

User Guide for MyAccess Registration



Version 1.0

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If you have any suggestions/revisions/questions, please contact 9-NATL-MyAccess@faa.gov

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1. Purpose and Scope

The scope of this document is to provide you with instructions on registering an account, and authenticating into MyAccess.

2. Registering with MyAccess

If you use certain applications within DOT, you must logon to DOT MyAccess. Several DOT's applications include but are not limited to the following:

- eLMS
- IdeaHub
- CASTLE

If you are accessing any applications using MyAccess, you will be prompted to register. If you have already registered to MyAccess please proceed to **Section 3: Logging in to a MyAccess-Enabled application.**

If you have not registered for a MyAccess account, please follow the instructions below. On the MyAccess Registration page you will be prompted to use your Federal Email Address.

- a. What do you need before Registering to MyAccess?
 - Fully Enabled PIV Card

Note: If you do not have a Fully Enable PIV Card, go to the following link <https://IDMS.faa.gov>

- b. **Registration:** Enter your Federal Email Address in the box provided on the unified split screen and **Click Continue to proceed.**

United States Department of Transportation

MyAccess
What's MyAccess?

Sign In

By signing in here with MyAccess, you will have access to all participating MyAccess applications that you are authorized to use. By clicking Agree & Continue, you accept the Government warning below and agree to the [Terms of Use](#) for these participating DOT MyAccess applications.

Use Your Federal Email Address

Federal Email Address

Agree & Continue

or Use Your PIV Card

Insert your PIV card into your smart card reader before attempting to login.

Agree & Continue

For assistance, read the instructions for using smart cards and certificates with MyAccess Login (PDF, 21 pages, 726 KB).

Help Desk Information

- c. Confirm your account by typing in your PIV Card Serial Number located on the back of your PIV Card, and **Click Continue**.

The screenshot shows the 'Confirm Your Account' page. At the top left is the United States Department of Transportation logo. At the top right is the MyAccess logo with the tagline 'What is MyAccess?'. The main heading is 'Confirm Your Account'. Below the heading, there is a paragraph: 'You need to register with MyAccess before you can sign in. This is the only time you will be asked to do this on sign in. To begin registration, please enter either the serial number from the back of your PIV card or the access code you received via email.' Below this text is a form with a label 'Access Code' and an input field. A 'Continue' button is located below the input field. To the right of the input field is a small image of a PIV card with a red circle around the serial number. At the bottom right of the page is a link for 'Help Desk Information'.

- d. Create a MyAccess PIN number by entering a 6-8 digit number. Confirm your MyAccess PIN number by re-entering it, and **Clicking Continue**.

The screenshot shows the 'Create Your MyAccess PIN' page. At the top left is the United States Department of Transportation logo. At the top right is the MyAccess logo with the tagline 'What is MyAccess?'. The main heading is 'Create Your MyAccess PIN'. Below the heading, there is a paragraph: 'Your e-Auth PIN must be 6-8 characters (numbers only). Please note that this PIN:' followed by two bullet points: '• Can be the same as the PIN you created for your PIV card' and '• Never expires (although you may change it)'. Below this text are two input fields. The first is labeled 'Enter MyAccess PIN' and the second is labeled 'Confirm MyAccess PIN'. Both labels are circled in red. A 'Continue' button is located below the second input field. At the bottom right of the page is a link for 'Help Desk Information'.

NOTE: Your MyAccess PIN number can be any 6-8 digit numbers. Your MyAccess PIN Number CAN be the same as your PIV Card PIN number. However, your MyAccess PIN number is not associated with your PIV Card PIN number.

