



MyAccess External User Registration Job Aid

Job Aid Contents

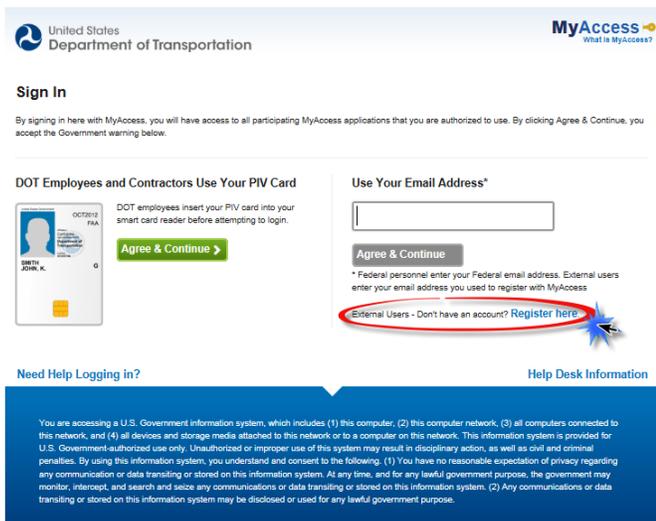
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External User Registration Overview

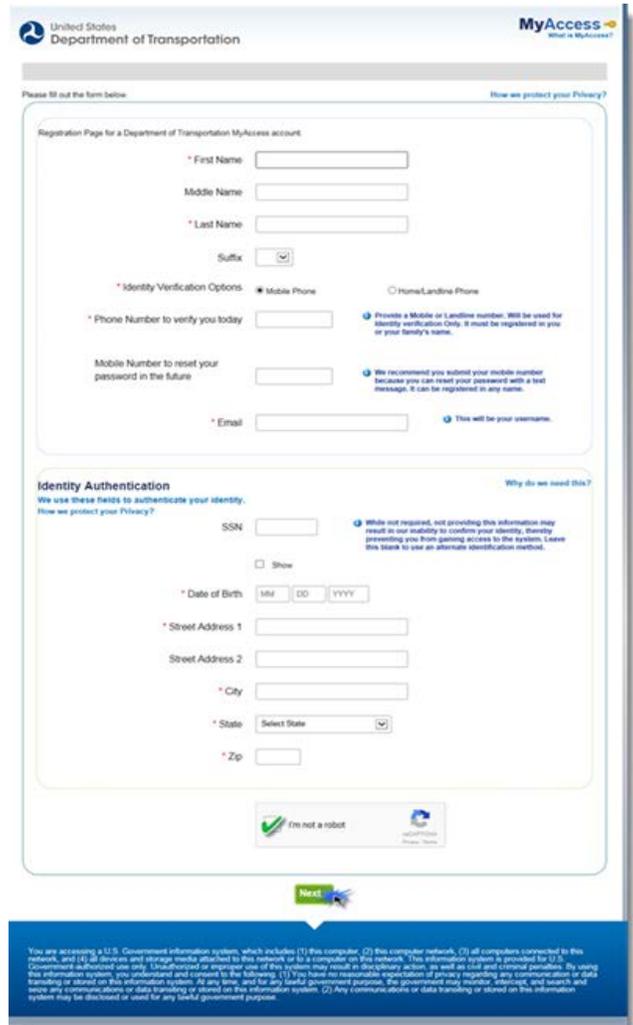
An "External User" is a person who is not eligible for a DOT PIV Card (e.g., licensed commercial airline pilot; Designee of Aviation Safety) and needs access via Internet to an FAA application (e.g., Pilot Record Database; Designee Management System). As soon as an External User creates an account with 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 submitting 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

* Identify 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 Why do we need this?

We use these fields to authenticate your identity.
How we protect your Privacy?

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

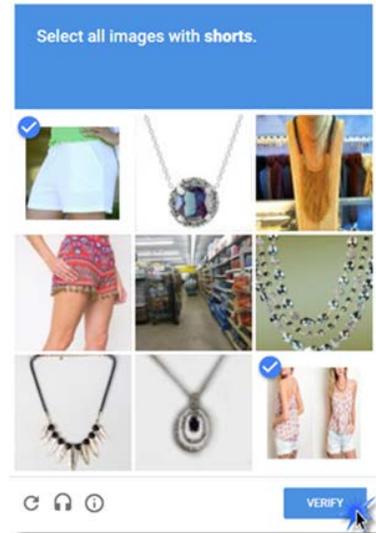
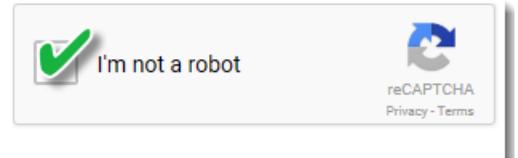
Street Address 2

