

Federal Aviation Administration (FAA)

Flight Standards Air Transport Division (AFS-200)

Web-Based Operations Safety System (WebOPSS) Program

**Retrieve and Reset Digital
Signature Password
IE11**



Version 1.2

Mar 28, 2016

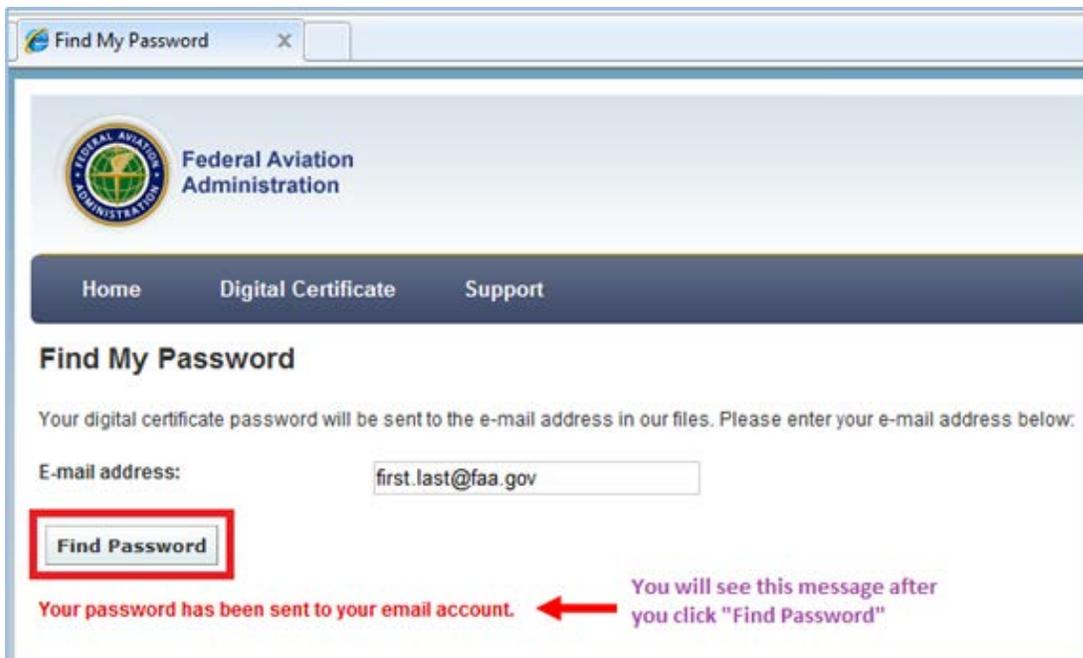
In the event you lose your digital signature or forget the password, follow the below instructions to retrieve a new copy of your digital signature and choose a new password.

The below process can also be used if you would like to change the password on your digital signature at any time during the one-year validity period.

1) Navigate to <https://dcs.faa.gov/certificate/retrieve>

➤ If you already completed Steps #1-3, please begin at Step #4

2) Enter your e-mail address. Click **“Find Password”**. The screen will update, stating “Your password has been sent to your email account”.



The screenshot shows a web browser window titled "Find My Password". The page header includes the Federal Aviation Administration logo and the text "Federal Aviation Administration". Below the header is a navigation bar with "Home", "Digital Certificate", and "Support" tabs. The main content area is titled "Find My Password" and contains the text: "Your digital certificate password will be sent to the e-mail address in our files. Please enter your e-mail address below." There is a text input field labeled "E-mail address:" containing the text "first.last@faa.gov". A red rectangular box highlights the "Find Password" button. Below the button, there is a red arrow pointing to the text "Your password has been sent to your email account." and a note: "You will see this message after you click 'Find Password'".

3) You will receive an email from <afs-webopss@faa.gov> with the subject line: **Password Reminder for Digital Certificate – DO NOT DELETE**

4) Navigate to <https://dcs.faa.gov/certificate/retrieve> and enter your **temporary certificate pick-up password** provided in the email from <afs-webopss@faa.gov>

- 5) Click **Continue**. The screen will update stating ***“Certificate retrieval was successful...”***

Retrieve Your Certificate x

 Federal Aviation Administration

Home Digital Certificate Support

Retrieve Your Certificate

Enter your Username and Password. Your password was emailed to you when you first ordered a digital certificate.
IMPORTANT: You should use the password sent to you in the most RECENT retrieval of your digital certificate.

