

Attention: New and current Industry/FAA SDRS Account Holder/Submitters/Users:

Per Executive Order **14028**, Improving the Nation’s Cybersecurity, **dated 5/12/2021**, the **Service Difficulty Reporting System (SDRS)** is incorporating Multi-Factor Authentication (MFA) for <https://sdrs.faa.gov/> starting **12/20/2023**.

MFA is an important step toward combatting the persistent and increasingly sophisticated malicious cyber campaigns that threaten the public sector, the private sector, and ultimately the American people’s security and privacy. MFA provides for a secure authentication and login process to access SDRS and other FAA systems.

Please carefully follow the scenarios below that meet your current situation as a new or existing SDRS account user. You will be required to re-register in SDRS when you have completed the MFA process.

If you have any questions or issues regarding MFA or authentication processes, please contact the FAA My IT Helpdesk at (844) FAA-MYIT / (844) 322-6948 or helpdesk@faa.gov.

Multi-Factor Authentication

SDRS – Service Difficulty Reporting System (SDRS)

Contents

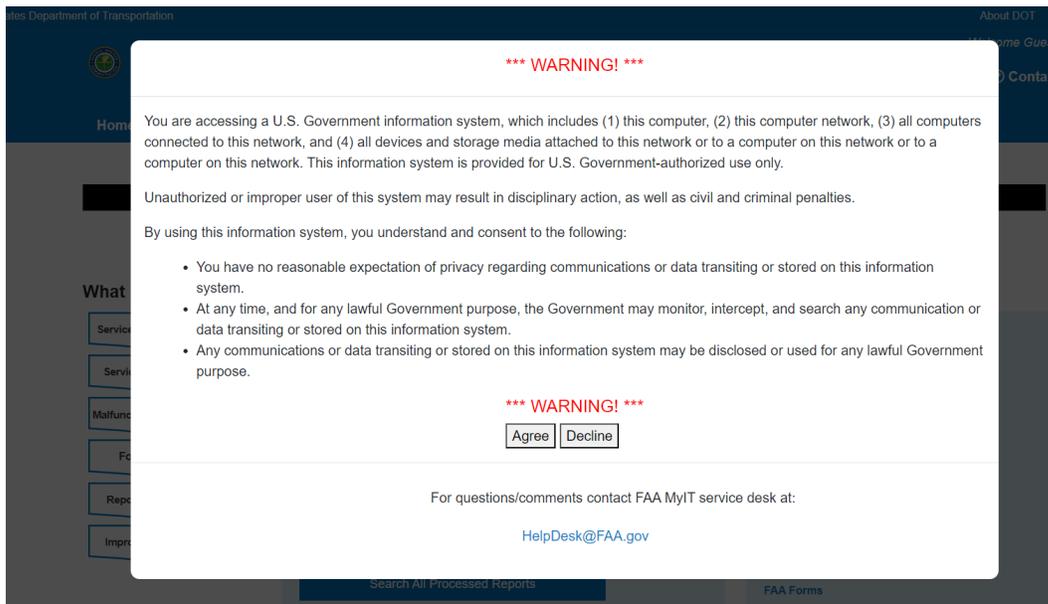
1. Introduction	3
2. Part 2: MFA for SDRS External Users (Submitters)	4
Scenario 2.1: New SDRS user not registered in OKTA and not authorized in SDRS.	4
2.1.1 Accessing SDRS	4
2.1.2 Registering in OKTA	6
2.1.3 Activate OKTA Registration	10
2.1.4 Setting up Authenticator	12
2.1.5 Installing OKTA on your mobile device.	13
2.1.6 Registering in SDRS	17
2.1.7 Admin User Approving Account	18
Scenario 2.2: User is authenticated in OKTA and registered in SDRS, accessing SDRS.	19
2.2.1 Accessing SDRS	19
2.2.2 Validate using an authenticator.	21
2.2.3 Landing Page view upon Validation	23
Scenario 2.3: Existing SDRS User Registering in OKTA and accessing SDRS	23
2.3.1 Accessing SDRS	23
2.3.2 Registering in OKTA	25
2.3.3 Activate OKTA Registration	29
2.3.4 Validating using Authenticator	31
Scenario 2.5 Validating using Authenticator for Non-United States (Foreign) SDRS Submitters	

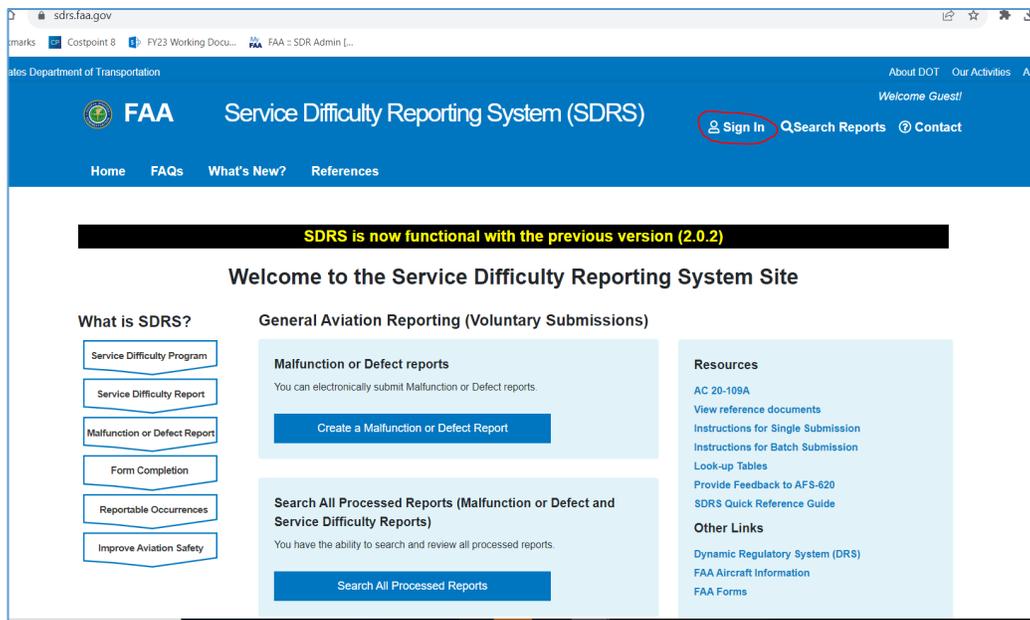
1. Introduction

The FAA IT team is implementing Multi Factor Authentication (MFA). This is a major milestone for the FAA as a whole and provides the next level layer of security.

Submitter Users will be required to setup a second form of authentication (a code) for accessing SDRS application. FAA recommends installing Okta Verify on User's mobile device. Okta Verify App can be downloaded from User's smartphone device App Store (iTunes or Google Play). Above Apps can be downloaded on your smartphone device from the App Store (if using an iPhone) or Google Play (if using an Android phone). See section XX for steps on downloading the app.

The User will navigate to the following URL to access the SDRS application: <https://sdrs.faa.gov/> Click on the SDRS URL and then "Agree" from the below screen:





2. Part 2: MFA for SDRS External Users (Submitters)

This section captures three different scenarios for External Users on authenticating and using SDRS.

- **Scenario 1:** New Users Not registered in OKTA and Not Authorized in SDRS (New Users)
- **Scenario 2:** Users registered in OKTA and authorized in SDRS, Accessing SDRS (Existing Users)
- **Scenario 3:** Existing SDRS Users, registering in OKTA and activating account and thereafter accessing SDRS

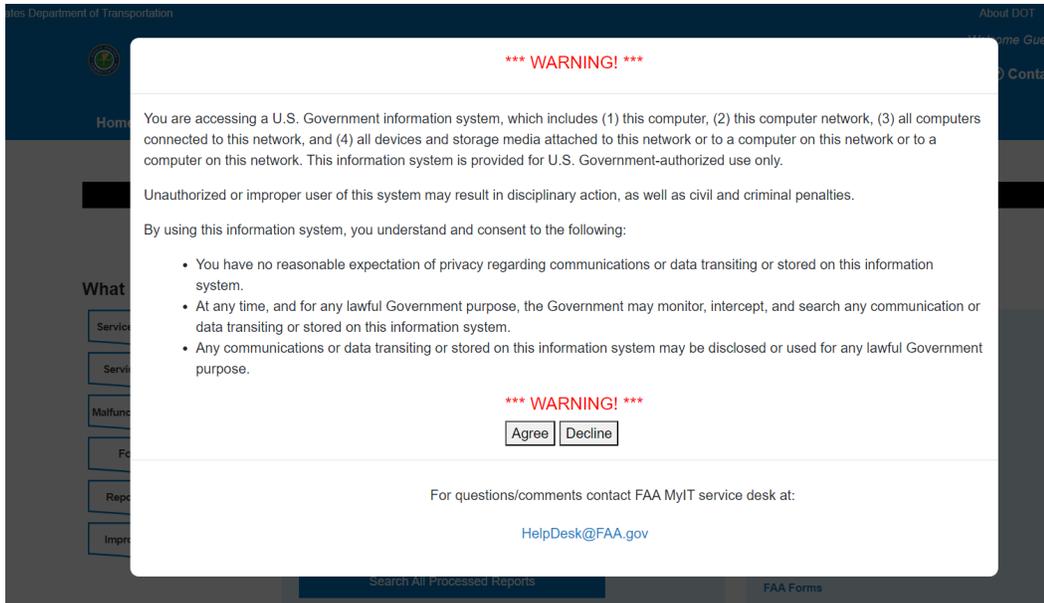
Note:

