



U.S. Department
of Transportation
Federal Aviation
Administration



CARES

CIVIL AVIATION REGISTRY ELECTRONIC SERVICES

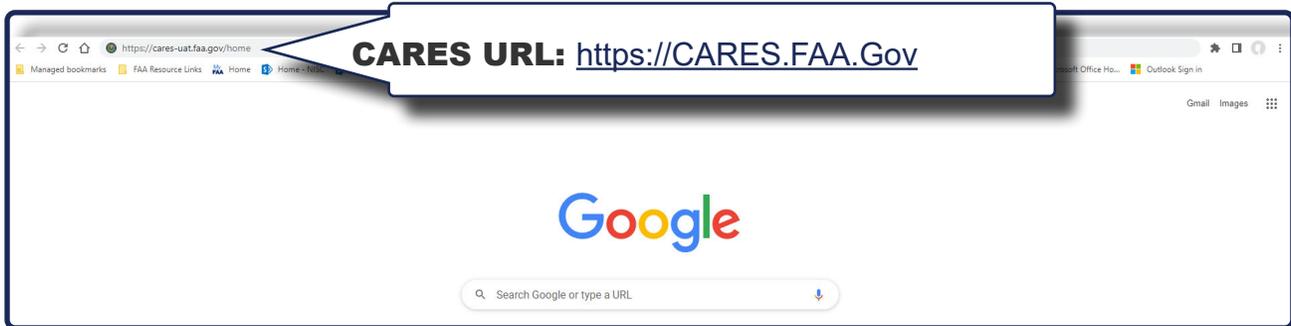
Sign Up for Individual CARES Account

Version 1.0

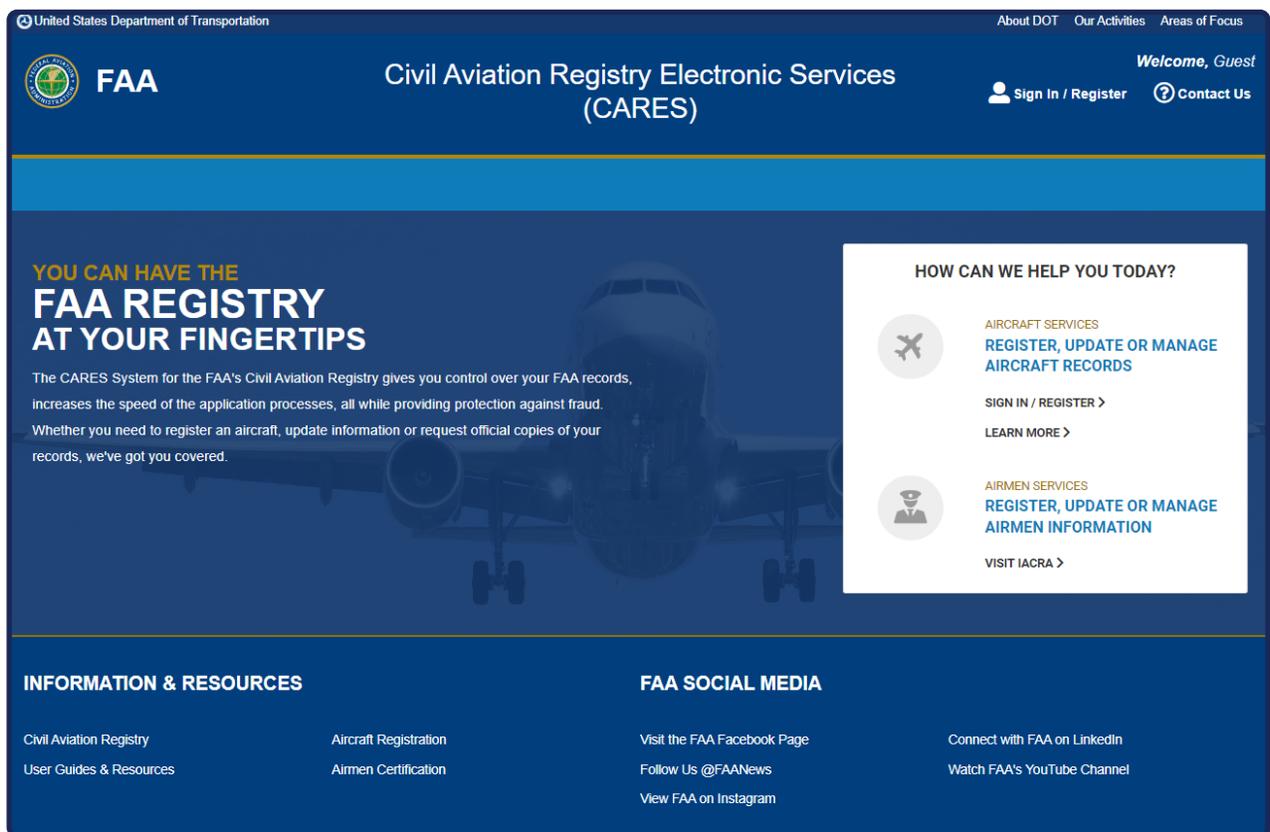
December 2022

Access CARES Home Page and Sign Up

- 1 Type the URL **https://cares.faa.gov** into your web browser then press the **ENTER** key on your keyboard:



- 2 The CARES homepage appears. Select **Sign in/Register**:



- 3 The **Welcome to FAA's MyAccess** login message appears. To sign up for a new CARES account, Select the **Register for an external account** button:

Welcome to the FAA's new MyAccess login
Federal PIV/CAC Holder? [Proceed to sign-in below](#)
First Time Here? Activate an existing external account
New User? Register for an external account

Sign in using MyAccess

Email Address

Remember me

Next

OR

Continue with DOT/FAA PIV

Continue with Federal CAC/PIV

Don't have an account? Sign up

[Need help signing in?](#)

NOTE

You can also select the **Don't have an account? Sign up** button to create a new CARES account.



- 4 The **MyAccess External User Registration** page appears. Type your first and last name, and your email address in the required fields:

The screenshot shows the FAA MyAccess External User Registration page. At the top, there is a blue header with the FAA logo, the title "MyAccess External User Registration", and a "Contact" link. Below the header, there are links for "How we protect your privacy" and "Registration Help". The main content area contains a privacy notice, a warning for federal employees, and a note about law enforcement. A dropdown menu is set to "UAT- Civil Aviation Registry Ele". Below this, there are fields for "First Name", "Middle Name", "Last Name", "Suffix", and "Email