



- Federal Aviation Administration -

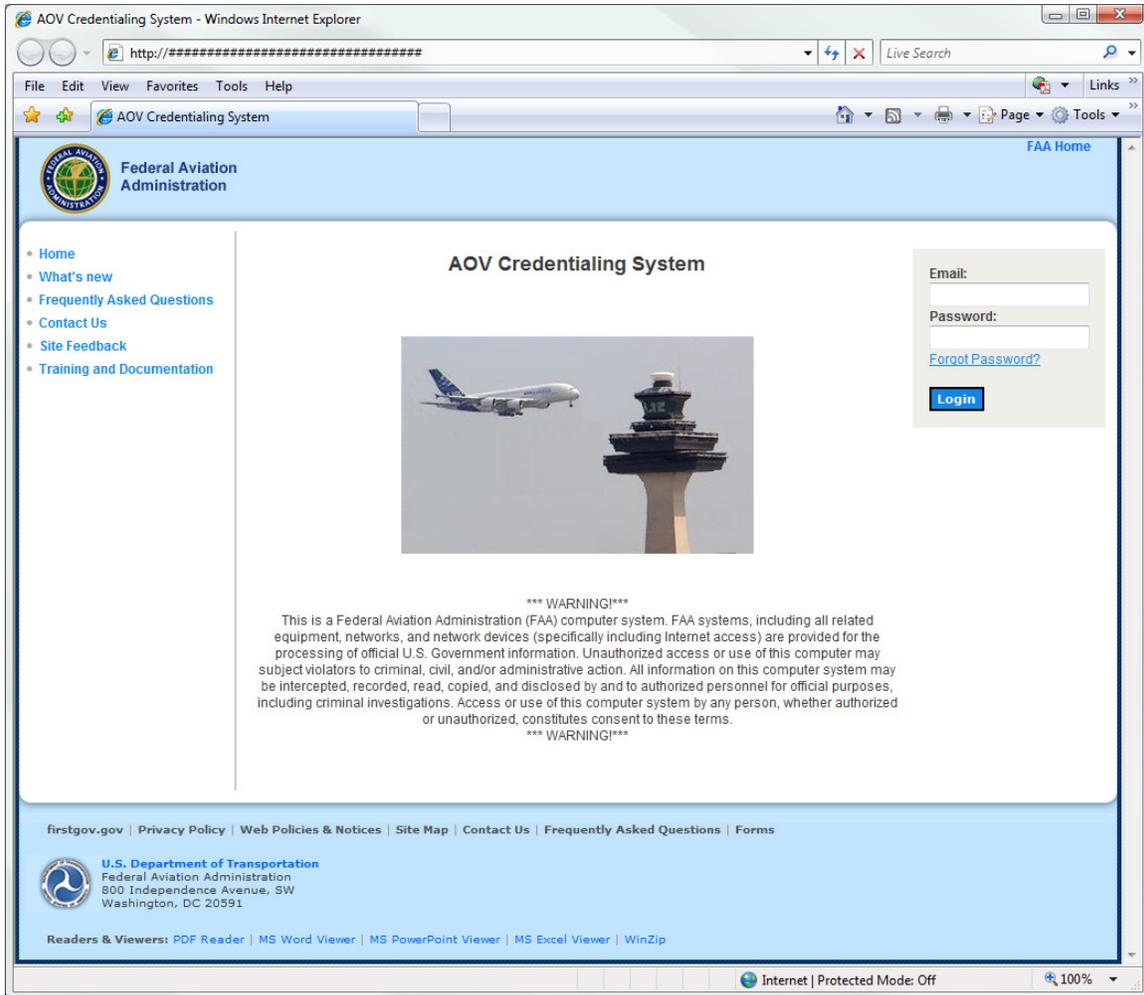
**AOV Credentialing
Guide for the
Designated Examiner
(DE)**

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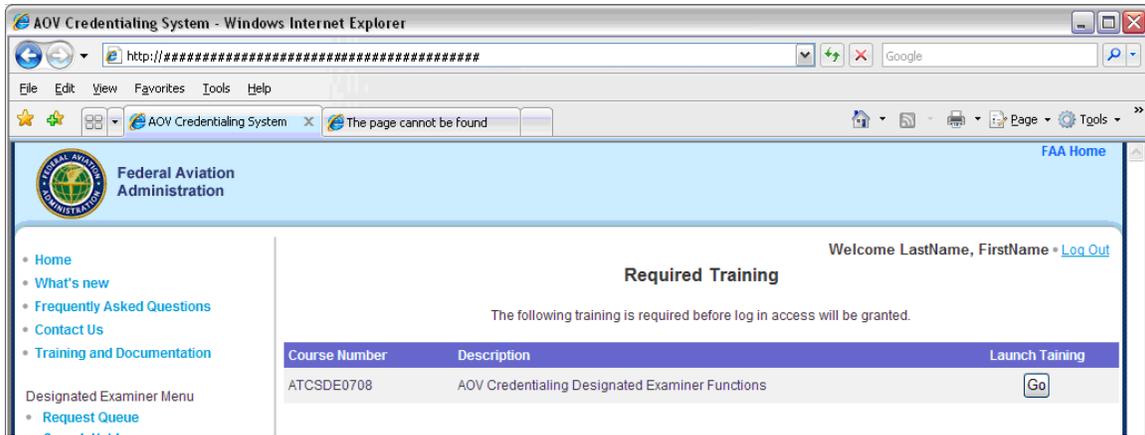
Log On

1. To Log onto the AOV Credentialing application open Internet Explorer version 5.5 or higher.
2. Use your browser (Internet v6.0) or higher) and enter the following URL into the address field: <http://av-info.avs.faa.gov/aov/>
3. To log onto the AOV Credentialing System, enter a valid user's email address and password.
4. Click the Login button.



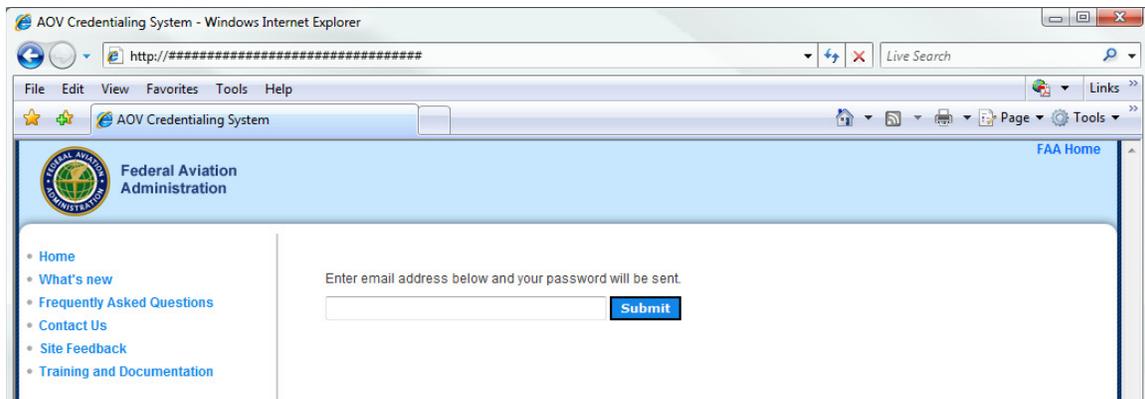
The First Log On

The first time a Designated Examiner logs into the AOV Credentialing System a prompt will appear to take the online training. A passing grade in this training is required to use the AOV Credentialing System.



