

Federal Aviation Administration (FAA)
Flight Standards Air Transport Division (AFS-200)

Web-Based Operations Safety System (WebOPSS) Program

**Renew FAA Digital Signature
Internet Explorer 11**



Version 1.3
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If you received a digital certificate renewal email, you are eligible to renew your FAA digital certificate for use in WebOPSS and/or eForm 337. The certificate is valid for one (1) year from the date of issuance. Please maintain this certificate in a safe place as it is necessary to sign documents within WebOPSS and/or eForm 337

Please Note: If you are unable to renew your certificate within 30 days of expiration, you will need to request a new digital signature; **we are unable to renew your certificate after 30 days.** For information on how to obtain a new digital signature, please click the following link: <https://dcs.faa.gov/Support>

- You will receive renewal notices at 30, 15, 5 and 1 day/s before expiration, until you renew
- If you do not wish to renew, please disregard the automated renewal reminders
- If you need to change **any** information on your digital certificate (name, office ID, etc.) you must apply for a new signature, not a renewal. For information on how to obtain a new digital signature, please navigate to: <https://dcs.faa.gov/Support>

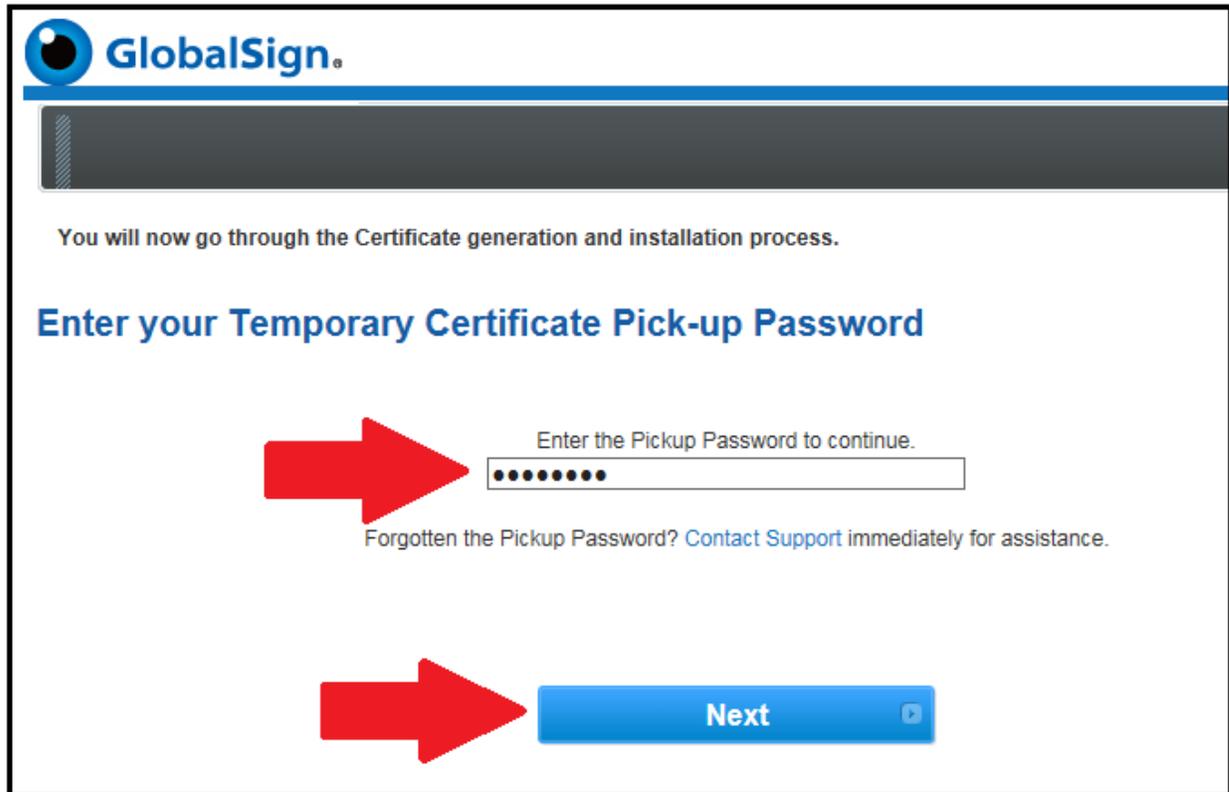
To renew your FAA digital certificate, perform the following steps:

Please use Internet Explorer for the download of your certificate!

