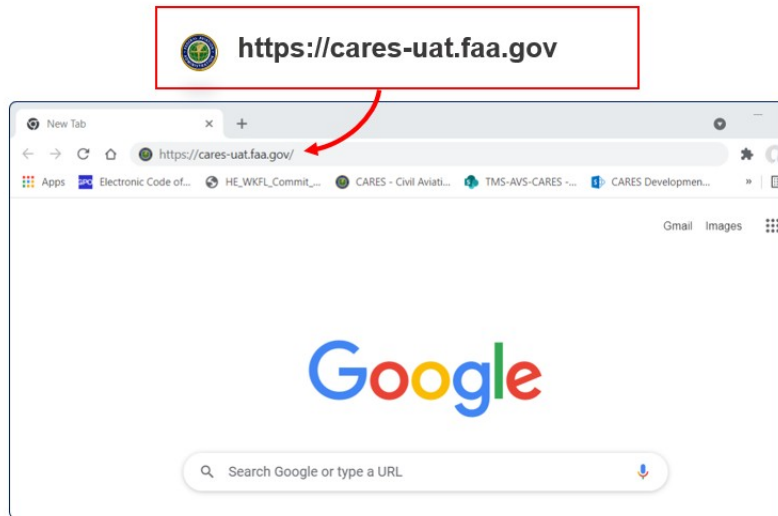


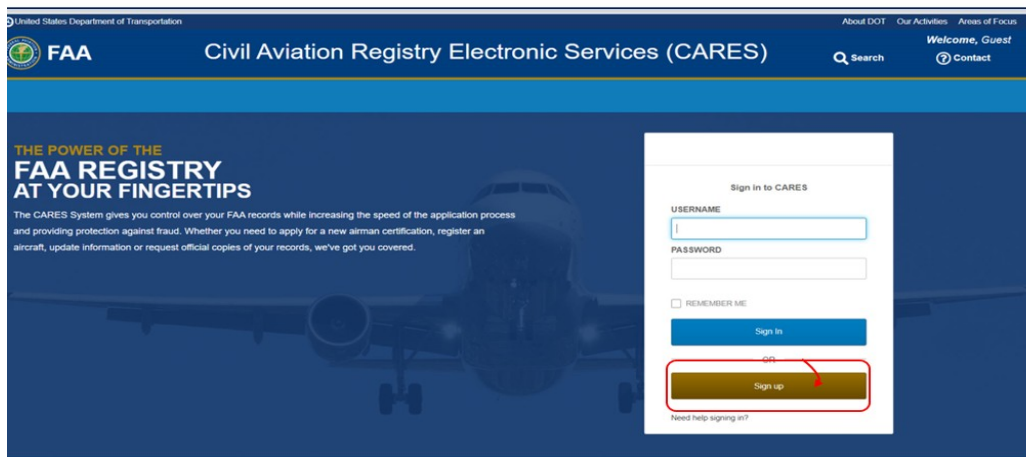
Sign up for a CARES ACCOUNT

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

1 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 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.

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

3 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**:

FEDERAL AVIATION
ADMINISTRATION

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

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

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. dmsugroves@gmail.com with steps to complete the account registration process.

Government Issued ID

4. 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:
5. Select the **I'm not a robot** reCAPTCHA box:
6. Click the **Submit** button. A pop-up appears asking you to select your country:

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

* First Name: John Middle Name:

* Last Name: Smith * Email Address: Jsmith123@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 select your country below to begin the identity proofing process.

Country *
United States

Confirm information

Government Issued ID

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

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 select your country below to begin the identity proofing process.

Country *
United States

Confirm Information

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.