Address". A callout box with an orange border highlights the "First Name", "Last Name", and "Email Address" fields, along with the "UAT- Civil Aviation Registry Ele" dropdown. Below the callout box, there are radio buttons for "Last 4 digits of your SSN" (selected) and "Capture Government issued ID document using mobile phone". At the bottom of the callout box, there is a reCAPTCHA widget with the text "I'm not a robot" and a "Submit" button.

FAA MyAccess External User Registration [Contact](#)

[How we protect your privacy](#) [Registration Help](#)

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 transiting 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 transiting or stored on this information system. (2) Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

Please do not proceed if you are a Federal credentialed employee or contractor.

Law Enforcement and Applicants who have Opted out of the Public Data will not be able to validate their identity until they Opt in.

* You are registering for the access to the application
UAT- Civil Aviation Registry Ele

First Name: Middle Name:

* You are registering for the access to the application
Civil Aviation Registry Electronic Services (CARES)

* First Name: Middle Name:

* Last Name: Suffix:
Select suffix

* Email Address:

Select the option below for your Identity validation

Last 4 digits of your SSN

Capture Government issued ID document using mobile phone

I'm not a robot  reCAPTCHA
Privacy - Terms

Submit



Verify Identity - Last 4 of your Social Security Number

NOTE

The easiest and quickest way to verify your identity is to use the last 4 digits of your Social Security number (SSN). For instructions on verifying your identity with government issued ID and mobile phone, follow the instructions on **pages 9-17** of this guide.

