MyAccess External User Registration

Federal Aviation Administration

Job Aid Contents

External User Registration Overview

An "External User" is a person who is not a credentialed federal user in possession of a Personal Identity Verification (PIV) card or a Common Access Card (CAC) and requires access via the Internet to an FAA application. Based upon the security level of the application, external users registering with MyAccess may only be required to provide name and email address or may be required to verify their identity by providing personal identifiable information (PII) such as a government issued ID or combination of other identifiable attributes such as last 4 digits of the Social Security Number, home address, and mobile number. If requested, any collected PII will be used to verify the individual's identity and then destroyed. Upon successful registration, external users will be prompted to complete account setup by establishing a password and a second factor authentication method such as a one-time password sent to a phone or an authentication app. With proper authorization, this account may be used to access multiple FAA applications.

External User Registration with Identity Verification

1. Review the disclaimers before proceeding with the form.

   ⓘ You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: (1) You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communications or data transiting or stored on this information system. (2) Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

   ⓘ Please do not proceed if you are a Federal credentialed employee or contractor.

   ⓘ Law Enforcement and Applicants who have Opted out of the Public Data will not be able to validate their identity until they Opt in.

2. Red asterisks identify all the required information on the screen.

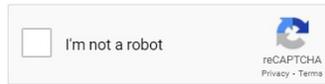* You are registering for the access to the application

Pilot Record Database (PRD) ▼

* First Name: _____   Middle Name: _____

* Last Name: _____   * Email Address: _____

Select the option below for your Identity validation

◉ Last 4 digit of your SSN

◯ Capture Government issued ID document using mobile phone

[ ] I'm not a robot — reCAPTCHA — Privacy - Terms

Submit

If you arrived at this registration form from a particular application, the referring application name will be preselected under **"You are registering for the access to the application"** dropdown field. In the example above, the user is trying to register for 'Pilot Record Database (PRD)' application. In any case, if drop down field for **"You are registering for the access to the application"** does not have any preselected value, then the user is required to select respective application for which they are trying to register.

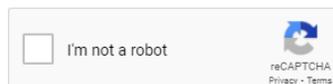* You are registering for the access to the application

Select application ▼

* First Name: _____   Middle Name: _____

* Last Name: _____   * Email Address: _____

Select the option below for your Identity validation

◉ Last 4 digit of your SSN

◯ Capture Government issued ID document using mobile phone

[ ] I'm not a robot — reCAPTCHA — Privacy - Terms

Submit

On the same form you will enter your first name, last name, and email address. The email address must be a user-accessible, non-federal email account.

Select one of the available identity validation options:

- **Last 4 digits of your SSN (Social Security Number)**
  o This option will only work for US Citizens and permanent residents.
- **Capture Government Issued ID document using mobile phone**
  o Available for all users, domestic and international.

Next, on the same screen click **I'm not a robot** and select the options specific to the question asked by reCAPTCHA and click **VERIFY**.
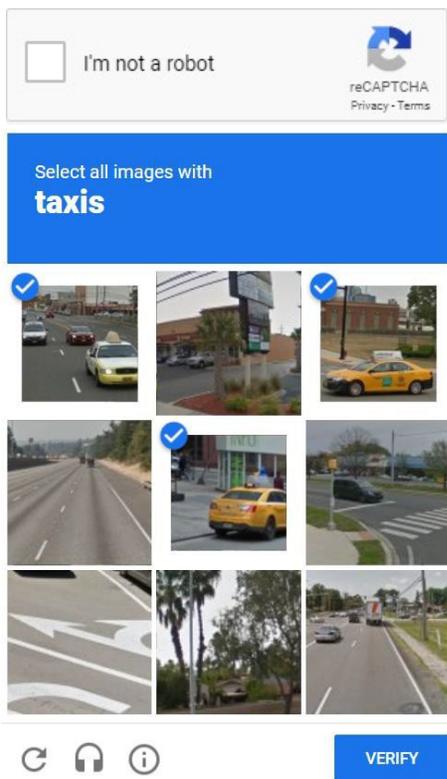
After successful validation, click **Submit** to proceed.

3. If **Last 4 digit of your SSN** option is selected, continue with the **Last 4 Digits of SSN Verification** Section.

4. If **Capture Government issued ID document using mobile phone** option is selected, continue with **Government Issued ID Verification** Section.