1. All Existing SDRS users must register in OKTA using their **existing email account** in SDRS and proceed to activate their account.
2. Users must Download the OKTA Verify or Google Authenticator prior to registering for OKTA

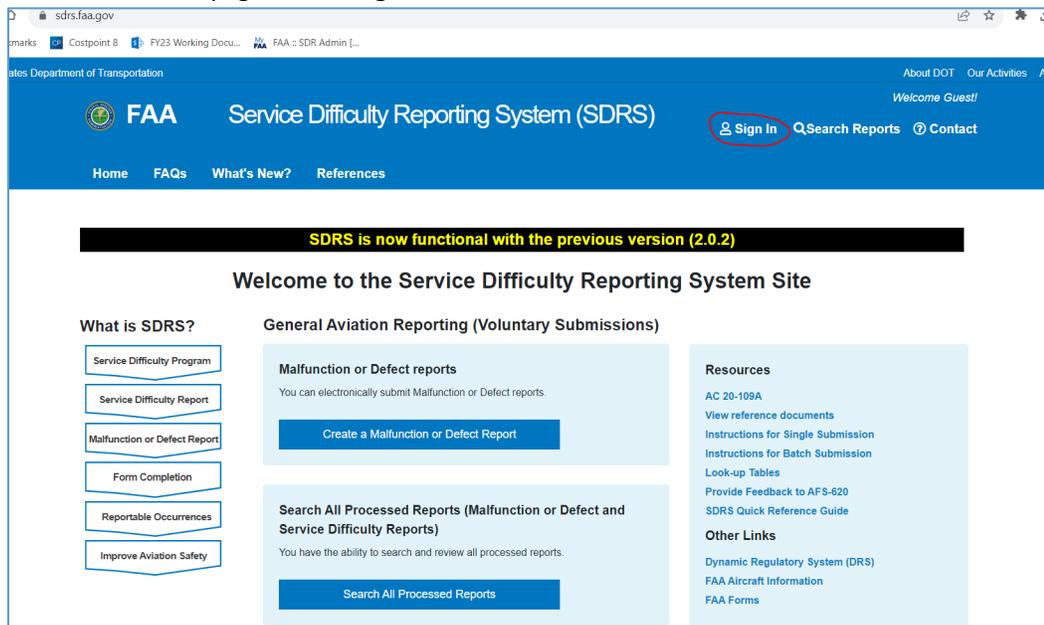
Scenario 2.1: New SDRS user not registered in OKTA and not authorized in SDRS.

2.1.1 Accessing SDRS

1. To access SDRS application, click on the SDRS URL <https://sdrs.faa.gov/> and click on “Agree” from the below screen.



2. On the SDRS Homepage click on **Sign In**



3. MyAccess login screen will display.

4. As a new SDRS User, click on the **New User?** Register for an external account; highlighted in red.

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? Proceed to sign-in below
First Time Here? Activate an existing external account
New User? Register for an external account

Sign in using MyAccess

Email Address

Next

OR

Sign in with DOT/FAA PIV

Sign in with Federal CAC/PIV

OR

Don't have an account? Sign up

Unlock account?
Help
Manage MyAccess Account

For FAA users only

2.1.2 Registering in OKTA

1. Enter your First Name, Last Name, Email Address, and select a method for identity verification.
 - a. Last 4 Digits of you SSN or
 - b. Capture Govt Issued ID document using mobile phone.
2. Check "I am not a robot" and click **"Submit."**

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

Fields Marked With * Are Mandatory

MyAccess registration initiated by the following application:
DEV- Service Difficulty Reporting System (SDRS)

First Name: * Middle Name:

Last Name: * Suffix:

Email Address: *

Select an option below to verify your identity:

Last 4 digits of your SSN
 Capture Government issued ID document using mobile phone

I'm not a robot  reCAPTCHA
Privacy - Terms

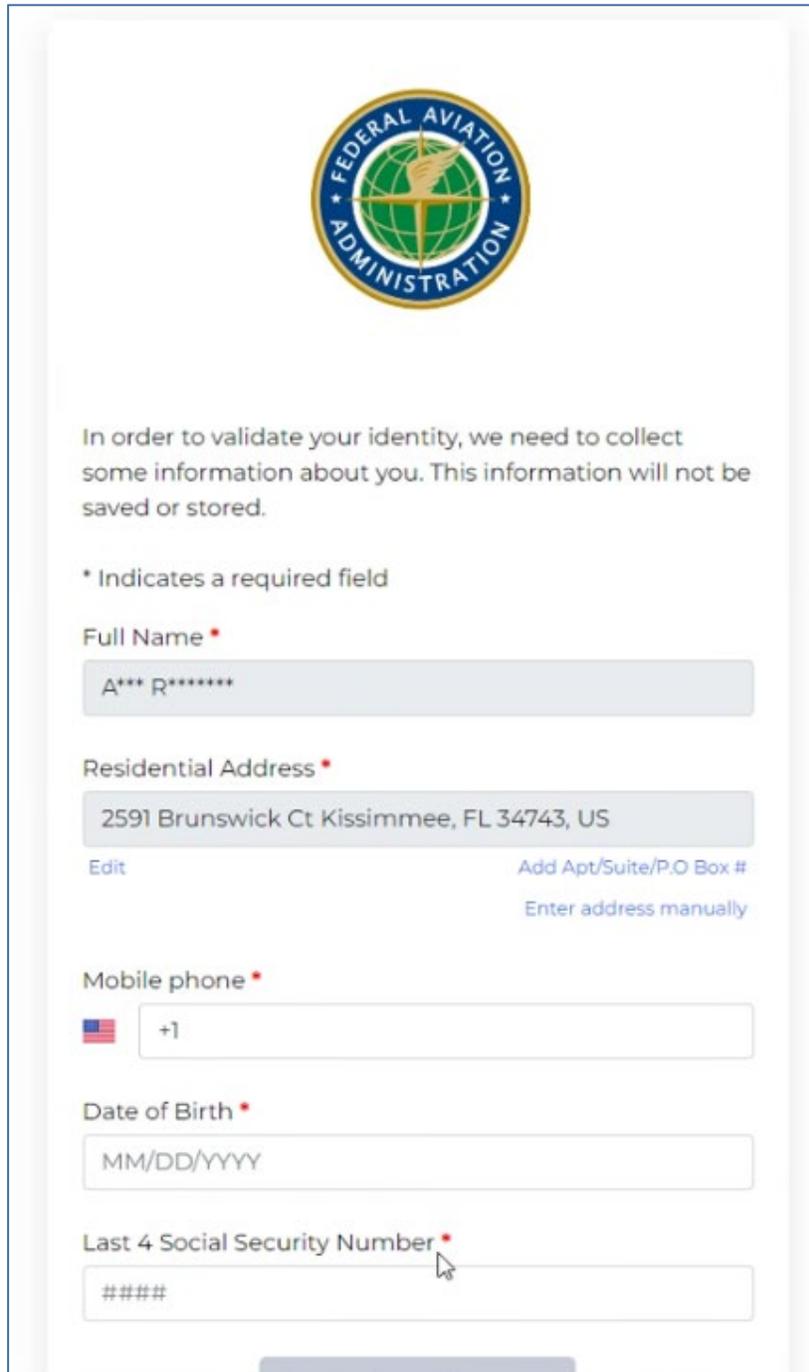
3. The **New User** will see the next screen to consent to provide personal information to continue for registration.



In order to verify your identity, we must first collect and validate some personal information about you. This data will be processed by a third party in real time and will not be kept or stored after the process is complete. Typically, the whole process takes about 2 - 3 minutes.

Please click the Confirm button below to proceed.