Forgotten Passwords

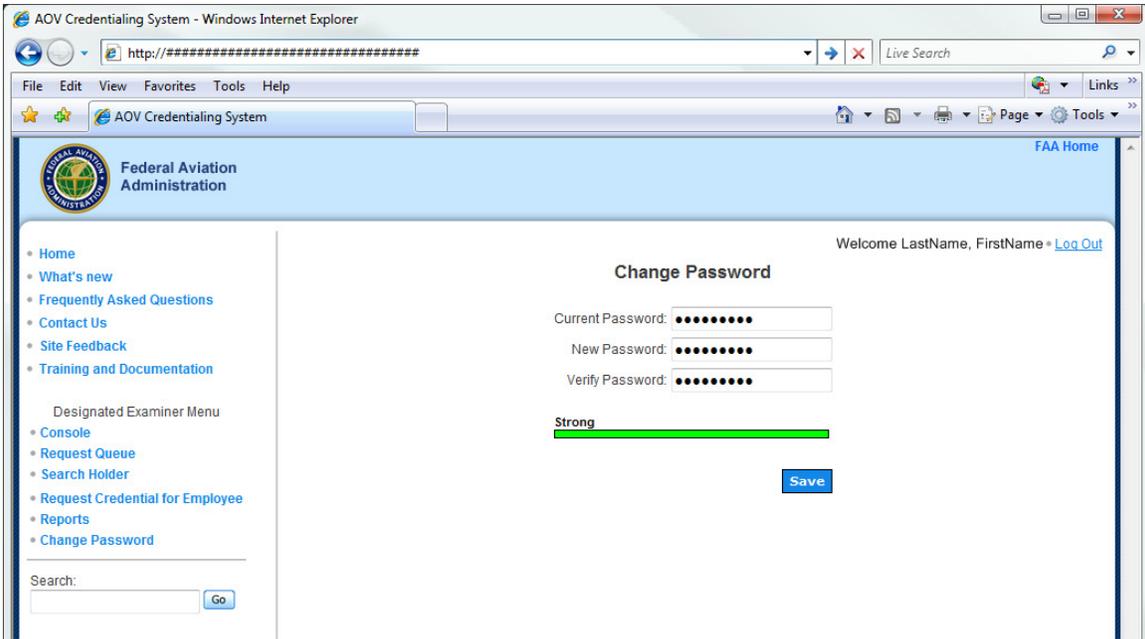
1. Click the Forgot Password link under the Password field.
2. Enter the registered email address in the field.
3. Click the "Submit" button.
4. The password will appear in an email to the entered email address.



Changing Passwords

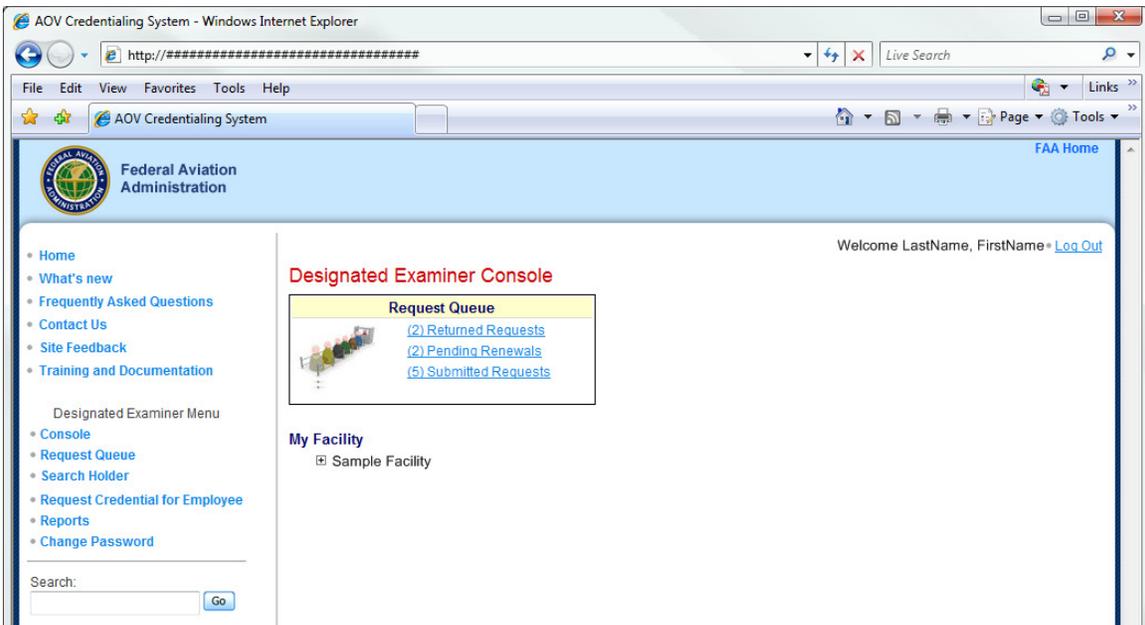
Clicking the "Change Password" Main Menu option allows the password to be updated to a new password.

1. Click "Change Password" Main Menu option.
2. Enter the current password in the "Current Password" field.
3. Enter the new password in the "New Password" field.
4. Verify that the password is rated as safe and secure with the password strength analyzer below the password fields.
5. Enter the new password in the "Verify Password" field.



Console

The console provides a quick glance at the DE's Request Queue workload and associated facilities.



Request Queue

The "Request Queue" is used to view the pending requests for credentials in the facility.

