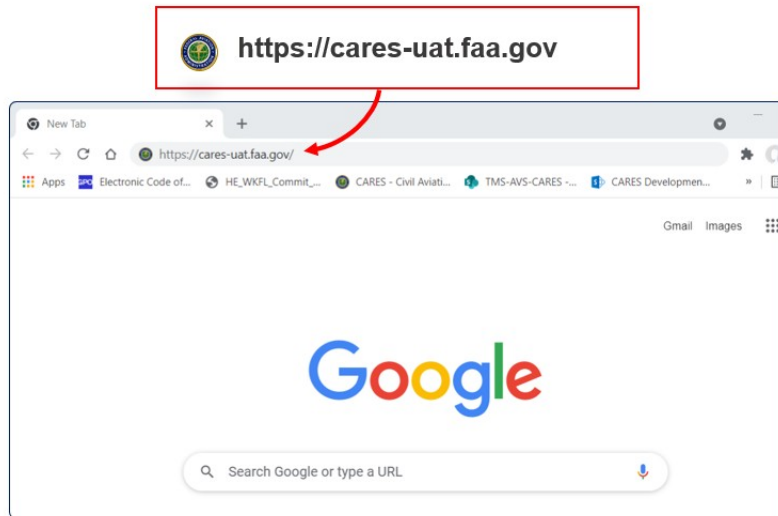


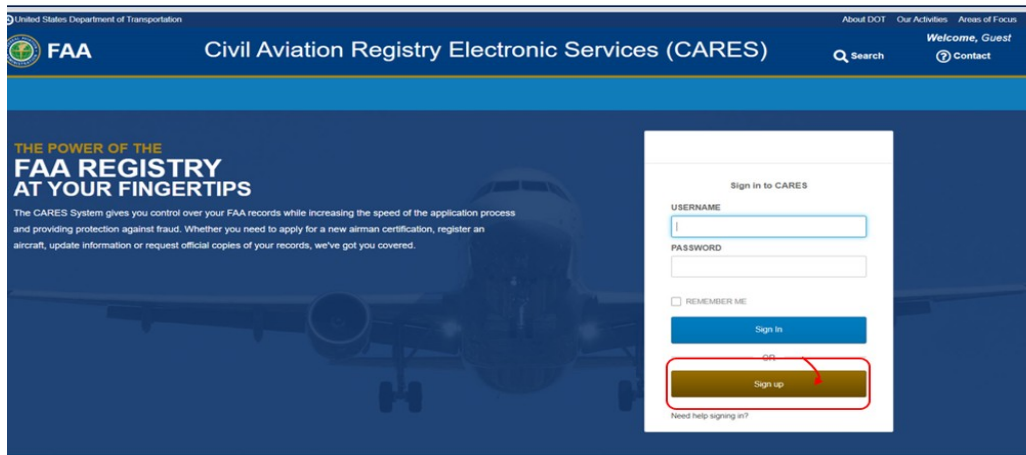
Sign up for a CARES ACCOUNT

Here are the steps to setup a CARES account. In this instance we are using the UAT Environment.

Navigate to the CARES Home page by entering <https://cares-uat.faa.gov>:



The CARES homepage appears. Click the **Sign up** button:



The MyAccess External User Registration page appears. Enter your name and email address in the appropriate fields. Your **First Name**, **Last Name**, and **Email Address** are required. Your email address will be your user name:

United States Department of Transportation  
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 the 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.

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: 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  
 Capture Government issued ID document using mobile phone

## Using Last 4 digits of your SSN for verification

- The quickest route is to select the **Last 4 digits of your SSN**. The information is used for validation and is not stored:
- Select the **I'm not a robot** reCAPTCHA box:
- Click the **Submit** button. A pop-up appears stating personal information will be collected to verify identity but will not be stored:
- Click **Confirm** to continue:

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  
 Capture Government issued ID document using mobile phone

I'm not a robot

Submit

FEDERAL AVIATION ADMINISTRATION

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 click the Confirm button below to proceed.

Confirm

8. If using the last four of your social security number (SSN) as validation, enter the following information for verification:
  - a. Residential Address
  - b. Mobile Phone
  - c. Date of Birth
  - d. Last 4 Social Security Number
9. Click **Confirm Information**:

In order to validate your identity, we need to collect some information about you. This information will not be saved or stored.

Full Name \*

j\*\*\* M, S\*\*\*\*

Residential Address \*

896 Mason Dr Titusville, FL 32780, US

[Edit](#) [Add Apt/Suite/P.O. Box &](#)

Enter address manually

Mobile phone \*

+1 407 782 0682

Date of Birth \*

10/13/1988

Last 4 Social Security Number \*

....

