Certificate Holder

Purpose

This document describes the External Portal Registration process for existing certificate holders (CH) utilizing the SAS Configuration Change Request (CCR) process. This process description utilizes the Safety Assurance System (SAS) and is referred to as the Step-by-Step Guide-Certificate Holder. This Step-by-Step Guide also includes a "Job Aid" with instructions for setting up a FAA "MyAccess" credential. This credential is used to access the SAS External Portal.

This Step-by-Step Guide is the primary reference document for describing the SAS automation steps used to document a SAS Configuration Change and is not considered a regulatory or policy document. Q-Card references are displayed in the page header of certain steps to provide amplified descriptions of the SAS automation steps. The latest versions of this Step-by-Step Guide and referenced Q-Cards are found in the SAS External Portal Information Guide accessed from the SAS External Portal Login page (sas.faa.gov).

Scope

This process applies to:

- Non FAA users with internet access who are requesting access to a Certificate Holder through the SAS External Portal. The SAS automation does not validate the association between the Certificate Holder and the individual requesting SAS External Portal access. Each FAA office is responsible for developing procedures for authorizing and managing these External User IDs to ensure that only valid representatives of the applicant are registered for the SAS External Portal.
    Note: The Applicant must develop a method to notify the responsible FAA office when a user should no longer have access to the SAS External Portal.
- FAA CFR part 121, 135, 141, 142, 145 (except Non-U.S. Repair Stations applying for FAA certification under the provisions of a Bilateral Aviation Safety Agreement), and 147 Certificate Holders using the SAS External Portal.

Revision History

	REVISION HISTORY	
0	1. Original	08/10/2017
1	1. Step 1, corrected hyperlink for SAS External Portal 2. Revision to TOC 3. Modified Step 6 process to allow for Multiple CCRs 4. Creation of appendix	08/24/2017
2	1. Corrections to Introduction, Steps 1, 2, 3, and the Appendix	04/12/2018
3	1. Revised Step 6 addition of CCR assessment process	05/03/2018
4	1. Step 1, added sub-bullet to indicate review of SAS External Portal Information Guide. 2. Update Purpose, removed reference to AUG Chapter 3. 3. Updated Appendix to include Alternate Procedure for Multiple CCRs against the same data.	10/15/2018
5	1. Updated hyperlink to 8900.1 Volume 10	03/01/2019
6	1. Updated to SAS v3.5 automation. 2. Establishing an FAA User Name/ID account is now accomplished prior to signing up for SAS External Portal access. 3. Added instructions to Appendix for setting up Internet Explorer mode in Microsoft Edge to access the FAA *Provisioning* Portal (FAA User Name/ID account). 4. Numerous formatting and clarification changes.	03/25/2022
7	1. Updated the Purpose statement. 2. Amended Appendix "B" – Instructions for configuring MS Edge to IE compatibility mode.	05/26/2022
8	1. Updated to SAS v3.6.1 automation. 2. Removed FAA Provisioning Portal access credential references and added FAA MyAccess references. 3. Added Appendix "B" – FAA MyAccess credential Job Aid/Help Guide. 4. Moved "Instructions for configuring MS Edge to IE compatibility mode" to Appendix "C" ("EXC\" account users only).	09/23/2022
9	1. SAS v4.0 automation 2. Removed Appendix "C"	06/01/2023

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Introduction

1. This document is designed as a checklist for CFR Parts when certification is conducted in SAS and should be utilized in a step by step method.
2. Complete each step before moving forward unless otherwise directed by the checklist.
3. Each **BOLD** bullet requires an action to be completed.
4. For SAS automation or login issues contact the FAA MyIT Helpdesk using the "Help Desk Information" link from the "SAS Information" button on the SAS External Portal Information Guide click here.

Background

1. It is not required that the Certificate Holder representative(s) complete the online training course for the SAS External Portal (# FAA27100205), however, it is recommended that all external users complete the course before requesting SAS External Portal access.
2. The latest Step-by-Step Guides, Q-Cards and other SAS External Portal resources are found on the SAS External Portal Information Guide website: https://www.faa.gov/sasdeployment/sas-external-portal-information-guide .
3. The SAS External Portal User Guide (SAS online automation description) can be accessed after logging into the SAS External Portal and selecting the question button (?) located in the top right corner of each SAS page.