- 1) You will receive an email from <afs-webopss@faa.gov> with the subject line:
Your Digital Certificate Expires in 30 days – DO NOT DELETE
 - 2) Navigate to <https://dcs.faa.gov/Certificate/Renew/>
 - 3) Login with your FAA email address and the retrieval password provided in the automated renewal email
 - 4) Confirm your information on-screen, then click **YES** to renew
 - If you need to change **any** information on your digital certificate (name, email, office, etc.) you must apply for a new digital signature, not a renewal
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- 5) You will now receive an email from <afs-webopss@faa.gov> with the subject line: **Digital Certificate – DO NOT DELETE**
 - 6) You will receive a second email from <DigitalCertificate@globalsign.com> with the subject line: **Your digital certificate is ready for pickup**
 - 7) **Click** the link provided in the email from GlobalSign **or copy and paste** the link to the address bar in **Internet Explorer**

- 8) From the GlobalSign page, **enter** your **temporary certificate pick-up password** provided in the first 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 web interface. At the top left is the GlobalSign logo. Below it is a dark grey header bar. 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 dots inside the field. A large red arrow points to 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 to the "Next" button.

- 9) Click **Next**

- 10) **Enter/choose** a 12-character alphanumeric 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.

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' below it. The main content area has two password input fields. The first is labeled 'Certificate Password Required' and the second is 'Certificate Password (re-enter) Required'. Both fields contain 12 black dots. A red box highlights these two fields, with text below them stating: 'Password must be a minimum of 12 characters. Alpha-numeric values only (A-Z, 0-9)'. Below the password fields is the 'ePKI Subscriber Agreement' section. It contains 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.

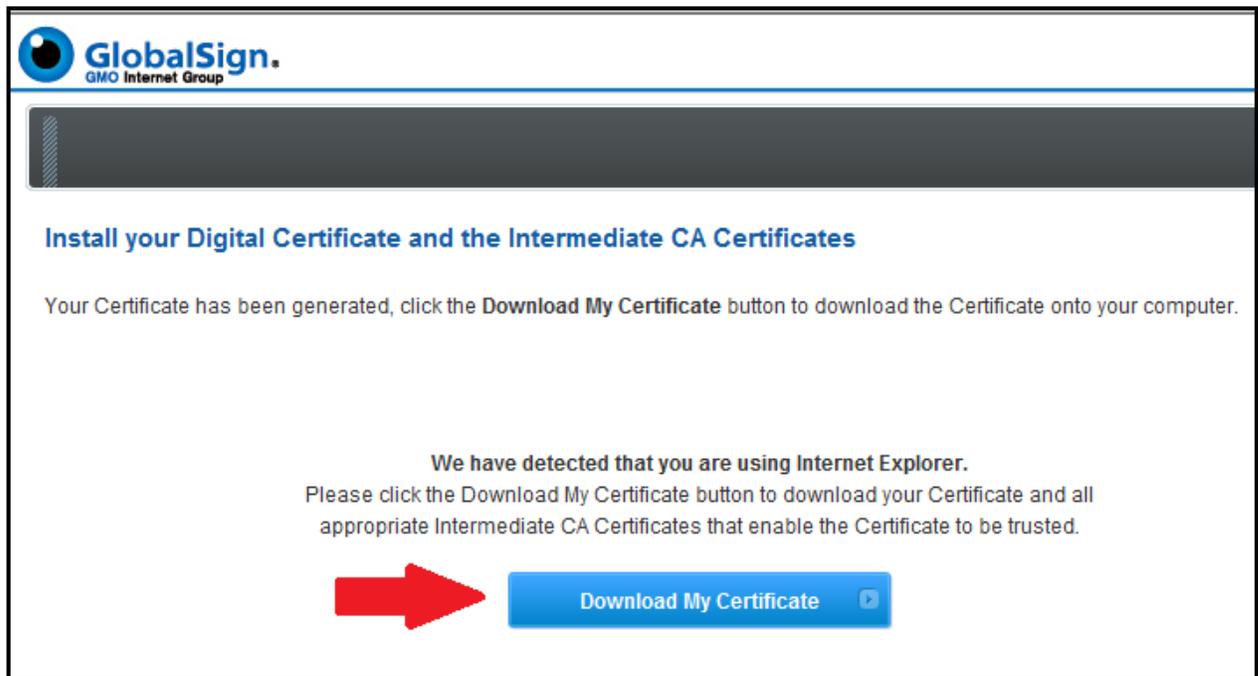
- 11) Review the *Subscriber Agreement*, and then **click** the '*I Agree*' box

- 12) Click **Next**

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

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

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



14) At the **BOTTOM** of the 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**

