MyAccess External User Registration Job Aid

Federal Aviation Administration

## Job Aid Contents

External User Registration Overview

An "External User" is a person who is not eligible for a DOT PIV Card (e.g., licensed commercial airline pilot; Designee of Aviation Safety) and needs access via Internet to an FAA application (e.g., Pilot Record Database; Designee Management System). As soon as an External User creates an account with FAA, the user will be able to use the same account to log into any application that grants him/her access. An External User will not need to remember a different username and password for each one. FAA will also make sure that the account is safe by using methods similar to banks and large websites (e.g., Google and Amazon) that require a password and a text message each time you log in.This Job Aid guides users through the external registration process.

MyAccess External User Registration

1. To complete the external User Registration, click the **Register here** link.
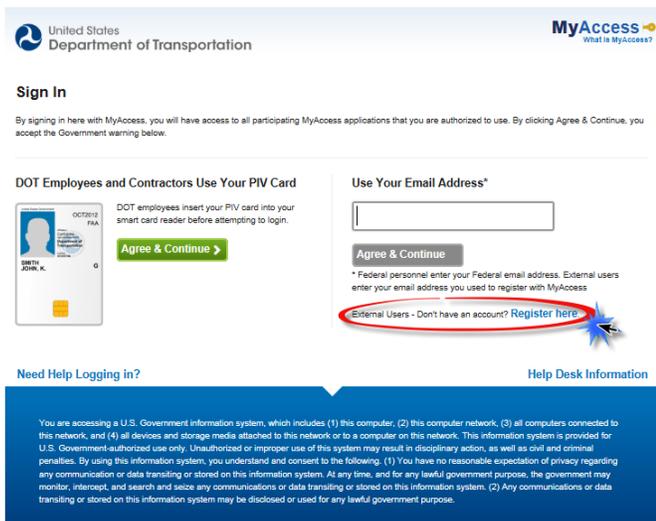
2. Enter all of the required information on the screen.
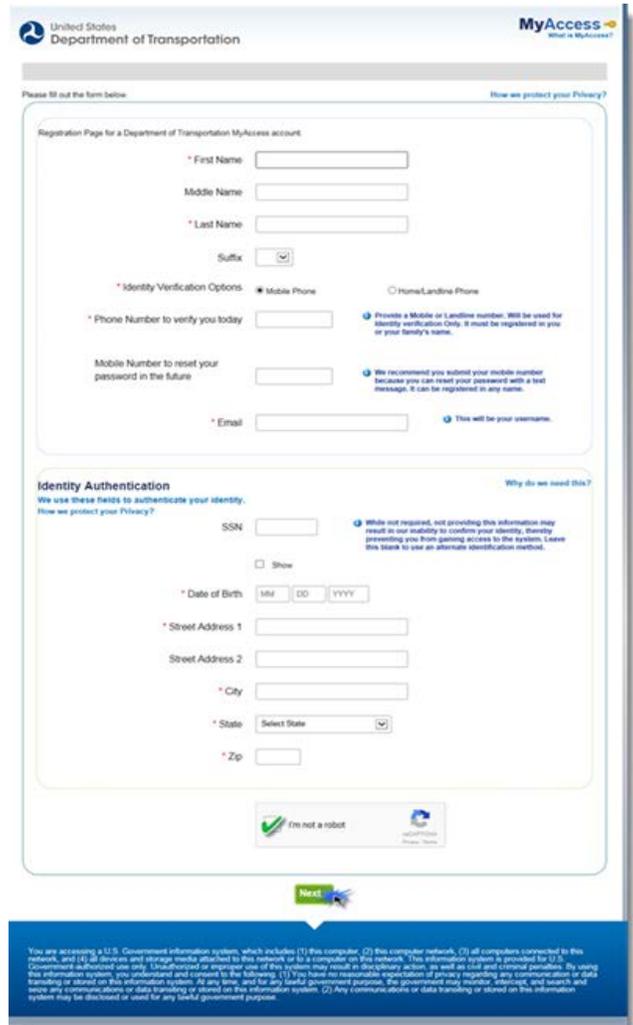
a) On the first half of the screen you will enter your first and last name, followed by the option to select an Identity Verification Method using a mobile phone or land line, and your email address. We recommend sumbitting your mobile number because you can reset your password with a text message.

Registration Page for a Department of Transportation MyAccess account.

* First Name
Middle Name
* Last Name
Suffix
* Identity Verification Options ● Mobile Phone ○ Home/Landline Phone
* Phone Number to verify you today ⓘ Provide a Mobile or Landline number. Will be used for Identity verification Only. It must be registered in you or your family's name.
Mobile Number to reset your password in the future ⓘ We recommend you submit your mobile number because you can reset your password with a text message. It can be registered in any name.
* Email ⓘ This will be your username.

Note: Provide a Mobile or Landline number (depending on the option selected above for **Identity Verification Options**). The number provided will only be used for identity verification. It must be registered in you or your family's name. You will receive a **One Time Passcode** on the phone number provided either through SMS (Mobile) or phone call (Home/Landline Phone).