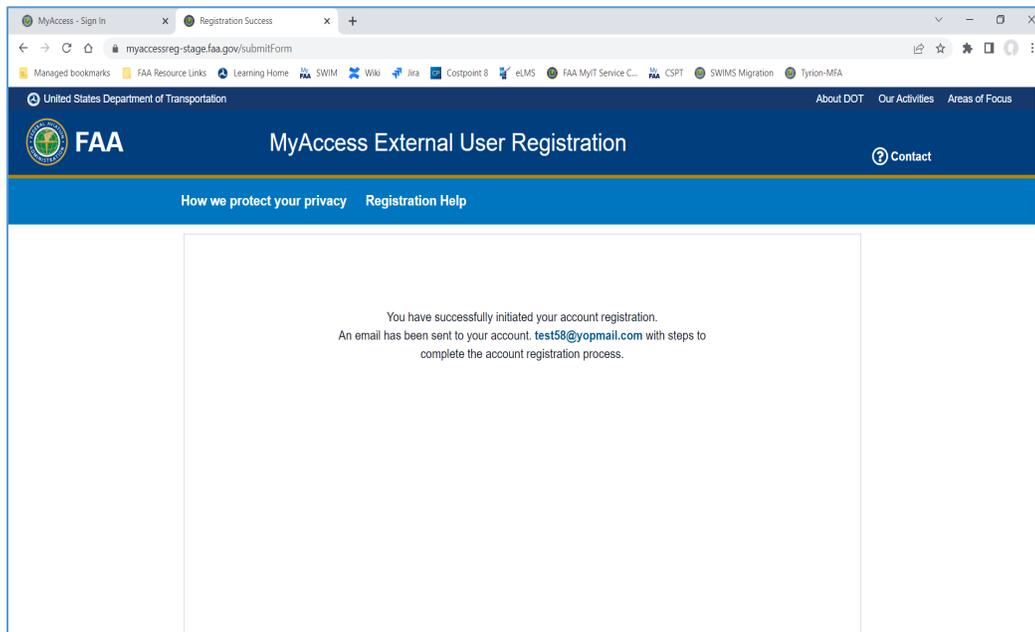
4. Clicking on the **confirm button** above will display the screen for the **New User** to fill in the required information for validating Identity. Select to receive a one-time password (OTP) on your mobile phone, as either a SMS or voice message. Click "Confirmation Information".



The screenshot shows a web form for identity validation. At the top center is the Federal Aviation Administration (FAA) logo, which is a circular emblem with a globe and wings, surrounded by the text "FEDERAL AVIATION ADMINISTRATION". Below the logo, the text reads: "In order to validate your identity, we need to collect some information about you. This information will not be saved or stored." A note below this states: "* Indicates a required field". The form contains several input fields: "Full Name" with a placeholder "A*** R*****"; "Residential Address" with a placeholder "2591 Brunswick Ct Kissimmee, FL 34743, US" and sub-links for "Edit", "Add Apt/Suite/P.O Box #", and "Enter address manually"; "Mobile phone" with a dropdown menu showing a US flag and "+1"; "Date of Birth" with a placeholder "MM/DD/YYYY"; and "Last 4 Social Security Number" with a placeholder "####". A mouse cursor is visible over the "Last 4 Social Security Number" field.

5. Enter the OTP sent to your mobile phone. Click "**Confirmation Information**"

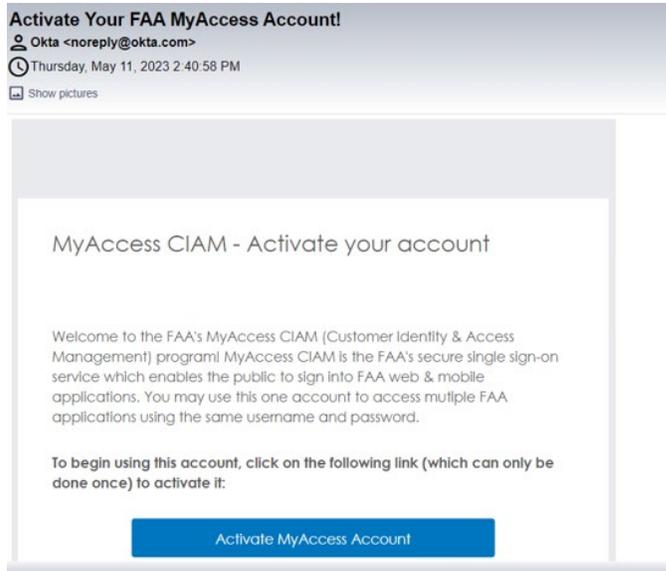
6. Upon successful submission, you (**User**) will receive:
- a. A web confirmation that the form was submitted successfully and
 - b. will receive instructions in your email to activate account.



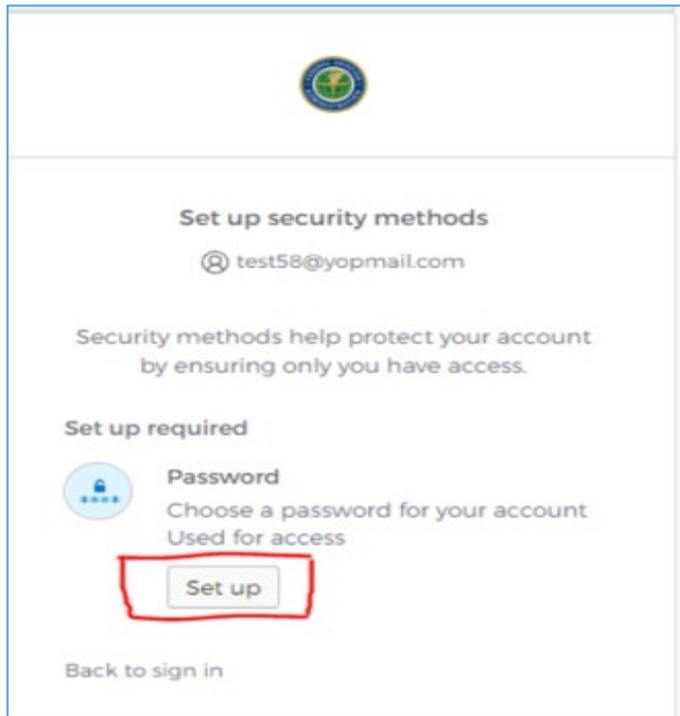
2.1.3 Activate OKTA Registration

To **Activate MyAccess Account** the **New User** will access their email and view the message provided from OKTA to complete their new OKTA registration.

1. In the registration email, click on '**Activate my Access Account**' link.



2. User will be redirected to the new user **OKTA set up** page. Click on the '**Set up**' button.



3. In the next screen, the **New user** will be directed to the OKTA password screen. Create a new password based on the OKTA password requirements and click the **'Next'** button.

Note: The authenticator should be installed on the user's mobile device to proceed to the next steps.

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? Proceed to sign-in below
First Time Here? [Activate an existing external account](#)
New User? Register for an external account



Set up password
test58@yopmail.com

Password requirements:

- At least 8 characters
- No parts of your username

Enter password

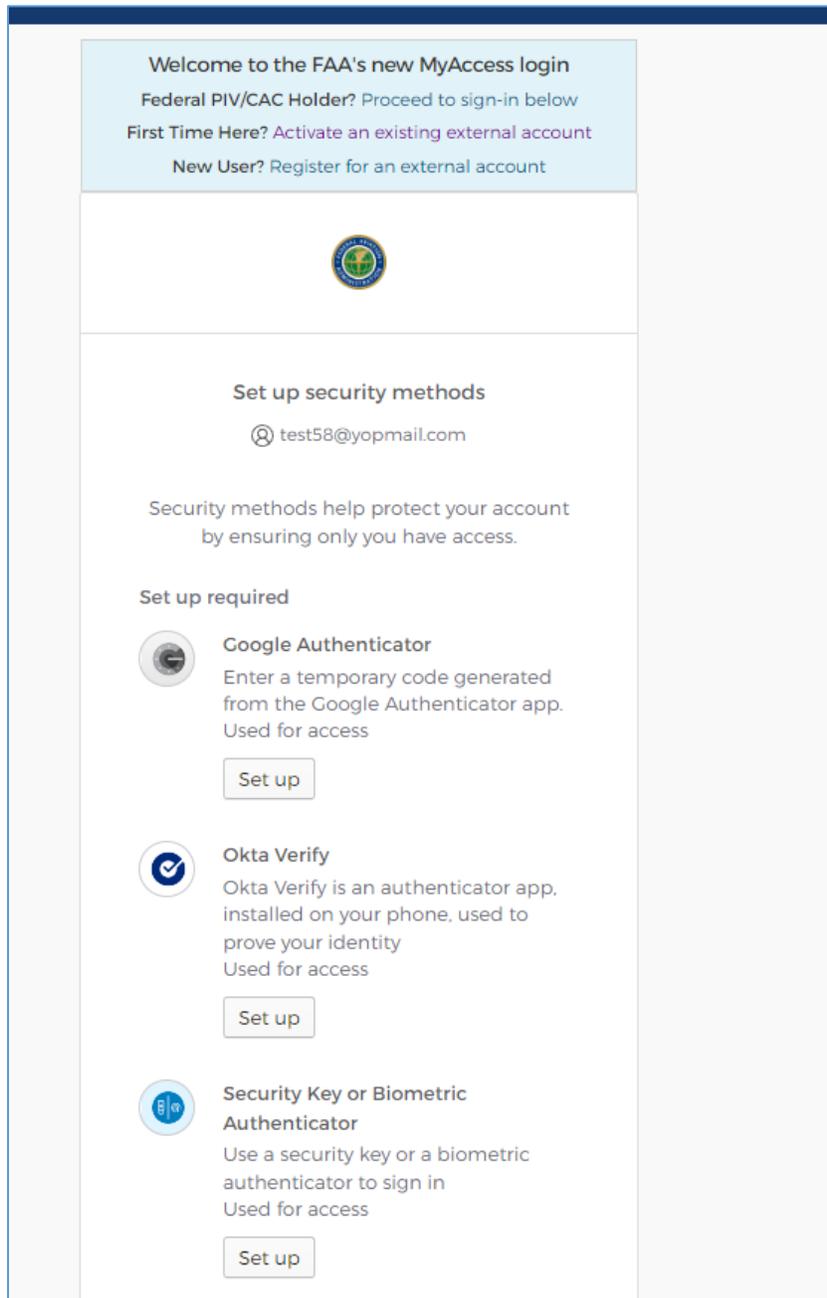
Re-enter password

Next

[Return to authenticator list](#)
[Back to sign in](#)