- e. Select a Security Question from each of the drop-down boxes and provide an answer to each question. **Click Save to proceed.**

The screenshot shows the 'Answer Security Questions' page. At the top left is the United States Department of Transportation logo. At the top right is the MyAccess logo with the tagline 'What is MyAccess?'. The main heading is 'Answer Security Questions'. Below the heading, there is a paragraph: 'When you sign in to MyAccess using your PIN, you will be presented with one of 3 security questions that you must answer. Below, select 3 unique questions and type their answers. (The answers are not case-sensitive.)'. There are three questions, each with a drop-down menu and a text input field: 'What is your favorite color?', 'Which is your favorite sports team?', and 'When is your anniversary?'. At the bottom of the form is a green 'Save >' button with a right-pointing arrow.

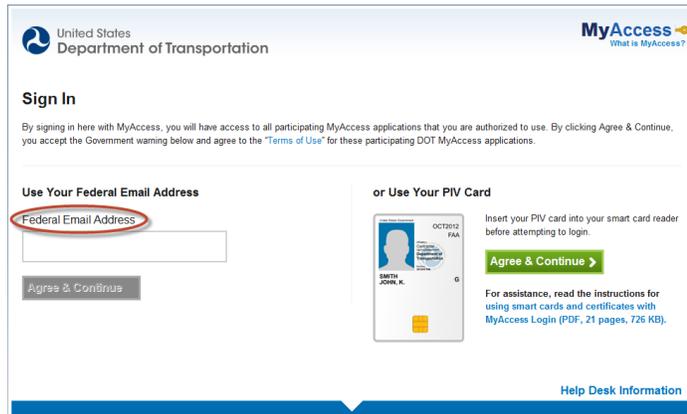
- f. Once the information you provide is validated, you will receive the following confirmation. **Click Continue to Website or Sign-out to proceed.**

The screenshot shows the 'Registration Confirmation' page. At the top left is the United States Department of Transportation logo. At the top right is the MyAccess logo with the tagline 'What is MyAccess?'. The main heading is 'Registration Confirmation'. Below the heading, there is a paragraph: 'You have successfully registered your MyAccess PIN and your 3 security questions and answers. In the near future, you will have the option to sign in to MyAccess by entering this PIN and answering the security question the system asks you. Alternatively, you can sign in using your PIV card. When this change happens, you will no longer be able to sign in to MyAccess-secured websites and applications using your FAA email address and password. You must use your PIN and answer a security question.' At the bottom of the form are two buttons: 'Continue to Website >' and 'Signout'. The 'Continue to Website >' button is circled in red. At the bottom right of the page is a link for 'Help Desk Information'.

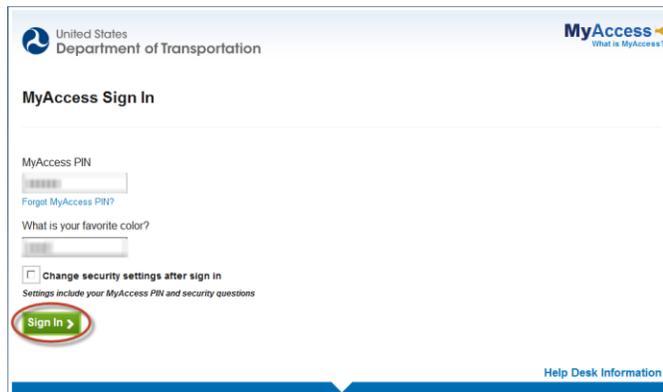
3. Logging in to a MyAccess-Enabled application

3.1 Using your Federal Email Address to Access Applications

- a. Enter your Federal Email Address in the box provided on the unified split screen and **Click Continue** to proceed.



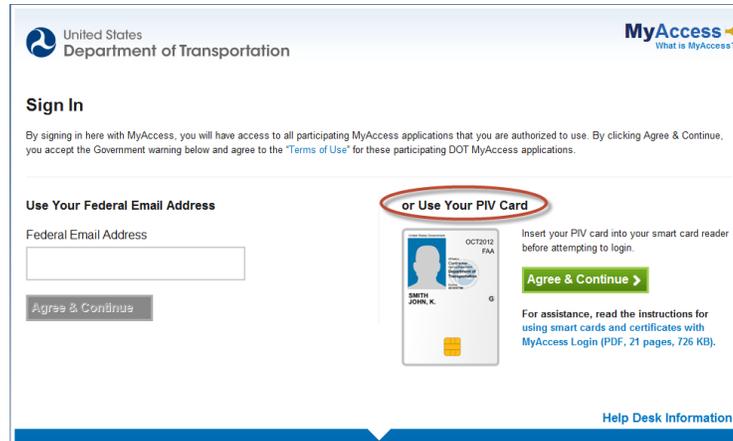
- b. Type in your MyAccess PIN, and the answer to your security question. **Click Sign In** to proceed.