Username/E-mail address:

Password

Continue [Forgot Password?](#)

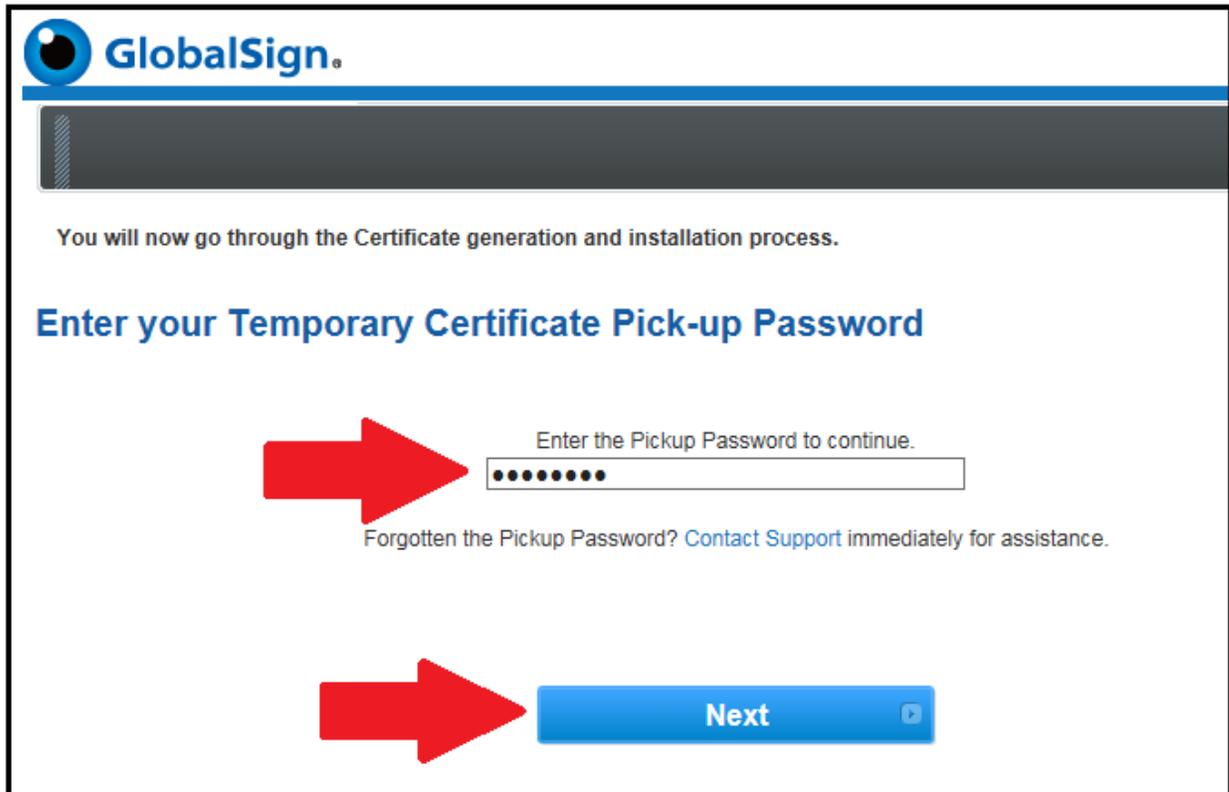
Certificate retrieval was successful. You will receive an email from GlobalSign shortly with information on how to pick up your certificate.

You will receive this message after entering a valid email/password and clicking "Continue"

- 6) You will now receive an email from <**DigitalCertificate@globalsign.com**> with the subject line: **Your reissued certificate has been approved.**
- 7) You will receive a second email from <**afs-webopss@faa.gov**> with the subject line: **Digital Certificate: DO NOT DELETE**
- 8) The GlobalSign email will provide you with a link where you will **retrieve a new copy of your certificate and choose a new password.** Click the link provided in the GlobalSign email.

- 9) From the GlobalSign page, enter your temporary certificate pick-up password provided in the second email from afs-webopss@faa.gov

PLEASE NOTE: If you copy/paste the password please confirm you only see 8 dots on screen as shown below.



