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 <u>https://sdrs.faa.gov/</u> 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. <u>You will be required to re-register in SDRS when you have completed the MFA process.</u>

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 <u>helpdesk@faa.gov</u>.

**Multi-Factor Authentication** 

*SDRS* – Service Difficulty Reporting System (SDRS)

### Contents

| 1. | Introduction  |
|----|---|
| 2. | Part 2: MFA for SDRS External Users (Submitters)4                                   |
| S  | cenario 2.1: New SDRS user not registered in OKTA and not authorized in SDRS4       |
|    | 2.1.1 Accessing SDRS  |
|    | 2.1.2 Registering in OKTA6  |
|    | 2.1.3 Activate OKTA Registration10  |
|    | 2.1.4 Setting up Authenticator12  |
|    | 2.1.5 Installing OKTA on your mobile device   |
|    | 2.1.6 Registering in SDRS   |
|    | 2.1.7 Admin User Approving Account18  |
| S  | cenario 2.2: User is authenticated in OKTA and registered in SDRS, accessing SDRS19 |
|    | 2.2.1 Accessing SDRS  |
|    | 2.2.2 Validate using an authenticator21   |
|    | 2.2.3 Landing Page view upon Validation   |
| S  | cenario 2.3: Existing SDRS User Registering in OKTA and accessing SDRS              |
|    | 2.3.1 Accessing SDRS  |
|    | 2.3.2 Registering in OKTA25   |
|    | 2.3.3 Activate OKTA Registration  |
|    | 2.3.4 Validating using Authenticator  |
|    |   |

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: <u>https://sdrs.faa.gov/</u> Click on the SDRS URL and then "**Agree**" from the below screen:

|                            |  | - toome Gues |
|----------------------------|--|--------------|
| W                          | *** WARNING! ***   | ) Contac     |
| Home                       | You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers<br>connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network or to a   | 5            |
|                            | computer on this network. This information system is provided for U.S. Government-authorized use only.   |              |
|                            | Unauthorized or improper user 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:   |              |
| What<br>Service<br>Service | <ul> <li>You have no reasonable expectation of privacy regarding communications or data transiting or stored on this information system.</li> <li>At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search any communication or data transiting or stored on this information system.</li> <li>Any communications or data transiting or stored on this information or stored on this information system.</li> </ul> | r            |
| Malfunc                    | *** WARNING! ***<br>Agree Decline  |              |
| Repo                       | For questions/comments contact FAA MyIT service desk at:   |              |
| Impro                      | HelpDesk@FAA.gov   |              |
|                            | Search All Processed Reports FAA Forms   |              |

| ■ sdrs.faa.gov   |  | l 🖄 🚖 👌   |
|--|--|---|
| narks 🧧 Costpoint 8 🚯 FY23 Working Docu                        | 🙀 FAA = SDR Admin [  |   |
| es Department of Transportation                                |  | About DOT Our Activities A  |
| 🕐 FAA Se   | ervice Difficulty Reporting System (SDRS)  | Welcome Guest!  |
| Home FAQs What's   | s New? References  |   |
|  | SDRS is now functional with the previous version   | on (2.0.2)  |
| W  | elcome to the Service Difficulty Reportin  | g System Site   |
| What is SDRS?  | General Aviation Reporting (Voluntary Submissions)   |   |
| Service Difficulty Program                                     | Malfunction or Defect reports<br>You can electronically submit Malfunction or Defect reports.  | Resources<br>AC 20-109A   |
| Malfunction or Defect Report                                   | Create a Malfunction or Defect Report  | View reference documents<br>Instructions for Single Submission<br>Instructions for Batch Submission   |
| Form Completion Reportable Occurrences Improve Aviation Safety | Search All Processed Reports (Malfunction or Defect and<br>Service Difficulty Reports)<br>You have the ability to search and review all processed reports. | Look-up Tables<br>Provide Feedback to AFS-620<br>SDRS Quick Reference Guide<br>Other Links<br>Dynamic Regulatory System (DRS)<br>FAA Aircraft Information |
|  | Search All Processed Reports   | FAA Forms   |

# 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 <a href="https://sdrs.faa.gov/">https://sdrs.faa.gov/</a> and click on "Agree" from the below screen.