2.1.4 Setting up Authenticator.

1. The **New user** will see the next screen for setting up security methods. The user can select one of the following set-up options and click **Set Up** button:
 - a. **Google Authenticator**
 - b. **OKTA Verify**
 - c. **Security Key or Biometric Authenticator**

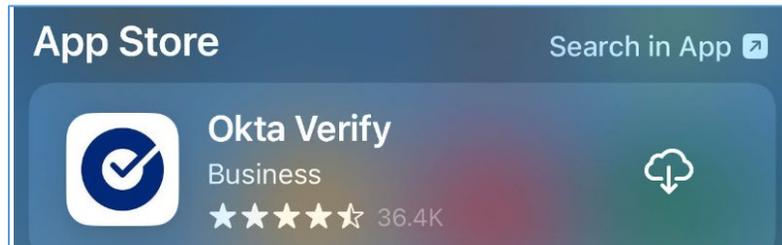


Note: To complete the security set up, the **New user** will need to **Install OKTA on their mobile device.**

2.1.5 Installing OKTA on your mobile device.

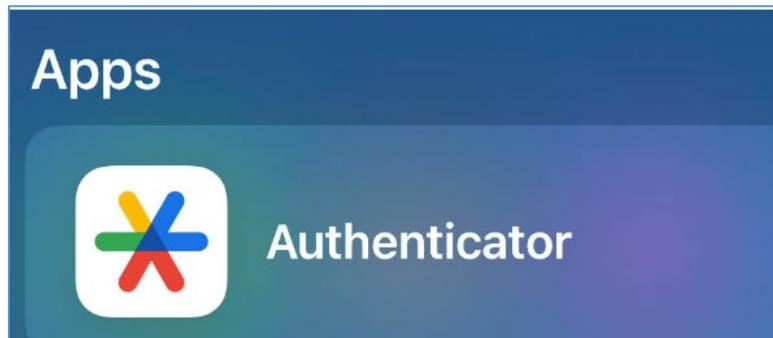
1. For iPhone Users:

- a. Navigate to the app store and select:
 - i. **Google Authenticator/OKTA Verify/Security Key or Biometric Authenticator**
- b. Download and install the app from the AppStore on the mobile device.



2. For Android Phone Users:

- c. Navigate to Google Play and select:
 - i. **Google Authenticator/OKTA Verify/Security Key or Biometric Authenticator**
- d. Download and install the app from /Google play on the mobile device.



3. After downloading the app on the mobile device: follow these steps in sequence:

- e. Open Okta Verify/Google Authenticator/ Security Key or Biometric Authenticator and follow the instructions.
- f. Tap Add Account.
- g. Click on Organization.
- h. Click Yes, Ready to scan.
- i. Scan the QR code displayed on your computer in step XX by using camera.
- j. Click Done on Account added.

4. Once the setup is complete. Scan the QR code by using your mobile device's camera. Click Done on Account added.

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? Proceed to sign-in below
First Time Here? [Activate an existing external account](#)
New User? [Register for an external account](#)



Set up Okta Verify
test58@yopmail.com

1. On your mobile device, download the Okta Verify app from the App Store (iPhone and iPad) or Google Play (Android devices).
2. Open the app and follow the instructions to add your account
3. When prompted, tap Scan a QR code, then scan the QR code below:



[Can't scan?](#)

[Return to authenticator list](#)
[Back to sign in](#)

5. After scanning the bar code, the user will be directed to the following page. Please click on "Set Up Later".

 gruroddopotre-1708@yopmail.com

Security methods help protect your account
by ensuring only you have access.

Set up optional

 **Okta Verify**
Okta Verify is an authenticator app,
installed on your phone, used to
prove your identity
Used for access

[Set up](#)

 **Security Key or Biometric
Authenticator**
Use a security key or a biometric
authenticator to sign in
Used for access

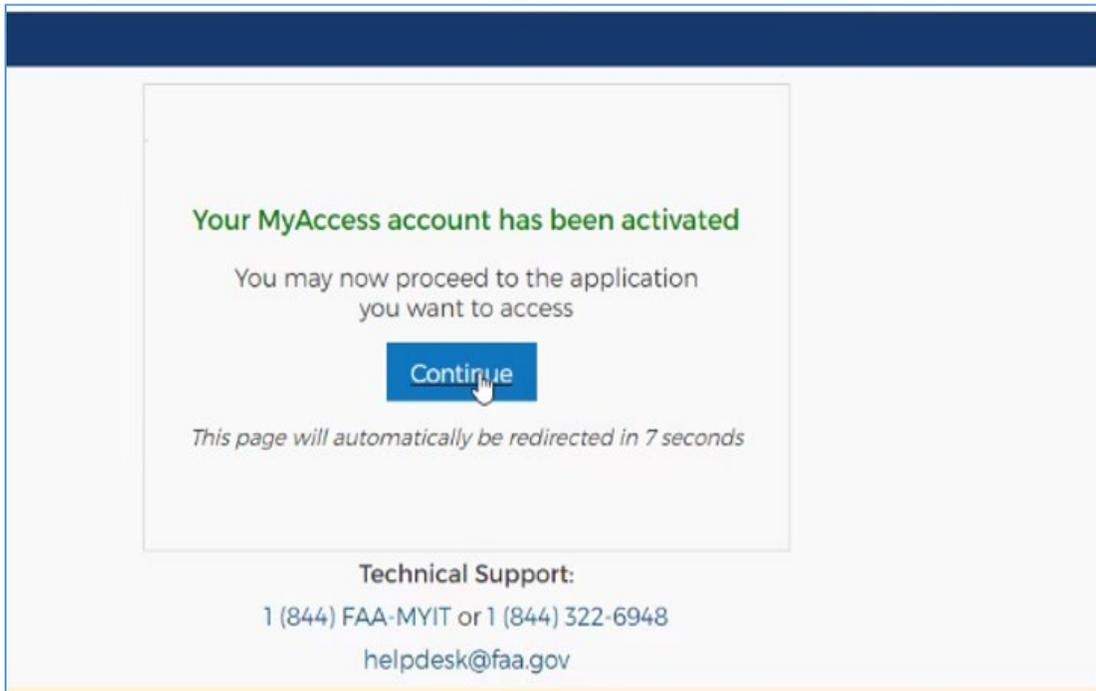
[Set up](#)

[Set up later](#)

[Back to sign in](#)

Technical Support:
1 (844) FAA-MYIT or 1 (844) 322-6948
helpdesk@faa.gov

6. Once the mobile device and Authenticator are successfully paired, a 'MyAccess account has been activated' screen will be displayed on the computer. Two factor authentication for account access is set-up. And the user is successfully registered in OKTA.



7. **Note:** Click on **Continue** to register to the SDRS application.

2.1.6 Registering in SDRS

1. The user is redirected to the SDRS application to create a new account. Enter in all required credentials. Select the PMI designated to your account for approvals. Click create account.

2. Upon submission the system will automatically send an email to PMI and SDRS admin (9-AMC-SDR-ProgMgr (FAA) 9-AMC-SDR-ProgMgr@faa.gov)

2.1.7 Admin User Approving Account

1. The SDRS admin will receive notification of the SDRS user account request and approves the request to authorize the user in SDRS.

Note: At this point, the ADMIN User will be able to verify the user is registered in OKTA, via a new interface.

2. On the User Account Management page, a new tab will be available OKTA Registered Users; the column “Exists in SDRS” has two flags:
3. True: Meaning the user is registered in OKTA and is authorized for access to SDRS and can access SDRS application
4. False: Meaning the user is registered in OKTA but is not authorized for access to SDRS and cannot access SDRS application.

The screenshot shows the 'MyFAA' interface for SDR Admin. It includes a navigation menu with 'OKTA Registered Users' selected, and a table of user accounts. The table has columns for First Name, Last Name, Email, Exists in SDRS, Reg.DateTime, and LastUpdatedOn. Below the table are links for 'Other Tools' such as 'Email Users', 'Submission Counts', and 'Error Log'.

First Name	Last Name	Email	Exists in SDRS	Reg.DateTime	LastUpdatedOn
Bharat	Arikatla	Bharat.CTR.Arikatla01@faa.gov	False	2023-07-03 09:53 AM	
Bharat	Arikatla	Bharat.CTR.Arikatla@faa.gov	True	2023-07-03 10:35 AM	
Bharat	Arikatla	Bharat.CTR.Arikatla02@faa.gov	False	2023-07-05 02:15 PM	

5. To set-up the User ADMIN will click on the user’s email, which is a hyperlink. You will be directed to the “Add New User” screen. Enter all required fields and click Save.