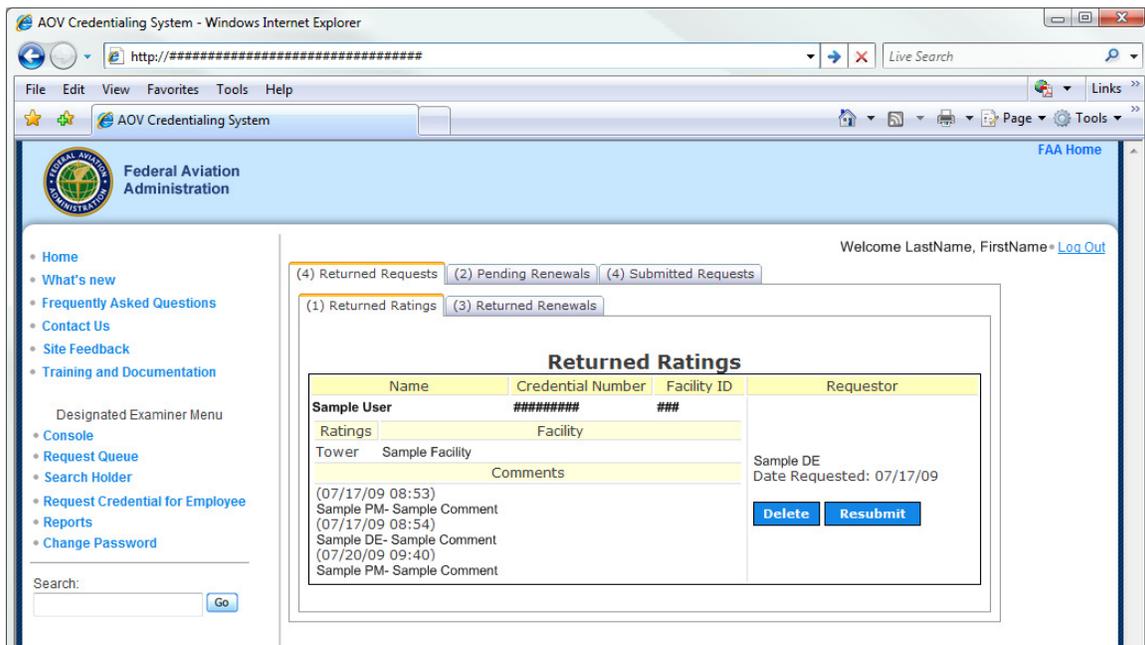
Returned Requests

The "Returned Requests" tab provides the DE with a listing of returned Ratings and Renewals.

Returned Ratings

Credentials returned by the Proficiency Manager are reviewed by completing the following steps.

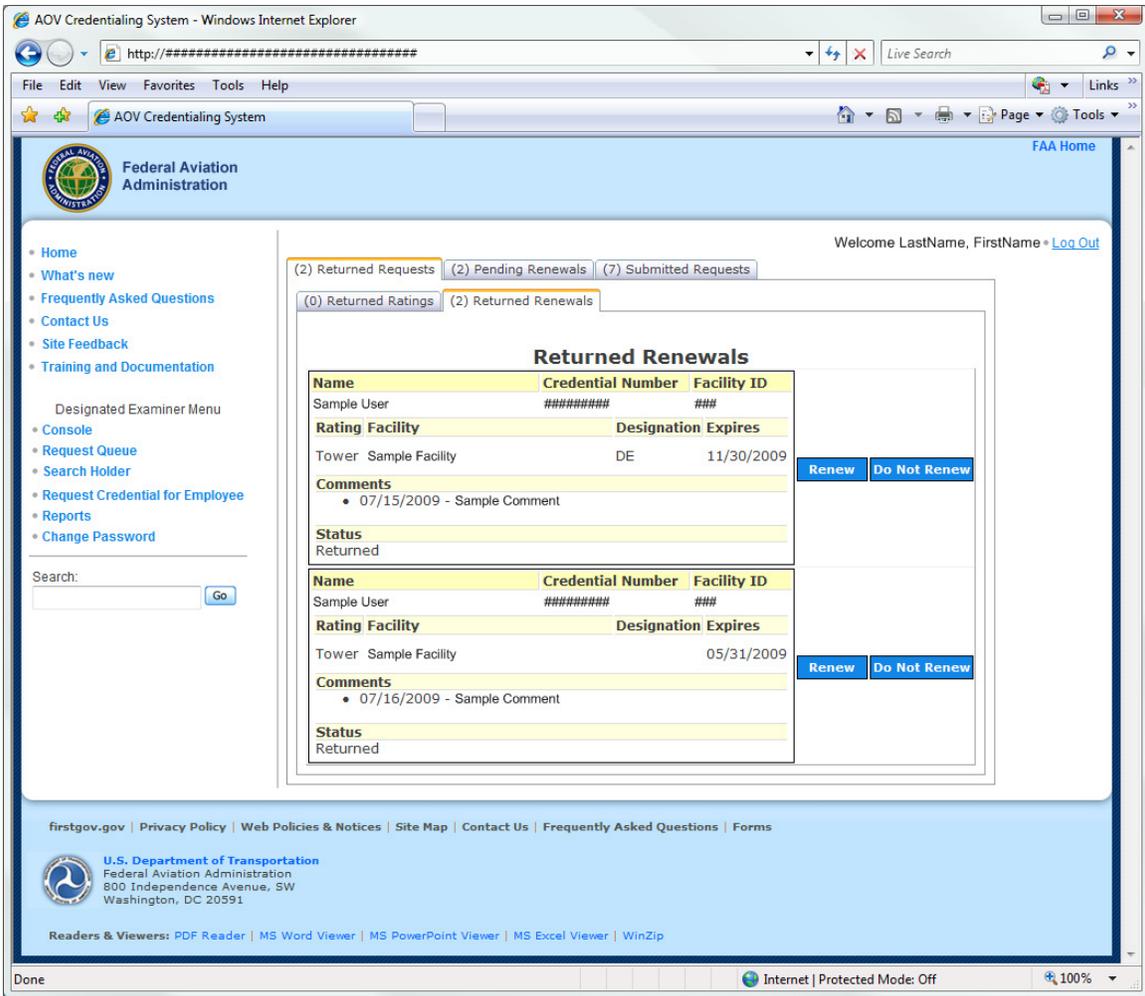
1. Click on the "Returned Requests" option on the DE Console or the "Request Queue" Main Menu option then "Returned Requests" tab.
2. Click on the "Returned Ratings" tab if it is not already active.
3. To remove the request for the Credential, click the "Delete" button. To submit it back to the Proficiency Manager, click the "Resubmit" button.



Returned Renewals

Credentials Renewals returned by the Proficiency Manager are reviewed by completing the steps below. This process will be repeated for each rating renewal for each employee. Each rating will appear as a separate instance with a Renew/Do Not Renew action required.

1. Click on the "Returned Requests" option on the DE Console or the "Request Queue" Main Menu option then "Returned Requests" tab.
2. Click on the "Returned Renewals" tab if it is not already active.
3. Click on the "Renew" or "Do Not Renew" button to complete the desired action.



"Renew" confirmation for ATCS:

<p>Name Sample User Credential Number ##### Rating Tower Facility Sample Facility Expiration Date 11/30/2009</p> <p>Did you perform the skills evaluation in accordance with FAA Order 8000.90 and ensured it is recorded (radar, voice, and/or video recording, checklists, or other means of recording such evaluations) and available in an auditable form for at least 24 months?</p> <p style="text-align: center;"> <input type="button" value="Yes"/> <input type="button" value="No"/> </p>
--

Renew Confirmation for ATSS:

Name SAMPLE USER
Credential Number #####
Rating Environmental
Facility SAMPLE FACILITY
Expiration Date 11/30/2009

As a credential examiner, you certify that this Airway Transportation System Specialist has performed at least 1 certification on a system or service for (a or an) (Environmental) rating in the past 24 months and the employee complies with the requirements of FAA Order 8000.90 AOV Credentialing and Control Tower Operator Certificate Programs, to maintain (a or an) (Environmental) rating.

