



Federal Aviation Administration

SUBJ: Frequently Asked Questions (FAQ): Designee Management System (DMS)

The primary audience for these FAQs is the external users which consist of applicants and designees as well as internal users such as managing specialists, selecting officials and appointing officials. For details on requirements for the DMS tool and policy, please familiarize yourself with the FAA Order 8000.95, Designee Management System policy.

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1. General Information:

What is the Designee Management System (DMS)?

DMS consists of policy and automation relating to the designees who work on behalf of the FAA under the following AVS organizations:

- Aircraft Certification Service (AIR)
- Flight Standards (FS)
- Office of Aerospace Medicine (AAM)
- Air Traffic Safety Oversight Service (AOV)

DMS is a combination of individual designee policy supported by a web-based tool designed to standardize the management of designees across AVS. DMS will allow AVS to look at the work activity and performance of designees and assess the health of the AVS designee program. If you are interested in becoming a designee, review the policy associated with qualification requirements for your technical discipline (and the requirements a designee must continue to fulfill) in FAA Order 8000.95, Designee Management Policy, which can be found in [DRS](#).

What types of designees are using DMS?

- *Office of Aerospace Medicine (AAM)*
 - *Aviation Medical Examiner (AME)*
 - *Civilian*
 - *Military*
 - *Federal*
 - *Official*
 - *International*
- *Flight Standards (FS)*
 - *Aircrew Program Designee (APD)*
 - *Designated Aircraft Dispatcher Examiner (DADE)*
 - *Training Center Evaluator (TCE)*
 - *Designated Mechanic Examiner (DME)*
 - *Designated Parachute Rigger Examiner (DPRE)*
 - *Designated Airworthiness Representative-Maintenance (DAR-T)*
 - *Designated Pilot Examiner (DPE)*
- *Aircraft Certification Service (AIR)*
 - *Designated Engineering Representative (DER)*
 - *Designated Airworthiness Representative-Manufacturing (DAR-F)*
 - *Designated Manufacturing Inspection Representative (DMIR)*
- *Air Traffic Safety Oversight Service (AOV)*
 - *Designated Control Tower Operator Examiner (DCTO-E)*

What is the role of DMS?

DMS will collect, store, and process data and information associated with individuals who apply to be a designee, and the designee management processes outlined in FAA Order 8000.95 and in accordance with FAA recordkeeping requirements. DMS will be used as the primary method to manage the AVS designee lifecycle.

2. General Eligibility and Application Questions

How do I know if I'm eligible to be a designee?

The DMS application process will collect information and determine if the applicant meets basic eligibility requirements. FAA selection as a designee requires the FAA's need and ability to manage a new designee along with successful review by an FAA evaluation panel.

Who is not eligible to apply to be a designee?

Anyone may apply to be a designee; however, DMS will not process applications from the following:

- Current FAA employees
- Applicants less than 23 years of age

How do I apply to be a designee?

To apply, you must register in [DMS](#) and complete the application process for the designee type for which you wish to apply.

Once I make an application, what happens next?

The FAA will perform the selection process only if your selected office has the need for an additional designee and the ability to manage the designee. The FAA will initiate the selection process and determine which applicants in the pool best meet the needs of the office. An FAA evaluation panel will review the selected applications and make a recommendation for appointment. If you are selected, you will be contacted by the FAA. If you are not selected for an evaluation or through the evaluation process, you will remain in the qualified applicant pool. Applicants must update their applications at least annually to remain in the qualified applicant pool.

Once I make application, do I have to keep my application updated?

Yes. If you wish to continue to be considered as a qualified applicant, you must keep your application current and updated at least once a year. Your application can be updated anytime until it has been entered into the selection process. If you fail to update your application at least once a year, your application will be removed from DMS.

Can I contact my local office to check the status of my application?

No. The FAA will no longer work with individual applicants one-on-one. The status of your application will be available in DMS.

Can I apply to be more than one designee type?

