



MyAccess CIAM Sign-In Process – Public & Civil Operators

Please follow the instructions below to access the COA Application Processing System (CAPS) for the first time using MyAccess CIAM. Should you have any issues with this process, please contact the FAA Help Desk at 1-(844)-FAA-MYIT or 1-(844)-322-6948 or via email at helpdesk@faa.gov. Please request assistance with MyAccess and you will be routed to the MyAccess help support desk.

This guide provides instructions for Public and Civil Operators with an existing CAPS account. These instructions are not for new users requesting a CAPS account. To request a CAPS account, please contact the CAPS mailbox at 9-AJV-115-UASOrganization@faa.gov.



For Public and Civil Operators who have an existing CAPS account

Step 1: To access CAPS, go to <https://caps.faa.gov>. The preferred web browser for accessing the site is Microsoft Edge or Google Chrome.

Step 2: On the new MyAccess sign-in page, click on **Activate an existing account**.

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?



Step 3: At the **Reset Password** page, enter the email address used to access CAPS and click on **Reset via Email**.

Reset Password

Email or Username

Reset via Email

[Back to sign in](#)

Technical Support:
[1 \(844\) FAA-MYIT or 1 \(844\) 322 6948](tel:18443226948)
helpdesk@faa.gov

Step 4: An email will be sent to the registered email address containing instructions to reset the password using a 'Reset Password' link.

Email sent!

Email has been sent to xxxx@gmail.com with instructions on resetting your password.

Back to sign in

Technical Support:
[1 \(844\) FAA-MYIT or 1 \(844\) 322 6948](tel:18443226948)
helpdesk@faa.gov



Step 5: Open the email sent from the FAA/MyAccess and click on the **Reset Password** button (link) provided in the email. Please note the link is only active for one hour and if it expires, user will need to go back to Step 1. If user does not receive the email in their inbox, please check the spam folder.

MyAccess

FAA's MyAccess Customer Identity and Access Management Password Reset Requested

Hi Aruna,

A password reset request was made for your FAA MyAccess account. If you did not make this request, please contact NATL-MyAccess-CIAM@faa.gov immediately.

Click this link to reset the password for your username, aru.na.patil21@gmail.com:

[Reset Password](#)

This link expires in 1 hour.

If you experience difficulties accessing your account, send a help request to: NATL-MyAccess-CIAM@faa.gov

This is an automatically generated message from **MyAccess**. Replies are not monitored or answered.



Step 6: Follow the prompts to complete the password reset process. Once completed successfully, user is requested to proceed further with email verification.

Reset your password

Password requirements:

- At least 8 characters
- No parts of your username

New password

Repeat password

Reset Password

[Back to sign in](#)

Technical Support:
+1 (844) FAA-MYIT OR +1 (844) 322 6948
helpdesk@faa.gov

Step 7: The user is prompted to proceed by sending a verification code (OTP) to the registered email address. Click on **Send me the Code** button.

Verify with Email Authentication

Send a verification code to x...x@gmail.com.

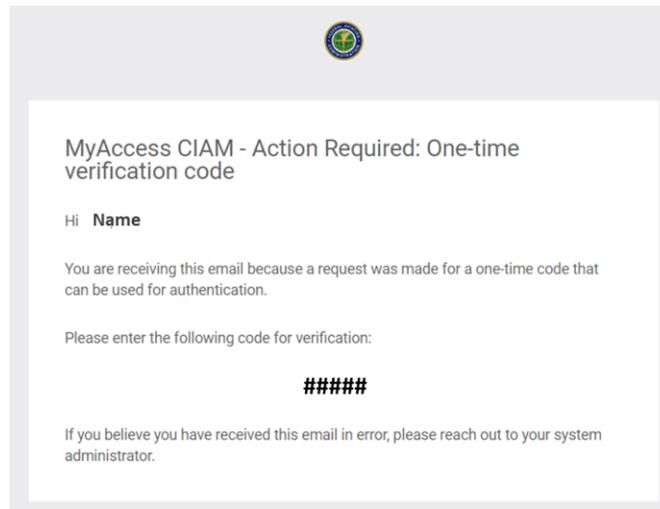
Send me the code

[Back to sign in](#)