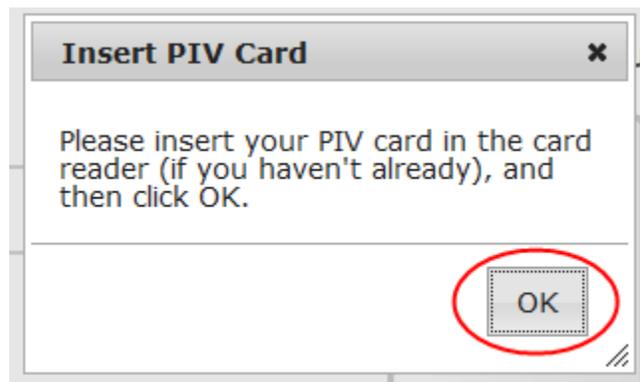
- c. You will be directed to your preferred webpage upon successful sign-in.

3.2 Using your PIV Card to Access Applications

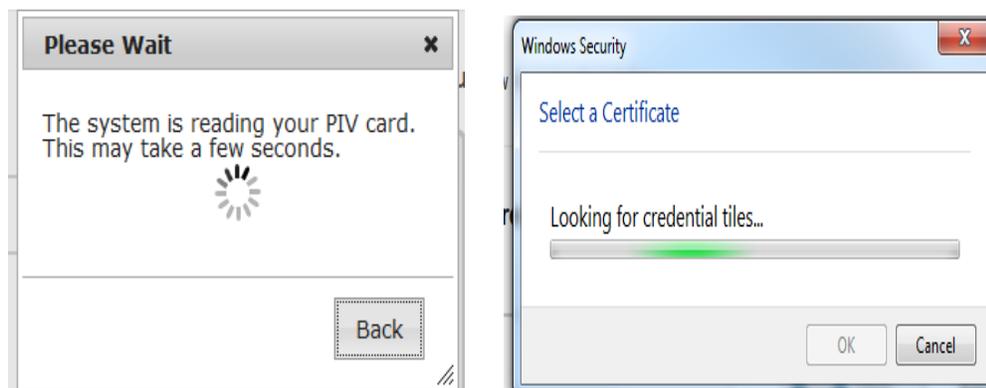
- a. On the MyAccess page select the PIV Card sign-in side of the split screen and click **Continue**.



- b. The following pop-up will appear to ensure that user's PIV Card is inserted into a card reader. Click **OK**.

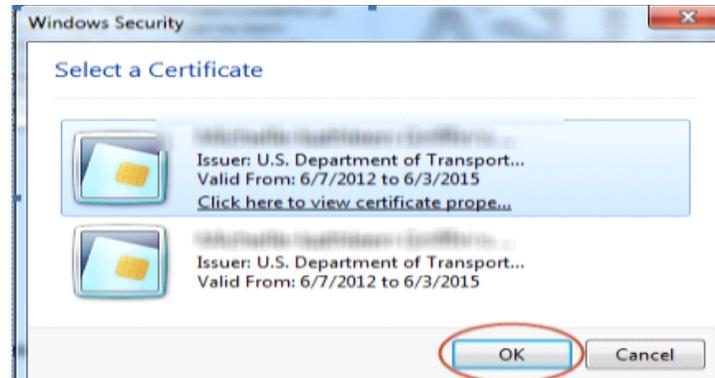


- c. The following pop-ups will appear while the system reads the user's PIV Card and checks your credentials.

