MyAccess External User Registration

Job Aid Contents

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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.

2. Red asterisks identify all the required information on the screen.
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)
  - This option will only work for US Citizens and permanent residents.
- Capture Government Issued ID document using mobile phone
  - 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.
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

**Pin Delivery Preference** *

- **SMS (cell phone)**
- **Voice (cell phone and land line)**

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 [Username],

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](image)

If you experience difficulties accessing your account, send a help request to: [EMAIL: MyAccess@faa.gov](mailto:MyAccess@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.

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** *

**Residential Address** *

**Date of Birth** *

**Last 4 Social Security Number** *

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

4. After successful 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.
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

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

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 *

Drivers License *

Facial Similarity Snapshot *

Mobile phone *

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.

![Driver's License](image)

**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.

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](image)

**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.

![Account Activation](image)

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

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.

9. 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.

![Tips & Tricks](image)

**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.
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)