



Federal Aviation
Administration

Air Traffic Safety Oversight System

AOV Credentialing Quick Reference Guide

*Proficiency Manager (PM)
(ATSS)*

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Logon



1. *To Logon*

- 1.1. Enter your FAA email address in the required field as well as your password.
 - 1.1.1. Initial password will be **"password"**.
 - 1.1.2. Select **"Change Password"** and enter the confidential password you wish to use both in **New Password** and **Verify New Password**. Select **"Logon"**. A message box appears indicating **"New Password Saved"**, Select **"Ok"**.
 - 1.1.3. Your change was successful.
- 1.2. Changing your password.
 - 1.2.1. Enter your FAA email address in the required field and your password.
 - 1.2.2. Select **"Change Password"** and enter the confidential password you wish to use both in **New Password** and **Verify New Password**. Select **"Logon"**. A message box appears indicating **"New Password Saved"**, Select **"Ok"**.
 - 1.2.3. Your change was successful.

NOTE: The system automatically logs out after 20 minutes of inactivity, the user must re-enter logon information.

Review Pending Request



2. *PM Receives Request for Rating*

- 2.1. As a Proficiency Manager (PM), you will receive an email message when there is a pending rating request. Access the Air Traffic Safety Oversight Service (AOV) credentialing website to view these.
- 2.2. From **Air Traffic Safety Oversight System Main Menu**, select **"Review Pending Request"**.

3. *Review Requests for Ratings input by a Designated Credential Examiner (DE)*

The **Credential Ready for Approval** page displays a list of available ratings that have been requested by one or more DEs. You have the option to **Approve**, **Return**, or **Delete** the rating request.

- 3.1. Approving a rating.
 - 3.1.1. Select the **"Approve"** button.

- 3.1.2. A message box appears indicating **“By submitting this request to AOV, I certify that this individual has met all requirements contained in FAA Order 8000.90 and a Supervisory Review has been conducted and documented for the issuance of the credential and rating(s) requested. I also certify that the Credential Examiner has completed the required supervisory reviews and/or skills evaluation(s)”**. Select **“Ok”** to continue, or **“Cancel”** to return to the previous page without approving the rating request.
- 3.1.3. If you select **“Ok”**, a message box will indicate **“Credential has been approved and an email sent to: (requesting DE)”**. Select **“Ok”**.
- 3.2. Return Request to DE.
- 3.2.1. Select the **“Return”** button. A message box will display indicating **“Are you sure you want to RETURN this REQUEST?”** Select **“Ok”** to continue, or **“Cancel”** to return to the previous page without returning the rating request.
- 3.2.2. If you select **“Ok”**, the **Reason for Return Comments** page will display as well as a message box indicating: **“Credential has been returned, please add comments, and an email sent to: (requesting DE)”**.
- 3.2.3. When the message box appears, select **“OK”** and proceed to enter comments to the DE.
- 3.2.4. After all comments have been entered, select **“Submit”**, to return the comments to the DE.
- 3.3. Delete Request.
- 3.3.1. Select the **“Delete”** button, a message box will appear indicating **“Are you sure you want to DELETE this REQUEST?”** By selecting **“OK”**, the request for rating will be deleted and the rating process for this holder is terminated; or you can select **“Cancel”** to return to the previous page without deleting the request.
- 3.3.2. After selecting **“Ok”**, a message box appears indicating: **“Credential has been deleted and an email sent to (requesting DE)”**.

Request Credential for Designated Credential Examiner

Request / Edit / Move
Credential for Designated Examiner

4. *Requesting a DE Credential*

4.1. **Request a DE Credential Using the Social Security Number and Last Name.**

Select the “**SSN**” and enter the last six digits of the Designated Credential Examiner’s social security number and last name, then select “**Submit**”.

4.2. The **Enter Information to Issue Designated Credential Examiner Credential** page is displayed. Enter the DE’s **First Name** and **Middle Initial**, **Home Facility**, and **Birth Month**. Select “**Submit**”.

5. *Add DE Ratings*

5.1. The **Add Designated Credential Examiner Ratings** page displays a list of available ratings for credential. If any existing credentials are held they will also be displayed at the bottom of the page under **Current Credential**. The rating you select must be a rating for which the individual meets the requirements of FAA Order 8000.90. This rating will also be the rating for which he/she is designated to recommend others to receive.