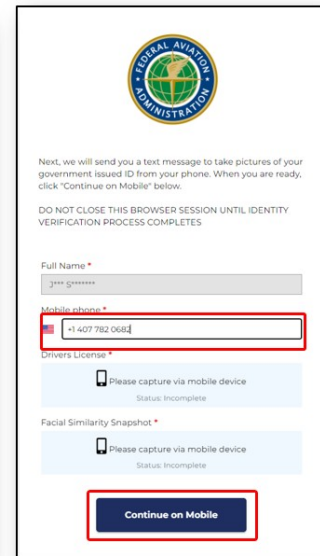
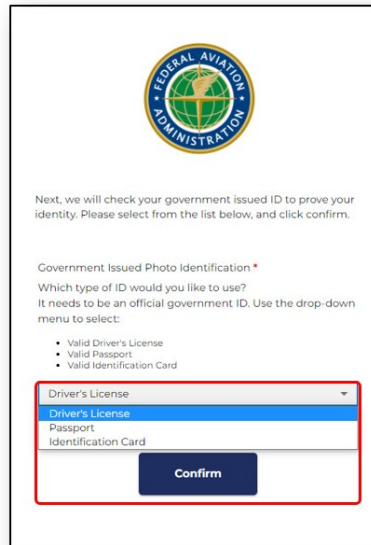
Confirm

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:

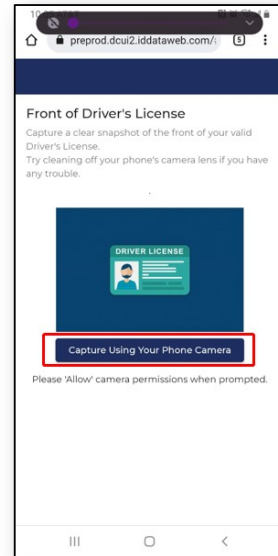
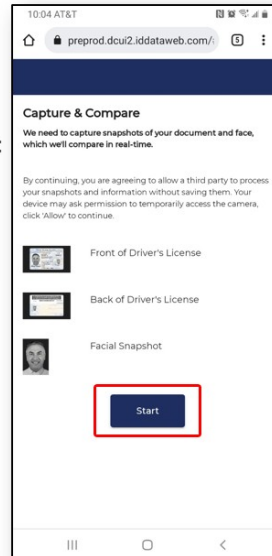
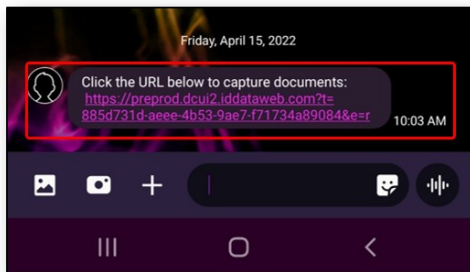
13. Click **Continue on Mobile**:



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**:



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:

