MyAccess External User Registration

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External User Registration Overview

An “External User” is a person who is not eligible for a DOT Personal Identity Verification (PIV) credential and requires access via the Internet to an FAA application. MyAccess Registration requires individuals to verify their identity by providing personal identifiable information (PII) such as a government issued ID or combination of other identifiable attributes such as last 4 digits, home address, and mobile number. This information is used to verify that individuals are who they claim to be and not someone impersonating someone else. Upon successful identity verification, external users will be prompted to complete account registration by establishing a password and a second factor authentication method such as a one-time password sent to a phone or an authentication app. With proper authorization, this account may be used to access multiple FAA applications.

MyAccess External User Registration Process

1. Review the disclaimers before proceeding with the form.

2. Red asterisks identify all the required information on the screen.

If you arrived at this registration form from a particular application, the referring application name will be preselcted under “You are registering for the access to the application” dropdown field. In the example above, the user is trying to register for ‘Pilot Record Database (PRD)’ application. In any case, if drop down field for “You are registering for the access to the application” does not have any preselcted value, then the user is required to select respective application for which they are trying to register.
On the same form you will enter your first name, last name, and email address. The email address CAN NOT be a federal department or agency; it must be a valid personal email address that you currently have access to.

Select either Last 4 digits of your SSN or Capture Government issued ID document as a method of identity verification.

Next on the same screen click, I'm not a robot and select the options specific to the question asked by reCAPTCHA and click VERIFY.

After successful validation, click Submit to proceed.

3. If Last 4 digit of your SSN option is selected, continue with the Last 4 Digits of SSN Verification Section.

4. If Capture Government issued ID document using mobile phone option is selected, continue with Government Issued ID Verification Section.

**Last 4 Digits of SSN Verification**

1. In addition to the last 4 digits of your SSN, additional information such as Residential Address, Mobile Phone, and Date of Birth is required. You must use your home address, using your work address will result in an identity verification failure. The mobile phone number provided will only be used for identity verification. It must be registered in you or your family's name. After filling out the form click on Confirm Information.

   ![Image of reCAPTCHA with selecting images]

   After successful validation, click Submit to proceed.

   ![Image of Confirm Information button]

   **Note:** If Identity Verification fails due to SSN Match failure OR due to failure of Mobile Phone as well as residency validation then the option to verify identity through Government Issued ID document using mobile phone will be presented. Proceed with Government Issued ID Verification (Step 2).

   If Identity Verification fails due to inadequate Mobile Phone match, then occupancy verification is presented upon clicking Continue. Proceed with Occupancy Verification (Step 1).

   ![Image of Continue button]

   We were not able to verify your identity. Let us try a different way - click below to get started.

   **2.** If your identity validation is successful, then the option to receive one-time pin through either SMS or Voice is presented.
3. You will receive a One Time PIN (OTP) on the mobile phone you provided. Enter the OTP in Please Enter PIN field and click Confirm Information.

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

Mobile phone *

### 9073

Pin Delivery Preference *

- SMS (cell phone)
- Voice (cell phone and landline)

Confirm Information

Note: There are a limited number of attempts available to confirm the PIN.

4. After successful OTP verification and identity verification, instructions to complete account registration will be presented.

You have successfully initiated your account registration. An email has been sent to your account ap2@gmail.com with steps to complete the account registration process.

5. An email will be sent with a temporary access code and link to complete registration. The access code is necessary to complete the remainder of 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.

Occupancy Verification

1. From Last 4 digits of SSN Verification, if verification fails due to inadequate Mobile Phone records then Occupancy Verification is presented upon clicking the Continue button.
2. The option to edit and confirm information is presented.

Please provide the following information and click "Confirm information" to verify your identity.

- **Full Name**: 
  
- **Residential Address**: 
  
- **Date of Birth**: 
  
- **Last 4 Social Security Number**: 

3. Questions relevant to your PII will be presented with multiple choice answers. Select the appropriate answer for each question and click Confirm Information.

4. After successful identity verification, instructions to complete account registration will be presented.

5. An email will be sent with a temporary access code and link to complete registration. The access code is necessary to complete the remainder of 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.