|                            |   | About DOT C              |
|----------------------------|---|--------------------------|
| Ø                          | *** WARNING! ***  | • ome Guesi<br>•) Contac |
| Home                       | 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 or to a computer on this network. This information system is provided for U.S. Government-authorized use only.  |                          |
|                            | Unauthorized or improper user 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:  |                          |
| What<br>Service<br>Service | <ul> <li>You have no reasonable expectation of privacy regarding communications or data transiting or stored on this information system.</li> <li>At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search any communication or data transiting or stored on this information system.</li> <li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.</li> </ul> |                          |
| Malfunc                    | *** WARNING! ***  |                          |
| Fc                         | Agree   |                          |
| Repo                       | For questions/comments contact FAA MyIT service desk at:  |                          |
| Impre                      | HelpDesk@FAA.gov  |                          |
|                            | Search All Processed Reports FAA Forms  |                          |

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

| sdrs.faa.gov                         |  | 🖻 🛧 🍍                                  |
|--------------------------------------|--|--|
| ks 📴 Costpoint 8 🚯 FY23 Working Docu | 🙀 FAA :: SDR Admin [   |  |
| Department of Transportation         |  | About DOT Our Activities               |
| <b>Δ Γ</b> ΔΔ S                      | envice Difficulty Reporting System (SDRS)                        | Welcome Guest!                         |
|                                      |  | Sign In QSearch Reports ⑦ Contact      |
| Home FAQs What                       | s New? References  |  |
|                                      |  |  |
|                                      |  |  |
|                                      | SDRS is now functional with the previous versi                   | ion (2.0.2)                            |
| M                                    | elcome to the Service Difficulty Reportin                        | ng System Site                         |
| •                                    | vercome to the bervice Dimetity Reportin                         | ig bystem one                          |
| What is SDRS?                        | General Aviation Reporting (Voluntary Submissions)               |  |
| Service Difficulty Program           | Melformation as Defeat seconds                                   | December                               |
|                                      | You can electronically submit Malfunction or Defect reports      | Resources                              |
| Service Difficulty Report            | rou can electronically submit wairunction or belect reports.     | AC 20-109A<br>View reference documents |
| Malfunction or Defect Report         | Create a Malfunction or Defect Report                            | Instructions for Single Submission     |
|                                      |  | Instructions for Batch Submission      |
| Form Completion                      |  | Look-up Tables                         |
|                                      | Search All Processed Reports (Malfunction or Defect and          | SDRS Quick Reference Guide             |
| Reportable Occurrences               | Service Difficulty Reports)                                      | Other Links                            |
| Improve Aviation Safety              | You have the ability to search and review all processed reports. | Dynamic Regulatory System (DRS)        |
|                                      |  | FAA Aircraft Information               |
|                                      | Search All Processed Reports                                     | FAA Forms                              |
|                                      |  |  |

- 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<br>Federal PIV/CAC Holder? Proceed to sign-in below<br>First Time Here? Activate an existing external account<br>New User? Register for an external account |                    |
|---|--------------------|
| Sign in using MyAccess Email Address  |                    |
| OR<br>Sign in with DOT/FAA PIV  | For FAA users only |
| Sign in with Federal CAC/PIV  |                    |
| Don't have an account? Sign up<br>Unlock account?<br>Help<br>Manage MyAccess Account  |                    |

### 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 procee           | d if you are a credentialed federal emplo        | yee or contractor. |   |
|--------------------------------|--|--------------------|---|
| Fields Marked With * Are Manda | atory  |                    |   |
|                                |  |                    |   |
| Му                             | Access registration initiated by the following a | pplication:        |   |
| C                              | DEV- Service Difficulty Reporting System (SDF    | RS) ~              |   |
| Fir                            | rst Name: *                                      | Middle Name:       |   |
| Ar                             | ndrew  |                    |   |
| La                             | ast Name: *                                      | Suffix:            |   |
|                                |  | Select suffix      | ~ |
| En                             | mail Address:*                                   |                    |   |
| Sel                            | lect an option below to verify your identity:    |                    |   |
|                                | Last 4 digits of your SSN                        |                    |   |
| 0                              | ) Capture Government issued ID document us       | sing mobile phone  |   |
| E                              | I'm not a robot                                  |                    |   |
| s                              | Submit   |                    |   |

3. The **New 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 **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".

|  | SERAL AVII<br>DE RAL AVII<br>DE RAL<br>DE RAL |
|--|---|
| In order to validate you<br>some information abo<br>saved or stored. | ur identity, we need to collect<br>out you. This information will not be  |
| * Indicates a required 1   | field   |
| Full Name *  |   |
| A*** R******   |   |
| Desidential Address •  |   |
| 2591 Brunswick Ct Ki   | issimmee, 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 I   | Number *  |
|  |   |