**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 \*

### ### 0682  [Send Pin](#)

Pin Delivery Preference \*

SMS (cell phone)

Voice (cell phone and land line)

**Confirm Information**

10. Enter your phone number (mobile or landline):
11. Select your **Pin Delivery Preference** through either a text message or call to your phone:
12. Place the pin number received in the field next to your phone number:
13. Click **Confirm Information** button. You will get a message that you successfully initiated your account registration:

You have successfully initiated your account registration.  
An email has been sent to your account. [dmsugrove@mail.com](mailto:dmsugrove@mail.com) with steps to complete the account registration process.

## Government Issued ID

- If you don't want to use or do not have a Social Security Number, select the **Capture Government issued ID document using mobile phone**. This is used for validation and is not stored:
- Select the **I'm not a robot reCAPTCHA** box:
- Click the **Submit** button. A pop-up appears asking you to select your country:

The image shows two screenshots from a registration process. The left screenshot is a registration form with the following fields: a dropdown for 'You are registering for the access to the application' (set to 'DEV- Civil Aviation Registry Electronic Services (CARES)'), 'First Name' (John), 'Middle Name' (empty), 'Last Name' (Smith), and 'Email Address' (Jamith123@gmail.com). Below these fields is a section for 'Identity validation' with two radio buttons: 'Last 4 digits of your SSN' (unselected) and 'Capture Government issued ID document using mobile phone' (selected). Below the radio buttons is a reCAPTCHA 'I'm not a robot' box and a 'Submit' button. A red arrow points to the reCAPTCHA box. The right screenshot is a pop-up window with the FAA logo and text: '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.' Below the text is a 'Country' dropdown menu with 'United States' selected and a 'Confirm Information' button.

## Government Issued ID

- Select your country:
- Click **Confirm information** to continue. A pop-up appears stating personal information will be collected to verify identity but will not be stored:
- Click **Confirm**:

The image shows two screenshots of pop-up windows. The left screenshot is a 'Confirm Information' pop-up with the FAA logo and text: '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.' Below the text is a 'Country' dropdown menu with 'United States' selected and a 'Confirm Information' button. The right screenshot is a 'Confirm' pop-up with the FAA logo and text: '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 click the Confirm button below to proceed.' Below the text is a 'Confirm' button.

10. Use the drop-down to select the type of Valid ID:
11. Click **Confirm Information**. A popup appears that provides the opportunity to upload your DL and a facial snapshot:
12. Enter your mobile phone number:
13. Click **Continue on Mobile**:

Next, we will check your government issued ID to prove your identity. Please select from the list below, and click confirm.

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  
 Driver's License  
 Passport  
 Identification Card

Confirm

Next, we will send you a text message to take pictures of your government issued ID from your phone. When you are ready, click "Continue on Mobile" below.

DO NOT CLOSE THIS BROWSER SESSION UNTIL IDENTITY VERIFICATION PROCESS COMPLETES

Full Name \*

Mobile phone \*

+1 407 782 0684

Drivers License \*

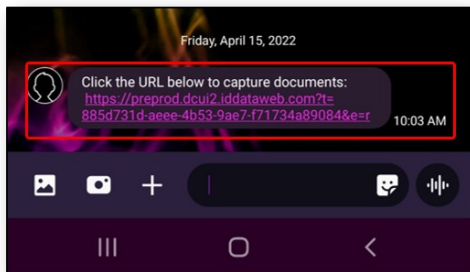
Please capture via mobile device  
 Status: Incomplete

Facial Similarity Snapshot \*

Please capture via mobile device  
 Status: Incomplete

Continue on Mobile

14. Go to the messages app on your mobile phone and find the message with a URL to use to capture and compare your document and face:
15. Click **Start**. A popup appears that provides the opportunity to upload your DL and a facial snapshot:
16. Click **Capture Using Your Phone Camera**:



10:04 AT&T

preprod.dcu2.iddataweb.com/

Capture & Compare

We need to capture snapshots of your document and face, which will 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