Last 4 Digits of SSN Verification

1. In addition to the last 4 digits of your SSN, additional information such as Residential Address, Mobile Phone,

and Date of Birth is required. You must use your home address, using your work address will result in an identity verification failure. The mobile phone number provided will only be used for identity verification. It must be registered in you or your family's name. After filling out the form click on **Confirm Information**.

Note: If **Identity Verification** fails due to SSN Match failure **OR** due to failure of Mobile Phone as well as residency validation, then the option to verify identity through Government Issued ID document using mobile phone will be presented. Proceed with Government Issued ID Verification **(Step 2)**.

If **Identity Verification** fails due to inadequate Mobile Phone match, then occupancy verification is presented upon clicking **Continue**. Proceed with **Occupancy Verification (Step 1)**.

2. If your identity validation is successful, then the option to receive one-time PIN through either SMS or Voice is presented.

Next, click confirm to send your personal phone number a one-time pin. Once received, submit your 6-digit pin below.

Mobile phone *

9073

Pin Delivery Preference *

◉ SMS (cell phone)

◯ Voice (cell phone and land line)

Confirm Information

3. You will receive a One Time PIN (OTP) on the mobile phone you provided. Enter the OTP in Please Enter PIN field and click **Confirm Information**.

Next, click confirm to send your personal phone number a one-time pin. Once received, submit your 6-digit pin below.

Mobile phone *

9073   Enter PIN sent to Mobile p

Please enter a PIN
Resend PIN

Pin Delivery Preference *

◉ SMS (cell phone)

◯ Voice (cell phone and land line)

Confirm Information

Note: There are a limited number of attempts available to confirm the PIN

We were not able to verify your identity. Let us try a different way - click below to get started.

Continue

4. After successful OTP verification and identity verification, instructions to complete account registration will be presented.

.

You have successfully initiated your account registration.
An email has been sent to your account. **ap2@gmail.com** with steps to complete the account registration process.

5. An email will be sent with an **Account Activation** link to complete registration process. Click the link located in the email to complete the remainder of the registration process for MyAccess.

MyAccess

Welcome to FAA's MyAccess Customer Identity and Access Management

Hi aruna,

MyAccess is the FAA's secure single sign-on service used by the public to sign into FAA web and mobile applications. MyAccess enables users to log in to FAA applications using the same username and password.

Click the following link to activate your account:

Activate Account

This link expires in 7 days

If you experience difficulties accessing your account, send a help request to : NATL-MyAccess-CIAM@faa.gov

Occupancy Verification

1. From **Last 4 digits of SSN Verification,** if verification fails due to inadequate Mobile Phone records, then Occupancy Verification is presented upon clicking the **Continue** button.

   Note: *The SSN verification is not applicable for international users without SSN.*

   We were not able to verify your identity. Let us try a different way - click below to get started.

   Continue

2. The option to edit and confirm information is presented.

Please provide the following information and click "Confirm Information" to verify your identity.

Full Name *

A*** P*******

Residential Address *

Newcut Rd, US

Edit Residential Address

Date of Birth *

##/21/####

Edit Date of Birth

Last 4 Social Security Number *

9***

Edit Last 4 Social Security Number

Confirm Information

3. Questions relevant to your PII will be presented with multiple choice answers. Select the appropriate answer for each question and click **Confirm Information.**

Next, please answer a few questions to confirm your identity:

Which of the following vehicles have you recently owned or leased? * ❓

- ● 2006 Bmw 5 Series
- ○ 2008 Volkswagen Eos
- ○ 2009 Buick Lacrosse
- ○ 2012 Nissan Murano
- ○ I have never been associated with any of these vehicles

Which of the following street addresses in Rockville have you ever lived at or been associated with? * ❓

- ○ 14724 Janice Drive
- ○ 15313 Gable Ridge Court
- ○ 1641 Piccard Drive
- ○ 5627 Pier Drive
- ● None of the above or I am not familiar with this property

Which of the following vehicles have you recently owned or leased? * ❓

- ● 1999 Suzuki Vitara
- ○ 2001 Land Rover Range Rover
- ○ 2002 Mercedes-benz C Class
- ○ 2009 Dodge Challenger
- ○ I have never been associated with any of these vehicles

Confirm Information

4. After successful identity verification, instructions to complete account registration will be presented.

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Government Issued ID Verification

International Users must use the Government ID Verification process.

