

Credentialing System FAQs - applicable to both ATCS and ATSS

Credentialing System access

<p>1. Who is permitted access to the Credentialing system, and are there different levels or types of access?</p>	<p>There are two basic categories of access to the AOV Credentialing system: read-only viewer access, and access for those who are responsible for maintaining Credentialing data. The access types among delegated users of the system are: District/Group PM or Co-PM, facility PM or Co-PM, District or Group DE, and DE. For read-only access, the Credential System Viewer designation may be assigned.</p>
<p>2. Can I access the AOV Credentialing site without being behind the FAA firewall (like, using my personal laptop or cellphone)?</p>	<p>No. You must be behind the FAA firewall to access the AOV Credentialing site.</p>
<p>3. Is there a preference for the browser used to access the AOV site (IE, Chrome, etc.)?</p>	<p>No, there is no preference on the browser used to access the site.</p>
<p>4. My manager made me a Designated Examiner, but the AOV site won't let me log in. What should I do?</p>	<p>The most common reason for this situation is that as a newly-designated DE, you still won't be able to access the AOV Credentialing site until our system registers that you have completed the online DE course. You only need to do this one time in your FAA career. If you are a DE at one facility, and you transfer to another where the ATM again assigns you to be a DE, you will <u>not</u> need to take the DE course again. In order to perform the functions of a Designated Examiner, you must have an "Active" Credential and a current rating for your facility. It is also necessary to hold the same type of rating as someone for whom you need to add or renew a rating. You must also hold a current medical clearance.</p>

Issuing a New Credential

<p>1. Who can issue a Credential?</p>	<p>A Designated Examiner (DE) may Request a Credential for an Employee who has never before held an AOV Credential. This request must then be approved by an appropriate Proficiency Manager (PM). Typically, one or more ratings will also be requested via the similar Add Rating request/approve process.</p>
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<p>2. When should a Credential be issued?</p>	<p>The best time to issue a Credential to an employee who has never held a Credential is as soon as possible after the employee takes the new assignment.</p> <p>A Credential may be issued prior to the issuance of ratings. So in the case of a new Air Traffic Control Specialist, a Credential record can be issued and the Credential status can be listed as "In-Training" until that person is ready to be issued their first rating.</p>
<p>3. How is a new Credential issued?</p>	<p>A PM, Co-PM, or DE may issue an employee their first Credential by accessing the PM or DE menu link "Request Credential for Employee." On the form that appears, all that is needed is the new employee's FAA email address. Once entered, the email is matched against Human Resources (HR) records and the remaining required elements of the Credential record are filled in automatically.</p> <p>A rating may either be requested at this time via the "Add Rating" link, or delayed as appropriate. If issuance of the employee's first rating is delayed until they have completed any required training and certification, please ensure the Credential status is listed appropriately, such as "In-Training." The Credential status must be changed to "Active" prior to issuing a rating.</p>
<p>4. I'm a Designated Examiner, and I tried to create a Credential for a new employee at our facility (this employee once held an AOV Credential, left the agency, and then rehired). I keep getting an error message that says "Invalid email." What do I do?</p>	<p>If the appropriate Federal Personnel and Payroll System (FPPS) actions have not been completed, please address that first. Then, if the same error message is encountered, contact the AOV Point of Contact (POC) for your service area (as listed on the Home Page of the AOV Credentialing site). If this involves an ATSS employee, contact the POC for ATSS.</p>
<p>Designations</p>	
<p>1. When and how is a Designation removed?</p>	<p>It is the responsibility of a PM or Co-PM to remove the designation within 60 days of determining those duties are no longer applicable. The PM or Co-PM should use the "Request Withdrawal" link in the PM Menu.</p>
<p>Ratings</p>	