"Do Not Renew" explanation:

Name Sample User
Credential Number #####
Rating Tower
Facility Sample Facility
Expiration Date 11/30/2009

Select Reason
Employee no longer employed by the agency.

Comment

The options for "Select Reason" include:

1. Rating no longer needed
2. Employee no longer employed by the agency
3. Employee transferred to non-credentialed position
4. Rating was issued in error
5. Employee is under Opportunity to Demonstrate Performance (ODP)
6. The Employee has been transferred
7. Other

If Reason selected is "Employee is under Opportunity to Demonstrate Performance (ODP)", enter the month and year for the estimated time of completion.

Name Sample User
Credential Number #####
Rating Tower
Facility Sample Facility
Expiration Date 07/31/2009

Select Reason
 Employee is under Opportunity to Demonstrate Performance (ODP).

Estimate time of completion:
 11 / 2009

(This will extend the rating for the holder until the specified month/year with the PM's approval)

Comment
 Sample Comment

If the Reason selected is "The Employee has transferred", enter the location where the employee is transferring.

ATCS:

Name SAMPLE USER
Credential Number #####
Rating Tower
Facility SAMPLE FACILITY
Expiration Date 03/31/2010

Select Reason The Employee has transferred

Where? Provide facility ID

Comment

ATSS:

Name SAMPLE USER
Credential Number #####
Rating Environmental
Facility SAMPLE FACILITY
Expiration Date 11/30/2009

Select Reason
The Employee has transferred

Where? Provide name of SSC

Comment

OK Cancel

Pending Renewals

Renewals pending approval by the DE are displayed in the Pending Renewals tab. The Renewal action is completed by following the steps below.

1. Click on the "Pending Renewals" option on the DE Console or the "Request Queue" Main Menu option then "Pending Renewals" tab.
2. Click on the "Pending Renewals" tab if it is not already active.
3. Click on the "Renew" or "Do Not Renew" button to complete the desired action.

The screenshot shows the AOV Credentiaing System interface in a Windows Internet Explorer browser. The page title is "AOV Credentiaing System - Windows Internet Explorer". The address bar shows "http://#####". The browser menu includes File, Edit, View, Favorites, Tools, and Help. The page content features the Federal Aviation Administration logo and the text "Federal Aviation Administration". A navigation menu on the left includes links for Home, What's new, Frequently Asked Questions, Contact Us, Site Feedback, Training and Documentation, Designated Examiner Menu, Console, Request Queue, Search Holder, and Request Credential for Employee. The main content area displays a "Pending Renewals" tab, which is active. Above the table, there are tabs for "(0) Returned Requests", "(1) Pending Renewals", and "(6) Submitted Requests". The "Pending Renewals" tab shows a table with the following data:

Name	Credential Number	Facility ID	Rating	Facility	Designation	Expires	
Sample User	#####	###					Renew Do Not Renew
Tower	Sample Facility					05/31/2009	

"Renew" confirmation for ATCS:

Name Sample User
Credential Number #####
Rating Tower
Facility Sample Facility
Expiration Date 05/31/2009

Did you perform the skills evaluation in accordance with FAA Order 8000.90 and ensured it is recorded (radar, voice, and/or video recording, checklists, or other means of recording such evaluations) and available in an auditable form for at least 24 months?

Renew confirmation for ATSS:

Name SAMPLE USER
Credential Number #####
Rating Environmental
Facility SAMPLE FACILITY
Expiration Date 11/30/2009

As a credential examiner, you certify that this Airway Transportation System Specialist has performed at least 1 certification on a system or service for (a or an) (Environmental) rating in the past 24 months and the employee complies with the requirements of FAA Order 8000.90 AOV Credentialing and Control Tower Operator Certificate Programs, to maintain (a or an) (Environmental) rating.

"Do Not Renew" explanation:

Name Sample User
Credential Number #####
Rating Tower
Facility Sample Facility
Expiration Date 07/31/2009

Select Reason
Rating no longer needed. ▼

Comment

If the Reason selected is "Employee is under Opportunity to Demonstrate Performance (ODP)", enter the month and year for the estimated time of completion.

Name Sample User
Credential Number #####
Rating Tower
Facility Sample Facility
Expiration Date 07/31/2009

Select Reason
 Employee is under Opportunity to Demonstrate Performance (ODP).

Estimate time of completion:
 11 / 2009
 (This will extend the rating for the holder until the specified month/year with the PM's approval)

Comment
 Sample Comment

If the Reason selected is "The Employee has transferred", enter the location where the employee is transferring.

ATCS:

Name SAMPLE USER
Credential Number #####
Rating Tower
Facility SAMPLE FACILITY
Expiration Date 03/31/2010

Select Reason The Employee has transferred

Where? Provide facility ID

Comment

ATSS:

Name SAMPLE USER
Credential Number #####
Rating Environmental
Facility SAMPLE FACILITY
Expiration Date 11/30/2009

Select Reason
The Employee has transferred

Where? Provide name of SSC

Comment

OK Cancel

Submitted Requests

The "Submitted Requests" tab displays the DE's submitted ratings and renewals.

Submitted Ratings

Credentials submitted for approval to the Proficiency Manager are displayed in the "Submitted Ratings" tab.

1. Click on the "Submitted Requests" option on the DE Console or the "Request Queue" Main Menu option then "Submitted Requests" tab.
2. Click on the "Submitted Ratings" tab if it is not already active. To remove the request for the Credential, click the "Delete" button.

The screenshot shows the AOV Credentialing System interface in a Windows Internet Explorer browser. The page title is "AOV Credentialing System - Windows Internet Explorer". The address bar shows a URL starting with "http://#####". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content features the Federal Aviation Administration logo and the text "Federal Aviation Administration" and "FAA Home". A navigation menu on the left includes links for Home, What's new, Frequently Asked Questions, Contact Us, Site Feedback, Training and Documentation, Designated Examiner Menu, Console, Request Queue, Search Holder, Request Credential for Employee, Reports, and Change Password. The main content area displays a "Welcome LastName, FirstName" message and a "Log Out" link. Below this, there are tabs for "(0) Returned Requests", "(1) Pending Renewals", and "(4) Submitted Requests". The "Submitted Ratings" tab is active, showing a table with columns for Name, Credential Number, Facility ID, and Requestor. The table contains one row for "User, Sample" with a rating of "Tower" and a facility of "Sample Facility". A "Delete" button is visible next to the row. The table also includes a "Comments" field and a "Date Requested" of "07/14/09".

Submitted Renewals

The list of submitted renewals to the PM is displayed on the "Submitted Renewals" tab.

1. Click on the "Submitted Requests" option on the DE Console or the "Request Queue" Main Menu option then "Submitted Requests" tab.
2. Click on the "Submitted Renewals" tab if it is not already active.