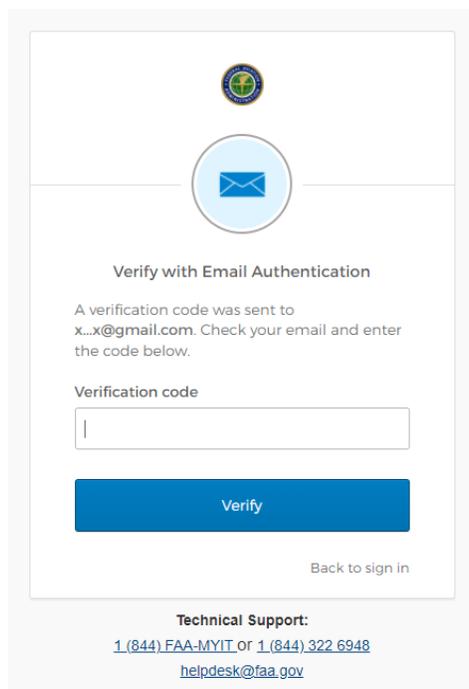
Technical Support:
[1 \(844\) FAA-MYIT OR 1 \(844\) 322 6948](tel:18443226948)
helpdesk@faa.gov



Step 8: User will receive verification code via email. If user does not receive the email in their inbox, please check the spam folder.

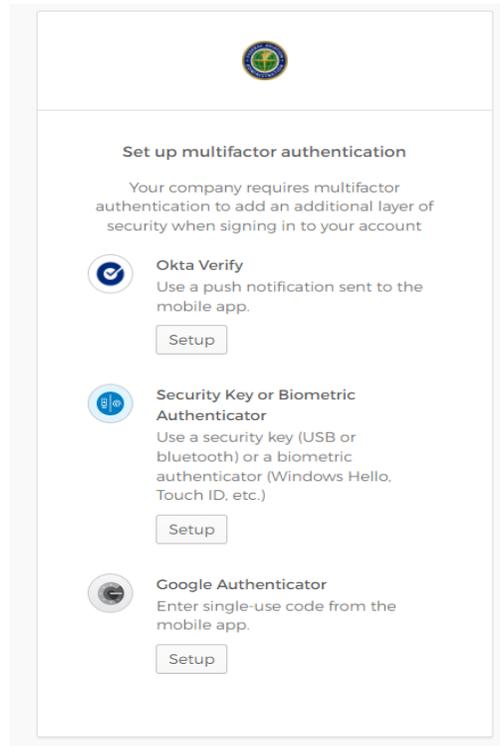


Step 9: Verify the account by entering the verification code (OTP) sent to the user's email address.





Step 10: The user is required to enroll into one of the available MFA options. To begin the process, click on the **Setup** button next to the MFA used for authentication.



Step 11: Follow the prompts and input information as directed. Each MFA option is different in their installment process. For Okta Verify or Google authenticator an iPhone/Android is required. Users may need to download the appropriate app if they have not done so already.

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Setup Google Authenticator

Select your device type

iPhone
 Android

[Back to factor list](#)

Step 12: After successful enrollment of at least one of the MFA options, the user should click on "Finish" to proceed to the next step.



Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

Okta Verify ✔

Additional optional factors

Security Key or Biometric Authenticator
Use a security key (USB or bluetooth) or a biometric authenticator (Windows Hello, Touch ID, etc.)

Google Authenticator
Enter single-use code from the mobile app.

Technical Support:
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helpdesk@faa.gov



Step 13: Upon successful completion of all the above steps, the user is routed back to the partner application with successful authentication. This completes the authentication process within MyAccess CIAM for an existing CAPS account.

Step 14: To access CAPS, proceed to <https://caps.faa.gov>. Enter user email in **Email Address** and click on **Next**.

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Sign in using MyAccess

Email Address 14

Remember me

Next

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Step 15: Input password created in Step 6 and click **Verify**.

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New User? Register for an external account

Password

Password

Verify

Back to sign in



Step 16: Provide authentication passcode/Key as per user's MFA authentication (as installed in Step 10). User will have access to CAPS.