PLEASE NOTE: Non-FAA users must select "Sign up for SAS" for EACH **CH/A [Certificate Holder or Applicant (SAS Preapplication)]** they wish to access through the SAS External Portal. One FAA "MyAccess" account can be granted access to multiple CH/As. Once External Portal access is obtained to a CH/A, an additional CH/A External Portal registration request can be submitted. An *individual* should not have multiple access requests in process at the same time.

For current External Portal users who last accessed their CH/A through the SAS External Portal using their legacy Provisioning Portal ("EXC\first.last name") account, Select the blue "Login with MyAccess" button and create a FAA MyAccess account (see Appendix "B") if they do not already have one. When creating the new MyAccess account, it is imperative the external user uses the same email address that they used in their legacy "EXC\" account to ensure continued access to their CH/A(s) through the SAS External Portal. Also note, the External Portal has a 180-day inactivity lockout. Contact your local FAA Flight Standards office to reactivate before switching from the legacy "EXC\first.last name" access credential to the FAA "MyAccess" credential.

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SAS External Portal Registration Process

Process Note: **The FAA MyAccess credential process is the first process to complete after selecting the "Sign up for SAS" link on the SAS External Portal login webpage. If you already have a FAA MyAccess account/credential, enter your account email address. If you do not have a FAA MyAccess account/credential, follow the instructions for creating a MyAccess credential in the Job Aid/Help Guide found in [Appendix "B"](#).**

Process Note: *Do not* **use the blue "Login with MyAccess" button when requesting** *initial* **access to a CH/A. Select the "Sign up for SAS" link.**

- **Navigate to** https://sas.faa.gov
  - o Review SAS External Portal Information Guide, i.e. Step by Step Guides and Q-Cards ("click here" links under SAS Login box)
- **Complete** Safety Assurance System (SAS) External Portal Training
- **Navigate to** https://sas.faa.gov
- **Select** "Sign up for SAS" link
- **Read** the text and **select** the "Initial Inquiry" checkbox
- **Select** radio button for **"Current Certificate Holder: Select this option if this access is for an existing certificate holder that has already completed initial certification."**
- **Select** "Next" button

Process Note: If you have already completed the FAA MyAccess account creation process, enter your MyAccess credential email address. An individual MyAccess account/credential can be granted access to more than one Certificate Holder or Applicant/certification project (CH/A). If you do not have a FAA MyAccess account, select the red account creation button and follow the prompts. The FAA MyAccess job aid/help guide instructions are found in [Appendix "B"](#) .

Process Note: Users should contact the FAA MyIT Helpdesk (helpdesk@faa.gov) for any issues with or questions about creating and maintaining the FAA MyAccess account.

- **Enter** your FAA MyAccess account email address or create a MyAccess account if you do not already have one
- **Select** "Next" button

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SAS External Portal Registration Process (cont.)

<u>Process Note:</u>	**After creating a new FAA MyAccess account and selecting an "authenticator"**, you may have to start again by selecting the "Sign up for SAS" link and enter your newly created MyAccess account email address if the option described in the next bullet below does not appear in the SAS automation. ***Do not*** use the "Login with MyAccess" button when requesting *initial* access to a CH/A. Select the "Sign up for SAS" link.

Process Note:	**Enter data manually into the following registration fields. Do not "paste" data or use the web browser's autofill feature.**

- **Select** radio button for **"My company already holds a certificate"**
- **Select** "Next" button
- **Type** your company name in the *Company* type ahead search field of the "My Contact Information" form
- **Select** your company name from the drop down menu to populate field

<u>CAUTION:</u>	**Ensure the correct Company Name (by designator and/or CFR part) is selected to prevent automation errors.**

- **Finish** filling in the "My Contact Information" form, including phone number
- **Select** "Next"
- **Verify** the entered information is correct
- **Select** "Submit"

Process Note:	A Confirmation screen will appear stating "Your application for registration has been submitted".

Process Note:	External users may register for access to additional Certificate Holders or Applicants (CH/As) in SAS. External users will need to complete the "Sign Up for SAS" process for each CH/A they wish to have access to. A user must wait until after they have External Portal access to a requested CH/A before requesting access to an additional CH/A. Users complete the FAA MyAccess credential creation process only once.