Start

10:04 AT&T

preprod.dcu2.iddataweb.com/

Front of Driver's License

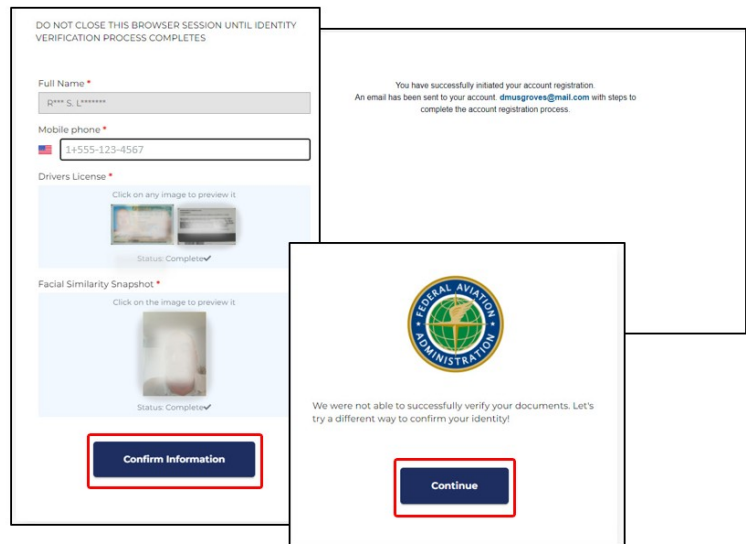
Capture a clear snapshot of the front of your valid Driver's License. Try cleaning off your phone's camera lens if you have any trouble.

DRIVER LICENSE

Capture Using Your Phone Camera

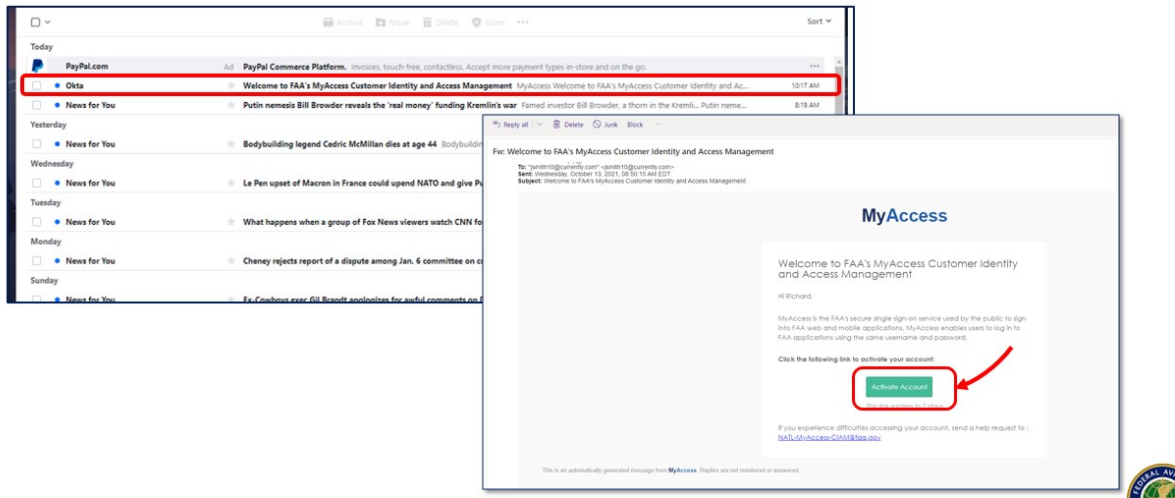
Please 'Allow' camera permissions when prompted.

17. Follow the prompts on your phone to capture the front and back of your government ID and a selfie:
18. Click **Confirm Information** once you have taken the photos:
19. If the verification is completed, you will get a message verification was successful:
20. If the application cannot verify the photos, you will get a pop-up to try a different way to identify:
21. Click **Continue**. You will be taken back to confirm your identity by the last four of your SSN:



## Activate MyAccess Account

1. In the email that is sent from **FAA's MyAccess**, click the **Activate Account** button to return to CARES and activate your account:



2. The MyAccess welcome page appears. Follow the instructions to create a password and select an image for your account:

3. Click **Create My Account**:

Welcome to MyAccess Customer Identity and Access Management (CIC-UMD)  
Create your MyAccess Customer Identity and Access Management account

1. Enter new password

2. Click a picture to choose a security image

Create My Account

4. To log into your account, enter your email address as your user name and your password in the **USERNAME** and **PASSWORD** fields, then click the **Sign In** button:

FAA Civil Aviation Registry Electronic Services (CARES)

THE POWER OF THE  
FAA REGISTRY  
AT YOUR FINGERTIPS

The CARES System gives you control over your FAA records while increasing the speed of the application process and providing protection against fraud. Whether you need to apply for a new airman certification, register an aircraft, update information or request official copies of your records, we've got you covered.