NOTE: During initial credentialing implementation a Supervisory Review will be used in lieu of a Skills Evaluation. You will issue rating(s) at the same time as you designate an individual as a Designated Credential Examiner. Therefore, you need to conduct and document a Supervisory Review for each individual. The most recent Supervisory Review shall be kept on file. The following items are to be used as guidance to determine compliance with the requirements contained in the FAA Order 8000.90 before approving a rating.

- PM accomplishments
- Certifications accomplishments
- Completion of assigned training
- Review of logging for completeness and accuracy
- Review of past internal evaluations, which may include management evaluations, NASTEP reports, etc.

NOTE: No individual shall be recommended for an AOV credential if he/she is currently under an opportunity to demonstrate performance (ODP) or de-certified from an operational position due to performance.

5.2. Check the appropriate rating(s) in each SSC for which the individual will be recommended. Additionally, check “**For Designation purposes only**” for those ratings that the individual does **not** have any Certification Authority. Select “**Submit**”.

By submitting this request to AOV, you certify that this individual has met all requirements contained in FAA Order 8000.90 for the issuance of the credential and designation(s) requested.

- 5.3. The **Confirm Designated Credential Examiner Credential** page is displayed. Review the information, if it is correct select **“Accept”**. If it is incorrect select **“Cancel”**, and begin the process from step 4.
- 5.4. If you select **“Accept”**, the **Add Designated Credential Examiners Email** page will be displayed. Enter the Examiner’s FAA email address and select **“Submit”**.
- 5.5. The **Air Traffic Safety Oversight System Main Menu** will acknowledge receipt of your submission with a message box indicating: **“Credential added successfully”**.
- 5.6. Once AOV has completed processing the credential request, a permanent credential card will be mailed to the facility for issuance to the DE.

Edit Credential for Designated Credential Examiner

Request / Edit / Move Credential for Designated Examiner

6. *Edit DE Credential*

- 6.1. **Edit DE Credential Using Social Security Number and Last Name.** Select **“SSN”**, enter the last six digits of the Designated Credential Examiner’s social security number and last name, then select **“Submit”**; or
- 6.2. **Edit DE Credential Using Credential Number.** Select **“Credential Number”** and enter the credential number, then select **“Submit”**.

7. *Making changes*

- 7.1. The **Edit Designated Credential Examiner Credential** page is displayed. The categories available to edit are the following: **Last Name, First Name & Middle Initial, Birth Month, and/or Last 6 Digits of SSN.**
- 7.2. Edit the necessary information and select **“Submit”**.
- 7.3. A message box will appear indicating **“Edit successful”**, select **“Ok”**.

8. *Historical*

- 8.1. The historical checkbox means the individual no longer performs those duties at that location. Select and/or de-select this option as appropriate.

9. *Remove “for designation purposes only” indicator*

- 9.1. Check **Remove “For Designation purposes only”** for those ratings that the individual **DOES** have certification authority, which previously had no certification authority.

10. *Add New Credential*

- 10.1. Select **“Add New Credential”**.

10.2. The **Select Ratings the Designated Credential Examiner will be authorized to recommend** page displays a list of available ratings for credential. If any existing credentials are held they will also be displayed at the bottom of the page under **Current Credential**. The rating you select must be a rating for which the individual meets the requirements of FAA Order 8000.90. This rating will also be the rating for which he/she is designated to recommend others to receive.

NOTE: During initial credentialing implementation a **Supervisory Review** will be used in lieu of a **Skills Evaluation**. You will issue rating(s) at the same time as you designate an individual as a **Designated Credential Examiner**. Therefore, you need to conduct and document a **Supervisory Review** for each individual. The most recent **Supervisory Review** shall be kept on file. The following items are to be used as guidance to determine compliance with the requirements contained in the **FAA Order 8000.90** before approving a rating.

- PM accomplishments
- Certifications accomplishments
- Completion of assigned training
- Review of logging for completeness and accuracy
- Review of past internal evaluations, which may include management evaluations, NASTEP reports, etc.

NOTE: No individual shall be recommended for an **AOV credential** if he/she is currently under an opportunity to demonstrate performance (**ODP**) or de-certified from an operational position due to performance.

10.3. Check the appropriate rating(s) in each **SSC** for which the individual will be recommended. Additionally, check **“For Designation purposes only”** for those ratings that the individual does **not** have any Certification Authority. Select **“Submit”**.

10.4. The **Air Traffic Safety Oversight System Main Menu** acknowledges receipt of your submission with a message box: **“Credential Updated”**. Select **“Ok”**.

