

Digital Certificate Frequently Asked Questions (FAQs)

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1. Q: How do I locate my digital certificate?

A: If you are unable to locate your digital certificate, you can search your machine by clicking **Start**, then in the search box type ***.pfx**. This will list all digital certificate signature files currently on your machine. Locate your signature file, then right-click and select **Properties**. The **Location** will indicate where the digital signature resides on your machine.

If you are still unable to locate your signature after following the above steps, please email AFS-WebOPSS@faa.gov for further assistance.

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2. Q: How do I retrieve a copy of my certificate?

A: Instructions to retrieve another copy of your valid digital certificate are located here: <https://dcs.faa.gov/Support> >> How To Re-Retrieve Your Certificate.

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3. Q: What if I forgot my digital signature password?

A: Instructions to reset the password on a valid digital certificate are located here: <https://dcs.faa.gov/Support> >> How To Reset Your Password.

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4. Q: After completing the authentication process, why was I not issued a certificate? (Industry only)

A: Your personal information is authenticated through Equifax Credit Services. If Equifax is unable to authenticate your identity, or you voluntarily exit from the site after you begin the process, the system will charge you a \$9.50 authentication fee. If you are not issued a certificate an email will be sent with an explanation.

If you are unable to complete the authentication for any reason you may complete the **Proof of Identity** form found on the [Support](#) page >> Purchasing Options – For Industry Only >> Option 2. Once this form is received, your identity will be verified and processed. This form must be notarized. For customers outside the US, it may be signed by a solicitor. Please make sure all notary/solicitor seals are visible.

If you have an Identity Protection Service such as Life Lock monitoring your credit for protection against Identity theft, you will not be able to complete the online authentication process. Please fill out a **Proof of Identity** form found on the [Support](#) page and mail to the address located on the form.

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5. Q: I did not receive both automated emails to retrieve my certificate.

A: Please send an email to AFS-WebOPSS@faa.gov requesting the emails re-sent to you.

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6. Q: I downloaded a new copy of my certificate, but my password still doesn't work.

A: Passwords are case-sensitive, and contain at least 12 alpha-numeric characters. If you've tried your password multiple times and it is still not working, remove all certificates from your system and download a new copy. Instructions to retrieve another copy of your valid digital certificate are located here: <https://dcs.faa.gov/Support> >> How To Re-Retrieve Your Certificate.

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7. Q: I am an FAA Inspector. How do I obtain a digital certificate?

A: If you are an FAA Inspector in need of a digital signature for use within WebOPSS and/or eForm 337, please send an email to 9-AWA-AVS-AFS-WebOPSS@faa.gov with the following information:

- **Name:** (i.e. John Doe, John A Doe, John A. Doe, Jr.)
- **Email:**
- **CHDO:** (i.e. NM03, SO19)
- **Location:** (i.e. Denver, CO, Miramar, FL)
- **Project:** (i.e. WebOPSS and/or 337)

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8. Q: How do I install my certificate? (eForm 337 Users Only)

A: This process is not necessary for WebOPSS users.

However, if you use eForm 337, please follow the **Installing Your Digital Certificate** instructions sent via email with your pickup password. The instructions are also found on the [Support](#) page.

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9. Q: I have a digital certificate with the previous vendor. Now that you are using a new vendor, do I have to purchase a new digital certificate?

A: You do not need to purchase a new digital certificate with the new vendor **until your current digital certificate expires**. Once your current digital certificate expires, you will need to purchase a new digital certificate with the new vendor. To purchase a new digital certificate, please go here: <https://dcs.faa.gov/Certificate/NewCertAgreement>

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10. Q: What are the Digital Certificate System requirements?

A:

- Internet Explorer Version 6.0 or higher with JavaScript enabled
- Adobe Reader or Acrobat version 7.1 or higher
- PC with 1.5 gigahertz or higher processor clock speed recommended
- Super VGA (800 x 600) or higher-resolution video adapter and monitor
- Keyboard and mouse, or compatible pointing device

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11. Q: How do I renew my FAA digital signature? Will I be notified before it expires?

A: Automated renewal emails will be sent out at 30, 15, 5, and 1 day/s before your digital signature expires. The renewal email contains step-by-step instructions on how to renew. If you are unable to renew your certificate within 30 days of expiration, you will need to submit for a new digital signature; we are unable to renew your certificate after 30 days.

For detailed renewal information, please go here: <https://dcs.faa.gov/Support> >> Helpful Information >> How to Renew your FAA Digital Signature

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12. Q: How do I renew my Industry digital signature? Will I be notified before it expires?

A: Automated renewal emails will be sent out at 30, 15, 5, and 1 day/s before your digital signature expires. The renewal email contains step-by-step instructions on how to renew. It is imperative you renew your Industry digital certificate **before the expiration date, and no later than 30 days after expiration**, to ensure the continued identity protection of your certificate. If you are unable to renew your certificate within 30 days of expiration, you will be subject to the identity verification online, or will be required to submit a new Proof of Identity form. We are unable to renew your certificate after 30 days.

For detailed renewal information, please go here: <https://dcs.faa.gov/Support> >> Helpful Information >> How to Renew your Industry Digital Signature

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13. Q: Why do I have to go through the Identity Verification online again? Didn't I do that last year? (Industry Only)

A: If your certificate is more than 30 days past the expiration date, you must apply for a new digital certificate. We can only renew certificates up to 30 days after expiration. You can also renew before your current certificate expires, however please note we do not recommend renewing earlier than one month before expiration, as the new certificate will not carry over the unused time from the previous certificate.

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14. Q: How do I pay for my digital certificate? What is the cost? (Industry Only)

A: Payment is made online before the digital certificate is issued to you. We currently accept payment via American Express, Discover, MasterCard and Visa. Certificate fees can be found here: <https://dcs.faa.gov/Support> >> Certificate Fees

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If these FAQs do not provide the information you need, please email AFS-WebOPSS@faa.gov for further assistance.