The screenshot shows the AOV Credentialing System interface in a Windows Internet Explorer browser. The page title is "AOV Credentialing System - Windows Internet Explorer". The browser address bar shows "http://#####". The page header includes the Federal Aviation Administration logo and the text "Federal Aviation Administration" and "Welcome FirstName, LastName • Log Out". The main content area is titled "Submitted Renewals" and contains three tabs: "(0) Returned Requests", "(1) Pending Renewals", and "(4) Submitted Requests". The "(4) Submitted Requests" tab is active and contains three sub-tabs: "(1) Submitted Ratings", "(3) Submitted Renewals", and "(0) Submitted Requests". The "(3) Submitted Renewals" sub-tab is active and displays a table of submitted renewals. The table has columns for Name, Credential Number, Facility ID, Rating, Facility, Designation, and Expires. The table contains three rows of data, each with a "Comments" field and a "Status" field. The first two rows have a status of "Requested" and an expiration date of "11/30/2009". The third row has a status of "Requested" and an expiration date of "06/30/2010". The footer of the page includes links to "firstgov.gov", "Privacy Policy", "Web Policies & Notices", "Site Map", "Contact Us", "Frequently Asked Questions", and "Forms". The footer also includes the U.S. Department of Transportation logo and the text "U.S. Department of Transportation Federal Aviation Administration 800 Independence Avenue, SW Washington, DC 20591". The footer also includes links to "Readers & Viewers: PDF Reader | MS Word Viewer | MS PowerPoint Viewer | MS Excel Viewer | WinZip". The browser status bar at the bottom shows "Internet | Protected Mode: Off" and "100%".

Name	Credential Number	Facility ID	Rating	Facility	Designation	Expires	Comments	Status
Sample User	#####	###	Tower	Sample Facility	DE	11/30/2009		Requested
Sample User	#####	###	Tower	Sample Facility		11/30/2009		Requested
Sample User	#####	###	Tower	Sample Facility	DE	06/30/2010		Requested

Search Holder

To make any changes to a Holder, first select them through the "Search Holder" menu option.

Designated Examiners are only able to view results of Credential Holders and Designated Examiners from their facility. Any results for other facilities are not displayed.

Quick Search

Entering a few characters of the SSN, the Last Name, First Name or the Credential Number will display results with the given characters as any part of their record. First and Last names are searched. For example searching for "KEN" will return results for Ken and Kenneth, but also last names like Walken and Kennedy.

1. Enter the partial name, partial SSN, or partial Credential Number in the Search field.
2. Click the "Go" button next to the Search field.
3. The "Searching" message will appear while the results are being retrieved.
4. Review the results when they appear.
5. Select a record to view the Profile of that Credential Holder or Designated Examiner.

The search field at the bottom of the Main Menu is always available, and functions like the Quick Search field.

The screenshot shows the AOV Credentialing System interface in a Windows Internet Explorer browser. The page header includes the FAA logo and the text "Federal Aviation Administration". A navigation menu on the left lists options like Home, What's new, and Frequently Asked Questions. The main content area features a "Quick Search" section with a search input field containing "ken" and a "Go" button. Below this is a "Search Results For: ken" table. To the right of the search results is an "Advanced Search" section with dropdown menus for "Credential Type" (set to "Air Traffic Control Specialist"), "Facility" (set to "Sample Facility"), and "Status" (set to "Active"). The search results table has the following data:

Full Name	Designation	Credential Number	Credential Type	Home Facility	Status	CTO
User, Sample	Designated Examiner	#####	Air Traffic Control Specialist	Sample Facility	Active	Y
User, Sample		#####	Air Traffic Control Specialist	Sample Facility	Active	
User, Sample		#####	Air Traffic Control Specialist	Sample Facility	Active	
User, Sample		#####	Air Traffic Control Specialist	Sample Facility	Active	

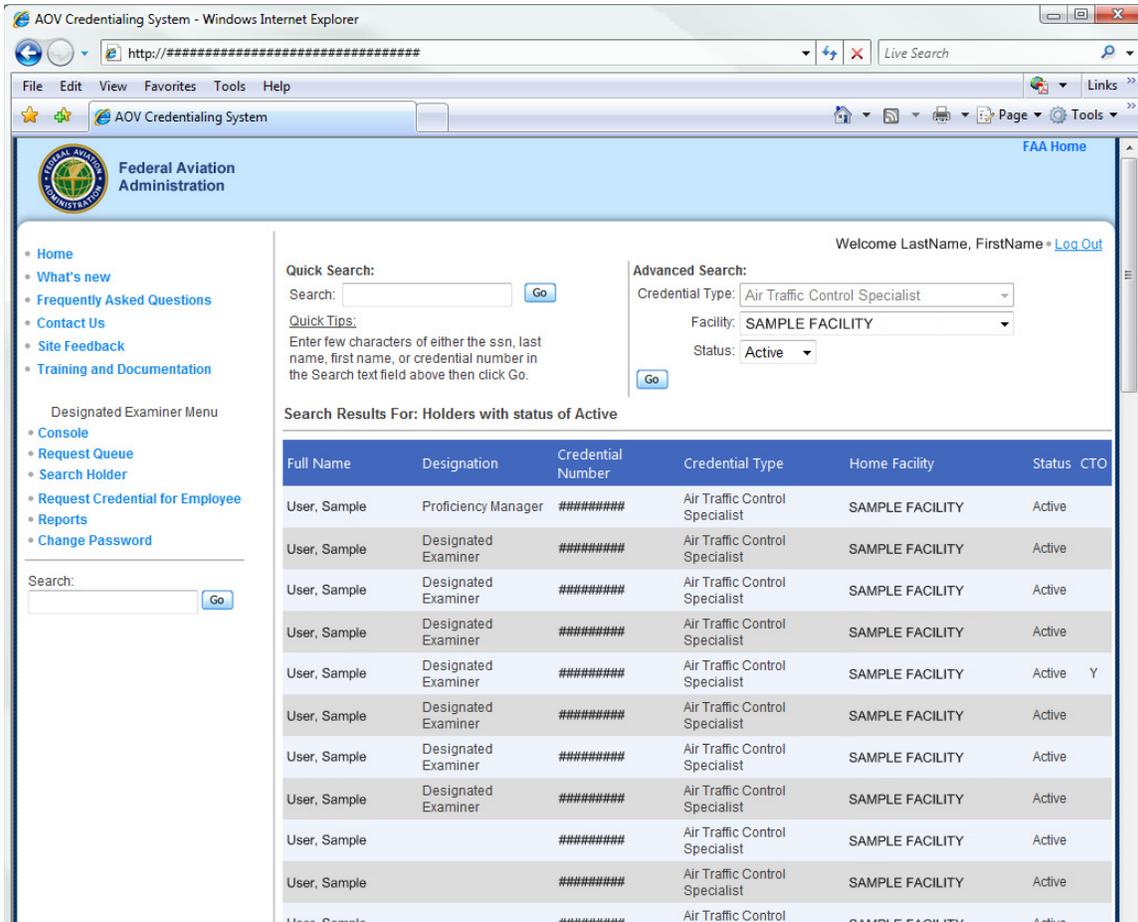
The footer of the page contains links to firstgov.gov, Privacy Policy, Web Policies & Notices, Site Map, Contact Us, Frequently Asked Questions, and Forms. It also includes the U.S. Department of Transportation logo and address: Federal Aviation Administration, 800 Independence Avenue, SW, Washington, DC 20591. At the bottom, there are links for Readers & Viewers: PDF Reader, MS Word Viewer, MS PowerPoint Viewer, MS Excel Viewer, and WinZip. The browser status bar at the bottom shows "Internet | Protected Mode: Off" and "100%".