11. Changing DE to a Credential Holder

11.1. Select **Change DE to Credential Holder**.

11.2. A message box will indicate **“WARNING! This will remove all DE designations and change the DE to a Credential Holder”**. Select **“Ok”** if you wish to continue, or cancel to return to the **Edit Designated Credential Examiner Credential** page.

11.3. If you select **“Ok”**, the **Air Traffic Safety Oversight System Main Menu** appears and a message box will indicate **“The DE has been changed to a credential holder”**.

NOTE: Once a DE becomes a credential holder, the PM will no longer be able to edit this holder.

NOTE: A NEW CARD WILL NEED TO BE REISSUED DUE TO ANY OF THE ABOVE CHANGES.

12. Re- Issue New Card

- 12.1. Select “Reissue New Card” at the **Edit DE Credential** page. A message box will appear asking “Are you certain you want another card generated and delivered for this individual?” Select “Ok” to continue or “Cancel” to return to the **Edit DE Credential** page without reissuing a new card.
- 12.2. After selecting “Ok”, a message box will appear indicating “New Card Issued”. Select “Ok”.

NOTE: If you receive a message box indicating “A request for a new card has already been issued today, please try again tomorrow”, this means you must submit your request the next day for the new card to be issued.

- 12.3 Once AOV has completed processing the credential request, a permanent credential card will be mailed to the facility for issuance to the DE.

13. Print Temporary Credentials

- 13.1. Select the “Print Temporary” icon from the **Edit DE Credential** page.
- 13.2. An Adobe PDF document will display. This document should be printed and retained until a permanent credential card is received.

Move a Designated Credential Examiner to a Different District, OEP/GNAS Group

Request / Edit / Move
Credential for Designated Examiner

A DE to be moved to a different district cannot have any pending rating requests for the move to take place, please ensure the individual to be moved has no pending requests before initiating a move. When moving a credential for a DE there is a two step process that must be carried out between the requesting and the releasing PM. Below are the steps that both PMs must follow.

Requesting PM:

14. Move DE Credential

- 14.1. **Move Credential for DE using Social Security Number and Last Name.**
Select “SSN”, enter the last six digits of the Designated Credential Examiner’s social security number and last name, then select “Submit”; or
- 14.2. **Move Credential for DE Using Credential Number.** Select “Credential Number” and enter the credential number, then select “Submit”.

15. *The Move Credential Holder page appears*

The basic information on the holder can be viewed here, as well as the “**Request Move**” button.

15.1. Select the “**Request Move**” button.

15.2. The **Air Traffic Safety Oversight System Main Menu** appears and a message box will indicate “**A move request has been sent to email (to the releasing PM)**”.

NOTE: The transfer converts a DE to a credential holder. When the move is approved the transferring holder still belongs to the releasing facility until a DE at his/her new facility gives the holder a new rating.

Releasing PM:

15.3. To approve a move the releasing PM must:

15.3.1. Log onto the website and select “**Move Credential Holder**”.

Note: This button only appears when there is a request for a move.

15.3.2. The pending requests can be viewed at this page. The PM has the option to “**Accept**” or “**Cancel**”.

15.3.3. Once the PM accepts the move a message box appears indicating “**Request has been Accepted and an email sent to (Requesting PM)**.”

15.3.4. Once the PM cancels the move, a message box appears indicating “**Request has been Cancelled and an email sent to (Requesting PM)**.”

NOTE: The transfer converts a DE to a credential holder. When the move is approved the transferring holder still belongs to the releasing facility until a DE at his/her new facility gives the holder a new rating.

Move a Designated Credential Examiner within a District, OEP/GNAS Office

**Request / Edit / Move
Credential for Designated Examiner**

16. *Moving a DE within a District, OEP/GNAS Office*

16.1. **Move a DE’s Credential within a District Using Social Security Number and Last Name.** Select “**SSN**” and enter the last six digits of the DE’s social security number and last name, then select “**Submit**”; or

16.2. **Move a DE’s Credential within a District Using Credential Number.** Select “**Credential Number**” and enter the credential number, then select “**Submit**”.

17. *Edit Designated Credential Examiner Credential page*

- 17.1. The fields are auto-filled with the individual's information. At the **Home Facility** portion there is a drop down menu where you can select a new home facility for the DE.

NOTE: Your selection only consists of those facilities you hold a PM designation. To move a DE to a different district, follow steps 14.-15. in this Quick Reference Guide.

- 17.2. After selecting the new home facility, select **"Submit"**.
- 17.3. A message box appears indicating **"Edit successful"**. Select **"Ok"**. The change in home facility has been made.