<p>1. Is there a way to change the expiration dates for multiple ratings to make them match up? (syncing up expiration dates, so they all expire in the same year)</p>	<p>Yes! Please contact the AOV Credentialing point-of-contact for your Service Area, as listed on the AOV Credentialing site home page.</p>
<p>2. I'm a DE. What do I do if we can't renew an employee's rating before it expires?</p>	<p>If the reason for being unable to renew is available as a "status" for the employee (such as the employee is medically disqualified and should be given a "medical" status), then select the appropriate status so the system does not audit the expired rating. If the reasoning is unavailable as a status, contact the appropriate Credentialing POC via the home page of the Credentialing web site.</p>
<p>Change of Employee's Status</p>	
<p>1. Our employee retired. What do we do about their Credential?</p>	<p>Proficiency Managers (or Co-PMs, if applicable) are responsible for ensuring Credential and rating information is accurate and up-to-date for personnel for whom they are responsible. If an employee retires, the PM or Co-PM must submit a withdrawal request to AOV, via the "Request Withdrawal" link in their Credentialing system menu options.</p>
<p>2. Our employee transferred. What do we do about their Credential?</p>	<p>If a Credential holder has transferred from your facility to another FAA facility where they will continue to require a Credential with ratings, their Credential record must be transferred to the gaining facility. The PM (or Co-PM) will use the "Employee Transferred" link. Also, any Designated Examiner at the releasing facility may initiate the process by submitting an online transfer request, for the PM or Co-PM to approve.</p>
<p>3. Our employee transferred from our ATCT to the Command Center (ATCSCC). I don't see an option to select ATCSCC as the "transfer to" facility – what do I do?</p>	<p>FAA employees assigned to the Command Center (ATCSCC) do not hold active Credentials or ratings. This is similar to an Air Traffic Controller who loses their medical clearance and transfers into a support staff position, or an ATSS technician who transfers to an OCC and no longer services equipment or systems. The correct action is for a PM or Co-PM to submit a request for withdrawal of the employee's Credential by selecting non-credentialing position. Upon approval of this request by AOV, the Credential record will become "historical," but can be accessed and updated/activated at a later date if the employee happens to return to a position that requires a Credential with a designation or ratings.</p>
<p>4. I have an employee who is transferring to a new facility where a Credential is required. Can I process the transfer immediately, or do I need to wait until the new</p>	<p>Please do not delay the Credential transfer. As soon as the employee no longer needs their rating(s) at your facility, go ahead and initiate the Credential transfer process. The gaining facility will want to process this employee's Credential records into their facility as soon as the record is available to them.</p>

facility actually picks the employee up?	
5. Our Designated Examiner is no longer in a position where they need to be a DE. What do we do?	If a Designated Examiner at your facility is no longer performing the duties of a DE, the appropriate PM or Co-PM must submit a withdrawal request, specifically indicating removal of the DE Designation (reverting to "Holder" status).
6. After we withdraw our employee's Credential, what should we do with their Credential card?	Credential cards may be destroyed locally if the employee turned it in. Do not return Credential cards to AOV. Employees can keep their cards if they choose to.
Credential System Viewer	
1. What is a Credential System Viewer (CSV)?	A Credential System Viewer (CSV) is typically an FAA employee who does not hold an active Credential but needs access to Credential records in an administrative or support role. A CSV has read-only access, and may generate a variety of useful reports from Credentialing records, such as a list of individuals who have ratings due to expire in the current month.
2. How can I request CSV designation?	There are three steps to request access as a Credential System Viewer: 1. Manager (or their designee) of the intended viewer sends an email to: 9-AWA-AVS-AOV-Credentials@faa.gov. 2. With the request, include the viewer's first & last name and email address. For example, "I am requesting Archie League (email archibald.league@faa.gov) be granted access as a Credential System Viewer." 3. State the function the viewer will serve as a Credential System Viewer. For example, "Archie League will serve as a Tech Ops Credentialing point of contact for Eastern Service Center, Quality Control Group." Another example is "Archie League will serve as the backup Air Traffic Credentialing point of contact for Atlanta District.
3. What can I see or do in the Credentialing system as a CSV?	A designation of CSV, provided by AOV, provides read-only access to the online Credentialing system. A CSV may generate selected reports (including the "Expiring Ratings" report), look up individual Credential holders' records, and view entries in the Credential Audit Trail.
4. Will my CSV designation ever expire?	If you do not utilize your CSV access to the Credentialing system during a six-month period, you will receive an automated email alerting you that your CSV privileges will soon expire.