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

| 1  | SERAL AVIA   |
|--|--|
| (1   | z z  |
|  | and s  |
| 20   | WISTRA.  |
|  |  |
|  |  |
|  |  |
| Next click confirm to  | send your personal phone number  |
| Next, click confirm to<br>a one-time pin. Once   | send your personal phone number<br>received, submit your 6-digit pin   |
| Next, click confirm to<br>a one-time pin. Once<br>below.   | send your personal phone number<br>received, submit your 6-digit pin   |
| Next, click confirm to a one-time pin. Once below.<br>Mobile phone •   | send your personal phone number<br>received, submit your 6-digit pin   |
| Next, click confirm to<br>a one-time pin. Once<br>below.<br>Mobile phone •<br>### ### 7541   | send your personal phone number<br>received, submit your 6-digit pin<br>Enter PIN se <u>n</u> t to Mobile              |
| Next, click confirm to<br>a one-time pin. Once<br>below.<br>Mobile phone *<br>### ### 7541   | send your personal phone number<br>received, submit your 6-digit pin<br>Enter PIN sent to Mobile<br>Pin Sent           |
| Next, click confirm to<br>a one-time pin. Once<br>below.<br>Mobile phone *<br>### ### 7541<br>Pin Delivery Preference  | send your personal phone number<br>received, submit your 6-digit pin<br>Enter PIN sent to Mobile<br>Pin Sent           |
| Next, click confirm to a one-time pin. Once the below.<br>Mobile phone •<br>### ### 7541<br>Pin Delivery Preference<br>• SMS (cell phone)                            | send your personal phone number<br>received, submit your 6-digit pin<br>Enter PIN se <u>T</u> ht to Mobile<br>Pin Sent |
| Next, click confirm to a one-time pin. Once the below.<br>Mobile phone •<br>### ### 7541<br>Pin Delivery Preference<br>• SMS (cell phone)<br>• Voice (cell phone and | send your personal phone number<br>received, submit your 6-digit pin<br>Enter PIN sent to Mobile<br>Pin Sent<br>ce *   |
| Next, click confirm to a one-time pin. Once the below.<br>Mobile phone •<br>### ### 7541<br>Pin Delivery Preference<br>• SMS (cell phone)<br>• Voice (cell phone and | send your personal phone number<br>received, submit your 6-digit pin<br>Enter PIN sett to Mobile<br>Pin Sent<br>ce •   |

- 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.

|                 | Set up security methods  |
|-----------------|--|
|                 | (8) test58@yopmail.com   |
| Secur<br>Set up | ity methods help protect your account<br>by ensuring only you have access.<br>required |
| <br>[           | Password<br>Choose a password for your account<br>Used for access<br>Set up            |
| Back to         | sign in  |

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 requirmentents and click the '**Next'** button.

**Note:** The authenicator 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? Dedictor for an external account             |
| New Oser: Register for an external account             |
| (*****)  |
| Set up password  |
| () tect58@uppmail.com                                  |
| W testbollyopman.com                                   |
| Password requirements:                                 |
| At least 8 characters                                  |
| <ul> <li>No parts of your username</li> </ul>          |
|  |
| Enter password   |
| •••••••  |
| Re-enter password                                      |
| •••••••  |
|  |
| Novt   |
| - 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

| Welco<br>Federal<br>First Time<br>New | ome to the FAA's new MyAccess login<br>PIV/CAC Holder? Proceed to sign-in below<br>a Here? Activate an existing external account<br>o User? Register for an external account |  |  |
|---------------------------------------|--|--|--|
|                                       |  |  |  |
|                                       | Set up security methods  |  |  |
|                                       | (8) test58@yopmail.com   |  |  |
| Securi                                | Security methods help protect your account by ensuring only you have access.   |  |  |
| Set up                                | required   |  |  |
| •                                     | Coogle Authenticator<br>Enter a temporary code generated<br>from the Google Authenticator app.<br>Used for access<br>Set up  |  |  |
| ۲                                     | Okta Verify<br>Okta Verify is an authenticator app,<br>installed on your phone, used to<br>prove your identity<br>Used for access<br>Set up                                  |  |  |
|                                       | Security Key or Biometric<br>Authenticator<br>Use a security key or a biometric<br>authenticator to sign in<br>Used for access<br>Set up                                     |  |  |

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.