Process Note:	After access has been granted by the FAA office, you will receive an email stating you can now access the CH/A through the SAS External Portal.

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Navigating the External Portal

Process Note: The following process steps are for familiarization purposes only.

Process Note A Chromium web browser is required to access the **SAS External Portal**. Google Chrome or MS Edge are preferred.

To log into the SAS External Portal (sas.faa.gov):

- **Select** the "Login with MyAccess" button
  - o **Enter** FAA "MyAccess" account email address
  - o **Select** "Next" button
  - o **Enter** MyAccess password if requested
  - o **Enter** Authentication code if requested using Google *or* Okta authenticator apps only
  - o **Read** the System Use Notice and other info

Process Note: This process will take you to the SAS Homepage Screen or the CH/A selection screen if access is granted to multiple CH/As. Select desired CH/A and select next.

  - o **SAS Menu** is located the left side of the screen, and is accessed by selecting the blue bar labeled "SAS Menu". It is used to navigate between the SAS Modules
  - o **Notifications** tile displays auto-generated SAS notifications to inform users of updates to work items or change to their data.
  - o **Messages** tile displays any direct communications between the FAA and the External User.
  - o **Broadcasts** tile is used to communicate news of general SAS interest such as system downtime and other announcements.

Process Note: The ? Icon in the upper right corner of the screen provides access to the SAS External Portal User Guide. This is a resource for information about the SAS External Portal automation functionality only.

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Navigating the External Portal (cont.)

Process Note: To view current (approved) SAS Configuration Data:

From the SAS Menu:
- **Expand** "Configuration"
- **Select** "Configuration Data"
- **Select** "View Baseline" button if active (blue)
- **Select** and view (read only) *OPSS Authorizing Documents*, *Vitals*, or *Contractors* tabs as appropriate

Document Management

Process Note: Four read-only folders are displayed in SAS Document Management. The CH cannot upload documents directly to these *system* folders.

From the SAS Menu:

- **Select** "Document Management"

  - **Formal Application:** the CH can review documents that were required for the Formal Application. (Initial Certification only)
  - **Other Certification:** The CH can review documents that were not required as part of the Formal Application. (Initial Certification only)
  - **Configuration Changes:** Documents in this folder are automatically uploaded from Configuration, SAS Module One (Read-Only).
  - **Data Collection:** Documents in this folder are automatically uploaded from Data Collection (DCTs), SAS Module Four (Read-Only).

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Initiating a Configuration Change Request (CCR)

FAA Policy Guidance: FAA Order 8900.1, Volume 10, Chapter 2 (see drs.faa.gov)

Process Note: A Configuration Change Request (CCR) may involve changes to a certificate's SAS Vitals and/or Operations Specifications (OpSpecs/T-Specs), resulting in modifications to the Certificate Holder's SAS Operating Profile.

Process Note: Certificate holders with SAS External Portal access who wish to update their configuration data can submit a CCR through the External Portal.

From the SAS Menu:

- **Expand** "Configuration"
- **Select** "Configuration Changes"
  - o The default view displays the CCRs that are in process. To view all CCRs, modify the "Status" filter (funnel icon in title row of Status column) to "Select All" or select the "Reset Grid" button.
- **Select** "View Baseline" button if active (blue)
- **Select** "Add Request"
  - o This opens the Change Request Detail sub-tab for a new CCR. The Change Request ID is auto-generated and cannot be modified
- **Enter** "Change Request Title"
- **Complete** the fields, note the required fields indicated by a red asterisk

Process Note: Documents may be attached using the "Attach Document" button. Any documents uploaded here will display as a "link" and is also available in the Configuration Changes folder in SAS Document Management.

- **Select** "Save"
  - o Saving the request will change the request status from New to Draft.

Process Note: The "Withdraw Request" button is available on the Change Request Detail subtab to withdraw the configuration change request when it is in Draft or Returned status.

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Initiating a CCR (cont.)

Process Note: If changes are not being requested to OPSS Authorizing Documents (OpSpecs/T-Specs) or SAS Vitals information (i.e. submitting documents not affecting SAS Configuration Data), proceed to Step 5.