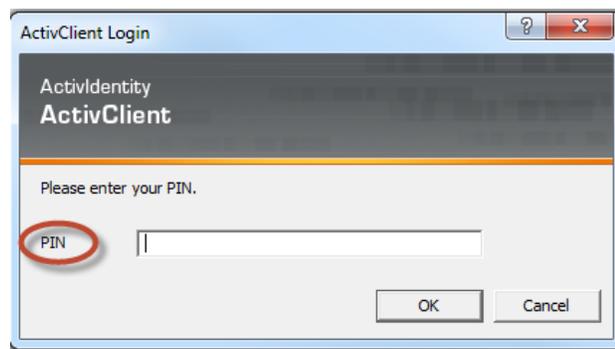


- d. Choose a digital certificate then **click OK** to proceed.

NOTE: *It does not matter which certificate you choose to use for registration.*



- e. The following ActivClient Screen will appear. Type in your 6-8 digit PIN number and **click OK**.



- f. You will be directed and logged onto your preferred application upon successful authentication

3.3 Change Security Settings After Signing In

If your PIN and answer to the security question are correct, you may choose to check the “*Change Security Settings After Sign In*” box. Then click **Sign In**.

United States Department of Transportation

MyAccess
What is MyAccess?

MyAccess Sign In

MyAccess PIN

Forgot MyAccess PIN?

Which is your favorite sports team?

Change security settings after sign in
Settings include your myaccess pin and security questions

Sign In >

Help Desk Information

3.4 Change PIN number/User changes Security Questions

On the **MyAccess PIN change** tab, you may change your PIN by first entering your current PIN and then entering your new PIN twice to confirm; or click the **MyAccess Security Questions** tab and change your security questions by choosing one question from each of the 3 dropdown boxes then proceed to click **Save**.

(Figure A PIN) (Figure B Security Questions)

United States Department of Transportation

MyAccess
What is MyAccess?

Change Your Account Information

MyAccess PIN Security Questions

Enter Current MyAccess PIN

Enter New MyAccess PIN

Confirm New MyAccess PIN

Save > Cancel

Figure A

United States Department of Transportation

MyAccess
What is MyAccess?

Change Your Account Information

MyAccess PIN Security Questions

What is your pet's name?

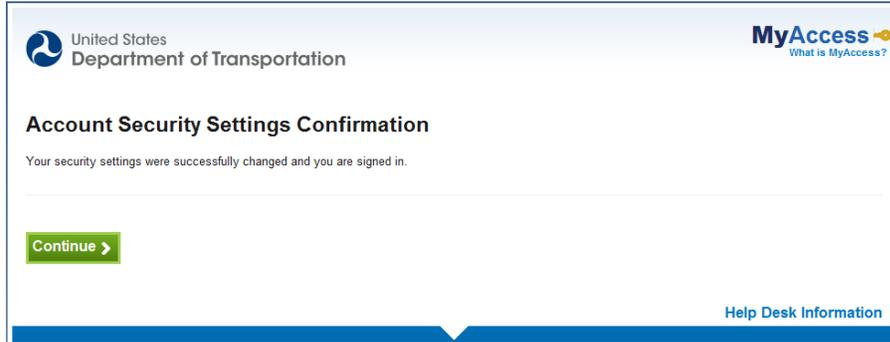
What was the name of your first school?

Which city were you born in?

Save > Cancel

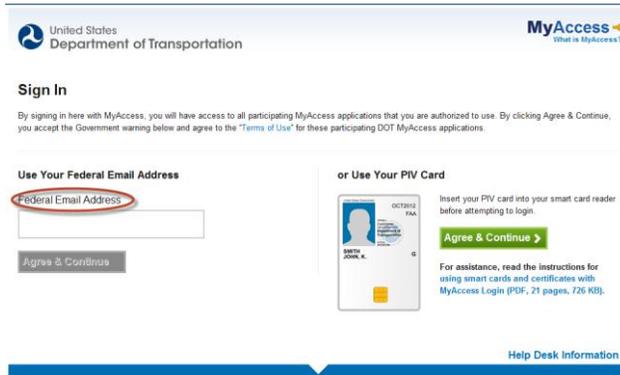
Figure B

Once security questions/PIV has been changed, you will receive a confirmation. Click **Continue to Website** and proceed.