Account Access

Account Approved? Yes No

Account Roles: Administrator Read Only Submitter

Account Information

*First Name:

Middle Initial:

*Last Name:

*Job Title:

*Company / Organization:

*Address 1:

Address 2:

*City / Town:

*Country:

*State:

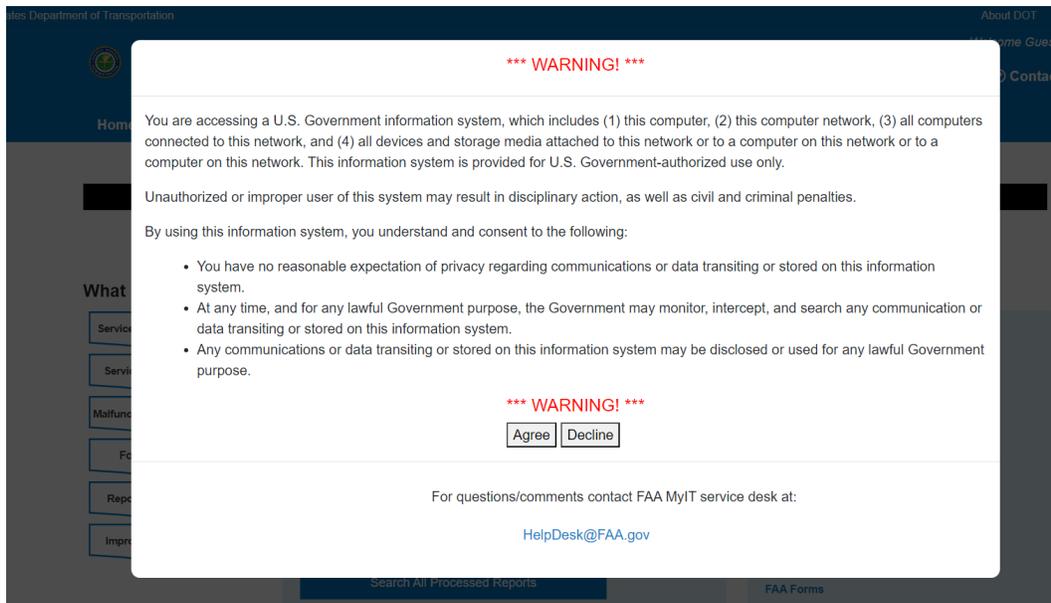
*Zip / Postal Code:

*Phone:

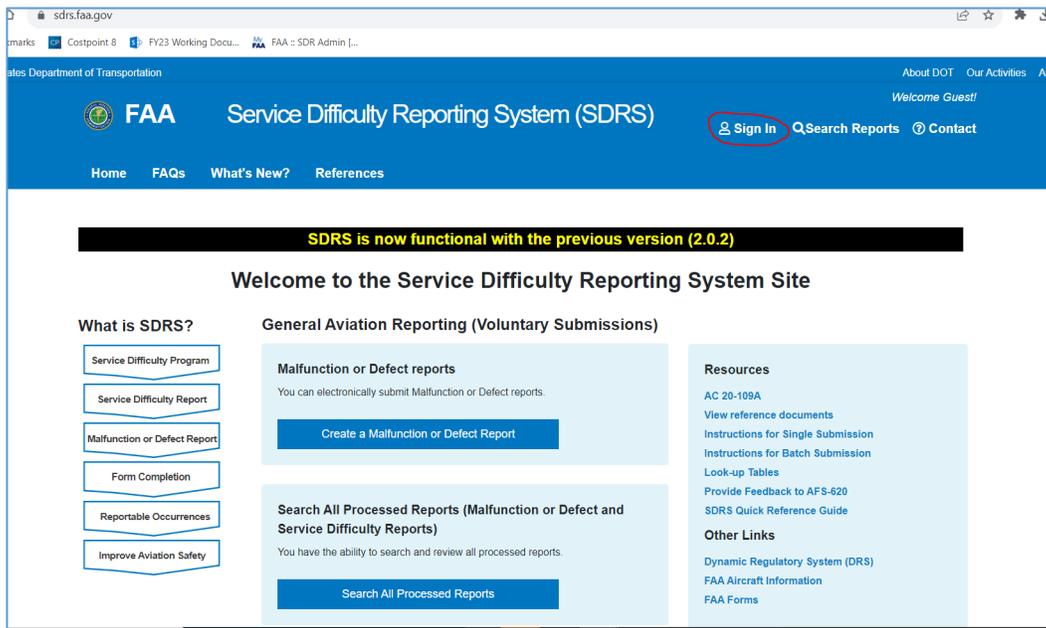
FAA Inspector:

Scenario 2.2: User is authenticated in OKTA and registered in SDRS, accessing SDRS.
2.2.1 Accessing SDRS

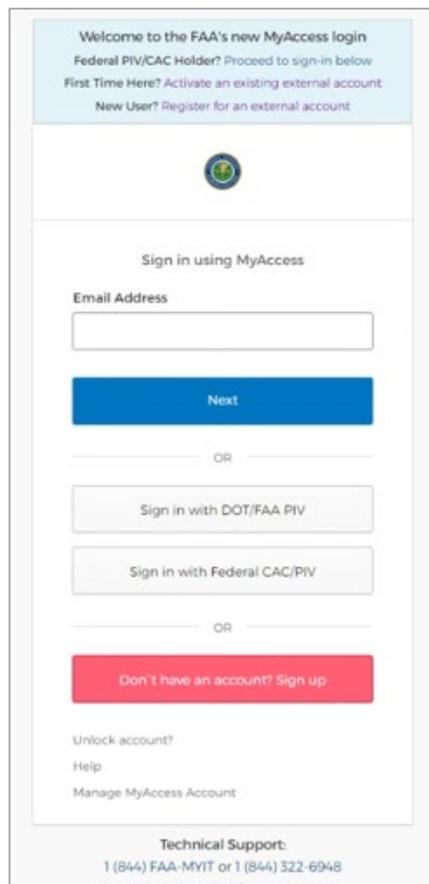
1. Click on the SDRS URL <https://sdrs.faa.gov/> and click on “Continue” from the below screen:



2. On the SDRS Homepage click on **Sign In**



3. Navigate to the Login Page and enter **Email Address** and click Next button.



4. Enter Password and click Verify. You will see the Option to select your validation method.

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? Proceed to sign-in below
First Time Here? Activate an existing external account
New User? Register for an external account





Verify with your password
priya.test55@yopmail.com

Password
[Password field with masked characters and toggle eye icon]

Verify

[Forgot password?](#)
[Help](#)
[Back to sign in](#)

Technical Support:
1 (844) FAA-MYIT or 1 (844) 322-6948
helpdesk@faa.gov

2.2.2 Validate using an authenticator.

1. Select option to enter code.

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? Proceed to sign-in below
First Time Here? Activate an existing external account
New User? Register for an external account



Verify it's you with a security method
priya.test55@yopmail.com

Select from the following options:

- Enter a code
Okta Verify
- Get a push notification
Okta Verify

[Help](#)
[Back to sign in](#)

Technical Support:
1 (844) FAA-MYIT or 1 (844) 322-6948
helpdesk@faa.gov

2. Enter the code from your mobile device. Depending on the app that the user download and the phone type, they will see the following options.

a. If using Okta Verify, following code verification page will display.

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? Proceed to sign-in below
First Time Here? Activate an existing external account
New User? Register for an external account



Enter a code

priya.test55@yopmail.com

Enter code from Okta Verify app

Verify

Help
Verify with something else
Back to sign in

Technical Support:
1 (844) FAA-MYIT or 1 (844) 322-6948
helpdesk@faa.gov

(3) all computers connected to this network. (4) all devices and

b. If using Google Authenticator, following code verification page will display.