Process Note: The green *Configuration Data* tab can be accessed directly from the *Change Request Detail* tab by selecting the tab or from the SAS Menu as described below.

Please Note: The presence of a padlock icon (locked) next to an OpSpec paragraph, SAS Vitals field or SAS Vitals table indicates a prior "in progress" CCR already has a pending change for that particular OpSpec paragraph, Vitals field and/or Vitals table. These duplicate pending changes are not permitted in the automation. Hovering over the padlock icon will display the CCR number already containing the pending change. An "in progress" CCR is a CCR in any status other than "Withdrawn" or "Final". See [Appendix "A"](#) for suggested best practices.

To request the addition or removal of Operations Specifications (OPSpecs/T-Specs) in SAS from the SAS Menu:

- **Expand** "Configuration"
- **Select** "Configuration Data"
  - o   Default view will open the OPSS Authorizing Documents subtab
- **Select** or deselect the applicable box(es) to request the addition or removal of paragraphs to or from the Operating Profile.

Process Note: On the Operations Specifications (OPSS) sub-tab, all paragraphs displayed are available to the Certificate Holder based on their CFR part.

- o   The *grayed-out* checked boxes represent which paragraphs are required for the CFR part and cannot be modified.
- o   The checked boxes represent a proposed or previously issued optional OpSpec paragraph.
- o   The unchecked boxes represent an optional OpSpec paragraph that is not issued and is not currently proposed.

- **Select** "Save"

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Initiating a CCR (cont.)

Please Note: The presence of a padlock icon (locked) next to an OpSpec paragraph, SAS Vitals field or SAS Vitals table indicates a prior "in progress" CCR already has a pending change for that particular OpSpec paragraph, Vitals field and/or Vitals table. These duplicate pending changes are not permitted in the automation. Hovering over the padlock icon will display the CCR number already containing the pending change. An "in progress" CCR is a CCR in any status other than "Withdrawn" or "Final". See [Appendix "A"](#) for suggested best practices.

To propose a SAS Vitals change:

- **Select** the *Vitals* subtab

Process Note: To quickly navigate within Vitals data, use the bookmarks (buttons) on left side of Vitals page.

Process Note: For more information on what data goes into the SAS Vitals fields and tables, select the "Vitals Fields Description" link at the top-right corner of the SAS Vitals page. Then select the applicable CFR part.

- **Select** the applicable field(s) and/or table(s) to make proposed changes to the Vitals Configuration Data
- **Select** "Save"

To propose a SAS Contractor change/update:

- **Select** the *Contractors* subtab
  o The Contractor List can be updated manually or by downloading, editing and then uploading the Excel spreadsheet.
- **Select** "Save"

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Submitting a Configuration Change Request (CCR)

Process Note: SAS Configuration Data can be accessed from the SAS Menu as described below or by selecting the proper tab/subtab from *within* the CCR.

To view proposed changes:

From the SAS Menu:

- **Expand** "Configuration"
- **Select** "Configuration Changes
  - o The default view will show in progress CCR(s) and their status. To view all CCR(s), modify the "Status" filter to "Select All" (funnel icon in title line of *Status* column).
- **Select** *Change Request Title* or highlight applicable line in table
- **Select** "Change Request Detail "subtab
- **Select** "Changes in OPSS" button
  - o The current value and Proposed Value changed in OPSS are displayed in a pop-up window.
- **Select** "OK"

- **Select** "Changes in Vitals" button
  - o The current value and Proposed Value changed in Vitals are displayed in a pop-up window.
- **Select** "OK"

To submit CCR to FAA:

- **Select** "Change Request Detail" subtab from within the applicable CCR or from the SAS Menu as described above
- **Select** "Submit" to submit the change request to the FAA for review.
  - o After a change request is submitted, a confirmation Message will appear which states "This will Submit the Change Request".

- **Select** "Submit"
  - o After a change request has been submitted, a confirmation Message will appear which states "Change Request successfully submitted".

- **Select** "OK"

Process Note: If an attempt to submit a CCR without changing any information is made, a pop-up Message box will display stating "You do not have any change to the Configuration data associated with this change request".

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Submitting a CCR (cont.)