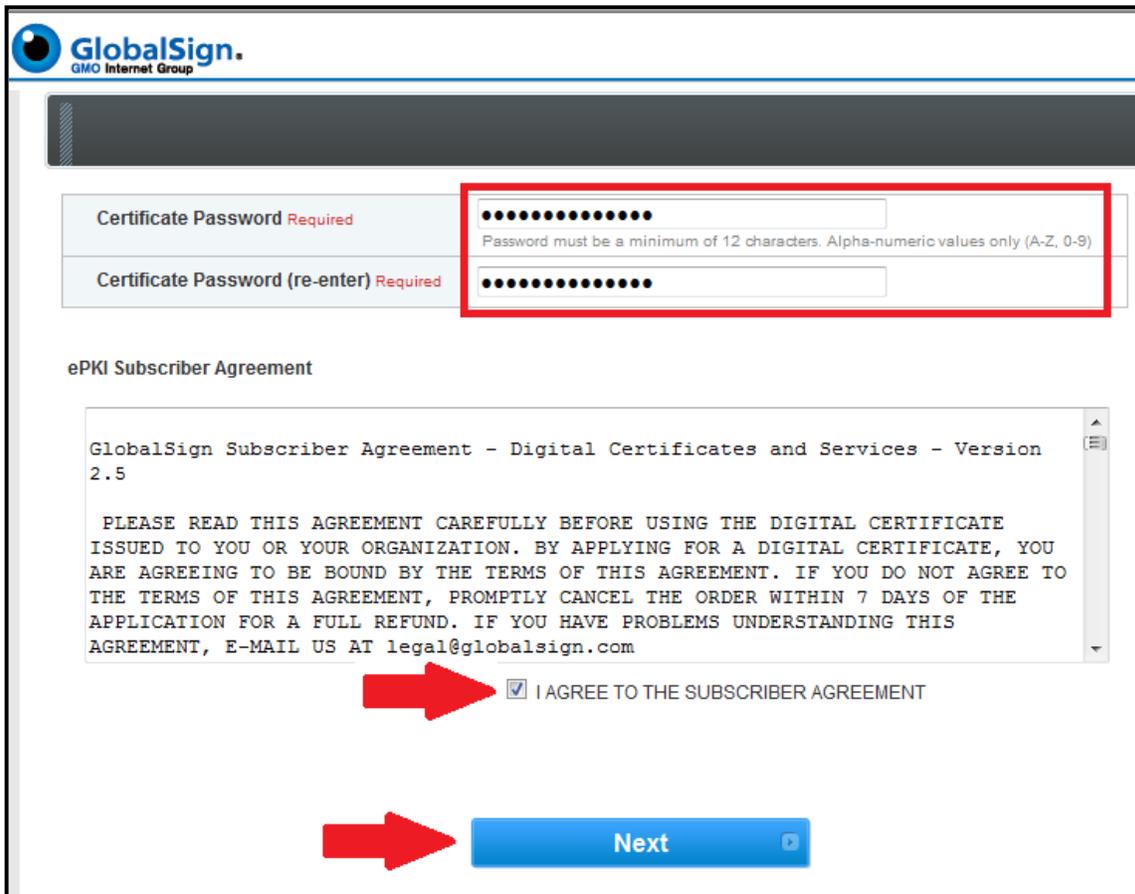
The screenshot shows the GlobalSign logo at the top left. Below it, a dark grey bar contains a vertical progress indicator. The main content area has the text: "You will now go through the Certificate generation and installation process." followed by the heading "Enter your Temporary Certificate Pick-up Password". Below the heading is a text input field with the placeholder text "Enter the Pickup Password to continue." and eight black dots inside the field. A large red arrow points from the left towards the input field. Below the input field is the text "Forgotten the Pickup Password? [Contact Support](#) immediately for assistance." At the bottom of the form is a blue "Next" button with a right-pointing arrow icon. A second large red arrow points from the left towards the "Next" button.

- 10) Click **Next**

- 11) Enter/choose a 12-character password that you will remember.
This will be your digital signature password.

PLEASE NOTE: The password **must** contain **at least ONE** letter and **ONE** number, with a minimum of 12 characters. E.g. OPSSopss2016

DO NOT use any special characters and/or symbols e.g. - \ ~ / ! @ # \$ *)



The screenshot shows the GlobalSign web interface. At the top left is the GlobalSign logo with 'GMO Internet Group' underneath. Below the logo is a dark grey header bar. The main content area contains two password input fields, both labeled 'Certificate Password Required' and 'Certificate Password (re-enter) Required'. The first password field is highlighted with a red box and contains 12 dots. Below it, a message reads: 'Password must be a minimum of 12 characters. Alpha-numeric values only (A-Z, 0-9)'. The second password field also contains 12 dots. Below the password fields is the 'ePKI Subscriber Agreement' section. It features a scrollable text area with the following text: 'GlobalSign Subscriber Agreement - Digital Certificates and Services - Version 2.5' followed by a paragraph: 'PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE DIGITAL CERTIFICATE ISSUED TO YOU OR YOUR ORGANIZATION. BY APPLYING FOR A DIGITAL CERTIFICATE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, PROMPTLY CANCEL THE ORDER WITHIN 7 DAYS OF THE APPLICATION FOR A FULL REFUND. IF YOU HAVE PROBLEMS UNDERSTANDING THIS AGREEMENT, E-MAIL US AT legal@globalsign.com'. Below the text area is a checkbox labeled 'I AGREE TO THE SUBSCRIBER AGREEMENT' which is checked. A red arrow points to this checkbox. At the bottom of the form is a blue 'Next' button with a right-pointing arrow. A red arrow points to this button.

