

ATCS FREQUENTLY ASKED QUESTIONS

1. *How do I log in?*

a) Initial Login

1) Email:

Use your FAA Email Address (john.doe@faa.gov)

Password: Enter the word “**password**”

- ##### 2) Follow the prompts to change your existing password to a personal password. Your new personal password must include an uppercase letter, a number, special symbol (^ %\$&*) and must not to exceed 10 characters or be less than 8 characters.

NOTE: The first time a Designated Examiner (DE) logs into the AOV Credentialing system a prompt will appear and request the DE take the online training. A passing grade in this training is required to use the AOV Credentialing system. Successful completion of the DE training course is essential to performing DE functions. Incomplete training will result in the inability to perform ANY DE functions.

b) Expired Password

1) Select **Change Password**

- ##### 2) Follow the prompts to change your existing password to a personal password. Your new personal password must include an uppercase letter, a number, special symbol (^ %\$&*) and must not exceed 10 characters or be less than 8 characters.

c) Forgot Password

- ##### 1) Select the **FORGOT PASSWORD** link under the Password Field.

- ##### 2) Enter your FAA Email address in the field

- ##### 3) Click the “**Submit**” button.

The password will be sent to your FAA email address within 15 minutes.

2. *I have tried to change my password several times and I still can not access the system. What are my options?*

[Contact AOV](#) Certification Standards Branch for a Password reset.

3. *How do I become a PM?*

First you must meet the criteria specified on FAA Order 8000.90. If you qualify, you must complete the FAA8000-44 ATCS Proficiency Manager Designation Request form. The form can be found at:

http://www.faa.gov/about/office_org/headquarters_offices/avs/offices/aov/credentialing/

4. *Where do I submit the Proficiency Manager Request form?*

ESA-Terminal Operations
FAA Southern Regional Office
Gladys DePadilla Employee Services team Manager, E5
Attn: Teresa Ramos, AJV-E-5
1701 Columbia Park, GA 30337

ESA-Enroute Operations
FAA Southern Regional Office
Gladys DePadilla Employee Services team Manager, E5
Attn: Sheila Harris AJV-E-5
1701 Columbia Park, GA 30337

CSA
FAA Central Service Center
Steve Silvers, Employee Services Team Manager, AJV-C5
Attn: Cynthia Suda, AJV-C51
2601 Meacham Blvd.
Fort Worth, TX 76137

WSA:
FAA Western Service Center
Tom Whier, Employee Services Team Manager, AJV-W1
Attn: Brian J. Johnson AJV-W1
1601 E. Valley Road
Renton, WA 98057

5. *How do I become a DE?*

You must meet the criteria specified in FAA Order 8000.90. DO NOT contact AOV for this designation, as only your Proficiency Manager can assign the designation on behalf of AOV.

6. *When should a credential be withdrawn?*

A credential should be withdrawn when a credential holder is no longer performing the functions that are required to maintain a credential. Credentials can ONLY be withdrawn by AOV, per request from the Proficiency Manager (PM) via the “Request Withdrawal” function. This function is only available when an employee’s credential profile is displayed.

7. *When should a designation be withdrawn?*

A designation should be withdrawn when an individual is no longer assigned the duties of the designation. You must contact AOV to have the designation withdrawn.

8. *What does it mean when I lookup a credential, and the status of the home facility is “Unknown”.*

When a credential is released from the previous facility, the system automatically changes the home facility to “Unknown.” When the individual is ready to be “re-credentialed” at the new facility, a DE will need to add ratings to the credential, and once the PM approves the ratings the system will change the home facility to the appropriate one.

9. *How do I transfer a holder into my district/facility from another facility/district?*

NOTE: If the credential is showing the home facility as “Unknown”, this means that a DE must add ratings to the credential in order to assign him to the new facility. Follow the steps below if the credential still assigned to the previous facility.

The **Request Transfer** link enables a PM to request the release of a credential holder from the previous facility.

To request the release of a credential:

1. Select the applicable credential holder profile (either from the console or Search).
2. Click the **Request Transfer** module/link below the Proficiency Manager Menu. The Confirm Holder Request page appears.
3. Select the employee’s new Home Facility from the New Home Facility drop-down list.
4. Click the **Transfer** button.

A message appears to confirm the transfer request has been sent, via email, to the Releasing PM.

NOTE: If the employee’s profile shows the home facility as “Unknown” this means the credential has already been released by the previous facility and it is awaiting to be re-credentialed by a DE. The home facility will change once the PM approves the DE’s rating recommendation.

10. *Can I transfer a holder out of my facility/district to another facility/district?*

The **Employee Transferred** function enables a PM to transfer a credential holder to another facility. This function is also available to DEs, which enables them to submit a request to their PM to approve the release of a credential holder to another facility.

To release a credential holder to another facility:

1. Select the applicable credential holder profile (Either from the console or Search)
2. Select the **Employee Transferred** link below the Proficiency Manager or Designated Examiner Menu.
3. The “Select the facility the employee has transferred to page appears.
4. Select the applicable facility from the Transfer Facility drop-down list.
5. Click the **Transfer** button.

6. Click the **Confirm** button.

11. What do I do with a credential for a holder who has transferred to a position that does not require a credential or retires from the FAA?

The PM must notify AOV that the credential needs to be withdrawn via the **Request Withdrawal** function.

12. How do I make a name change to a credential?

The Proficiency Manager can make changes to the Designated Examiners and the Designated Examiners can make changes to the credential holder by accessing the individual's credential profile.

13. How long should I expect before getting a response to issues submitted via my "Contact AOV" option?

AOV gets multiple requests from over 5,000 designees. Please allow at least 10 business days.

14. Who should I notify when I have submitted issues to AOV to resolve when I have not had a response?

If your issue requires immediate attention, you must contact your credentialing representative in your service area. These representatives can be found on the Credentialing System HOME page.

15. Are the credential number and the CTO certificate number the same?

NO they are not the same. The credential number is generated once the person becomes a credential holder by the AOV credentialing system. The CTO certificate number is the number on the employees Control Tower Operator Certificate generated by the Airmen's Registry.

If the employee has lost or misplaced their CTO certificate number, they can request one from the [Airmen's Registry website](#).

16. Who inputs the CTO certificate number in the AOV Credential website for CTO Examiners?

AOV will input the CTO certificate number for PMs. A PM will input the certificate number for DEs and holders.