Process Note: A confirmation box will appear.
- o **Select** "Yes", to submit the change request, or
- o **Select** "No", to return to the change request to edit or withdraw

- **Select** "Yes"
  - o After a change request has been submitted, a confirmation Message will appear which states "Change Request successfully submitted".

- **Select** "OK".

Process Note: The FAA Principal Inspector (PI) will either accept the SAS CCR for review **(this *is not* CCR approval)** or return the CCR for editing or withdrawal. Once the CCR is accepted for review, the PI(s) may send Data Collection Tools (DCTs) through the External Portal for completion by the Certificate Holder (CH). DCTs are not generated for completion by the CH.

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Updating a part 145 Repair Station Application-Form 8310-3

The **AUTOMATED** Application for Repair Station Certificate and/or Rating (FAA Form 8310-3) in the SAS automation does not currently meet 14 CFR part 145 requirements as there is no place for an applicant's signature. Therefore, filling in the automated 8310-3 is **OPTIONAL** until further notice. When required, the Certificate Holder (CH) must still sign and submit a completed 8310-3. The signed form should be scanned and uploaded into SAS (or per PI instructions). The original copy is kept in the FAA Office CH file.

Process Note: The CH can fill out "Application for Repair Station Certificate and/or Rating", Form 8310-3 in the SAS External Portal.

   From the SAS menu:

- **Expand** "Configuration"
- **Select** "Repair Station Form 8310-3"
- **Select** "Create 8310-3"

Process Note: This will open a new tab for Form 8310-3.

- **Fill** out all of the required fields marked with an asterisk
- **Select** "Submit"

Process note: A pop-up Message box will display stating; Submitting data on the 8310-3 form does not update your configuration data in vitals automatically. Vitals data is the system of record.

- **Select** "OK"

Process note: A pop-up Confirmation box will display stating; your application for the Repair Station Certificate and / or Rating has been submitted

Performing Data Collection Tools (DCTs)

From the SAS Menu:

- **Select** "Data Collection Tools"

Process Note: The *Select DCT* tab displays the available DCTs sent through the SAS External Portal by the FAA PI(s) for CH completion and submittal.

- To view a DCT, **Select** hyperlink of Label or Title of desired DCT.

Process Note: This displays the Prepare DCT screen

Note: The user can print the DCT by selecting the Review and Print DCT on the DCT-to-Go panel.

- **Select** "Continue" to begin entering data

Process Note: This displays the "Enter Common Data Fields" tab.

- **Enter** Start Date, End Date, and any applicable information. All attached documents will be available for review in Document Management.
- **Select** "Save"
- **Select** "Perform DCT" tab

Process Note: This displays the Question and Answer screen.

Process Note: The Perform DCT tab allows for:
  - List View
  - Question Detail View
  - Full View

- To answer, **Select** "Question"

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Performing Data Collection Tools (DCTs) (Cont.)

Process Note: There are four types of responses.

- **Select** a response for each question.
  - **Positive**, (green +) any positive response will require a Design/Manual Reference be entered.
  - **Negative**, (red -), will require the applicant to enter response details and a supporting comment.
  - **N/A**, question does not apply to the applicant's scope of operations.
  - **Flagged**, the applicant can remind themselves to collect more data to answer the question, or more follow-up information is required.

Process Note: For a "Negative" answer or "N/A":

- **Select** "Response Details"
  - Select the checkboxes for all the response details that apply to this question under "Select All Those that Apply".
  - After selecting response details, enter required supporting comments in the "Supporting Comment" field.

- **Select** "OK" to return to the "Perform DCT" tab
- **Select** "Check DCT" tab

Note: If there are DCT discrepancies present, icons for each of the three review reasons on the "Check DCT" tab can be corrected.

  - Blue Flag Flagged for comment. A flagged question does not count as an incomplete question, but the flag must be cleared and the question answered before the DCT can be submitted.
    - **Select** "Clear Flag".
  - Yellow Box Highlight, Question left Blank.
    - **Answer** Question.
  - Red Required Box, Missing required fields.
    - **Enter** Data in the Missing Required Field.

Process Note: When there are Missing Questions and/or Missing Required Fields, the DCT will not appear on the Submit DCT tab.