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



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.

| Your MyAccess account has been activated                     |  |
|--|--|
| You may now proceed to the application<br>you want to access |  |
| This page will automatically be redirected in 7 seconds      |  |
| Technical Support:   |  |
| 1 (844) FAA-MYIT or 1 (844) 322-6948                         |  |

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

| <b>(</b>                  | FAA Service Difficulty Reporting System (SDRS)  |
|---------------------------|---|
| FAQs                      | What's New? References  |
| New Account Sign-up       | ,   |
| Tell us about yourself:   |   |
| * Email: tes              | st42@vopmail.com  |
| * First Name:             |   |
| Middle Initial:           |   |
| * Last Name:              |   |
| * Job Title:              |   |
| * Company / Organization: |   |
| * Address 1:              |   |
| Address 2:                |   |
| * City / Town:            |   |
| * Country:                | Choose Your Country   |
| * Zip / Postal Code:      |   |
| * Phone:                  |   |
| FAA Inspector: 🗌          |   |
| * F.A.R.: □1              | 21 125 129 135 145  |
| Designator:               | This is the first 4 characters in your operator certificate number issued by the FAA. |
| Email of your PMI:        | <b>~</b>  |
| * Required Cr             | eate My Account Cancel  |

### 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.

| <b>U</b>                 |  | 요 Sign In | Q Search Reports |
|--------------------------|--|-----------|------------------|
| FA                       | Qs What's New? References  |           |                  |
| New Account Sign         | -up  |           |                  |
| Tell us about yourself:  |  |           |                  |
| * Email                  | Bharat.ctr.arikatla01@faa.gov  |           |                  |
| * First Name             |  |           |                  |
| Middle Initiat           |  |           |                  |
| * Last Name              |  |           |                  |
| * Job Title              |  |           |                  |
| * Company / Organization |  |           |                  |
| * Address 1              |  |           |                  |
| Address 2                |  |           |                  |
| * City / Town            |  |           |                  |
| * Country                | Choose Your Country 🗸  |           |                  |
| * Zip / Postal Code      |  |           |                  |
| * Phone                  |  |           |                  |
| FAA inspector            |  |           |                  |
| * F.A.R.                 | □121 □125 □129 □135 □145   |           |                  |
| Designator               | AALA This is the first 4 characters in your operator certificate number issued by the FAA. |           |                  |
| Email of your PMI        | Please Select V  |           |                  |
| * Required               | Charles E. Gregory@faa.gov<br>Create My Account Cancel                                     |           |                  |

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

#### 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.

| elcome to th     | e SDR Adminis      | stration Application  |                             |                        |               |
|------------------|--------------------|---|-----------------------------|------------------------|---------------|
| KTA Registered U | sers Unapproved Ac | counts (13) $\scriptstyle \ensuremath{\!$ | (674) Administrators (19) R | tead Only (13)         |               |
| First Name       | Last Name          | Email   | Exists in SDRS              | Reg.DateTime           | LastUpdatedOn |
| Bharat           | Arikatla           | Bharat.CTR.Arikatla01@faa.gov   | False                       | 2023-07-03<br>09:53 AM |               |
| Bharat           | Arikatla           | Bharat.CTR.Arikatla@faa.gov   | True                        | 2023-07-03<br>10:35 AM |               |
| Bharat           | Arikatla           | Bharat.CTR.Arikatla02@faa.gov   | False                       | 2023-07-05<br>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      | 1                |           |           |  |
| *First Name:             | Charles          |           |           |  |
| Middle Initial:          |                  |           |           |  |
| *Last Name:              | Davis            |           |           |  |
| *Job Title:              | Chief Inspector  |           |           |  |
| *Company / Organization: | CHI Aviation     |           |           |  |
| *Address 1:              | 4100 Lambert Dr. |           |           |  |
| Address 2:               |                  |           |           |  |
| *City / Town:            | Howell           |           |           |  |
| *Country:                | United States    | ~         |           |  |
| *State:                  | Michigan         | ~         |           |  |
| *Zip / Postal Code:      | 48855            |           |           |  |
| *Phone:                  | 7343230068       |           |           |  |
| 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 <u>https://sdrs.faa.gov/</u> and click on "**Continue**" from the below screen:

| *** WARNING! ***  | ome Guesi<br>) Contac   |
|---|---|
| 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 user 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:  |   |
| <ul> <li>You have no reasonable expectation of privacy regarding communications or data transiting or stored on this information system.</li> <li>At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search any communication or data transiting or stored on this information system.</li> <li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.</li> </ul> |   |
| Agree Decline   |   |
| For questions/comments contact FAA MyIT service desk at:  |   |
| HeipDesK@FAA.gov Search All Processed Reports FAA Forms FAA Forms   |   |
|   | whete the set of th |