Yes. If you meet the eligibility and qualification requirements for more than one designee type, you will be able to submit a separate application for each designee type. However, you may only have one application for each designee type.

What if I am contacted or interviewed but not selected? Can I appeal not being selected?

No. There is no appeal option for not being selected.

What do I do if my application is rejected because I do not meet the minimum qualifications?

First thing you should do is familiarize yourself with the policy and assess your qualifications with the requirements to ensure your application meets those qualifications specifically. You may re-apply when you have gained the experience.

If I am not qualified for some of my requested function codes but qualified for others, what happens to my application?

If you received a message that you do not meet the qualification requirements after you submit your application, you should review FAA Order 8000.95 and familiarize yourself with the eligibility requirements and assess your qualifications with the requirements for the specific designee type for which you are applying. If you find you do not meet either the eligibility or qualification requirements, you may re-apply when you have gained the experience.

When do I get my certificate letter of authority (CLOA)?

Once you are appointed as a designee. The CLOA is part of DMS, so you do not need to print it out. Your CLOA will be updated throughout the cycle of your designation, as needed.

3. *General Questions for Existing Designees*

What policy am I required to follow when I am a designee?

All designees must follow the requirements within the FAA Order 8000.95, Designee Management System policy.

Am I required to use DMS?

Yes. The only way to be appointed as a designee is through DMS.

Where are the requirements to become a designee located?

FAA Order 8000.95 contains volumes for each designee type. Those volumes list the requirements on how to become a designee and how to maintain designation.

Whom do I call when I have a designee related question or want to learn more about designees?

If you have questions on the work you are performing as a designee, the policy or you need specific designee type-related answers, your managing specialist should always be your first point of contact. If you are experiencing IT issues (username, password, system outage), you need to contact the FAA National Help desk at 844-322-6948 or at helpdesk@faa.gov. The [Designee and Delegations](#) web pages also contain information relating to designees.

Where can I find supporting documents and job aids for DMS?

Once you're in DMS, you can find various job aids for functions within DMS.

Is the CLOA automatically sent to the designee?

No. Once an applicant is appointed as a designee in DMS, they will be able to view the CLOA within DMS. DMS is the system of record for designee authorizations.

Will I need to have multiple login's for each designee type I'm appointed?

No. You will have one login to access DMS for all your designations. If you currently hold a designation and choose to make application for a new designation, you should do so through your current DMS account. Do not recreate a new account to make an application.

What do I do if I no longer want to be a designee?

If you decide you no longer want to be a designee, you may submit a voluntary surrender request through DMS. After logging into DMS, select the "Voluntary Surrender Request" under Designation Actions. Your request will be sent to your managing specialist for processing. If you hold multiple designations, each designation must be surrendered individually.

4. DMS System and IT Questions**What happens if I forget or lose my username and/or password for DMS?**

If you forget your username and/or password, you may contact the FAA National Helpdesk to help you reset your password at helpdesk@faa.gov or by calling (844) 322-6948.

Who do I contact if I have other issues with DMS?

For any IT-related questions, contact the help desk at the email address in the previous response. For questions regarding policy or guidance on designee type-specific issues, you should contact your managing specialist.

Does DMS talk to other systems designees use?

In the summer of 2025, the current Designee Registration System (DRS) will transition into DMS. When the transition is complete, DMS will be the system of record for designee training.

What happens if DMS goes down? What process do we follow if we are unable to use DMS to do our work (both internally and externally)?

While we do not anticipate any catastrophic failure that would result in DMS going offline for an extended period, should it occur, designees should work with their managing specialists to communicate and coordinate what work is needing to be performed during the outage. DMS was designed to not prohibit designees from performing their tasks. When DMS is back online, the work can be input.

Does DMS time out or have auto-save functionality?

Yes. Due to FAA security requirements, DMS will time out after 20 minutes of inactivity. You will need to log back in to complete any work that was in process prior to being signed off. DMS does have an auto-save function so you should not lose any work completed in DMS. However, it is always recommended to save your progress.