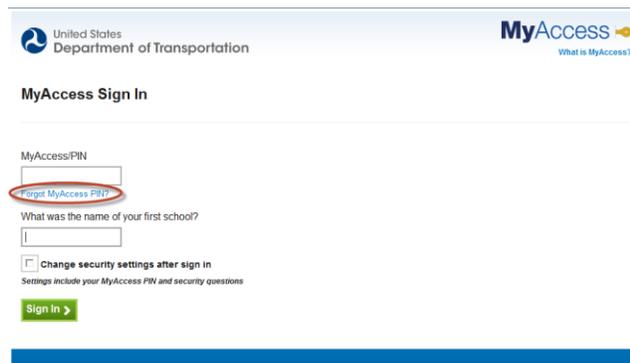


3.5 Forgot Your MyAccess PIN

- a. Enter your Federal Email Address in the box provided and **click Continue to proceed.**



- b. If you forgot your MyAccess PIN and **click Forgot MyAccess PIN**



- c. You will be prompted to answer your 3 Security questions, then **click Continue**.

The screenshot shows the 'Answer Security Questions' page. At the top left is the United States Department of Transportation logo, and at the top right is the MyAccess logo with the tagline 'What is MyAccess?'. The main heading is 'Answer Security Questions'. Below the heading, there is a sub-heading 'When you sign in to MyAccess using your PIN, you will be presented with one of 3 security questions that you must answer. Below, select 3 unique questions and type their answers. (The answers are not case-sensitive.)'. There are three dropdown menus for selecting questions: 'What is your favorite color?', 'Which is your favorite sports team?', and 'When is your anniversary?'. Each dropdown menu has a small arrow icon on the right. Below the dropdown menus is a green 'Save >' button with a right-pointing arrow.

- d. You will reset your MyAccess PIN by typing in a new MyAccess PIN number and confirm it. **Click Continue to proceed**.

The screenshot shows the 'Reset Your MyAccess PIN' page. At the top left is the United States Department of Transportation logo, and at the top right is the MyAccess logo with the tagline 'What is MyAccess?'. The main heading is 'Reset Your MyAccess PIN'. Below the heading, there is a sub-heading 'Please note that your PIN:' followed by two bullet points: '• Must be 6 - 8 numbers long' and '• Never expires (although you may change it)'. There are two input fields: 'Enter MyAccess PIN' and 'Confirm MyAccess PIN', both containing six dots. Below the input fields is a green 'Continue >' button with a right-pointing arrow. At the bottom right, there is a link for 'Help Desk Information'.

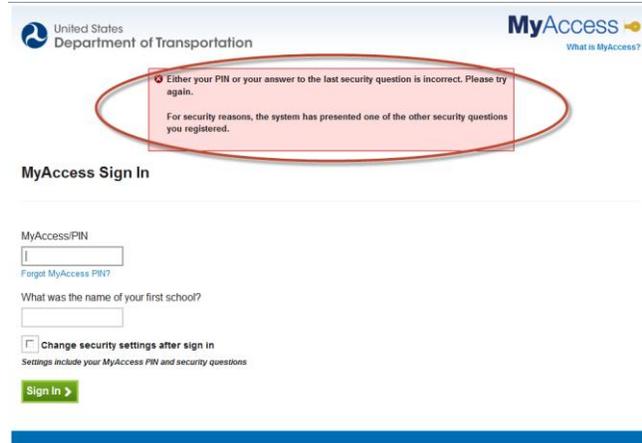
- e. You will then be sent to MyAccess PIN Confirmation Page. **Click Continue to website to proceed**.