- 5 Select the Last 4 digits of your SSN button, then select the I'm not a robot reCAPTCHA check-box. When complete, select the Submit button:

FAA MyAccess External User Registration [Contact](#)

[How we protect your privacy](#) [Registration Help](#)

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* You are registering for the access to the application
UAT- Civil Aviation Registry Ele

* First Name: John Middle Name:

* Last Name: Smith * Email Address: jsmith@gmail.com

Select the option below for your identity validation
 Last 4 digits of your SSN

* Email Address:

Select the option below for your Identity validation

Last 4 digits of your SSN

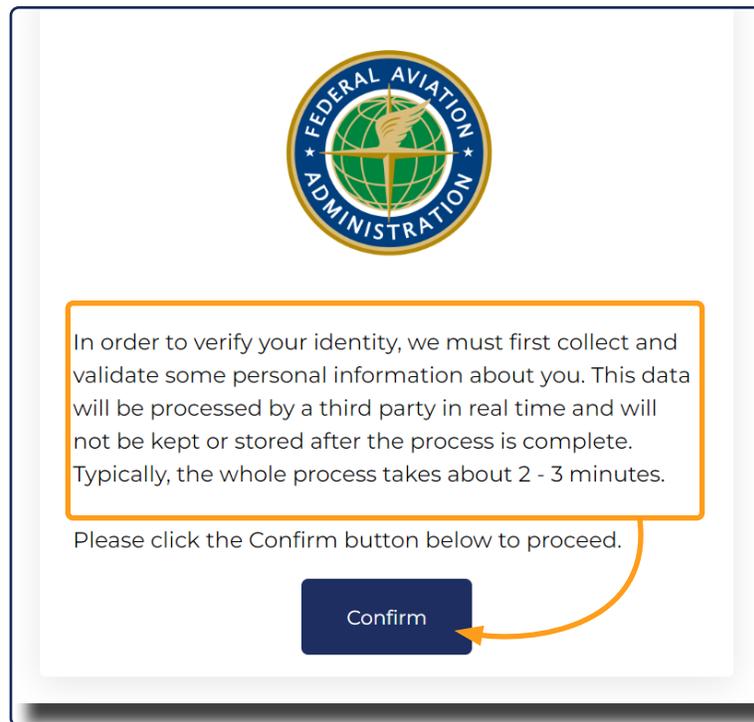
Capture Government issued ID document using mobile phone

I'm not a robot  reCAPTCHA
Privacy - Terms

Submit



- 6 A popup appears, stating personal information will be collected to verify identity but will not be stored. Select the **Confirm** button to continue:



- 7 The identification validation window appears. Type your information into the required fields:
- a Full Name
 - b Residential address
 - c Mobile phone
 - d Date of Birth
 - e Last 4 Social Security Number

When complete, select the **Confirm Information** button:

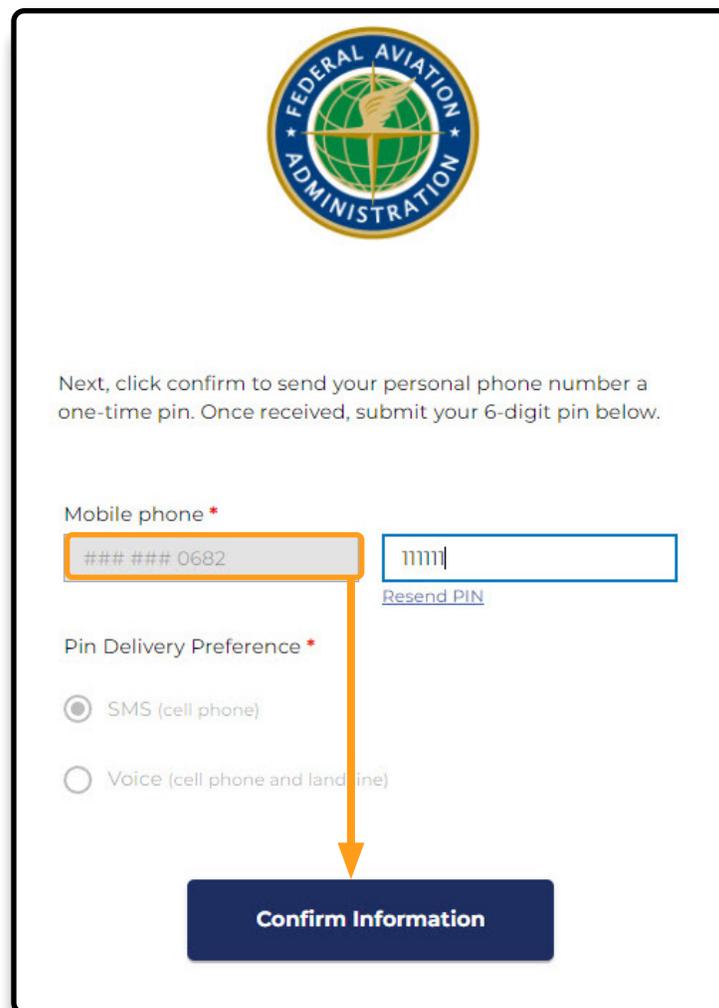
The screenshot shows the FAA identification validation window. At the top is the FAA logo. Below it is a disclaimer: "In order to validate your identity, we need to collect some information about you. This information will not be saved or stored." The form contains the following fields and elements:

- Full Name ***: A text input field with a callout 'a' pointing to it.
- Residential Address ***: A text input field with a callout 'b' pointing to it. Below the field are links for [Edit](#) and [Add Apt/Suite/P.O Box #](#), and the text "Enter address manually".
- Mobile phone ***: A text input field with a callout 'c' pointing to it. To the left of the field is a small US flag icon.
- Date of Birth ***: A text input field with a callout 'd' pointing to it.
- Last 4 Social Security Number ***: A text input field with a callout 'e' pointing to it, containing four asterisks.

At the bottom of the form is a blue button with the text "Confirm Information". An orange arrow points from the bottom of the last input field to this button.



- 8 On the following screen, type your mobile phone number into the field provided, then select the **Confirm Information** button to receive a pin number via text message:



The screenshot shows the FAA logo at the top. Below it, the text reads: "Next, click confirm to send your personal phone number a one-time pin. Once received, submit your 6-digit pin below." There are two input fields: "Mobile phone" with a grey background and a blue border, containing "### ## 0682", and a PIN field with a blue border containing "1111". A blue link "Resend PIN" is below the PIN field. Under "Pin Delivery Preference", there are two radio buttons: "SMS (cell phone)" which is selected, and "Voice (cell phone and land line)". A large blue button labeled "Confirm Information" is at the bottom, with an orange arrow pointing from the "Mobile phone" field to it.



- 9 When you receive the text message, type the PIN into the field provided, then select the **Confirm Information** button:

FEDERAL AVIATION
ADMINISTRATION

Next, click confirm to send your personal phone number a one-time pin. Once received, submit your 6-digit pin below.

Mobile phone *

0682

111111

[Resend PIN](#)

Pin Delivery Preference *

SMS (cell phone)

Voice (cell phone and land line)

Confirm Information

NOTE

When the PIN is confirmed, a success message will appear, and you will receive an email with steps to continue the sign up process. Refer to the [CARES First Time Sign In and Complete Profile](#) user guide for more information.



Verify Identity - Government ID and Mobile Phone

1 If you choose to use your Government identification (rather than the last 4 of your SSN), on the **MyAccess External User Registration** page:

- a** Select the **Capture Government issued ID document** radio button
- b** Select the **I'm not a robot** reCAPTCHA
- c** Select the **Submit** button:

NOTE

Government issued ID types are: driver's licence, passport, or Government issued identification card

FAA MyAccess External User Registration

How we protect your privacy Registration Help

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Law Enforcement and Applicants who have Opted out of the Public Data will not be able to validate their identity until they Opt in.

You are registering for the access to the application

Select the option below for your Identity validation

Last 4 digits of your SSN

Capture Government issued ID document using mobile phone

I'm not a robot

reCAPTCHA Privacy - Terms

Submit



2 In the popup that appears, select your country from the drop-down menu, then select the **Confirm Information** button:



In order to verify your identity, we must first collect and validate some personal information about you. This data will be processed by a third party in real time and will not be kept or stored after the process is complete. Typically, the whole process takes about 2 - 3 minutes.

Please select your country below to begin the identity proofing process.