DO NOT CLOSE THIS BROWSER SESSION UNTIL IDENTITY VERIFICATION PROCESS COMPLETES

Full Name *

Mobile phone *

Drivers License *

Status: Complete✓

Facial Similarity Snapshot *

Status: Complete✓

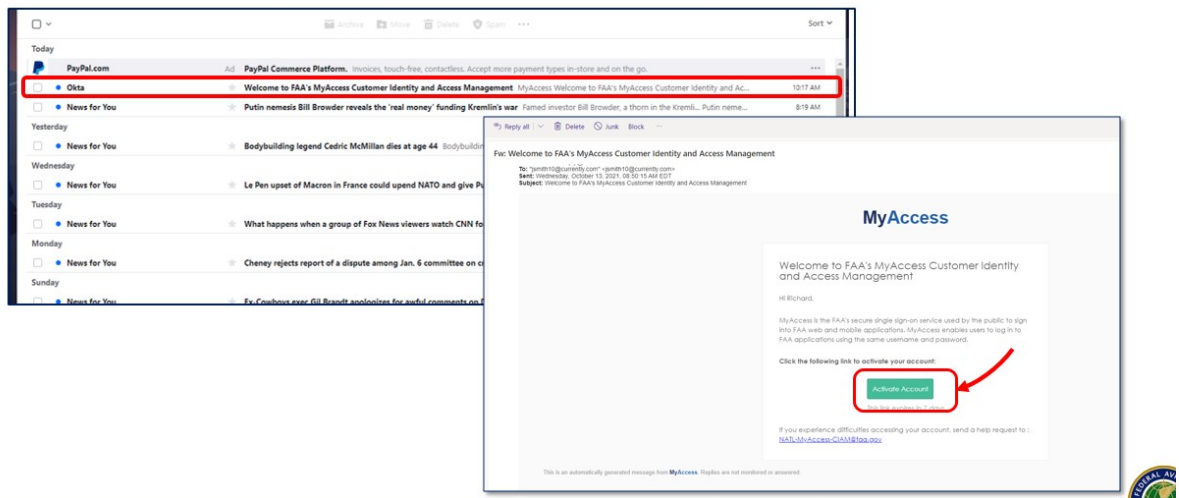
Confirm Information

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

Continue

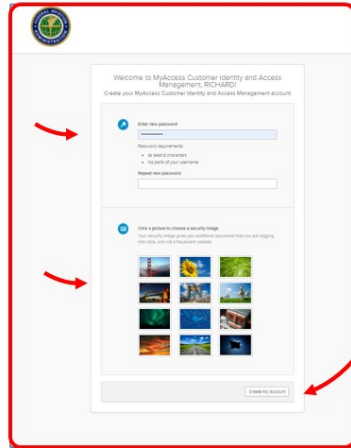
Activate MyAccess Account

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



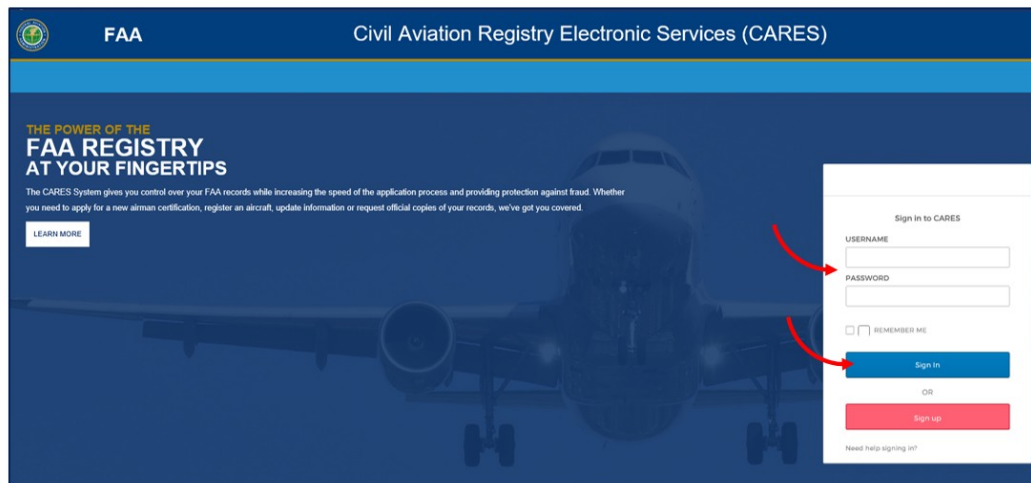
2. The MyAccess welcome page appears. Follow the instructions to create a password and select an image for your account:

3. Click **Create My Account**:



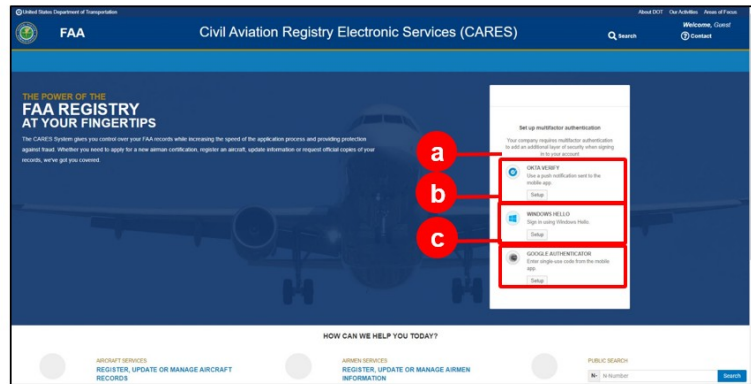
The screenshot shows the 'Welcome to MyAccess Customer Identity and Access Management, RICHARD!' page. It prompts the user to 'Create your MyAccess Customer Identity and Access Management account'. The first step is 'Enter new password', which includes a 'Password requirements' section with a list: 'At least 8 characters' and 'No part of your username'. Below this is a 'Repeat new password' field. The second step is 'Click a picture to choose a security image', with a grid of 12 small images. A red box highlights the entire form area. Red arrows point to the 'Enter new password' section, the image grid, and the 'Create My Account' button at the bottom right.

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:



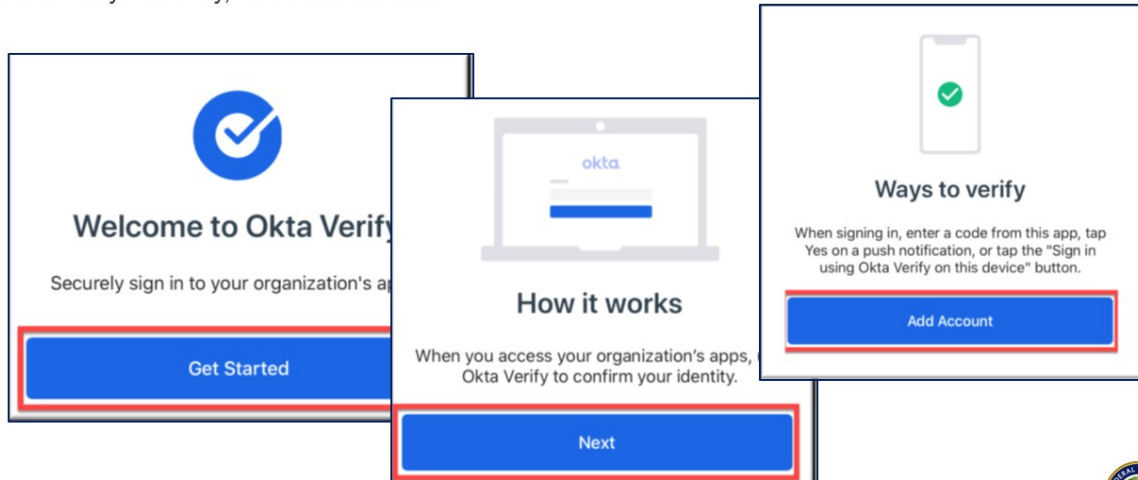
The screenshot shows the FAA Civil Aviation Registry Electronic Services (CARES) login page. The header includes the FAA logo and the text 'Civil Aviation Registry Electronic Services (CARES)'. The main content area features the heading 'THE POWER OF THE FAA REGISTRY AT YOUR FINGERTIPS' and a subheading '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.' Below this is a 'LEARN MORE' button. On the right side, there is a 'Sign in to CARES' form with fields for 'USERNAME' and 'PASSWORD', a 'REMEMBER ME' checkbox, and 'Sign In' and 'Sign up' buttons. A red arrow points to the 'Sign In' button, and another red arrow points to the 'PASSWORD' field. A 'Need help signing in?' link is at the bottom of the form.