The screenshot shows the 'MyAccess PIN Reset Confirmation' page. At the top left is the United States Department of Transportation logo, and at the top right is the MyAccess logo with the tagline 'What is MyAccess?'. The main heading is 'MyAccess PIN Reset Confirmation'. Below the heading, there is a sub-heading 'You have successfully reset your MyAccess PIN and are now signed in.' Below the sub-heading is a green 'Continue to Website >' button with a right-pointing arrow. At the bottom right, there is a link for 'Help Desk Information'.

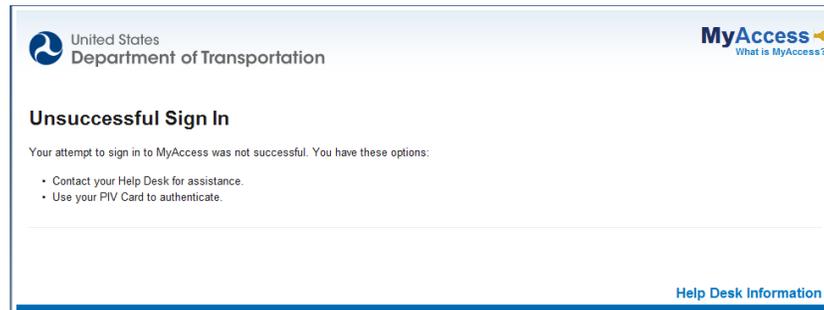
- f. You will be directed to log onto your preferred application.

3.6 Forgot Security Questions

- a. If you forget your security question(s), you will receive an error message that will explain multiple attempts will lock your security credential.



- b. If you lock your MyAccess account, you will be instructed to contact your local helpdesk and Re-register your account.



Appendix: Glossary

Authentication- Focuses on confirming a person's identity, based on the reliability of his or her credential. ⁱ

ActivClient -Verifies network user authorization through the use of the PIV Card.

Provisioned PIV Card - When the PIV Card is first issued by ASH, it is loaded only with 1 certificate (Card Authentication) which allows physical access (turnstile access). For those requiring physical access only (maintenance, security, etc.), this is all that is needed.

Fully Enabled - Once provisioned, the certificate must have about an AD account and a FAA email address in order to add 3 more certs to their card using the web application supported by ASH. The 4 certs are Card Authentication, Authentication, Signing and Encrypting.

MyAccess - MyAccess is the Department of Transportation's (DOT) simplified sign-on system for web applications. Once you login via the portal you will be authenticated for all applications integrated with the system for which you are an authorized user. You may be prompted to re-authenticate to access sensitive information or to use elevated privileges

MyAccess Registration - Once fully Enabled, the cardholder can register their account with MyAccess using their card, Their FAA email address, and answers to security questions. This allows strong authentication access to the network in this event of unavailable card (offsite with no card reader, card not in hand etc.)

MyAccess PIN - MyAccess PIN is assigned during MyAccess registration

PIV Card PIN - PIV Card PIN is assigned when you first receive and provision your card

PIV Card - Personal Identity Verification Card, issued by ASH only to employees and contractors who submit to a background check. ASH supports card management for all DOT

PIV Certificate- PKI Certificate on a PIV Card. PIV Cards have between one and four Certificates. All PIV Cards have (1) a PIV Authentication Certificate "Fully Enabled" PIV Cards also have (2) Digital Signature, (3) Key Management (i.e., decrypts information sent to the Cardholder), and (4) Card Authentication (i.e., used for physical access)ⁱⁱ

PKI - A digital document issued and digitally signed by the private key of a Certificate authority that binds the name of a Subscriber to a public key. The certificate indicates that the Subscriber identified in the certificate has sole control and access to the private key.ⁱⁱⁱ

ⁱ M-04-04 E-Authentication Guidance for Federal Agencies

ⁱⁱ Draft Project Plan for PIV Network Logon on FAA Enterprise Network

ⁱⁱⁱ NIST 800.63.2