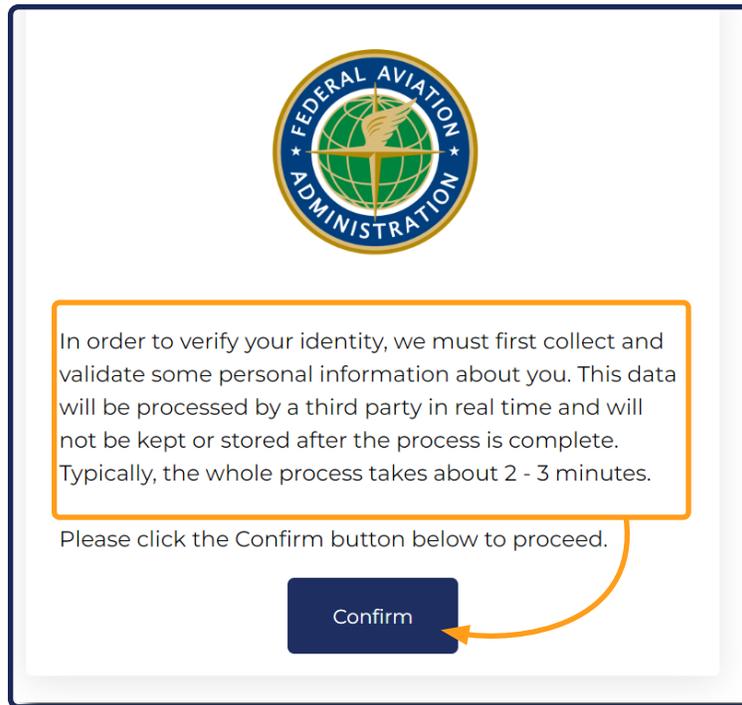
Country *

United States x | v

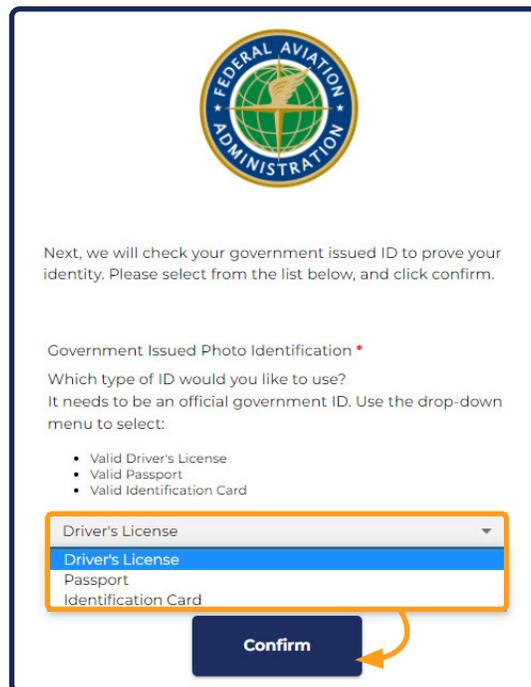
Confirm Information



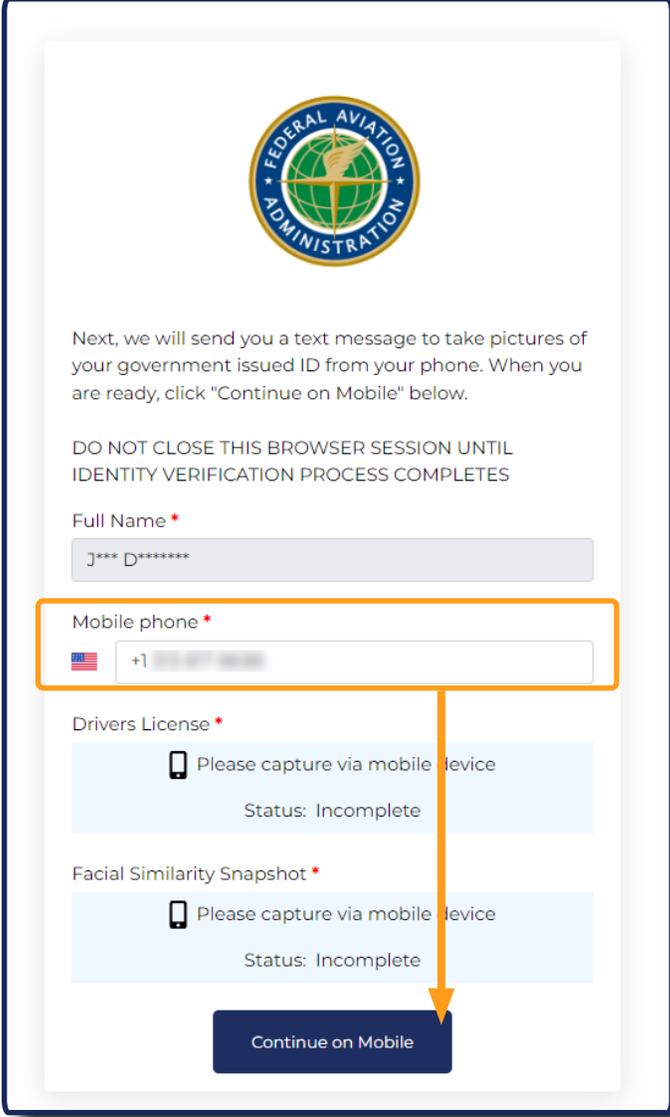
3 A popup appears, stating personal information will be collected to verify identity but will not be stored. Select the **Confirm** button to continue:



4 In the drop-down menu that appears, select the type of ID you will be using, then select the **Confirm** button:



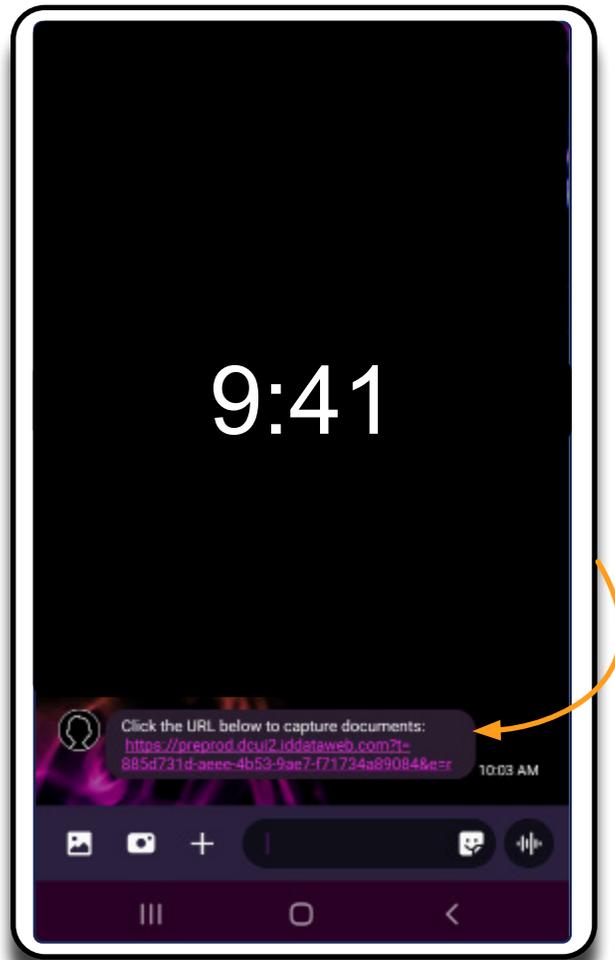
5 You will be asked to provide pictures of your ID and a Facial Similarity Snapshot. Type your Mobile phone number in the required field, then select the **Continue on Mobile** button:



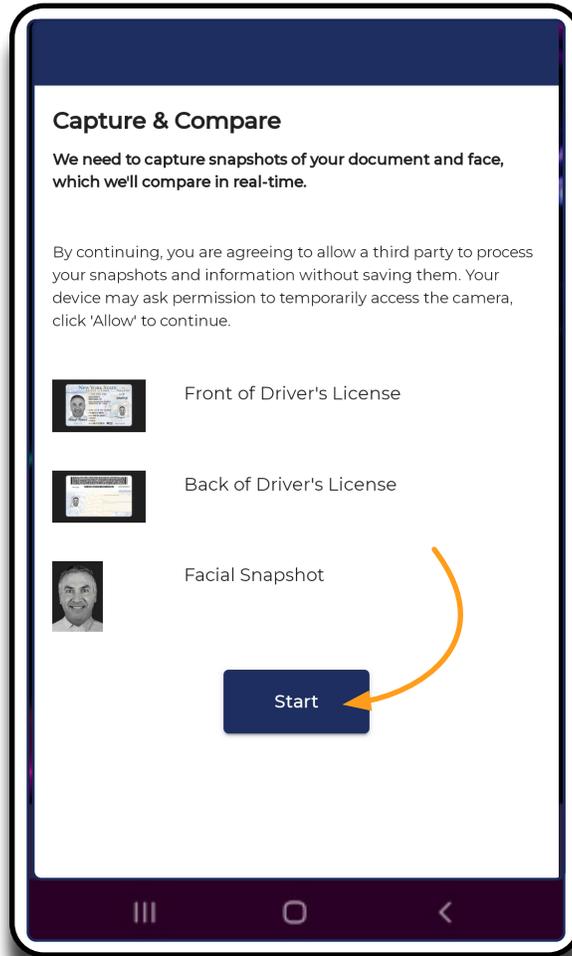
The screenshot shows a mobile verification interface for the Federal Aviation Administration. At the top is the FAA logo. Below it, text instructs the user to receive a text message to take pictures of their government ID and a facial similarity snapshot. A warning states: "DO NOT CLOSE THIS BROWSER SESSION UNTIL IDENTITY VERIFICATION PROCESS COMPLETES". The form includes a "Full Name" field with the placeholder "J*** D*****". The "Mobile phone" field is highlighted with an orange border and contains "+1" followed by a masked number. Below this are two sections: "Drivers License" and "Facial Similarity Snapshot", each with a mobile phone icon, the instruction "Please capture via mobile device", and a "Status: Incomplete" message. At the bottom is a dark blue button labeled "Continue on Mobile". An orange arrow points from the "Mobile phone" field down to the "Continue on Mobile" button.



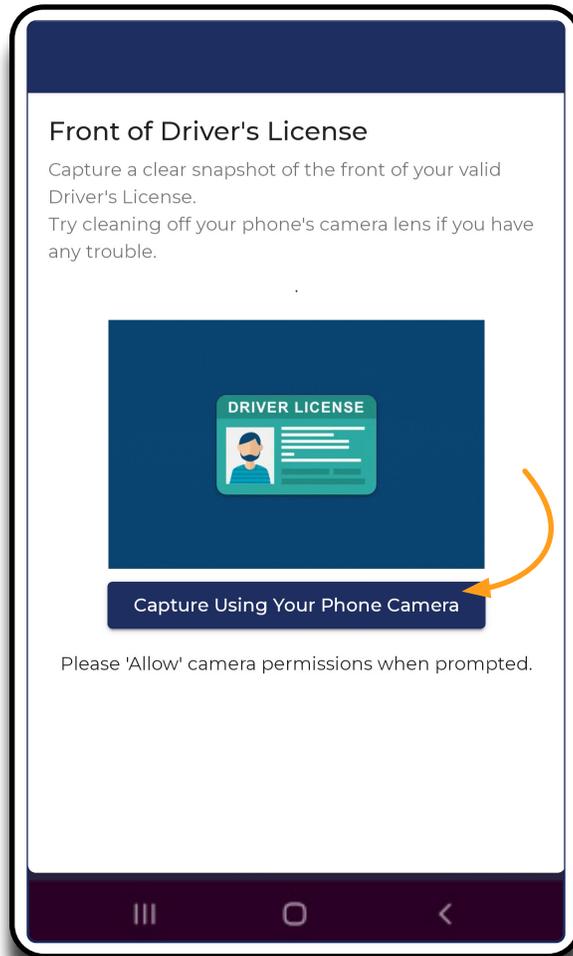
6 Open the messaging app on your mobile phone, then select the link in the message from **CARES** to capture documents:



7 The **Capture & Compare** screen appears. Select the **Start** button:



8 Follow the instructions to take a clear photo of the front side of your ID, then select the **Capture Using Your Phone Camera** button:



9 Continue to capture the backside of your ID, and a selfie using your phone's camera. When complete, select the **Confirm Information** button:

DO NOT CLOSE THIS BROWSER SESSION UNTIL IDENTITY VERIFICATION PROCESS COMPLETES

Full Name *

R*** S. L*****

Mobile phone *

Drivers License *

Click on any image to preview it

Status: Complete ✓

Facial Similarity Snapshot *

Click on the image to preview it

Status: Complete ✓

Confirm Information

NOTE

If the photo verification process fails, you will be instructed how to proceed in CARES.

NOTE

When your ID and photos are confirmed, a success message will appear, and you will receive an email with steps to continue the sign up process. Refer to the [CARES First Time Sign In and Complete Profile](#) user guide for more information.