- **Select** "Submit DCT" Tab
- **Select** checkbox(s) of the DCT(s) to submit to the FAA
- **Select** all DCTs for submission to the FAA using a single checkbox in the header row of the DCT list grid.
- **Select** "Submit to FAA"

Updating and Resubmitting "Returned" status DCTs

Process Note: If the FAA returns a DCT to the CH, the CH must update the DCT and resubmit the DCT in the SAS External Portal.

Note: A Notification will appear in the Notifications tile alerting the CH of the returned DCT.

From the SAS Menu**:**

- **Select** "Data Collection Tools"
- **Select "**Title" of "Returned" status DCT
- **Select** The question with the Data Review (DR) marked "Y"

Process Note: The Data Reviewer (DR) selections can be filtered utilizing the filter icon (funnel icon in title line of column). The SAS automation has a filter feature to easily identify which questions have data reviewer comments:
  - o **"N",** no comments
  - o **"Y",** has comments

Process Note: The Certificate Holder will utilize the same process they followed when submitting the original DCT. After the Data Reviewer Comments have been addressed:

- **Select** "Submit DCT" Tab
- **Select** checkbox(s) of the DCT(s) to submit to the FAA
- **Select** "Submit to FAA"

Process Note: **The CH will receive a SAS Notification through the External Portal when the Principal Inspector(s) (PI) has approved the SAS CCR. The SAS Notification itself is not approval to operate under the new configuration and is not used in lieu of the issuance of OpSpecs or other approval/acceptance documents as required by Regulations and/or FAA Policy.**

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Appendix "A"

Best Practices for Multiple CCRs Against the Same Data (Padlock icon in SAS OPSS Authorizing Documents or SAS Vitals)

Please Note: The presence of a padlock icon (locked) next to an OpSpec paragraph, SAS Vitals field or SAS Vitals table indicates a prior "in progress" CCR already has a pending change for that particular OpSpec paragraph, Vitals field and/or Vitals table. These duplicate pending changes are not permitted in the automation. Hovering over the padlock icon will display the CCR number already containing the pending change. **An "in progress" CCR is a CCR in any status other than "Withdrawn" or "Final".**

Process Note: To eliminate the duplicate pending changes, one or more of the CCRs will need to be placed in "Withdrawn" or "Final" status. Undoing the pending change after selecting "Save" in the CCR will not clear the lock.

Process Note: By creating a CCR without modification of Configuration Data, the External User will have the ability to conduct multiple CCRs affecting the same data.
For example, creating a CCR that adds a new fleet type. The approval process can take some time for this CCR and not modifying the Aircraft Table until final CCR disposition by the FAA PI will permit Aircraft Table (existing fleet) changes during the approval process of the new fleet type CCR. The External User will have the ability to conduct multiple CCRs adding or removing aircraft without the SAS Vitals Aircraft Table being "locked" by the new fleet type CCR.

From the SAS Menu:

- **Expand** "Configuration"
- **Select** "Configuration Changes"
  - o The default view displays the CCRs that are in process. To view all CCRs, modify the "Status" filter (funnel icon in title row of Status column) to "Select All" or select the "Reset Grid" button.
- **Select** "View Baseline" button if active (blue)
- **Select** "Add Request"
  - o This opens the Change Request Detail sub-tab for a new CCR. The Change Request ID is auto-generated and cannot be modified.

Appendix "A" (cont.)

Best Practices for Multiple CCRs Against the Same Data

- **Enter** "Change Request Title" and comments describing proposed CCR
- **Complete** the fields, note the required fields indicated by a red asterisk

Process Note: Documents may be attached using the "Attach Document" button. Any documents uploaded here will display as a "link" and is also available in the Configuration Changes folder in SAS Document Management.

- **Select** "Save"
  - o Saving the request will change the request status from New to Draft.

Process Note: The "Withdraw Request" button is available on the Change Request Detail subtab to withdraw the configuration change request when it is in Draft or Returned status.

- **Select** "Submit" to submit the change request to the FAA for review

Process Note: If an attempt to submit a CCR without changing any information is made, a pop-up Message box will display stating "You do not have any change to the Configuration data associated with this change request".

A confirmation box will appear.

  - o **Select** "Yes", to submit the change request, or
  - o **Select** "No", to return to the change request to edit

- **Select** "Yes"

Process Note: After a change request has been submitted, a confirmation Message will appear which states "Change Request successfully submitted".