Select the option below for your Identity validation

○ Last 4 digit of your SSN

● Capture Government issued ID document using mobile phone

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

Submit

1. Selection of **Country** is required for Government issued ID verification.

Please select your country below to begin the identity proofing process.

Country *

United States   X | ⌄

Confirm Information

2. Driver's License, Passport, or Government issued Identification Card must be selected as one of the options to perform identity verification.

Government Issued Photo Identification *

Which type of ID would you like to use?
It needs to be an official government ID. Use the drop-down menu to select:

- Valid Driver's License
- Valid Passport
- Valid Identification Card

Driver's License   ▼
Driver's License
Passport
Identification Card

Confirm

3. You must provide a valid Mobile number to receive a text message to complete the government issued ID photo capture. Click **Continue on Mobile** to receive a text message.

Full Name *

A*** P*******

Mobile phone *

🇺🇸 +1 301 234 5676

Drivers License *

📱 Please capture via mobile device
Status: Incomplete

Facial Similarity Snapshot *

📱 Please capture via mobile device
Status: Incomplete

Continue on Mobile

Note: It is recommended to close all browser sessions before you begin the government issued ID photo capture.

4. Click on the URL in the text message to begin the photo capture. The **Capture & Compare** page loads, click on **Start** to begin the process**.**

Capture & Compare

We need to capture snapshots of your document and face, which we'll compare in real-time.

By continuing, you are agreeing to allow a third party to process your snapshots and information without saving them. Your device may ask permission to temporarily access the camera, click 'Allow' to continue.

Front of Driver's License

Back of Driver's License

Facial Snapshot

Start

5. Click on **Capture Using Your Phone Camera** to allow the verification tool to access your phone camera.

Front of Driver's License

Capture a clear snapshot of the front of your valid Driver's License.

Try cleaning off your phone's camera lens if you have any trouble.

Capture Using Your Phone Camera

Please allow camera permissions when prompted

6. Repeat the process to capture the Back side of the government issued ID and Facial snapshot (selfie).

Refer Tips & Tricks Section

7. If Image Quality and Face detection checks are green, click on "**Save & Continue**" or else select "**Discard**" and repeat the process until notified of a quality image capture. Once successful front and back photos of the ID and successful selfie are captured, click "**Confirm Information**". A notification of successful upload will be presented.

Upload Complete

You're almost done! Please return to your computer to review and submit your snapshots.

8. Click on **Confirm Information.** After successful identity verification, instructions to complete account registration will be presented.

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Tips & Tricks

Government issued ID image capture preparation tips:

1. Ensure your camera lens is clean and unobstructed.
2. If you have a protective case which covers your camera lens, please remove it before proceeding.

Image capture process:

1. Lay your government issued ID on a flat surface.
2. Hold your camera 4 to 6 inches straight over your ID.
3. Follow the onscreen directions to capture your images.
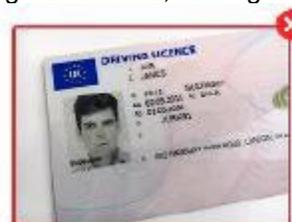4. Refer to the following examples for best results.

Acceptable Image
Entire image captured, with all 4 corners, nothing blocking the image, no blur, and no glare.

Must show all four corners of card
Ensure the full document is in the frame – extra background is fine, as long as you get

Must not be covered in any way

Ensure there is nothing obstructing the image.
Avoid holding in your hands for this reason.

Must not be blurry

Do not move the camera while taking the picture.
Consider cleaning your phone's camera lens
before capture.

Must not have glare from direct light

Avoid using a flash when capturing the image.
Avoid harsh overhead lights – natural light is best.

To confirm your identity, you will next take a picture of yourself. Our solution will use AI to compare your face to the headshot from your government issued ID, ensuring that you are who you claim to be, and protect your account.

1. Remove your glasses, hat, and mask.
2. Ensure your hair is not blocking your face.
3. Hold your camera 7 to 10 inches straight out from your face.
4. Avoid sharp light on your face – natural light is best.
5. Hold the camera steady to avoid blur.
6. Ensure your face takes up the majority of the photo.

Technical Support

For technical assistance, please

contact:

MyIT Service Center
Email: helpdesk@faa.gov
Phone: 1-844-FAA-MyIT (322-6948)

MyIT
Service Center

(844) FAA-MYIT
(844) (322-6948)
helpdesk@FAA.gov
MyIT.faa.gov