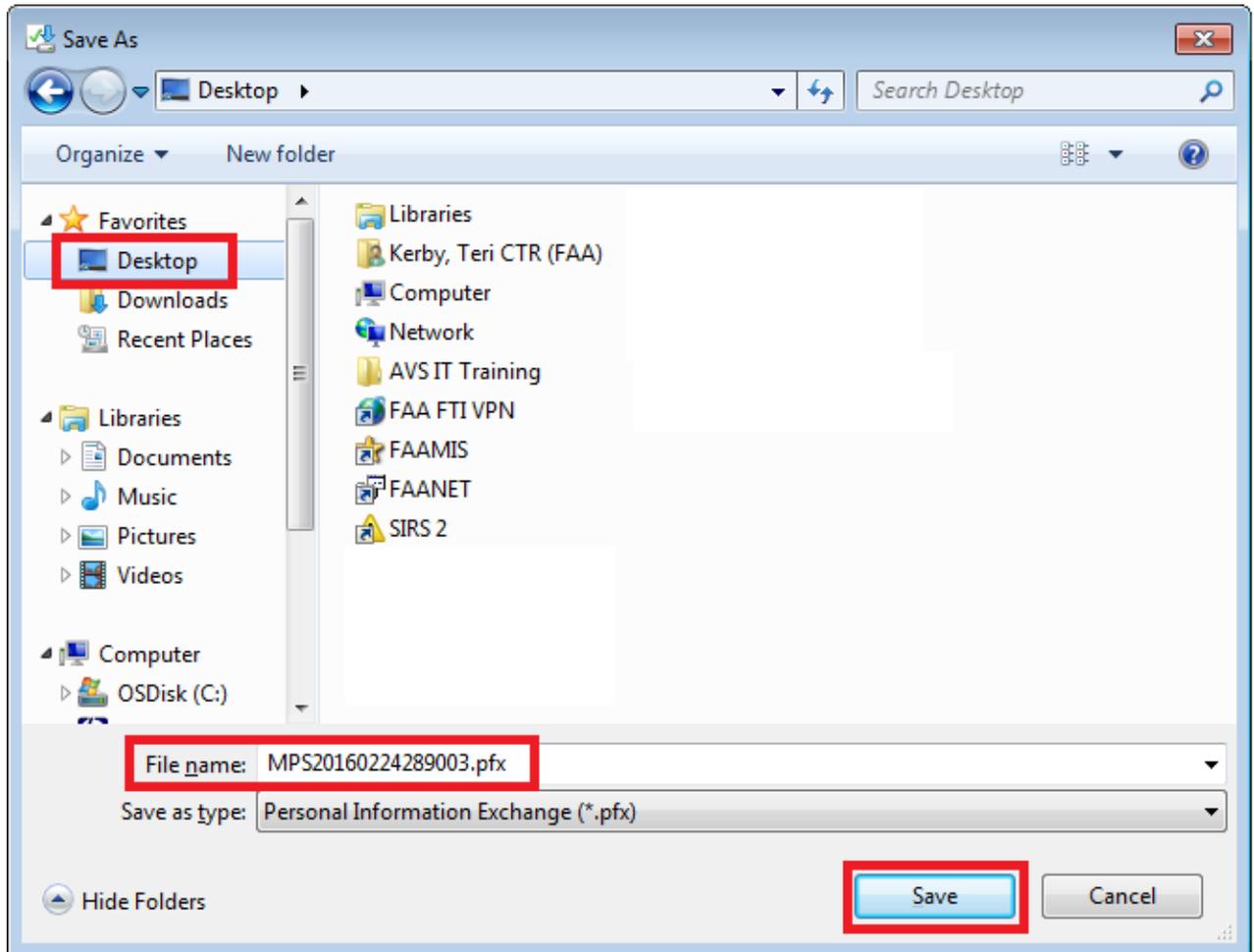
DO NOT CLICK OPEN!

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



- 15) At the 'Save As' dialog box, click **Desktop** (or choose another location on your local machine such as **Documents**)
- 16) Enter a name for your .pfx file (e.g. YourName2020.pfx), or leave the name at the default MPS202xxx.pfx and click **Save**

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



- 17) Navigate to the location you saved your digital signature and verify the file is available



- 18) If you locate the file, proceed to Step 19
 - If you are unable to locate the file in the location you selected (e.g. **Desktop** or **Documents**), repeat Steps 13 thru 17

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

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

NOTE: DO NOT contact GlobalSign directly for assistance

DO NOT click 'Go to products page' link on GlobalSign

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

After successfully renewing your digital certificate, your original certificate will remain valid until the expiration date

****If you use the eForm 337 application**, please proceed to <https://dcs.faa.gov/Support> >> 'Help Installing Your Certificate – eForm 337 Only' for instructions to configure your digital certificate for use within the eForm 337 application**

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)