Verify with Google Authenticator

Bharat.ctr.arikatla@faa.gov

Enter the temporary code generated in your
Google Authenticator app

Enter code

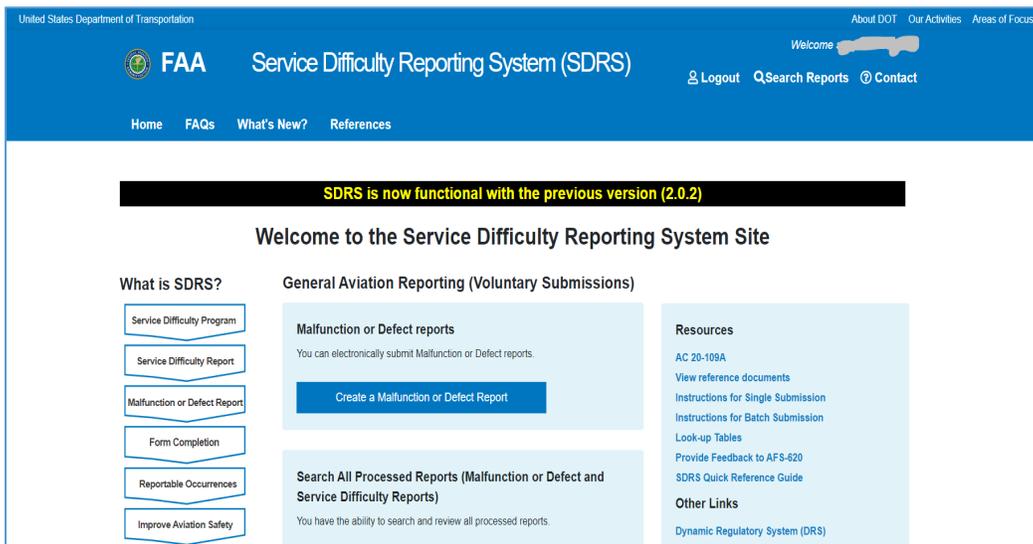
Verify

Verify with something else
Back to sign in

DOT Support:

2.2.3 Landing Page view upon Validation

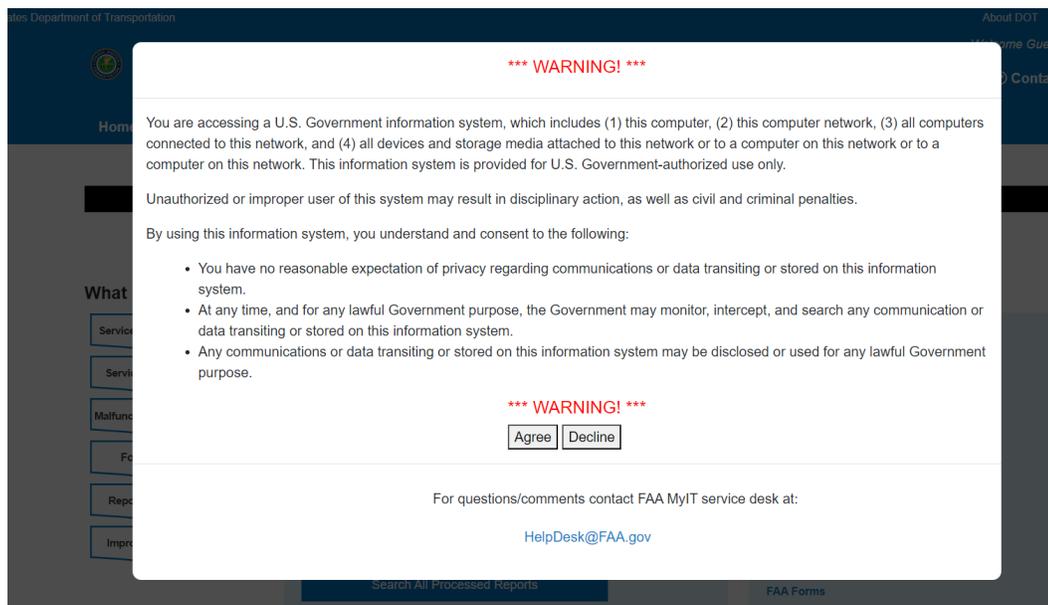
1. Click verify and upon successful authentication the User will see the SDRS Landing Page:



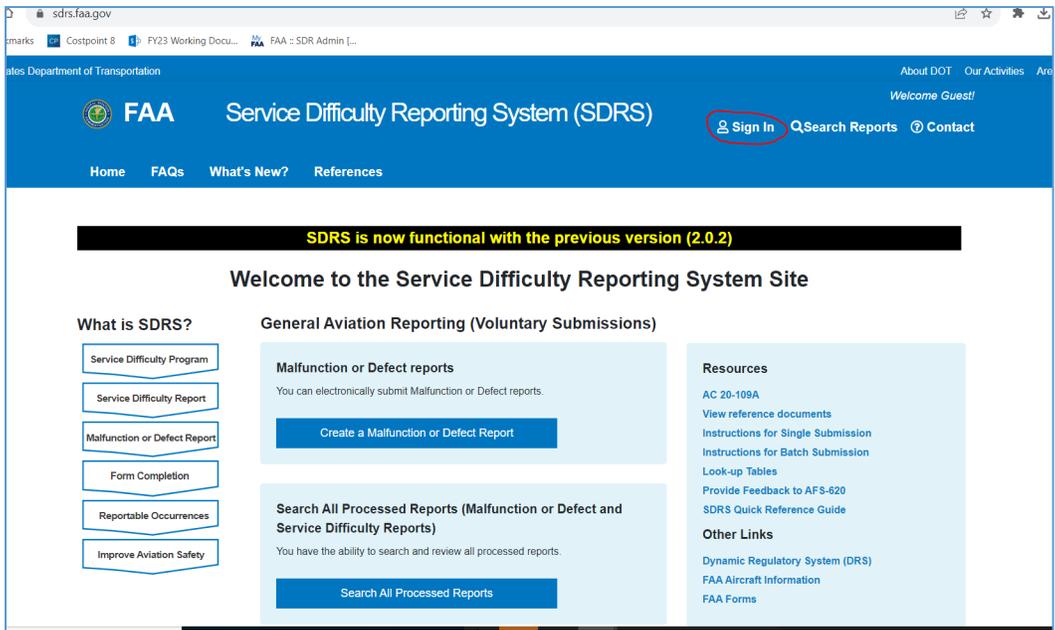
Scenario 2.3: Existing SDRS User Registering in OKTA and accessing SDRS

2.3.1 Accessing SDRS

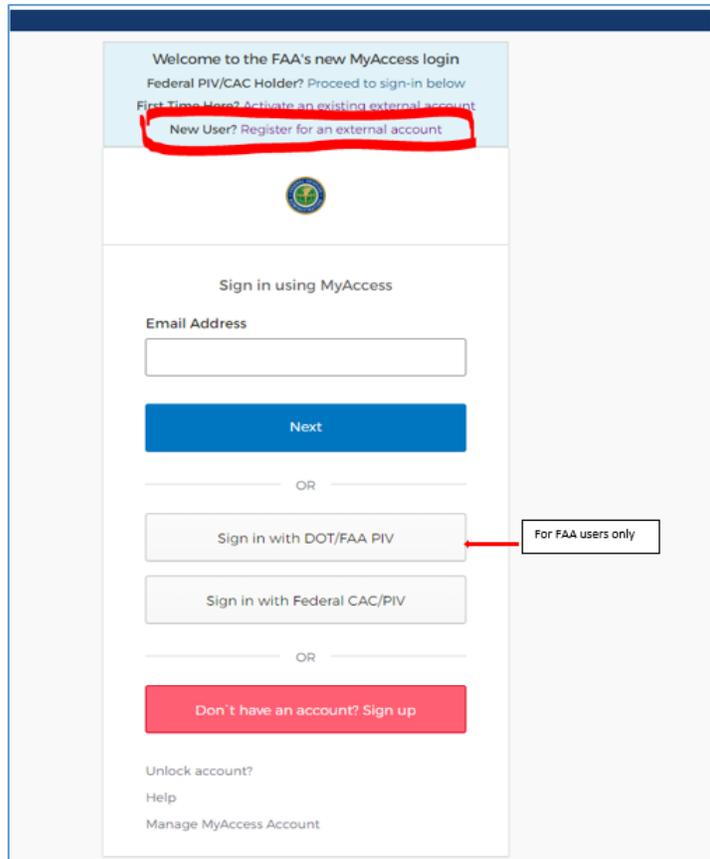
1. Click on the SDRS URL <https://sdrs.faa.gov/> and click on "Continue" from the below screen:



2. On the SDRS Homepage click on **Sign In**



3. On the Sign in page, click Register for an external account link highlighted in red.



2.3.2 Registering in OKTA

1. Enter your First Name, Last Name, **Email Address**, and select a method for identity verification.
 - d. Last 4 Digits of your SSN or
 - e. Capture Govt Issued ID document using mobile phone.
 - f. **Note: It is important to use your existing SDRS email account to register for OKTA**
2. Check "I am not a robot" and click **"Submit."**

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

Fields Marked With * Are Mandatory

MyAccess registration initiated by the following application:
DEV- Service Difficulty Reporting System (SDRS)

First Name: * Middle Name:

Last Name: * Suffix:

Email Address: *

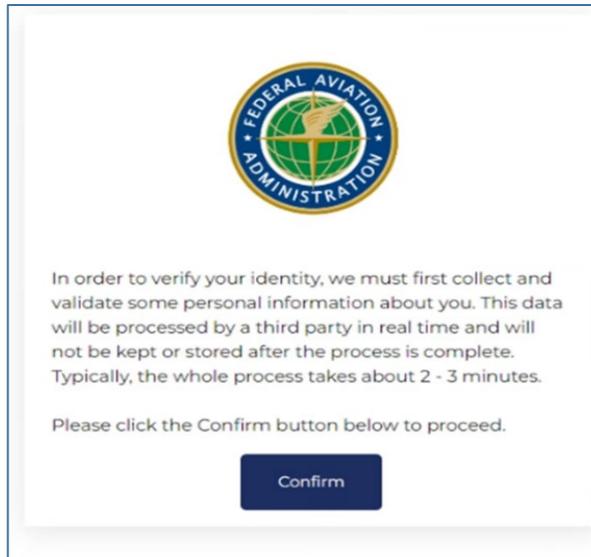
Select an option below to verify your identity:

Last 4 digits of your SSN
 Capture Government issued ID document using mobile phone

I'm not a robot  reCAPTCHA
Privacy - Terms

Submit

3. The **User** will see the next screen to consent to provide personal information to continue for registration.



4. Clicking on the **confirm button** above will display the screen for the **User** to fill in the required information for validating Identity. Select to receive a one-time password (OTP) on your mobile phone, as either a SMS or voice message. Click "Confirmation Information".



