the "lockout" countdown if my PIN is wrong?

No, the countdown is only for preventing someone from gaining access using the same card immediately after.

What happens if the PIN pads stop working?

If this occurs, please see a gate sentry who will come to you and manually scan your ID. The impacted turnstile/s will be closed ("not in service") and pedestrians will be directed to sentries for scanning in.

Will I still have enough time to get through the turnstile after I enter the PIN?

Yes. The entry timer remains the same as it only activates once the PIN is correctly entered.