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



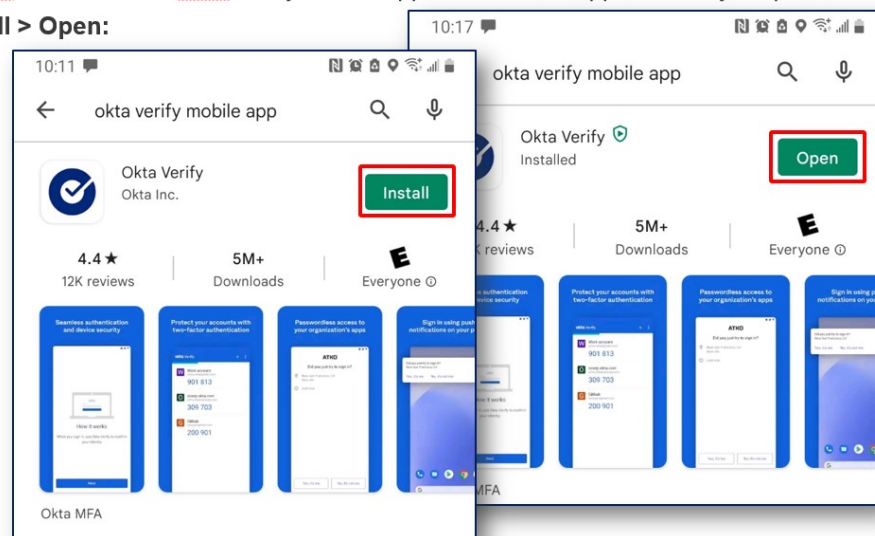
Example of an Okta Verify

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

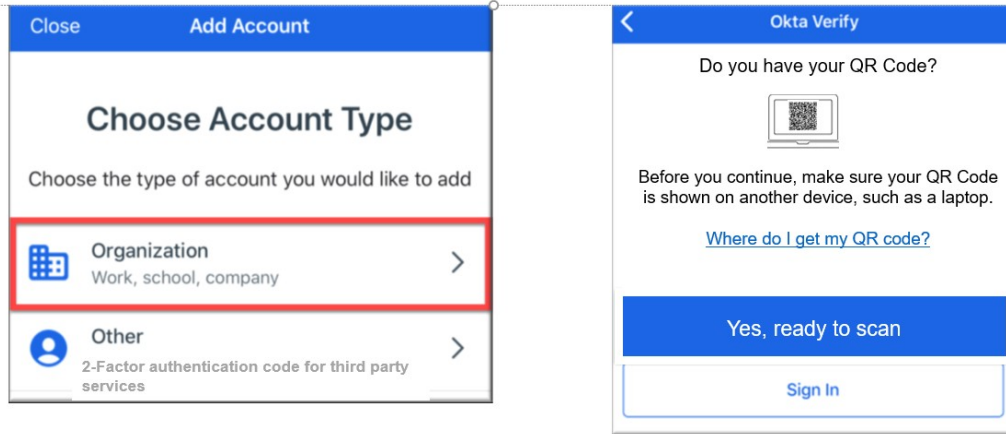
6. To use Okta, download the Okta Verify mobile application in the app store on your phone:
7. Click **Install** > **Open**:



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

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

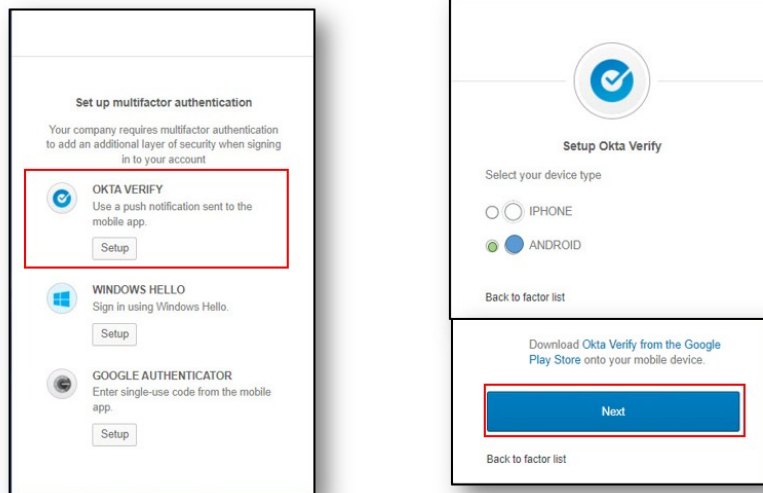
13. Return to the CARES website:



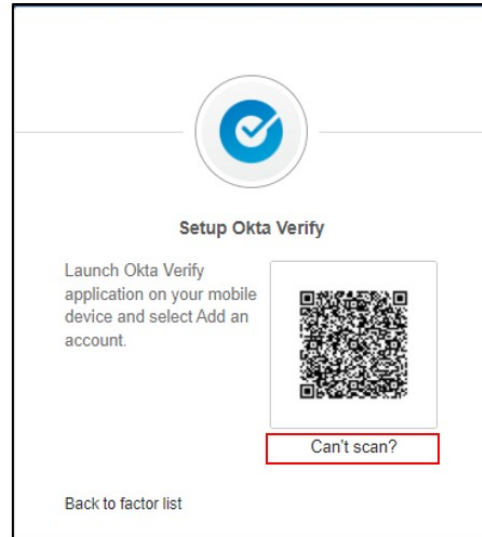
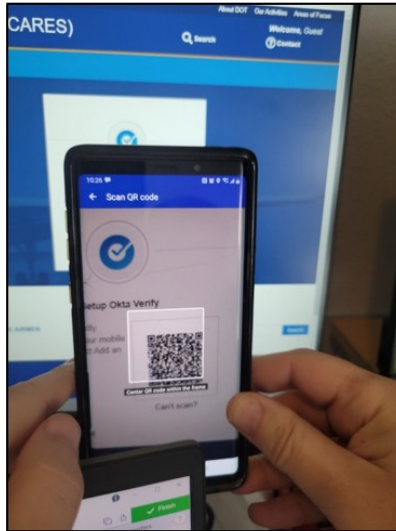
17. In CARES, select the **Setup** button under OKTA VERIFY. The device type popup appears:

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:

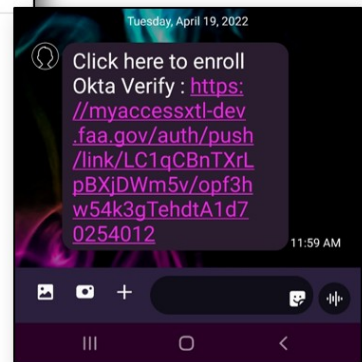
19. Click **Next**. A QR code appears:



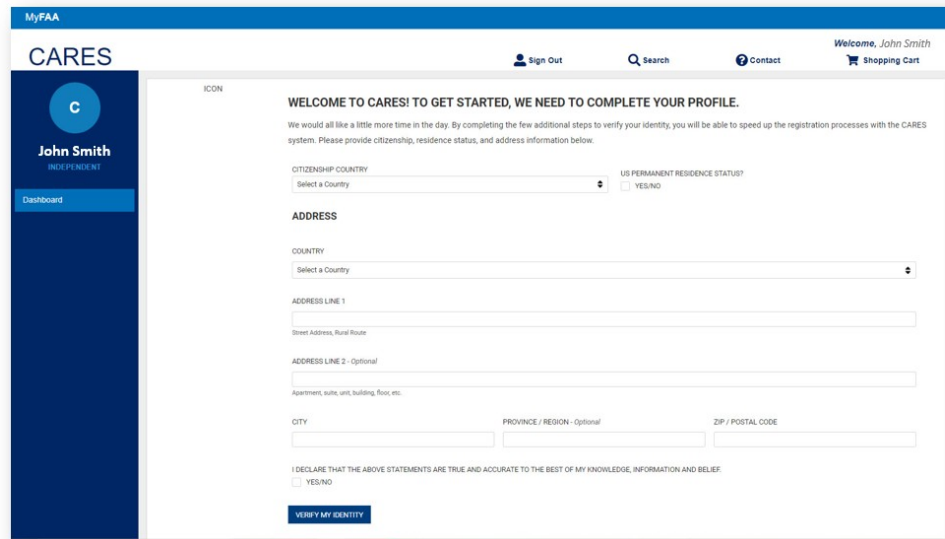
20. Use your phone to scan the QR code shown on the CARES screen.
21. If the QR code cannot scan, select **Can't scan?** A popup appears.