2. On the SDRS Homepage click on Sign In



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

| Federal PIV/CAC Holder? Proceed to sign-in belo<br>First Time Here? Activate an existing external acco<br>New User? Register for an external account |
|--|
| First Time Here? Activate an existing external acco<br>New User? Register for an external account  |
| New User? Register for an external account   |
|  |
| ۲  |
| Sign in using MyAccess   |
| Email Address  |
|  |
|  |
| Newt   |
| NEAL   |
| OR   |
|  |
| Sign in with DOT/FAA PIV   |
| Sinn in with Federal CAC/D0/   |
| agit in what Pederal CACIPIT   |
| OR   |
| Don't have an account? Sign up   |
| Unlock account?  |
| Help   |
| Manage MyAccess Account  |
| Technical Support:   |
| 1 (844) FAA-MYIT or 1 (844) 322-6948   |

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

| Welcom   | e to the FAA's new l   | MyAccess login       |
|--|--|----------------------|
| Federal PI   | V/CAC Holder? Procee   | d to sign-in belov   |
| irst Time H  | lere? Activate an existir  | ng external accou    |
| New U  | Iser? Register for an ext  | ternal account       |
|  | ****   | )                    |
|  | Verify with your pases (2010) Werify with your pases (2010) Weight (2010 | ssword<br>ail.com    |
| )<br>Password  | Verify with your pa:<br>@ priya.test55@yopm  | ssword<br>ail.com    |
| Password   | Verify with your pa<br>@ priya.test55@yopm<br>I<br>Ī   | ssword<br>nail.com   |
| Password   | Verify with your par<br>@ priya.test55@yopm<br>#<br>I  | aail.com             |
| ہ<br>Password<br>ا                                     | Verify with your pa:<br>@ priya.test55@yopm<br>I<br>Verify   | sssword<br>Itail.com |
| Password Forgot pas                                    | Verify with your pa:<br>(a) priya.test55(b)yopm<br>(b)<br>(c)<br>(c)<br>(c)<br>(c)<br>(c)<br>(c)<br>(c)<br>(c  | ssword<br>iail.com   |
| Password<br>•••••                                      | Verify with your pa:<br>(a) priya test55@yopm  | ssword<br>iail.com   |
| Password<br>••••<br>Forgot pas<br>Help<br>Back to sig  | Verify with your pa:<br>(a) priya.test55(b)yopm<br>(b)<br>(c)<br>(c)<br>(c)<br>(c)<br>(c)<br>(c)<br>(c)<br>(c  | ssword<br>iail.com   |
| Password<br>•••••<br>Forgot pas<br>Help<br>Back to sig | Verify with your pa:<br>(a) priya test55(b)yopm<br>(b) T<br>Verify<br>ssword?<br>gn in<br>Technical Suppr  | ssword<br>iail.com   |
| Password  Password  Forgot pas Help Back to sig        | Verify with your pas<br>(a) priya test55(a)yopm<br>(b)<br>(c) (c) (c) (c) (c) (c) (c) (c) (c) (c)  | ssword<br>aail.com   |

### 2.2.2 Validate using an authenticator.

1. Select option to enter code.

| Federal    | PIV/CAC Holder? Proceed to s     | ign-in below   |
|------------|----------------------------------|----------------|
| First Time | Here? Activate an existing exi   | ternal account |
| Nev        | / User? Register for an external | account        |
|            | ۲                                |                |
| Veri       | fy it's you with a security      | method         |
|            | (2) priya.test55@yopmail.co      | m              |
|            | elect from the following op      | tions          |
|            | Enter a code                     |                |
| C          | Okta Verify                      | Select         |
| 0          | Get a push notification          | Select         |
| U          | Okta Verify                      | Select         |
| Help       |                                  |                |
| Back to    | sign in                          |                |
|            | Technical Support-               |                |
|            | reen near support.               |                |
| 1 (        | 844) FAA-MYIT or 1 (844) 32      | 2-6948         |

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, followi | ng 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<br>® priya.test55@yopmail.com<br>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 an             |

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

|                      | 0  |
|----------------------|--|
|                      | *  |
| Verify w             | ith Google Authenticator                                 |
| (8) Bł               | harat.ctr.arikatla@faa.gov                               |
| Enter the ten<br>Goo | mporary code generated in your<br>ogle Authenticator app |
| Enter code           | ī  |
| 76                   |  |
|                      | Verify   |
| Verify with som      | nething else   |
| Back to sign in      |  |
|                      |  |