NOTE: All ratings at the holder's previous home facility will remain active until you mark these "Historical" (these options are described in steps 8.).

Contact AOV

A light blue rounded rectangular button with the text "Contact AOV" in black.

18. Contact AOV

- 18.1. The **Contact AOV** page is displayed.
- 18.2. Enter comments for the Website Administrator, and then select **"Submit"**. A message box displays, **"The email has been sent"**.
- 18.3. Select **"Ok"**. The system returns to the **Air Traffic Safety Oversight System Main Menu**.

Edit Designated Credential Examiner Email

A light blue rounded rectangular button with the text "Edit Designated Examiner Email" in black.

19. Editing a Designated Credential Examiner's email address

- 19.1. **Edit DE's Email Using Social Security Number and Last Name.** Select **"SSN"** and enter the last six digits of the Designated Credential Examiner's social security number and last name, then select **"Submit"**; or
- 19.2. **Edit DE's Email Using Credential Number.** Select **"Credential Number"** and enter the credential number, then select **"Submit"**.

20. Edit DE user account

- 20.1. The **"Edit Designated Credential Examiner User Account"** page is displayed.
- 20.2. The fields available for edits are **Email, Last Name,** and **First Name & Middle Initial.** Enter the changes in the correct fields, then select **"Save"**.
- 20.3. A message box will display **"Account Edited Successfully"**. Select **"Ok"**.

21. Email Look Up

- 21.1. If you are unsure of the accurate email address, select the **“Email Look Up”** which routes you to the FAA Directory.

22. Resend Welcome Email

NOTE: All changes must be saved before resending the welcome email.

- 22.1. To resend the welcome email, select **“Resend Welcome Email”**.
- 22.2. A message box will appear indicating **“Are you certain you want to send a Welcome Email to the email address of: (DE). If the Email is not correct, please edit the email first, click the Save button, then click the Resend Welcome Email button”**. Select **“Ok”** to continue, or **“Cancel”** to end the process.
- 22.3. After selecting **“Ok”**, a message box will display **“An email was sent to (DE)”**; select **“Ok”**.

Change Credential Holder to Designated Credential Examiner

Change Credential Holder to Designated Examiner

23. Change Credential Holder to Designated Credential Examiner page

- 23.1. **Change Credential Holder’s Credential Using Social Security Number and Last Name.** Select **“SSN”** and enter the last six digits of the Holder’s social security number and last name, then select **“Submit”**; or
- 23.2. **Change Credential Holder’s Credential Using Credential Number.** Select **“Credential Number”** and enter the credential number, then select **“Submit”**.

24. Change to Designated Credential Examiner page

- 24.1. The fields are auto-filled with the individual’s information. Select the **“Change to Designated Credential Examiner”** button. The **Please enter an email address for the new DE and select Home Facility** page is displayed.
- 24.2. **Enter** the new DE’s FAA email address in the email address field; select the home facility, then select **“Continue”**. A message box is displayed with the text **“Change successful”**, select **“OK”**. The system returns to the **Air Traffic Safety Oversight System Main Menu**.

Move a Credential Holder Within a District, OEP/GNAS Office

Move Credential Holder Within Your Facilities

25. *Moving a Credential Holder within a District, OEP/GNAS Office*

25.1. **Move a Holder's Credential within a District Using Social Security Number and Last Name.** Select "SSN" and enter the last six digits of the holder's social security number and last name, then select "Submit"; or

25.2. **Move a Holder's Credential within a District Using Credential Number.** Select "Credential Number" and enter the credential number, then select "Submit".

26. *Edit Employee Credential page*

26.1. The fields are auto-filled with the individual's information. At the **Home Facility** portion there is a drop down menu where you can select a new home facility for the holder.

NOTE: Your selection only consists of those facilities you hold a PM designation. To move a credential holder to a different district, follow steps 27. -29. in this User Guide.

26.2. After selecting the new home facility, select "Submit".

26.3. **The Air Traffic Safety Oversight System Main Menu** appears and a message box appears indicating "Update successful". Select "Ok". The change in home facility has been made.

NOTE: All ratings at the holder's previous home facility will be automatically marked historical. No active ratings exist for the new home facility until a DE at his/her new facility gives the holder a rating.

Request/Move a Credential Holder Not in Your Facilities

Request to Move Credential Holder Not in Your Facilities

When moving a credential, there is a two step process that must be carried out between the requesting and the releasing PM. Below are the steps that both PMs must follow.