Advanced Search

In the advanced Search area there are three fields: Credential Type, Facility, and Status. The Credential Type and Facility fields default to the Credential Type of the Designated Examiner

using the system. The Status field defaults to Active, but Inactive and Both are also available options. Designated Examiners are only able to view staff in their own facility.

1. Select the Facility, if holding Credentials in multiple facilities.
2. Select the Status desired.
3. Click the "Go" button below the Advanced Search fields.
4. Review the results when they appear.
5. Click the desired result to view the Profile of that Credential Holder or Designated Examiner.

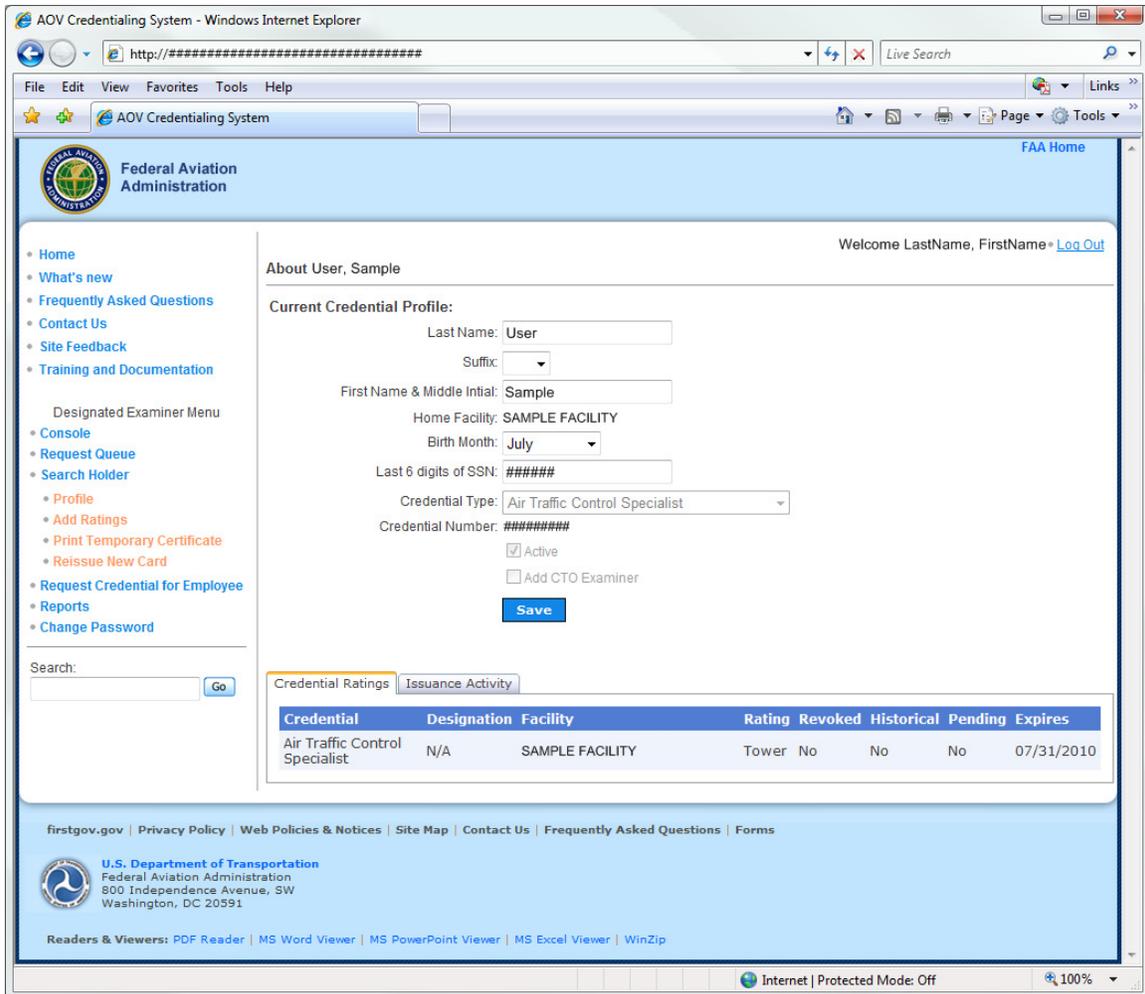


Profile

The Profile screen displays the details of a Credential Holder or Designated Examiner’s personal information, Credential Ratings, and Credential Issuance Activity.

The fields that appear to be faded or “grayed out” are not available for editing. When viewing the Profile of another Designated Examiner the personal information will not be editable.

When the profile of the selected Credential Holder is displayed, additional Menu options appear in orange directly below the Search Holder option. These options allow for the manipulation of the selected Credential Holder’s profile.



Updating Profile Information

Fields displayed in black are available to be updated.