### 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 <u>https://sdrs.faa.gov/</u> and click on "**Continue**" from the below screen:

| ۲                          | *** WARNING! ***  | ome Gue<br>) Conta |
|----------------------------|---|--------------------|
| Home                       | You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers<br>connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network or to a<br>computer on this network. This information system is provided for U.S. Government-authorized use only.  |                    |
|                            | Unauthorized or improper user 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:  |                    |
| What<br>Service<br>Service | <ul> <li>You have no reasonable expectation of privacy regarding communications or data transiting or stored on this information system.</li> <li>At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search any communication or data transiting or stored on this information system.</li> <li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.</li> </ul> |                    |
| Malfunc                    | *** WARNING! *** Agree Decline  |                    |
| Repo                       | For questions/comments contact FAA MyIT service desk at:  |                    |
| Impro                      | HelpDesk@FAA.gov  |                    |
|                            | Search All Processed Reports FAA Forms  |                    |

2. On the SDRS Homepage click on Sign In

| Costpoint 8 🚯 FY23 Working Docu  | FAA :: SDR Admin [   |   |
|--|--|---|
| ment of Transportation   |  | About DOT Our Ac  |
| 🧭 FAA S  | ervice Difficulty Reporting System (SDRS)  | Welcome Guest!  |
| Home FAQs What   | s New? References  |   |
|  | SDRS is now functional with the previous versi   | on (2.0.2)  |
|  | above to the Service Difficulty Deportion  | on Sustem Site  |
| v  | vercome to the Service Difficulty Reportin   | ig system site  |
|  |  |   |
| What is SDRS?  | General Aviation Reporting (Voluntary Submissions)   |   |
| What is SDRS?<br>Service Difficulty Program  | General Aviation Reporting (Voluntary Submissions)<br>Malfunction or Defect reports  | Resources   |
| What is SDRS?<br>Service Difficulty Program<br>Service Difficulty Report   | General Aviation Reporting (Voluntary Submissions) Malfunction or Defect reports You can electronically submit Malfunction or Defect reports.  | Resources<br>AC 20-109A<br>View reference documents   |
| What is SDRS?<br>Service Difficulty Program<br>Service Difficulty Report<br>Malfunction or Defect Report   | General Aviation Reporting (Voluntary Submissions) Malfunction or Defect reports You can electronically submit Malfunction or Defect reports. Create a Malfunction or Defect Report  | Resources<br>AC 20-109A<br>View reference documents<br>Instructions for Single Submission<br>Instructions for Bath Submission   |
| What is SDRS?<br>Service Difficulty Program<br>Service Difficulty Report<br>Malfunction or Defect Report<br>Form Completion  | General Aviation Reporting (Voluntary Submissions) Malfunction or Defect reports You can electronically submit Malfunction or Defect reports. Create a Malfunction or Defect Report  | Resources<br>AC 20-109A<br>View reference documents<br>Instructions for Single Submission<br>Instructions for Batch Submission<br>Look-up Tables  |
| What is SDRS?<br>Service Difficulty Program<br>Service Difficulty Report<br>Mailfunction or Defect Report<br>Form Completion<br>Reportable Occurrences                           | General Aviation Reporting (Voluntary Submissions) Malfunction or Defect reports You can electronically submit Malfunction or Defect reports. Greate a Malfunction or Defect Report Search All Processed Reports (Malfunction or Defect and  | Resources<br>AC 20-109A<br>View reference documents<br>Instructions for Single Submission<br>Instructions for Batch Submission<br>Look-up Tables<br>Provide Feedback to AFS-620<br>SDRS Quick Reference Guide               |
| What is SDRS?<br>Service Difficulty Program<br>Service Difficulty Report<br>Malfunction or Defect Report<br>Form Completion<br>Reportable Occurrences<br>Improve Aviation Safety | General Aviation Reporting (Voluntary Submissions) Malfunction or Defect reports You can electronically submit Malfunction or Defect reports. Create a Malfunction or Defect Report Search All Processed Reports (Malfunction or Defect and Service Difficulty Reports) You have the ability to search and review all processed reports. | Resources<br>AC 20-109A<br>View reference documents<br>Instructions for Single Submission<br>Instructions for Batch Submission<br>Lookup Tables<br>Provide Feedback to AFS-620<br>SDRS Quick Reference Guide<br>Other Links |

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

| Welcome to the FAA's new MyAccess login<br>Federal PIV/CAC Holder? Proceed to sign-in below<br>First Time Here? Activate an existing external account<br>New User? Register for an external account |                    |
|---|--------------------|
| Sign in Using MyAccess  |                    |
| Email Address   |                    |
| Next  |                    |
| Sign in with DOT/FAA PIV  | For FAA users only |
| Sign in with Federal CAC/PIV  |                    |
| OR<br>Don't have an account? Sign up  |                    |
| Unlock account?<br>Help<br>Manage MyAccess Account  |                    |