In order to validate your identity, we need to collect some information about you. This information will not be saved or stored.

* Indicates a required field

Full Name *

A*** R*****

Residential Address *

2591 Brunswick Ct Kissimmee, FL 34743, US

[Edit](#)

[Add Apt/Suite/P.O Box #](#)

[Enter address manually](#)

Mobile phone *



+1

Date of Birth *

MM/DD/YYYY

Last 4 Social Security Number *

####

5. Enter the OTP sent to your mobile phone. Click "**Confirmation Information**"



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

Mobile phone *

7541 Enter PIN sent to Mobile Pin Sent

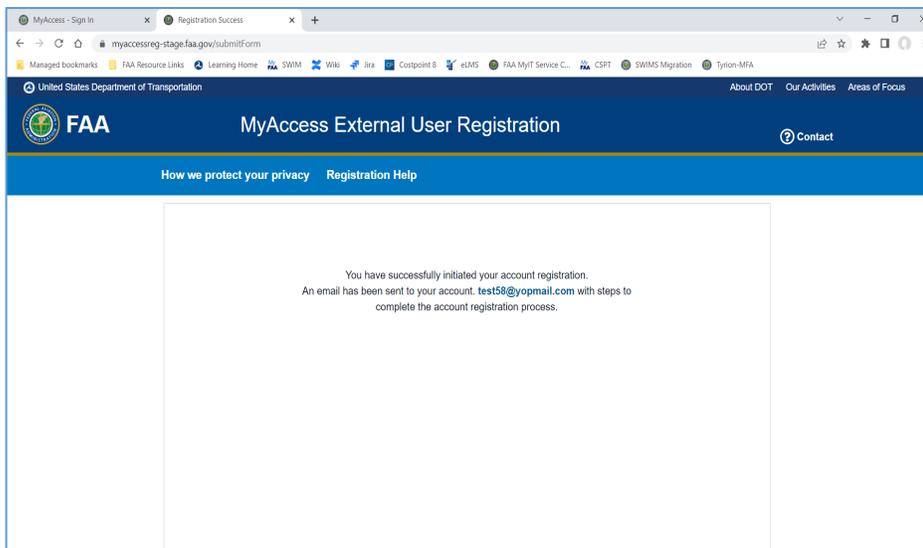
Pin Delivery Preference *

SMS (cell phone)

Voice (cell phone and land line)

[Confirm information](#)

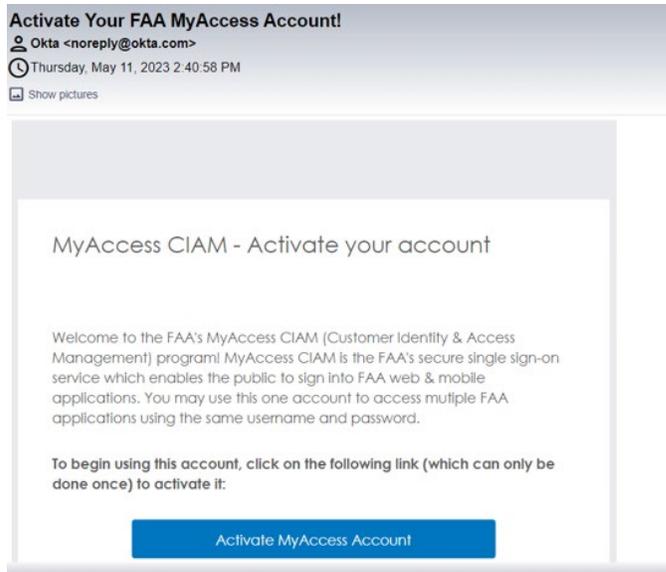
6. Upon successful submission, you (**User**) will receive:
 - a. A web confirmation that the form was submitted successfully and
 - b. will receive instructions in your email to activate account.



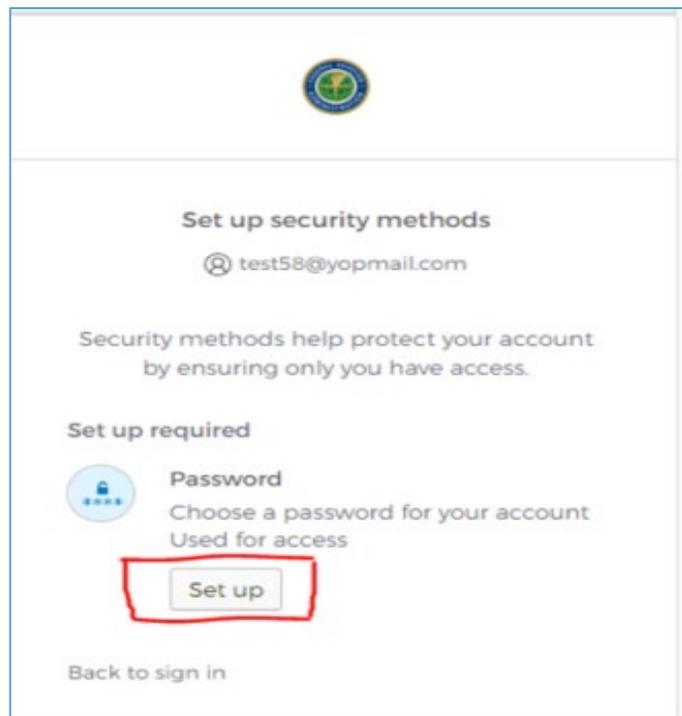
2.3.3 Activate OKTA Registration

To **Activate MyAccess Account** the **User** will access their email and view the message provided from OKTA to complete their new OKTA registration.

1. In the registration email, click on '**Activate my Access Account**' link.



2. User will be redirected to the new user **OKTA set up** page. Click on the '**Set up**' button.



3. In the next screen, the **User** will be directed to the OKTA password screen. Create a new password based on the OKTA password requirements and click on the **'Next'** button.

Note: The authenticator should be installed on the **User's** mobile device to proceed to the next steps.

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? Proceed to sign-in below
First Time Here? Activate an existing external account
New User? Register for an external account





Set up password

 test58@yopmail.com

Password requirements:

- At least 8 characters
- No parts of your username

Enter password

..... 