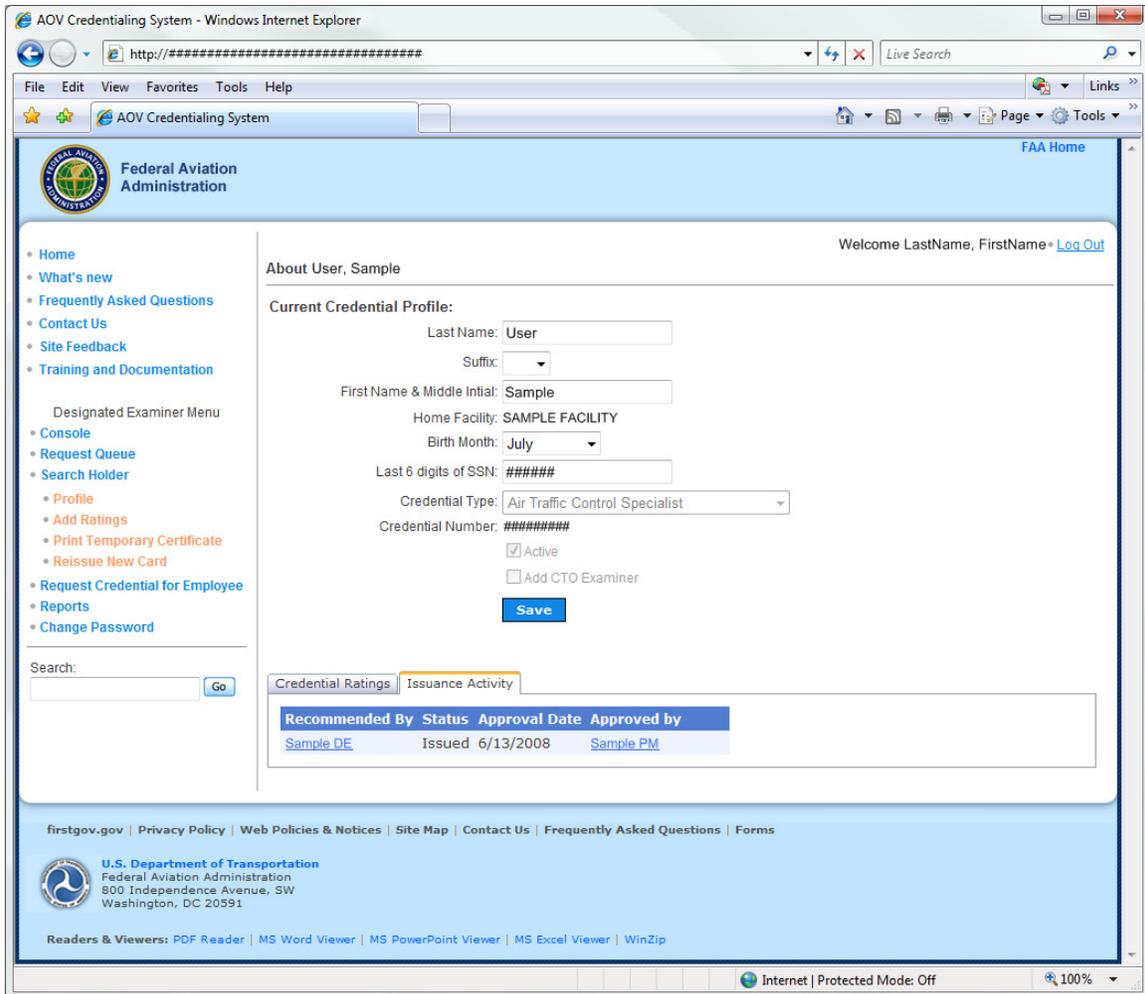
1. With the Credential Holder selected, click on the text field.
2. Enter the updated information.
3. Click the "Save" button

Credential Ratings

The Credentials held by the selected Credential Holder is displayed in a table below the Credential Profile. To add a rating to the selected Credential Holder click the "Add Ratings" Main Menu option.

Issuance Activity

The Issuance Activity tab of the Credential Ratings table displays the history of Credentials held by the selected Credential Holder. Events such as issuing, revoking, expiring, and renewing the credentials are displayed.

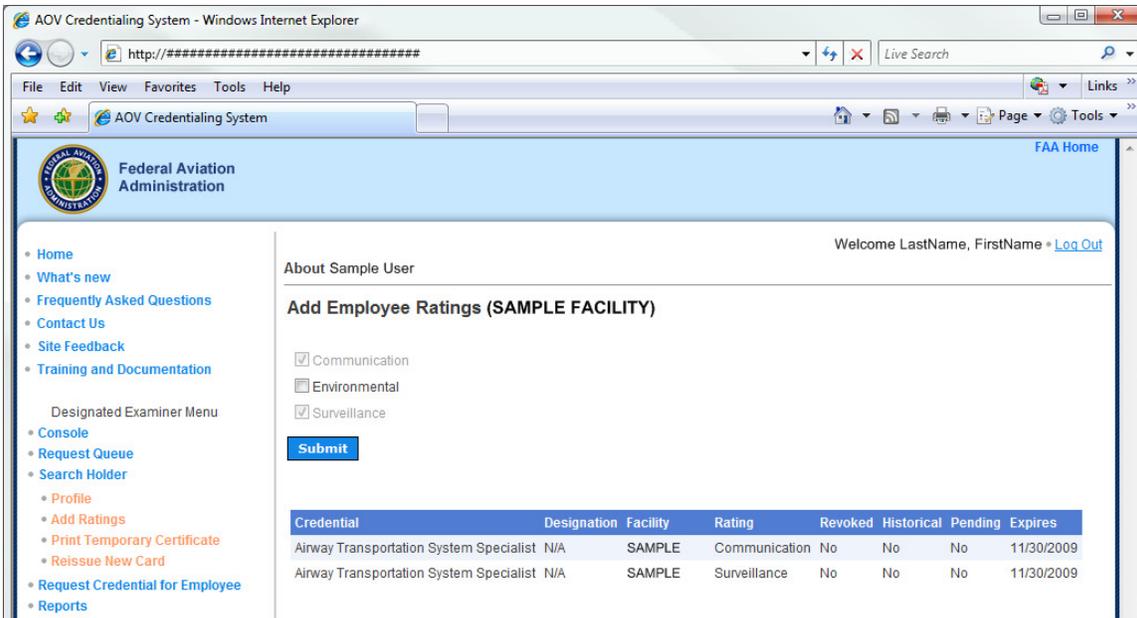


Add Ratings

The "Add Ratings" option appears in the Main Menu when a Credential Holder is selected, and is used to assign new credentials to a selected Credential Holder.