### 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 fe | deral employee or contractor. |
|--|-------------------------------|
| Fields Marked With * Are Mandatory                 |                               |
|  |                               |
| MyAccess registration initiated by t               | he following application:     |
| DEV- Service Difficulty Reporting                  | System (SDRS)                 |
|  |                               |
| First Name: *                                      | Middle Name:                  |
| Andrew   |                               |
|  |                               |
| Last Name: *                                       | Suffix:                       |
|  | Select suffix 🗸               |
|  |                               |
| Email Address:*                                    |                               |
|  |                               |
| Select an option below to verify you               | ir identity:                  |
|  |                               |
|  |                               |
| Capture Government issued IL                       | ) document using mobile phone |
|  | <b>2</b>                      |
| 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".

|   | A DANNETRATIO  |
|---|--|
| In order to validate y<br>some information at<br>saved or stored. | our identity, we need to collect<br>bout you. This information will not be |
| * Indicates a required  | d field  |
| Full Name   |  |
| A*** R******  |  |
| Desidential 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 / Social Socurity  | Number *   |
| Last 4 Social Security  | ynumber  |

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.

| MyAccess - Sign In X                                     | Registration Success x +   | ~ -          | - a ×           |
|--|--|--------------|-----------------|
| ← → C △ 🏦 myaccessreg                                    | stage.faa.gov/submitForm   | <i>Ŀ</i> ☆ ★ | - <b>D</b> () = |
| 📒 Managed bookmarks 📒 FAA Resource                       | e Links 🔇 Learning Home 💥 SWIM 💥 Wiki 🛹 Jira 🧧 Costpoint 8 🥤 eLMS 🞯 FAA MyIT Service C 💥 CSPT 🎯 SWIMS Migration 🛞 Tyrion-MFA |              |                 |
| O United States Department of Transportation About DOT O |  |              | of Focus        |
| 🕐 FAA  | MyAccess External User Registration  | ⑦ Contact    |                 |
|  | How we protect your privacy Registration Help  |              |                 |
|  |  |              |                 |
|  |  |              |                 |
|  | You have successfully initiated your account registration.   |              |                 |
|  | An email has been sent to your account. test58@yopmail.com with steps to<br>complete the account registration process.       |              |                 |
|  |  |              |                 |
|  |  |              |                 |
|  |  |              |                 |
|  |  |              |                 |
|  |  |              |                 |
|  |  |              |                 |
|  |  |              |                 |
|  |  |              |                 |
|  |  |              |                 |

### 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.

|      | ate Your FAA MyAccess Account!<br>a <noreply@okta.com><br/>rsday, May 11, 2023 2:40 58 PM</noreply@okta.com>   |
|------|--|
| Show | v pictures   |
|      |  |
|      |  |
|      | MyAccess CIAM - Activate your account  |
|      | Welcome to the FAA's MyAccess CIAM (Customer Identity & Access<br>Management) program! MyAccess CIAM is the FAA's secure single sign-on<br>service which enables the public to sign into FAA web & mobile<br>applications. You may use this one account to access multiple FAA<br>applications using the same username and password. |
|      | To begin using this account, click on the following link (which can only be<br>done once) to activate it:  |
|      | Activate MyAccess Account  |

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

|         | Set up security methods<br>(2) test58@yopmail.com                             |
|---------|---|
| Secur   | ity methods help protect your account<br>by ensuring only you have access.    |
| Set up  | required<br>Password<br>Choose a password for your account<br>Used for access |
| Back to | Set up  |

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

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

| Welcome to the FAA's new MyAccess login<br>Federal PIV/CAC Holder? Proceed to sign-in below<br>First Time Here? Activate an existing external account<br>New User? Register for an external account   |  |
|---|--|
| Federal PIV/CAC Holder? Proceed to sign-in below   First Time Here? Activate an existing external account   New User? Register for an external account     Image: Control of Contro  | Welcome to the FAA's new MyAccess login                |
| First Time Here? Activate an existing external account<br>New User? Register for an external account  | Federal PIV/CAC Holder? Proceed to sign-in below       |
| New User? Register for an external account  | First Time Here? Activate an existing external account |
| Image: constraint of the example of the          | New User? Register for an external account             |
| Revenue of a construction of the constructi | Set up password  |
| Password requirements:<br>• At least 8 characters<br>• No parts of your username<br>Enter password<br>Re-enter password<br>Mext<br>Next<br>Return to authenticator list   | (8) test58@yopmail.com                                 |
| • No parts of your dsername Enter password   Re-enter password   •••••••••     Next   Return to authenticator list   Result to size in  | Password requirements:<br>• At least 8 characters      |
| Enter password    Re-enter password   Re-enter password    Return to authenticator list   Return to authenticator list  | No parts of your username                              |
| Re-enter password     •••••••     •••••••     Next   Return to authenticator list   Return to authenticator list  | Enter password   |
| Re-enter password          Image: Second system         Image: Second system         Next         Return to authenticator list         Return to authenticator list   | •••••••  |
| ••••••••••••••••••••••••••••••••••••  | Re-enter password                                      |
| Next<br>Return to authenticator list  | ••••••   |
| Return to authenticator list  | Next   |
| Back to sign in   | Return to authenticator list<br>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.