Re-enter password

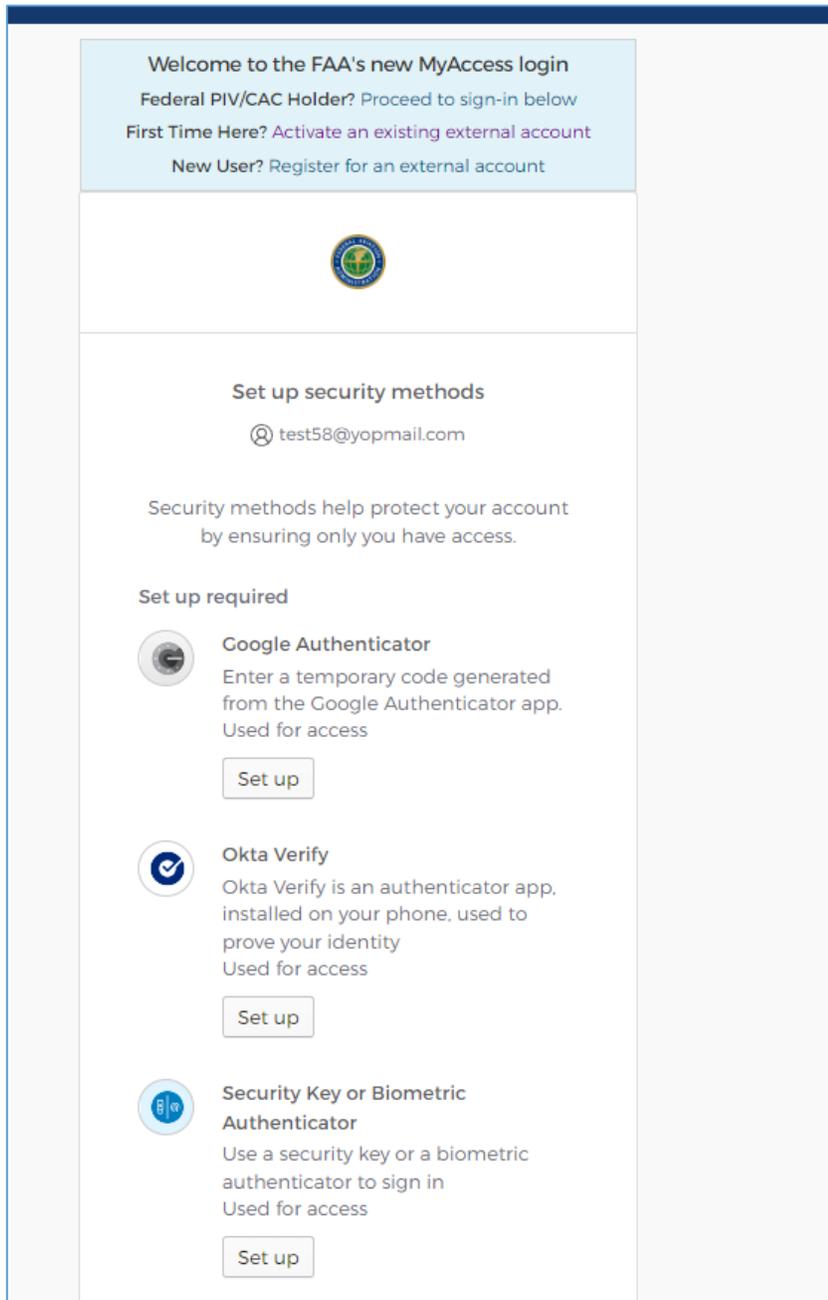
.....| 

Next

[Return to authenticator list](#)
[Back to sign in](#)

2.3.4 Validating using Authenticator.

1. The **User** will see the next screen for setting up security methods. The User can select one of the following set-up options and click **Set Up** button:
 - a. **Google Authenticator**
 - b. **OKTA Verify**
 - c. **Security Key or Biometric Authenticator**
 - a. E.G Select **OKTA Verify** and click Set up button.



2. Scan the QR code by using your mobile device's camera. Click Done on Account added.

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? Proceed to sign-in below
First Time Here? [Activate an existing external account](#)
New User? [Register for an external account](#)



Set up Okta Verify
test58@yopmail.com

1. On your mobile device, download the Okta Verify app from the App Store (iPhone and iPad) or Google Play (Android devices).
2. Open the app and follow the instructions to add your account
3. When prompted, tap Scan a QR code, then scan the QR code below:



[Can't scan?](#)

[Return to authenticator list](#)
[Back to sign in](#)

3. After scanning the bar code, the User will be directed to the following page. Please click on “Set Up Later”.

 gruroddopotre-1708@yopmail.com

Security methods help protect your account
by ensuring only you have access.

Set up optional

 **Okta Verify**
Okta Verify is an authenticator app,
installed on your phone, used to
prove your identity
Used for access

[Set up](#)

 **Security Key or Biometric
Authenticator**
Use a security key or a biometric
authenticator to sign in
Used for access

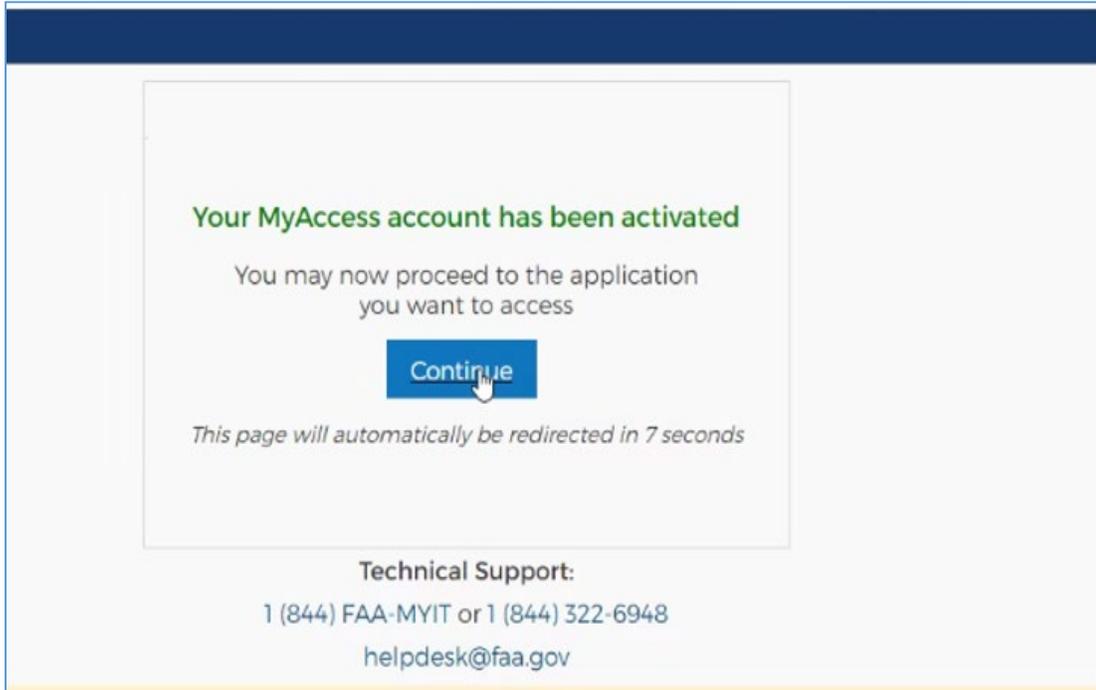
[Set up](#)

[Set up later](#)

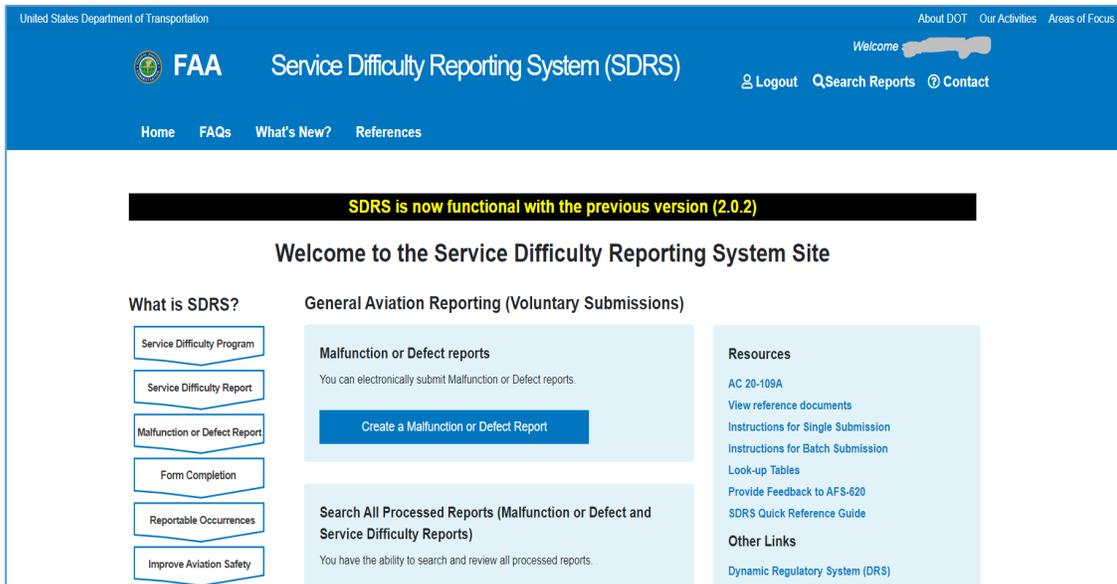
[Back to sign in](#)

Technical Support:
1 (844) FAA-MYIT or 1 (844) 322-6948
helpdesk@faa.gov

- Once the mobile device and Authenticator are successfully paired, a 'MyAccess account has been activated' screen will be displayed on the computer. Two factor authentication for account access is set-up. And the User is successfully registered in OKTA.



- Click on Continue. The SDRS Landing page will be displayed.



Note: it is likely that you may need to re-enter your credentials to sign in.

Click on sign in to access SDRS, and follow the steps in Scenario two (Page 19 --

Scenario 2.2: User is authenticated in OKTA and registered in SDRS, accessing SDRS)

2.3.5 Accessing as a non-United States certified submitter: See below

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

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

Country *

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
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 *

Mobile phone *



Drivers License *

 Please capture via mobile device
Status: Incomplete

Facial Similarity Snapshot *

 Please capture via mobile device
Status: Incomplete

Continue on Mobile

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.



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.

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.

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

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.

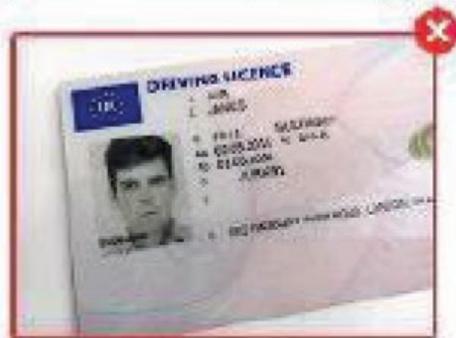
Acceptable Image

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)



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