1. Selection of **Country** is required for Government issued ID verification.
   - Please select your country below to begin the identity proofing process.

   ```
   Country
   United States
   ```

2. Driver’s License, Passport, or Government issued Identification Card must be selected as one of the option to perform identity verification.

   - **Government Issued Photo Identification**
   - **Which type of ID would you like to use?**
   - It needs to be an official government ID. Use the drop-down menu to select:
     - Valid Driver’s License
     - Valid Passport
     - Valid Identification Card

   ![Driver’s License]  

   ![Passport]  

   ![Identification Card]

3. You must provide a valid Mobile number to receive a text message to complete the government issued ID photo capture. Click **Continue on Mobile** to receive a text message.

   ![Full Name](..)

   ```
   Mobile phone
   +1 301 234 5676
   ```

   ![Drivers License]

   ![Facial Similarity Snapshot]

   Note: It is recommended to close all browser session before you begin the government issued ID photo capture.

4. Click on the URL in the text message to begin the photo capture. The **Capture & Compare** page loads, click on **Start** to begin the process.

   **Capture & Compare**
   - We need to capture snapshots of your document and face, which we’ll compare in real-time.

   By continuing, you are agreeing to allow a third party to process your snapshots and information without saving them. Your device may ask permission to temporarily access the camera, click ‘Allow’ to continue.

   ![Front of Driver’s License]

   ![Back of Driver’s License]

   ![Facial Snapshot]
5. Click on **Capture Using Your Phone Camera** to allow the verification tool to access your phone camera.

![Front of Driver's License](image1)

**Front of Driver's License**
Capture a clear snapshot of the front of your valid Driver's License.
Try cleaning off your phone's camera lens if you have any trouble.

6. Repeat the process to capture the Back side of the government issued ID and Facial snapshot (selfie)

**Refer Tips & Tricks Section**

7. If Quality and Face detection checks are green, click on **Save and Next** or else select **Retry** until notified of a quality image capture. Select **Save and Next**. Notification of successful upload will be presented.

![Upload Complete](image2)

**Upload Complete**
You’re almost done! Please return to your computer to review and submit your snapshots.

8. Click on **Confirm Information**. After successful identity verification, instructions to complete account registration will be presented.

![Click to Confirm](image3)

**Tips & Tricks**

Government issued ID image capture preparation tips:
1. Ensure your camera lens is clean and unobstructed.
2. If you have a protective case which covers your camera lens, please remove it before proceeding.

Image capture process:
1. Lay your government issued ID on a flat surface.
2. Hold your camera 4 to 6 inches straight over your ID.
3. Follow the onscreen directions to capture your images.
4. Refer to the following examples for best results.

**Acceptable Image**
Entire image captured, with all 4 corners, nothing blocking the image, no blur, and no glare.

![Acceptable Image](image4)

**Must show all four corners of card**
Ensure the full document is in the frame – extra background is fine, as long as you get all 4 corners.

9. An email will be sent with a temporary access code and link to complete registration. The access code is necessary to complete the remainder of the registration process.
Must not be covered in any way
Ensure there is nothing obstructing the image. Avoid holding in your hands for this reason.

Must not be blurry
Do not move the camera while taking the picture. Consider cleaning your phone’s camera lens before capture.

Must not have glare from direct light
Avoid using a flash when capturing the image. Avoid harsh overhead lights – natural light is best.

To confirm your identity, you will next take a picture of yourself. Our solution will use AI to compare your face to the headshot from your government issued ID, ensuring that you are who you claim to be, and protect your account.

1. Remove your glasses, hat, and mask.
2. Ensure your hair is not blocking your face.
3. Hold your camera 7 to 10 inches straight out from your face.
4. Avoid sharp light on your face – natural light is best.
5. Hold the camera steady to avoid blur.
6. Ensure your face takes up the majority of the photo.

Technical Support
For technical assistance, please contact:
MyIT Service Center
Email: helpdesk@faa.gov
Phone: 1-844-FAA-MyIT (322-6948)