LEARN MORE

Sign in to CARES

USERNAME

PASSWORD

REMEMBER ME

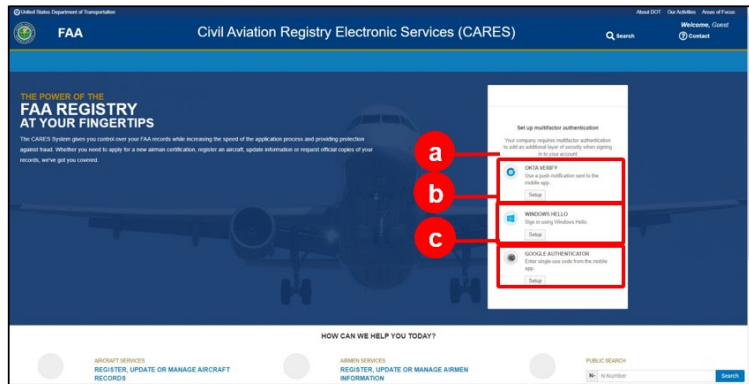
Sign In

OR

Sign up

Need help signing in?

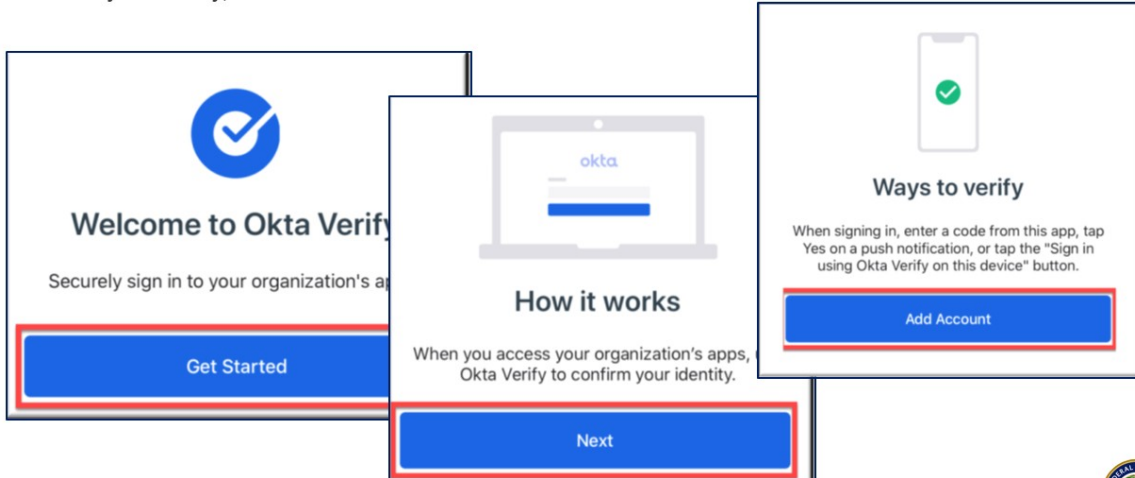
5. Once you first log into your account with the email and password you just created, you will need to set up a multifactor authentication using one of the following:
- a) OKTA VERIFY
  - b) WINDOWS HELLO (not available yet)
  - c) GOOGLE AUTHENTICATION





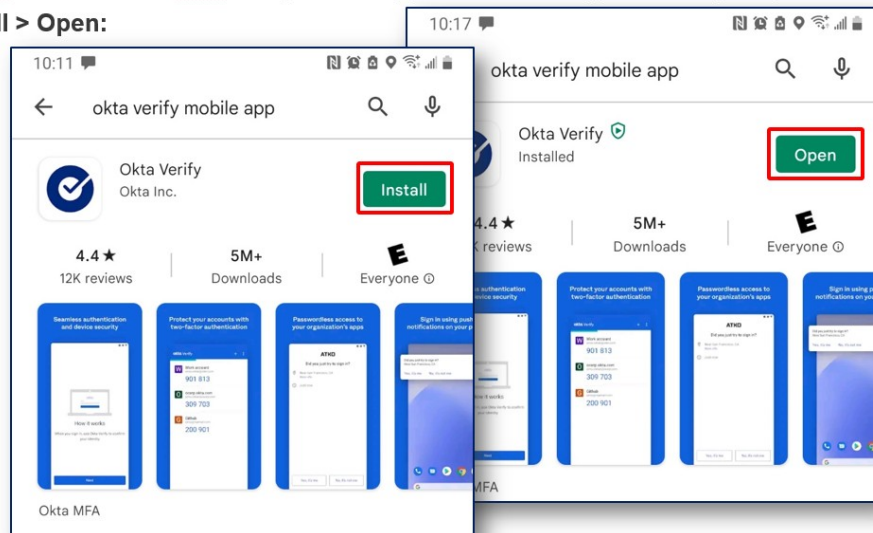
## Example of an Okta Verify

8. On the Welcome to Okta Verify screen, click **Get Started**:
9. On the How it works screen, click **Next**:
10. On the Ways to verify screen, click **Add Account**:



## Okta Verify

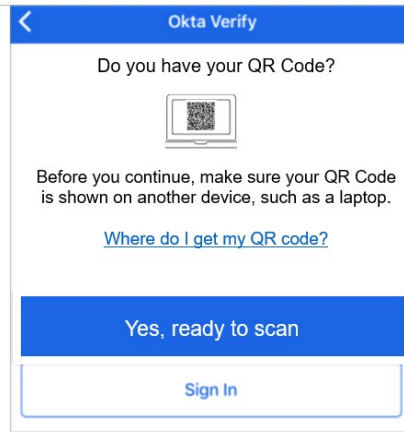
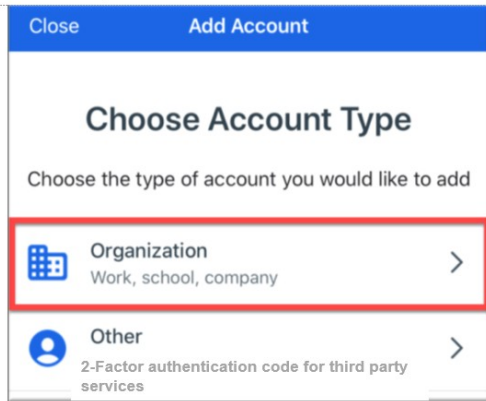
6. To use Okta, download the Okta Verify mobile application in the app store on your phone:
7. Click **Install** > **Open**:



11. Select **Organization**. The **Do you have your QR Code?** pop-up appears:

12. Click **Yes, ready to scan**:

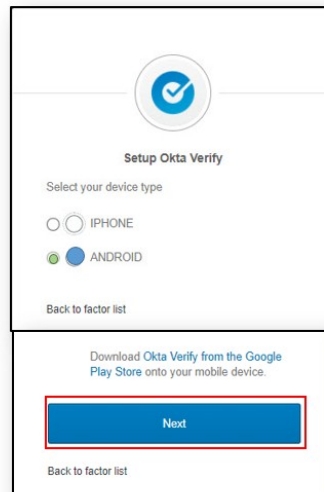
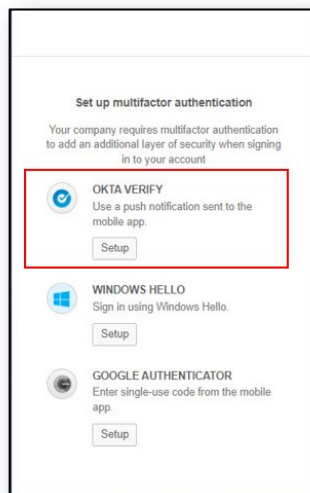
13. Return to the CARES website:



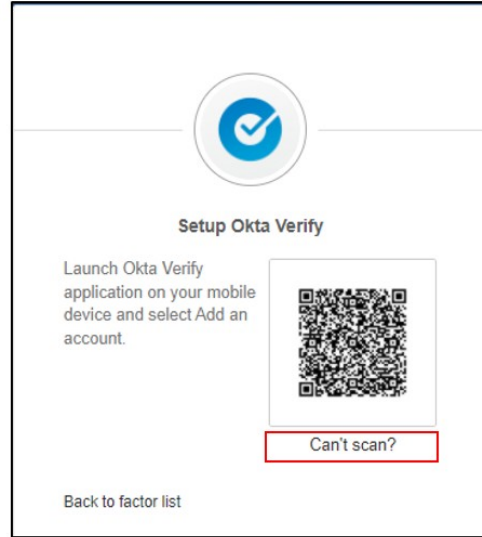
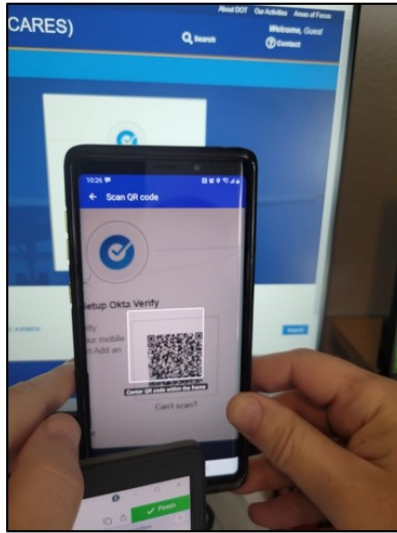
17. In CARES, select the **Setup** button under OKTA VERIFY. The device type popup appears:

18. Select the type of mobile phone you are using. A drop-down appears stating to download the OKTA Verify application if you haven't already:

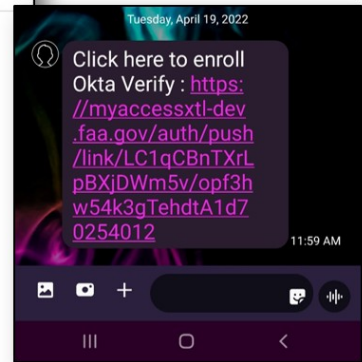
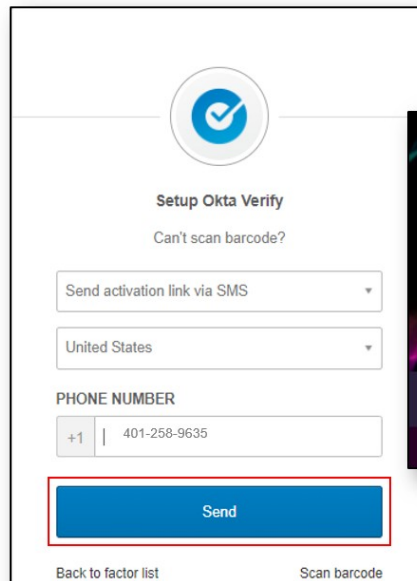
19. Click **Next**. A QR code appears:



- 20. Use your phone to scan the QR code shown on the CARES screen.
- 21. If the QR code cannot scan, select **Can't scan?** A popup appears.



- 22. Select in the drop-down to send an activation link via SMS or email.
- 23. Add the phone number you want the activation link sent to.
- 24. Click **Send**.
- 25. Click the link sent to your messages folder on your mobile phone (or in you email).



27. Complete your profile by filling out the personal information on the screen and select **Verify My Identity**.

The screenshot shows the 'MyFAA' interface for the 'CARES' system. The user is logged in as 'John Smith' (Independent). The page title is 'WELCOME TO CARES! TO GET STARTED, WE NEED TO COMPLETE YOUR PROFILE.' Below the title, there is a message: 'We would all like a little more time in the day. By completing the few additional steps to verify your identity, you will be able to speed up the registration processes with the CARES system. Please provide citizenship, residence status, and address information below.' The form includes fields for 'CITIZENSHIP COUNTRY' (with a dropdown menu), 'US PERMANENT RESIDENCE STATUS?' (with 'YES/NO' radio buttons), and an 'ADDRESS' section with fields for 'COUNTRY', 'ADDRESS LINE 1', 'ADDRESS LINE 2 - Optional', 'CITY', 'PROVINCE / REGION - Optional', and 'ZIP / POSTAL CODE'. At the bottom, there is a declaration: 'I DECLARE THAT THE ABOVE STATEMENTS ARE TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE, INFORMATION AND BELIEF.' with 'YES/NO' radio buttons and a 'VERIFY MY IDENTITY' button.

28. Read the Terms of Service and select the **✓ I Agree** button.

The screenshot shows the 'TERMS OF SERVICE' page for the 'Civil Aviation Registry Electronic Services (CARES)'. The page header includes the FAA logo and the text 'United States Department of Transportation'. The main content area contains the following text: '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:' followed by a bulleted list: '• You have no reasonable expectation of privacy regarding any communications or information transiting or stored on this information system.', '• At any time, the government may for any lawful government purpose monitor, intercept, search, and seize any communication or information transiting or stored on this information system.', and '• Any communications or information transiting or stored on this information system may be disclosed or used for any lawful government purpose.' At the bottom, there are two buttons: '✓ I AGREE' and '✗ I DISAGREE'.

29. Congratulations, you have created a CARES account!

MyFAA

# CARES

Sign Out Search Contact Shopping Cart Welcome, John Smith

CONNECT WITH PI


INVITATIONS

ICON WELCOME TO CARES!

GET STARTED

Dashboard Profile

v/release/3

 Federal Aviation Administration