- **Select** "OK"

Appendix "B"

FAA MyAccess account/credential Job Aid – Help Guide

FAA "MyAccess" is the SAS External Portal (EP) *access* **credential. FAA MyAccess can be use with any "modern" (chromium) web browser.**

Requesting *initial* **access to a Certificate Holder/Applicant (CH/A) through the SAS External Portal:** All SAS EP signups (select "Sign up for SAS" link at sas.faa.gov) must set up a MyAccess credential if one has not already been created. To retain SAS EP access to other certificates/cert projects you may have already had access to using the "EXC\first.last name" credential, see the email address info in bold in the next paragraph. Once users have successfully completed the one-time MyAccess account creation process, they will be taken to the SAS EP registration web page ("option 1, 2 or 3" page) to complete the SAS EP registration process per the applicable Step-by-Step Guide. After initial MyAccess account creation, there may be instances when the user may need to start again by selecting the "Sign up for SAS" link at sas.faa.gov and enter their newly created MyAccess account email address.

External Portal Users who last accessed their CH/A through the SAS External Portal using their legacy FAA (AVS) Provisioning Portal ("EXC\first.last name" account) credential must create a MyAccess credential account by selecting the blue "Login with MyAccess" button (except when requesting *initial* access to a CH/A-see paragraph above) on the SAS EP LogIn page (sas.faa.gov) and completing the MyAccess account creation process as described in the following Job Aid/ Help Guide. **It is imperative you use your current FAA (AVS) Provisioning Portal ("EXC\") account email address when creating a new MyAccess account. The email addresses must be an exact match to successfully convert to the MyAccess credential and maintain SAS EP access to the CH/A.** Also note, the SAS External Portal has a 180-day inactivity lockout. Contact your local FAA Flight Standards office to reactivate *before* attempting to switch from the legacy "EXC\first.last name" credential to the FAA MyAccess credential.

Please Note: Users who access the FAA WebOPSS website will need to retain their FAA (AVS) Provisioning Portal "exc\" account to access the WebOPSS website. FAA MyAccess is currently not used as an access credential for FAA WebOPSS. For any WebOPSS access questions contact your FAA Office or WebOPSS POC.

The following Appendix "B" pages provide instructions on how to create a new FAA "MyAccess" account used to access the SAS External Portal. As part of this process, either the free "Okta Verify" authenticator app *or* the free "Google Authenticator" app will need to be downloaded to your device from your App Store. Other authenticator apps will not work with FAA MyAccess. **For any questions or for any assistance with the actual FAA MyAccess process, please contact the FAA MyIT Helpdesk (helpdesk@faa.gov) as indicated in the Job Aid/Help Guide.**

MyAccess External User Registration

Federal Aviation Administration

External User Registration Overview

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

External User Registration with Identity Verification

1. Review the disclaimers before proceeding with the form.

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

If you arrived at this registration form from a particular application, the referring application name will be preselcted under **"You are registering for the access to the application"** dropdown field. In the example above, the user is trying to register for 'Pilot Record Database (PRD)' application. In any case, if drop down field for **"You are registering for the access to the application"** does not have any preselcted value, then the user is required to select respective application for which they are trying to register.
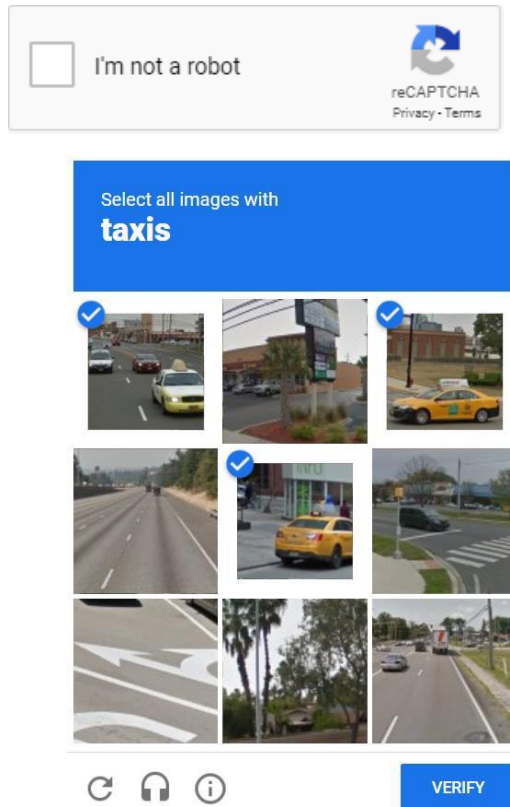
On the same form you will enter your first name, last name, and email address. The email address **CAN NOT** be a **federal department or agency);** it must be a valid personal email address that you currently have access to.