| Welcome to the FAA's new MyAccess login<br>Federal PIV/CAC Holder? Proceed to sign-in below<br>First Time Here? Activate an existing external account<br>New User? Register for an external account |
|---|
|   |
| Set up security methods<br>(2) test58@yopmail.com   |
| Security methods help protect your account by ensuring only you have access.  |
| Set up required   |
| Coogle Authenticator<br>Enter a temporary code generated<br>from the Google Authenticator app.<br>Used for access<br>Set up   |
| 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<br>Authenticator<br>Use a security key or a biometric<br>authenticator to sign in<br>Used for access<br>Set up  |

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



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

| 8           | ) gruroddopotre-1708@yopmail.com   |  |
|-------------|--|--|
| Securi<br>k | ty methods help protect your account<br>by ensuring only you have access.  |  |
| Set up      | optional   |  |
| ٢           | Okta Verify<br>Okta Verify is an authenticator app,<br>installed on your phone, used to<br>prove your identity<br>Used for access        |  |
|             | Security Key or Biometric<br>Authenticator<br>Use a security key or a biometric<br>authenticator to sign in<br>Used for access<br>Set up |  |
|             | Set up later   |  |
| Back to     | sign in  |  |
| 1 (         | Technical Support:<br>844) FAA-MYIT or 1 (844) 322-6948<br>helpdesk@faa.gov  |  |

4. 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.

| Your MyAccess account has been activated<br>You may now proceed to the application<br>you want to access              |  |
|---|--|
| This page will automatically be redirected in 7 seconds<br>Technical Support:<br>1 (844) FAA-MYIT or 1 (844) 322-6948 |  |
| helpdesk@faa.gov  |  |

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

| United States Department of Transportation About DOT Our Activities Areas of Foc |   |   |  |
|--|---|---|--|
| <b>EAA</b> Sonico Difforulty Bonorting System (SDDS)                             |   |   |  |
|  | vice Difficulty Reporting System (SDRS)                                 | 온 Logout QSearch Reports ⑦ Contact                        |  |
| Home FAQs What's   | New? References   |   |  |
|  |   |   |  |
|  | SDRS is now functional with the previous version                        | n (2.0.2)   |  |
| We   | lcome to the Service Difficulty Reporting                               | g System Site   |  |
| What is SDRS?  | General Aviation Reporting (Voluntary Submissions)                      |   |  |
| Service Difficulty Program   | Malfunction or Defect reports   | Resources   |  |
| Service Difficulty Report  | You can electronically submit Malfunction or Defect reports. AC 20-109A | AC 20-109A  |  |
| View reference documents   |   | View reference documents                                  |  |
| Malfunction or Defect Report   |   | Instructions for Batch Submission                         |  |
| Form Completion  |   | Look-up Tables  |  |
| Benertable Conjugances   | Search All Processed Reports (Malfunction or Defect and                 | Provide Feedback to AFS-620<br>SDRS Quick Reference Guide |  |
| Reportable Occurrences   | Service Difficulty Reports)   | Other Links   |  |
| Improve Aviation Safety  | You have the ability to search and review all processed reports.        | Dynamic Regulatory System (DRS)                           |  |

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 *     |                     |     |
|---------------|---------------------|-----|
| United States |                     | x v |
|               |                     |     |
|               |                     |     |
|               | 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                |         | v |
|---------------------------------|---------|---|
| Driver's License                |         |   |
| Passport<br>Identification Card |         |   |
|                                 | Confirm |   |

 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<br>Status: Incomplete |  |  |  |
| Facial Similarity Snapshot *                           |  |  |  |
| Please capture via mobile device<br>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



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

 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.

 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:



This link expires in 7 days

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

# **Tips & Tricks**

Government issued ID image capture preparation tips:

- 1. Ensure your camera lens is clean and unobstructed.
- 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.
- 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: <u>helpdesk@faa.gov</u> Phone: 1-844-FAA-MyIT (322-6948)



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