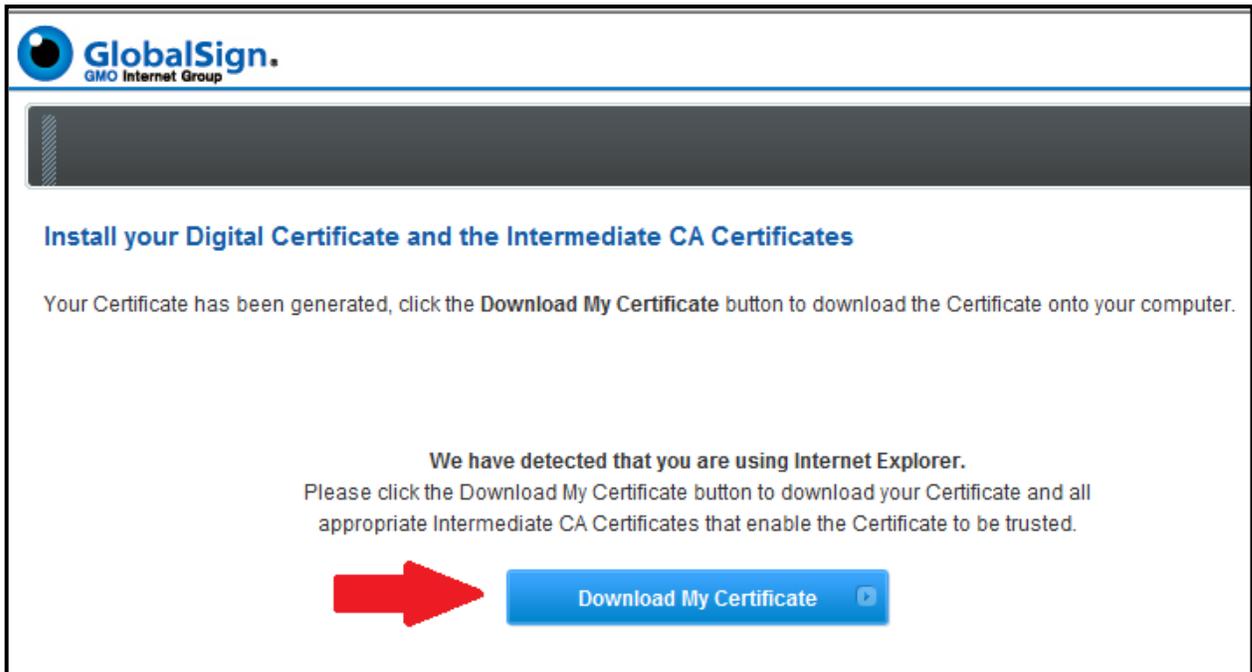
- 12) Review the Subscriber Agreement, then click the **'I Agree'** box

- 13) Click **Next**

➤ If the **Next** button is greyed out:

- If your first password selection did not meet the requirements, you will need to uncheck the **'I Agree'** checkbox, and then re-check it in order for the **Next** button to become available.

14) On the 'Install your Digital Certificate' screen, click **Download My Certificate**



15) At the **BOTTOM** of your Internet Explorer window you will see a pop-up **“Do you want to open or save...”**

