

ATSS 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 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 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 to 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 8000.90A. If you are qualified, you must complete the FAA 8000-45 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. *How do I become a PM for more than one District/GNAS/OEP simultaneously?*

You must submit an FAA 8000-45 form for each District/GNAS/OEP that you will be performing PM duties.

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

ESA Terminal Operations

FAA Southern Regional Office
Gladys DePadilla Employee Services Team Manager, AJV-E5
Attn: Teresa Ramos AJV-E51
1701 Columbia Avenue
College 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 Area Office
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

6. *How do I become a DE?*

You must meet the criteria specified in FAA Order 8000.90A. No form is necessary to become a DE. Do not contact AOV for this designation, as only your Proficiency Manager (PM) can assign the designation on behalf of AOV.

7. *When should a credential be withdrawn?*

A credential should be withdrawn when a credential holder is no longer performing the functions required to maintain a credential. Credentials can ONLY be withdrawn by AOV per request from the PM via the "Request Withdrawal" function. This function is only available when an employee's credential profile is displayed.

8. *When should a designation be withdrawn?*

A designation should be withdrawn when the individual is no longer assigned the duties of the designation. You must contact AOV to have the designation withdrawn.

9. When should a rating be withdrawn?

Ratings are not withdrawn. DEs will have the option to renew or not renew ratings during the biennial renewal process.

10. What does it mean when I lookup a credential, and the status 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.

11. 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 the holder 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 their previous facility.

To request the release of a credential:

1. Display the applicable credential profile.
2. Click the **Request Transfer** link below the Proficiency Manager Menu.
3. The Confirm Holder Request page appears.
4. Select the employee’s new Home Facility from the New Home Facility drop-down
5. Click the **Transfer** button.

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

12. Can I transfer a holder out of my organization to another organization?

The **Employee Transferred** link 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 to another facility:

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

13. What do I do with a credential for a holder who has transferred to a position that does not require a credential?

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

14. How do I transfer a DE or a credential holder from one SSC to another SSC, where I am the assign PM?

You will need to change the home facility in the credential profile.

15. As a DE how do I recommend an additional rating when I don't hold that rating?

You must ask your PM to add the rating needed to your credential.

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

AOV gets multiple requests from designees daily. Please allow at least 10 business days for processing.

17. Who should I notify when I have submitted issues to AOV to resolve and have not yet received a response?

If your issue requires immediate attention, you must contact your credentialing representative in your Service Area.

18. What information does AOV need when a PM or DE leaves a credentialed position, and no longer performs those duties?

For a DE, the PM must notify AOV that the credential needs to be withdrawn. For a PM, the replacement PM must complete the FAA 8000-45 AOV Credentialing Program PM Validation form, and submit the form to the service area representative. Once AOV receives the FAA 8000-45 form from the service area, AOV will withdraw the PM designation from the employee that left the position.

19. Who should I notify if a holder has transferred into my SSC but he/she is not listed in my SSC credential report?

Contact the previous SSC and request that the holder be placed with an “In Transfer” status. Once the losing DE assigns the holder with an “In Transfer” status you can search for the holder and add the rating(s) for the holder. When the PM approves the rating(s) request the holder will show up in your SSC credential report.

20. Who should I notify if a holder has transferred out of my SSC, but is still listed in my SSC credential report?

Use the “Employee Transferred” function to place the credential “In Transfer” status.

21. How do I become a DE in two or more SSCs simultaneously?

At this time, the credentialing system does not allow this. This capability will be available in a future system update.