Note II: Provide a valid email address. It **CAN NOT** be an **FAA email address**. It must be a personal email address that you currently have access to. You may receive a **One Time Passcode** through this email address if your Mobile or Landline number is failed to be authenticated.

b) On the second half of the screen you will enter the required information. As noted, while not required, not providing your SSN may result in our inability to confirm your identity, thereby preventing you from gaining access to the system. Leave the SSN field blank to use an alternate identification method.

Identity Authentication
We use these fields to authenticate your identity.
How we protect your Privacy?   Why do we need this?

SSN ●●●●●●●●●● ⓘ While not required, not providing this information may result in our inability to confirm your identity, thereby preventing you from gaining access to the system. Leave this blank to use an alternate identification method.
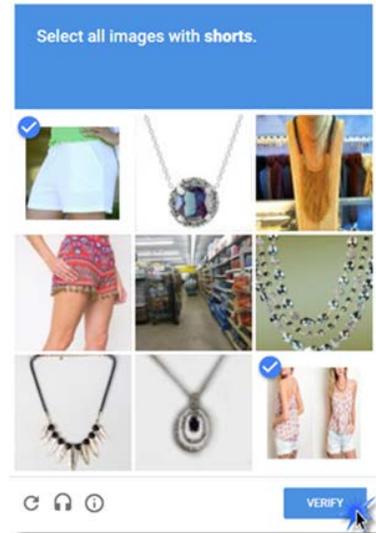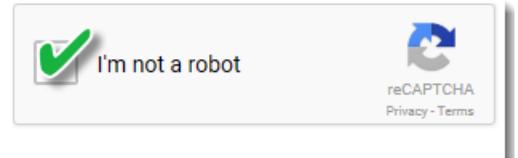
☐ Show
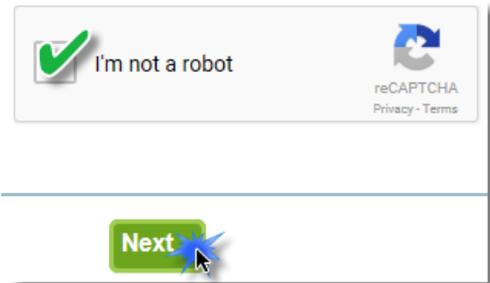
* Date of Birth
* Street Address 1
Street Address 2
* City
* State
* Zip

c) At the bottom of the screen click, **I am not a robot**. Select the options specific to the question asked by reCAPTCHA and click **Verify**.

Select all images with **shorts**.

d) After successful validation, click **Next** to proceed.

3. This page will prompt you to validate and edit the personal information that was entered on the previous page. If the information is accurate, click **Next** to proceed further.

4. Re-verify your registered phone number and click **Next**. You can edit or update the phone number which has been provided to verify your identity through the One Time Passcode.

5. If your mobile validation is successful, you will receive a One Time Passcode (OTP) on the mobile phone number provided. Enter the **OTP** and click **Submit**.

a) If the phone validation failed, the following screen will appear stating, "We were unable to validate the phone number you have provided. The phone number must be registered under your name for the validation to succeed. Please click **Next** to choose another validation option or to correct your personal information."

6. You will now answer a series of security questions to validate your identity. Once you have accurately answered the questions, click **Next.**

7. This screen will prompt you to enter your company's information (optional). Click **Next** to proceed.

For technical assistance, please contact:

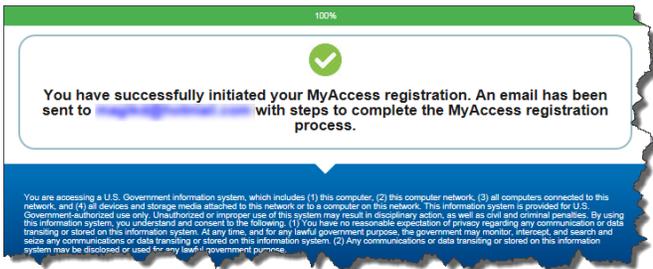MyIT Service Center
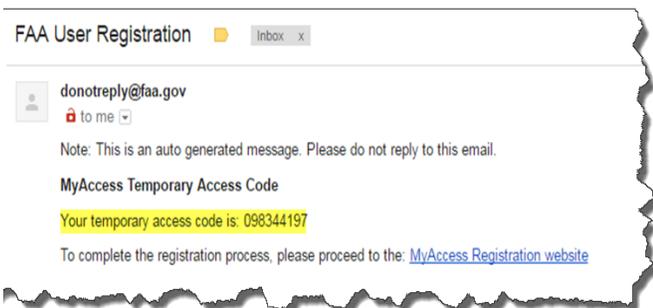Email: helpdesk@faa.gov
Phone: 1-844-FAA-MyIT (322-6948)

8. An email will now be sent to the email address used to register, which contains a user passcode. The passcode is necessary to complete the remainder of the registration process.

9. You will receive an email notification with the MyAccess Temporary Access Code and a link to complete the registration process.

This completes the steps for the External Registration. Click the link located in the email to continue with the registration for MyAccess.