Click the down arrow next to **SAVE** and select **SAVE AS**

DO NOT CLICK OPEN

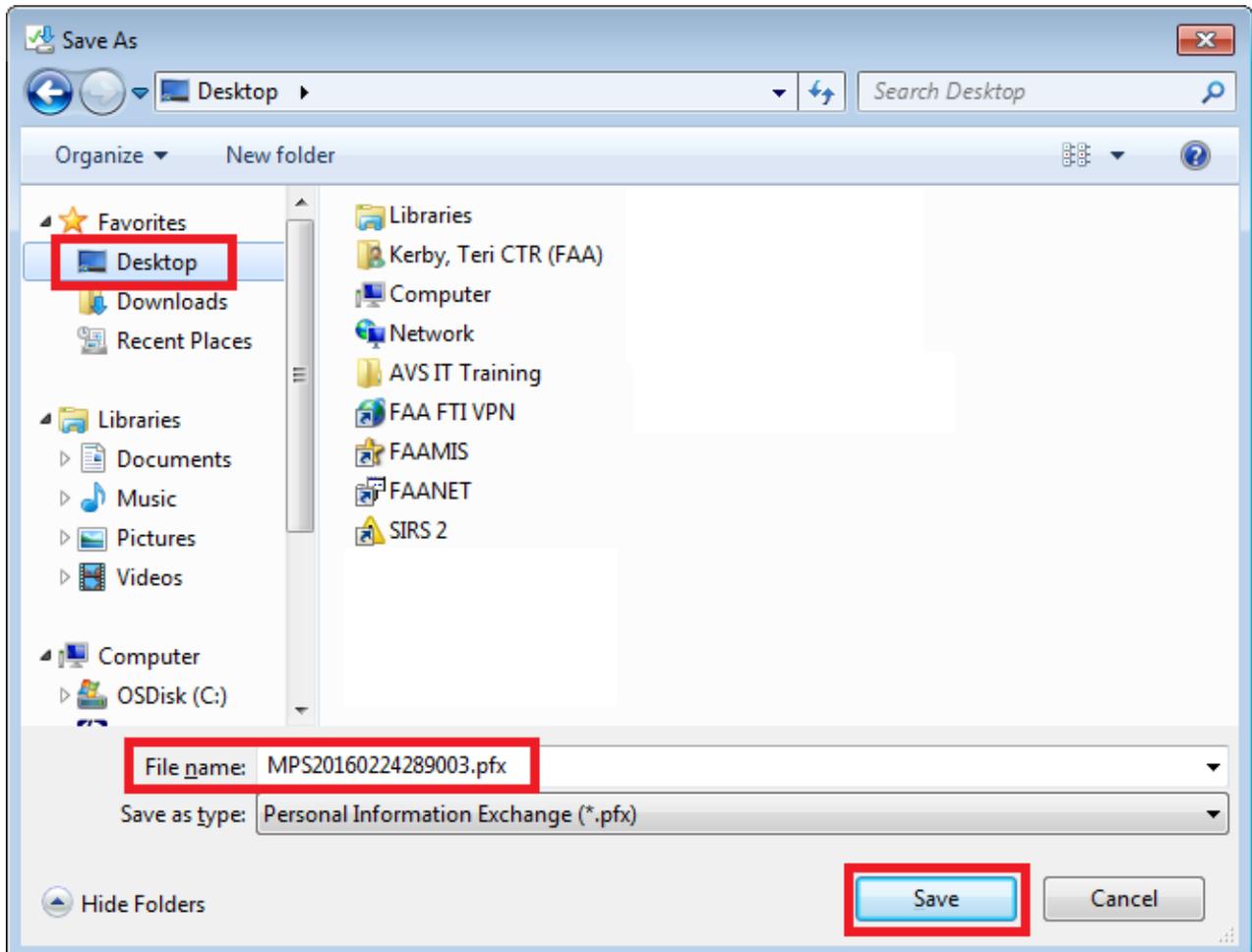
- If you inadvertently click OPEN, please click the **Download My Certificate** button again to **SAVE >> SAVE AS** your signature file to your machine.



16) At the 'Save As' dialog box, click **Desktop** (or choose another location on your local machine such as **Documents**)

17) Enter a name for your .pfx file (e.g. YourName2016.pfx) and click **Save**.
The default will be MPSxxxxxx.pfx, but you can name the file anything you would like.

NOTE: You **MUST** leave the **.pfx** extension on the end of the file name.



18) Navigate to the location you saved your new digital signature file (.pfx) and verify the file is available.



19) If you locate the file, proceed to Step 20.
➤ If you are unable to locate the file in the location you selected (i.e. **Desktop** or **Documents**), repeat Steps 14 thru 18.

20) Close the 'GlobalSign Certificate' window/tab in Internet Explorer.

****Your digital certificate is now ready for use in WEBOPSS****

****If you are an EFORM 337 user, please proceed to the second set of instructions provided via email titled "EFORM 337 INSTALLING YOUR DIGITAL CERTIFICATE"*****

NOTE: DO NOT contact GlobalSign directly for assistance.

DO NOT click on the 'Go to products page' link on the GlobalSign site.

The information on the GlobalSign site is irrelevant to the use of the digital certificate within WebOPSS and/or eForm 337.

Please notify us with any questions or concerns.

WebOPSS Digital Certificate Support is available via email at AFS-WebOPSS@faa.gov

eForm 337 Digital Certificate Support is available by contacting the FAA IT Service Center by email at HelpDesk@faa.gov or by phone at 1-844-FAA-MYIT (322-6948)