Requesting PM:

27. *Move Credential Holders*

27.1. **Move Credential Holder's Credential Using Social Security Number and Last Name.** Select "SSN", enter the last six digits of the holder's social security number and last name, then select "Submit"; or

27.2. Move Credential Holder's Credential Using Credential Number. Select "Credential Number" and enter the credential number, then select "Submit".

28. The Move Credential Holder page

The basic information on the holder can be viewed here, as well as the "Request Move" button.

28.1. Select the "Request Move" button.

28.2. The Air Traffic Safety Oversight System Main Menu appears and a message box will indicate "A move request has been sent to (releasing PM)".

NOTE: When the move is approved the transferring holder still belongs to the releasing facility until a DE at his/her new facility gives the holder a new rating.

Releasing PM:

28.3. To approve a move the releasing PM must:

28.3.1. Log onto the website and select "Move Credential Holder".

28.3.2. The pending requests can be viewed at this page. The PM has the option to "Accept" or "Cancel".

28.3.3. Once the PM approves the move a message box displays "Request has been accepted and an email sent to(Requesting PM)".

28.3.4. Once the PM cancels the move, a message box appears indicating "Request has been cancelled and an email sent to (Requesting PM)."

NOTE: When the move is approved the transferring holder still belongs to the releasing facility until a DE at his/her new facility gives the holder a new rating.

29. Making the move final

29.1. After the releasing PM approves the move, the gaining PM must forward the credential number to one of his/her DEs.

Reports



30. User Summary Report

30.1. All fields are optional. These include the **Designation Facility**, and **Type Holder**.

30.1.1. Both fields have the option to be sorted by, when the report is generated. If you wish to sort by either option select the "Sort By" toggle beside the option you wish to sort by.

31. Capabilities for a User Summary Report that was created

31.1.  Yellow Highlighter: At the upper left of the screen you will see this depiction; this image is selectable; if you click on it an “X” will appear over the image. When this is crossed out by the “X”, as you move your mouse over the different items in the report, they will no longer have an orange background where your pointer is on. To de-select this option, simply click on the image, the “X” is no longer there.

31.2.  Export: At the upper right of the screen is an image of a green “X” representing Microsoft Excel. Select this button to export the report to Microsoft Excel.

31.2.1. To open the spreadsheet, simply click on the blue file name that ends in “.xls”.

31.2.2. To save the spreadsheet, right click on the blue file name that ends in “.xls” and select “**Save Target As**”.

31.3.  Print: At the upper right of the screen is an image of a printer. Select this image if you wish to print the data from the report.

31.4. Sorting after the report was generated: To sort the report in ascending or descending order, simply use the column headers. Select the column header you wish to sort by, one click for ascending and two for descending. The options to sort by are **Credential No.**, **Name**, **Home Facility**, **Ratings**, **Type Holder**, and **Designation Facility**.

31.5. Total Counts: At the bottom of the list you will find the total number of PMs per location, Designated Credential Examiners per location, holders per location, and the total count of all listings. The PMs, DEs and holders in this listing can be repeated more than once if the listing includes more than one facility where that individual holds a rating.

31.6. “**Re-Filter**” button: If you are going to generate a new report do not select “**Back**”, select the “**Re-Filter**” button at the bottom of the screen and proceed with steps 11.2..

Search

Search

32. To search all employees at a facility

32.1. Leave the **Last 6 digits of SSN**, **Last Name**, and **Credential Number** blank.

32.2. Sort Facilities category: Select “**Airway Transportation System Specialist**”.

32.3. Select the appropriate facility then select “**Submit**”. The results will display all employees at the facility selected. Click on the employee’s name to display their information.

33. To search an individual

33.1. Enter **Last 6 digits of SSN**, and/or **Last Name** of the employee

33.2. Sort Facility category: Select “**Airway Transportation System Specialist**”.
(Optional)

33.3. Facility category: Choose the appropriate facility, then select “**Submit**”.
(Optional)

33.4. A page displays the **Employee’s Name, Designations, Credential Number, Home Facility** and **Status**. Click on the employee’s name to display their information.

34. To search an individual using their Credential number

34.1. Enter the number into the **Credential Number** field. All other fields can be left blank since each employee has a unique number. Select “**Submit**”.

34.2. A page displays the **Employee’s Name, Designations, Credential Number, Home Facility** and **Status**. Click on the employee’s name to display their information.

Log Off



35. Logging off

35.1. From the main menu, select “**Log off**”. A message box displays “**Are you sure you want to Log Off?**” Select “**OK**”. The user is now logged off.