* City

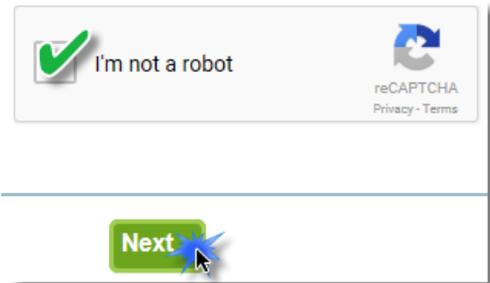
* State

* 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**.



- 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.

United States Department of Transportation MyAccess What is MyAccess?

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Please confirm if the provided personal information is correct. If all the fields are correct then click on 'Next' otherwise click on 'Edit' to correct the information.

First Name

Middle Name

Last Name

Suffix

Identity verification Option Mobile Phone Home/Landline Phone

Phone Number to verify you today

Mobile Number to reset your password in the future

Email

SSN

Date of Birth MM DD YYYY

Street Address 1

Street Address 2

City

State

Zip

< Edit Next >

United States Department of Transportation MyAccess What is MyAccess?

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A One Time Password has been sent to your mobile phone. Please enter the password you received.

You must enter the passcode on this webpage within 10 minutes of receipt.

* One Time Password

Submit

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: (1) You have no reasonable expectation of privacy regarding any communication or data transmitted or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communications or data transmitted or stored on this information system. (2) Any communications or data transmitted or stored on this information system may be disclosed or used for any lawful government purpose.

- 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."

United States Department of Transportation MyAccess What is MyAccess?

We were unable to validate the Phone number you have provided. The Phone number must be registered under your name or your family's name for the validation to succeed. Please click "Next" to choose another validation option or to correct your personal information.

Next

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.

United States Department of Transportation MyAccess What is MyAccess?

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In order to validate your identity, we need to send a One Time Password to a phone registered in your name or your family's name. Please re-verify your registered phone number and click 'Next'.

You will receive a One Time Password on your mobile phone provided for Identity Verification.

You must enter the passcode on this webpage within 10 minutes of receipt.

* Phone Number

Next

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: (1) You have no reasonable expectation of privacy regarding any communication or data transmitted or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communications or data transmitted or stored on this information system. (2) Any communications or data transmitted or stored on this information system may be disclosed or used for any lawful government purpose.

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**.

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

United States Department of Transportation MyAccess What is MyAccess?

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To validate your identity, you must answer all these security questions.

Which of the following PEOPLE have resided with you or used the same address as you?
Select Choice

In what COUNTY do you currently live?
Select Choice

Which of the following CITIES has a current or former association to you?
Select Choice

When was your SOCIAL SECURITY NUMBER issued?
Select Choice

Next >

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

United States Department of Transportation MyAccess
What is MyAccess?

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Company Information (Optional)

How we protect your Privacy?

Company Name

Title

Fax

Street Address 1

Street Address 2

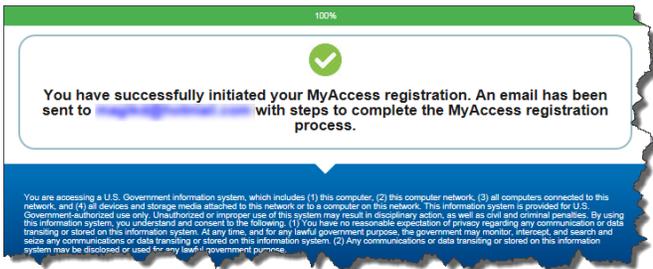
City

State

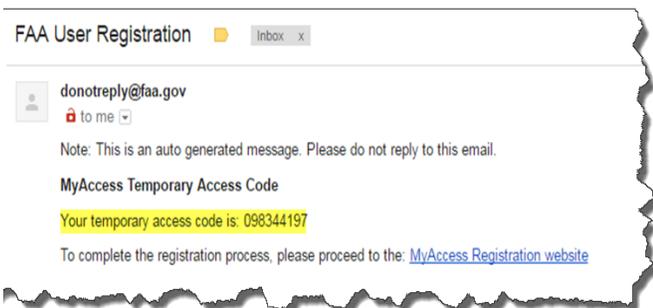
Zip

Next >

- 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.



- 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.

Technical Support

For technical assistance, please contact:

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



(844) FAA-MYIT
(844) (322-6948)
helpdesk@FAA.gov
MyIT.faa.gov