Adding Ratings

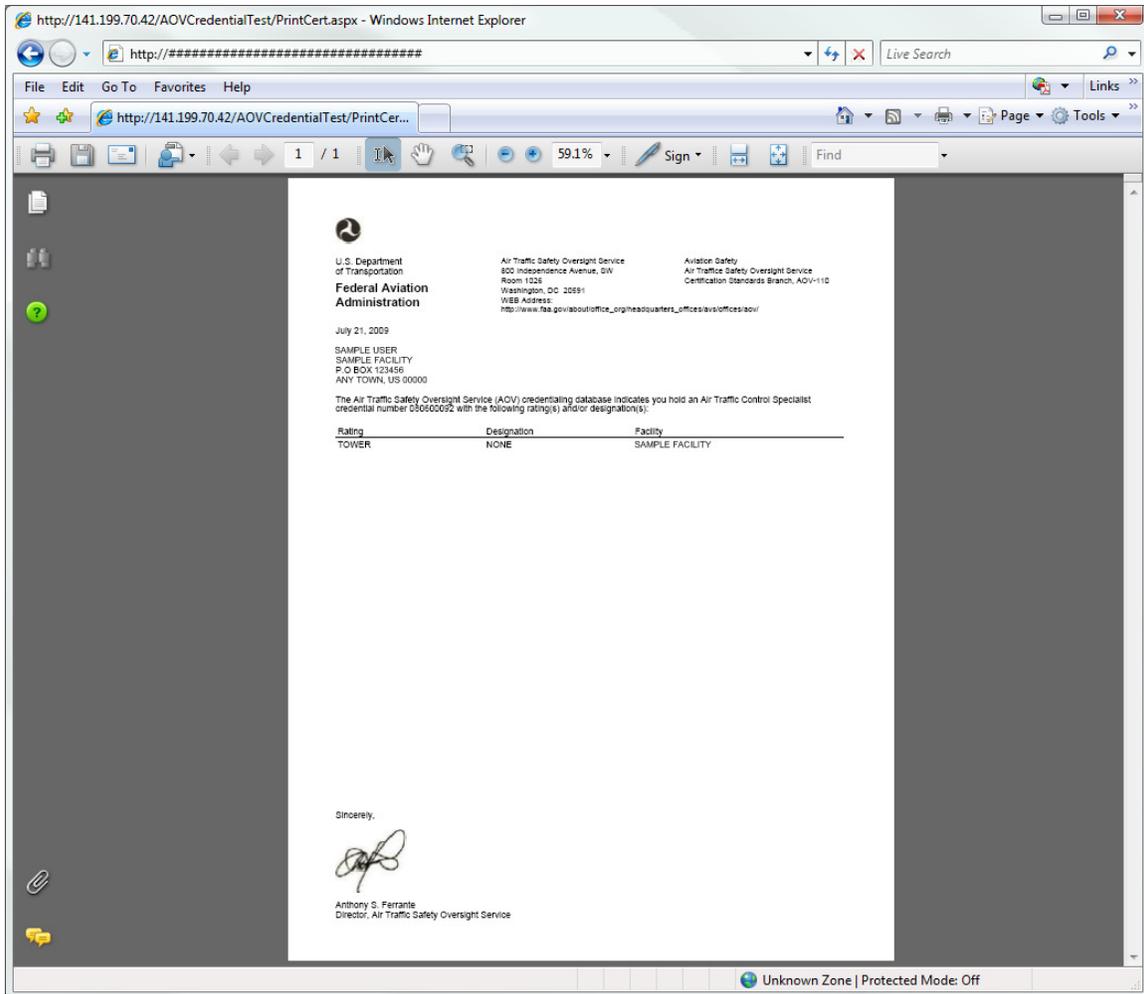
1. With the Credential Holder selected, click the orange "Add Ratings" Main Menu option.
2. Click the checkbox next to the rating to be added.
3. Click the "Submit" button
4. Verify the confirmation message appears.



Print Temporary Credential

The "Print Temporary Credential" option in the Main Menu creates the Temporary Credential for the selected Credential Holder.

1. With the Credential Holder selected, click the "Print Temporary Credential" option in the Main Menu.
2. Click the Printer icon in the PDF window when it opens.



New Card

A new Card for the selected Credential Holder is done through the "New Card" Main menu Option.

1. With the Credential Holder selected, click the "New Card" option in the Main Menu.
2. The system will automatically request a new card for the selected Credential Holder with the Ratings and Designations currently held.

Request Credential for Employee

Creating a new Credential Holder is done through the "Request Credential for Employee" Main Menu option.

1. Click the "Request Credential for Employee" Main Menu option.
2. Enter the appropriate information into the field labeled "First Name & Middle Initial", "Last Name", "Birth Month", and "Last 6 digits of SSN" of the new Credential Holder.
3. Select the appropriate ratings for the new Credential Holder.
4. Click the "Submit" button.
5. Click the "Confirm" button to indicate that the new Credential Holder meets the requirements in FAA order 8000.90.

The Credential Holder is created and is displayed in the Request Queue of the facility's Proficiency Manager.

Enter Information to Issue Employee Credential

Credential Type: Air Traffic Control Specialist
Home Facility: SAMPLE FACILITY

* First Name & Middle Initial: Sample
* Last Name: User
Suffix:
* Birth Month: January
* Last 6 digits of SSN: 000000

Add Employee Ratings (SAMPLE FACILITY)

Tower

Please confirm the information above is correct.

By submitting this request to the Proficiency Manager, I declare that this individual has met all requirements contained in FAA Order [8000.90](#) for the issuance of the credential and rating(s) I am recommending. I am also confirming that this individual is not currently subject to an Opportunity to Display Performance (ODP) or pending any other performance action.

Reports

The Reports option in the Main Menu provides access to the reports previously available in the AOV Credentialing system.

Report Options

Row Highlighter

The Row Highlighter is the function in the report screen that will highlight the row currently under the mouse pointer. Clicking the icon in the title of the report disables the Row Highlighter function.

Export to Excel

Clicking the Export to Excel icon opens the results from the report into Excel. This allows the report to be saved and reviewed later.

Print

The Print icon opens the Print dialog to print the report.

User Summary Report

The User Summary Report is accessed with the following steps:

1. Click "Reports" option on the Main Menu.
2. Select the desired settings in the Designation Facility, Designation, and Details fields.
3. Select the Sort by option, if desired.
4. Select the "Show PM and DE as Multiple Lines per Facility" checkbox, if desired.
5. Click the "Submit" button.

Designation Facility

The Designation Facility field provides a list of all the facilities in which the Designated Examiner holds credentials. This field defaults to "All Facilities" and returns results for every facility in the menu. Selecting a given facility in the field will return results for just that facility.

Sort By

The Sort By option groups the results in the reports by facility.

Designation

The Designation field provides the option to filter the results to display only the results for the selected Designation. This field defaults to "All Types" and returns results for every type of Designation. Selecting a given Designation in the field will return results with only the selected Designation.

Details

The Details field provides the option to format the results displayed. This field defaults to "Ratings + holder Type" and returns results with the Ratings and Designation for each result. The alternate option in this field is "Home Facility" and returns results with just their Home Facility and Home ID.

Show PM and DE as Multiple Lines per Facility

When selected, the "Show PM and DE as Multiple Lines per Facility" check box returns multiple results for each rating held by the Proficiency Manager and Designated Examiners in the results.

By default the field is not selected and returns the Proficiency Manager and Designated Examiners results as one row.

Log Off

Shutting down and logging off the AOV Credentialing system is accomplished with the "Log Off" option next to the welcome message in the upper right corner of the window.

1. Click the "Log Off" option.
2. Verify the AOV Credentialing system's login screen is displayed.

Revision History

Date	Revised by	Description of Revision
12/19/2008	Glenn Lawson	Original Draft
01/23/2009	Glenn Lawson	Updates to the Print Temporary Certificate and Reports sections. Added the Transfers within Network section.
01/26/2009	Glenn Lawson	Change verbiage from "move" to "transfer"
01/29/2009	Glenn Lawson	Delete the "Transfers within Network" section as DE's do not do this function. Removed the test server's IP address from all images.
3/6/2009	Glenn Lawson	Changed verbiage from "Create Holder" to "Request Credential for Employee" to match the change to the name of the menu option. Also Updated the screen shot in that section to a realistic one, with ATCS Credentials being given to an ATCS Holder.
7/21/2009	Paul Heffley	Added new sections for the Renewal process and console; new screen shots of the every page due to menu design changes.
9/11/2009	Paul Heffley	Final edits for release.
08/24/2010	Anh Nguyen	Incorporated AOV business team_Jason comments