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).

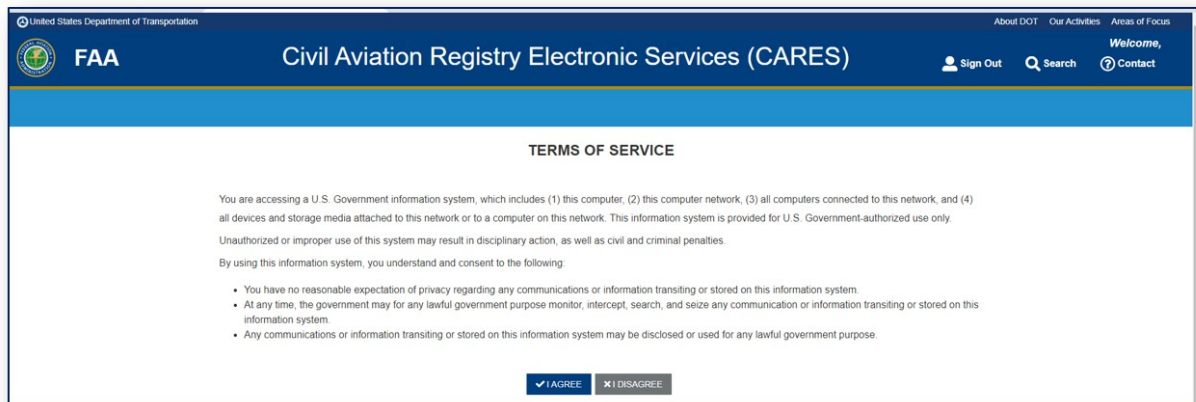
A screenshot of the 'Setup Okta Verify' screen. It shows the 'Can't scan barcode?' section with a dropdown for 'Send activation link via SMS', a dropdown for 'United States', a 'PHONE NUMBER' field with '+1 401-258-9635', and a 'Send' button highlighted in red.

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



The screenshot shows the 'MyFAA Cares' profile completion page. The header includes 'MyFAA', 'CARES', and navigation links for 'Sign Out', 'Search', 'Contact', and 'Shopping Cart'. A welcome message for 'John Smith' is visible. The main content area is titled 'WELCOME TO CARES! TO GET STARTED, WE NEED TO COMPLETE YOUR PROFILE.' and contains a form with the following fields: 'CITIZENSHIP COUNTRY' (dropdown), 'US PERMANENT RESIDENCE STATUS?' (checkbox), 'ADDRESS' section with 'COUNTRY' (dropdown), 'ADDRESS LINE 1' (text), 'ADDRESS LINE 2 - Optional' (text), 'CITY' (text), 'PROVINCE / REGION - Optional' (text), and 'ZIP / POSTAL CODE' (text). A declaration statement and a 'VERIFY MY IDENTITY' button are at the bottom.

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 header includes the 'United States Department of Transportation' logo, 'FAA', and navigation links for 'Sign Out', 'Search', and 'Contact'. The main content area is titled 'TERMS OF SERVICE' and 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 of terms. At the bottom, there are two buttons: '✓ I AGREE' and '✗ I DISAGREE'.

29. Congratulations, you have created a CARES account!

MyFAA

CARES

JS

John Smith
INDEPENDENT

GET STARTED

Dashboard

Profile

Sign Out

Search

Contact

Welcome, John Smi

Shopping Cart

CONNECT WITH PI

INVITATIONS

ICON

WELCOME TO CARES!

v/release/3

 Federal Aviation
Administration