Select either Last 4 digits of your SSN or Capture Government issued ID document as a method of identity verification.

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

After successful validation, click **Submit** to proceed.

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

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

Last 4 Digits of SSN Verification

1. In addition to the last 4 digits of your SSN, additional information such as Residential Address, Mobile Phone, and Date of Birth is required. You must use your home address, using your work address will

result in an identity verification failure. The mobile phone number provided will only be used for identity verification. It must be registered in you or your family's name. After filling out the form click on **Confirm Information**.

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

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

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

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

Mobile phone *

9073

Pin Delivery Preference *

◉ SMS (cell phone)

◯ Voice (cell phone and land line)

Confirm Information

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

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

Mobile phone *

9073   Enter PIN sent to Mobile p

Please enter a PIN

Resend PIN

Pin Delivery Preference *

◉ SMS (cell phone)

◯ Voice (cell phone and land line)

Confirm Information

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

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

Continue

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

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

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

MyAccess

Welcome to FAA's MyAccess Customer Identity and Access Management

Hi aruna,

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

Click the following link to activate your account:

Activate Account

This link expires in 7 days

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

Occupancy Verification

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

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

Continue

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

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

Full Name *

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

Residential Address *

Newcut Rd, US

Edit Residential Address

Date of Birth *

##/21/####

Edit Date of Birth

Last 4 Social Security Number *

9***

Edit Last 4 Social Security Number

Confirm Information

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

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

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

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

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

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

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

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

Confirm Information

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

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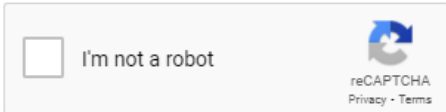
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Government Issued ID Verification

Select the option below for your Identity validation

○ Last 4 digit of your SSN

● Capture Government issued ID document using mobile phone

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

Submit

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

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

Country *

United States   × | ⌄

Confirm Information

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

Government Issued Photo Identification *

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

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

Driver's License   ▾

Driver's License
Passport
Identification Card

Confirm

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

Full Name *

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

Mobile phone *

🇺🇸   +1 301 234 5676

Drivers License *

📱 Please capture via mobile device
Status: Incomplete

Facial Similarity Snapshot *

📱 Please capture via mobile device
Status: Incomplete

Continue on Mobile

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

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

Capture & Compare

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

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

Front of Driver's License

Back of Driver's License

Facial Snapshot

Start

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

Front of Driver's License

Capture a clear snapshot of the front of your valid Driver's License.
Try cleaning off your phone's camera lens if you have any trouble.

Capture Using Your Phone Camera

Please allow camera permissions when prompted

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

   Refer Tips & Tricks Section

7. If Quality and Face detection checks are green, click on **Save and Next** or else select **Retry** until notified of a quality image capture. Select **Save and Next.** Notification of successful upload will be presented.

Upload Complete

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

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

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Tips & Tricks

Government issued ID image capture preparation tips:

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

Image capture process:

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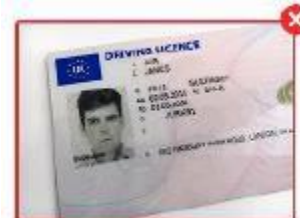4. Refer to the following examples for best results.

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

Must show all four corners of card
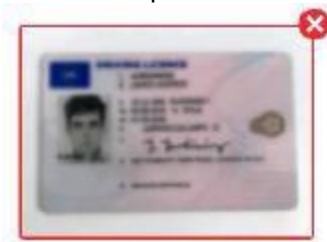Ensure the full document is in the frame – extra background is fine, as long as you get all 4 corners.

Must not be covered in any way

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

Must not be blurry

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

Must not have glare from direct light

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

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

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

Technical Support

For technical assistance, please contact:

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

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