Important Information Regarding an Upcoming PRD Web Site Update

There are three (3) events described below.

Event 1:
When: May 10, 2022; entire day

What: The PRD will not be available. This includes pilot access, reviewing records, and air carrier tools. Registering in MyAccess will not be possible.

Why: The FAA is implanting an updated user management system related to MyAccess. Existing MyAccess accounts and PRD roles will be converted to the updated system on this day.

What you should do: PRD users should plan to either complete activity in the PRD before May 10th or plan to wait until the system upgrade is complete. Full system restoration is expected May 12th.

Event 2:
When: May 11, 2022; entire day

What: Access to pilot records will not be available for the entire day. Pilots will not be able to access the PRD to view records or grant consent. Air Carrier Tools will be available.

Why: The FAA is implanting an updated user management system related to MyAccess. Existing MyAccess accounts and PRD roles will be converted to the updated system on May 10th. Limited access on the 11th will allow operator and proxy users to access the PRD and ensure your accounts are working as expected.

What you should do:

- Pilots: You will not be able to access the PRD during the upgrade.
- Operator and Proxy Users: Authorized Responsible Persons (RP), User Managers (UM), Proxy Responsible Persons (PRP), and Proxy User Managers (PUM) should access the PRD via the “Tools” link and log into the PRD.
- Existing Users must reset their password in MyAccess using the new login page.
  1. Click “Need help signing in?” on the new login page.
  2. Click “Forgot password”
3. The Reset Password page will open. Enter the same email address you have used with PRD previously. DO NOT CREATE A NEW MYACCESS ACCOUNT OR CHANGE EMAIL ADDRESSES.

4. Click the “Reset via Email” button.

5. You will receive an email with instructions to reset your password as well as configure a multi-factor authentication (MFA).

6. After you have reset your password and created a MFA, you can then return to prd.faa.gov and login with the new password.

7. After logging in, verify that your roles are working as you expect. If you have trouble with MyAccess, contact the Helpdesk at (844) 322-6948. If you have trouble in PRD after logging in, email prdsupport@faa.gov. NOTE: Authorized Consumers and Proxy Authorized Consumers will not be able to access the PRD during the upgrade.

Event 3:

When: May 12, 2022 and after

What: The PRD will be using an updated user management system related to MyAccess. Existing MyAccess users should expect to reset their passwords the first time they log in. Direct MyAccess questions to the helpdesk at (844) 322-6948.

Why: The FAA is implanting an updated user management system related to MyAccess.

What you should do:

- Existing Users must reset their password in MyAccess using the new login page if they have not already done so.
  1. Click “Need help signing in?” on the new login page.
  2. Click “Forgot password”
  3. The Reset Password page will open. Enter the same email address you have used with PRD previously. DO NOT CREATE A NEW MYACCESS ACCOUNT OR CHANGE EMAIL ADDRESSES.
  4. Click the “Reset via Email” button.
  5. You will receive an email with instructions to reset your password as well as configure a multi-factor authentication (MFA).
  6. After you have reset your password and created a MFA, you can then return to prd.faa.gov and login with the new password.
  7. After logging in, verify that your roles are working as you expect. If you have trouble with MyAccess, contact the Helpdesk at (844) 322-6948. If you have trouble in PRD after logging in, email prdsupport@faa.gov.