

Federal Aviation Administration (FAA)  
Flight Standards Air Transport Division (AFS-200)  
Web-Based Operations Safety System (WebOPSS) Program

**Renew Industry Digital Signature  
IE11**



Version 1.2  
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If you received a digital certificate renewal email, you are eligible to renew your Industry digital certificate for use in WebOPSS and/or eForm 337.

The certificate is valid for one (1) year from the date of issuance (the date you retrieve the certificate). Please maintain this certificate in a safe place as it is necessary to sign documents within WebOPSS and/or eForm 337.

**PLEASE NOTE:** It is imperative you renew your digital certificate **before the expiration date** 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 you will be required to submit a new Proof of Identity form.

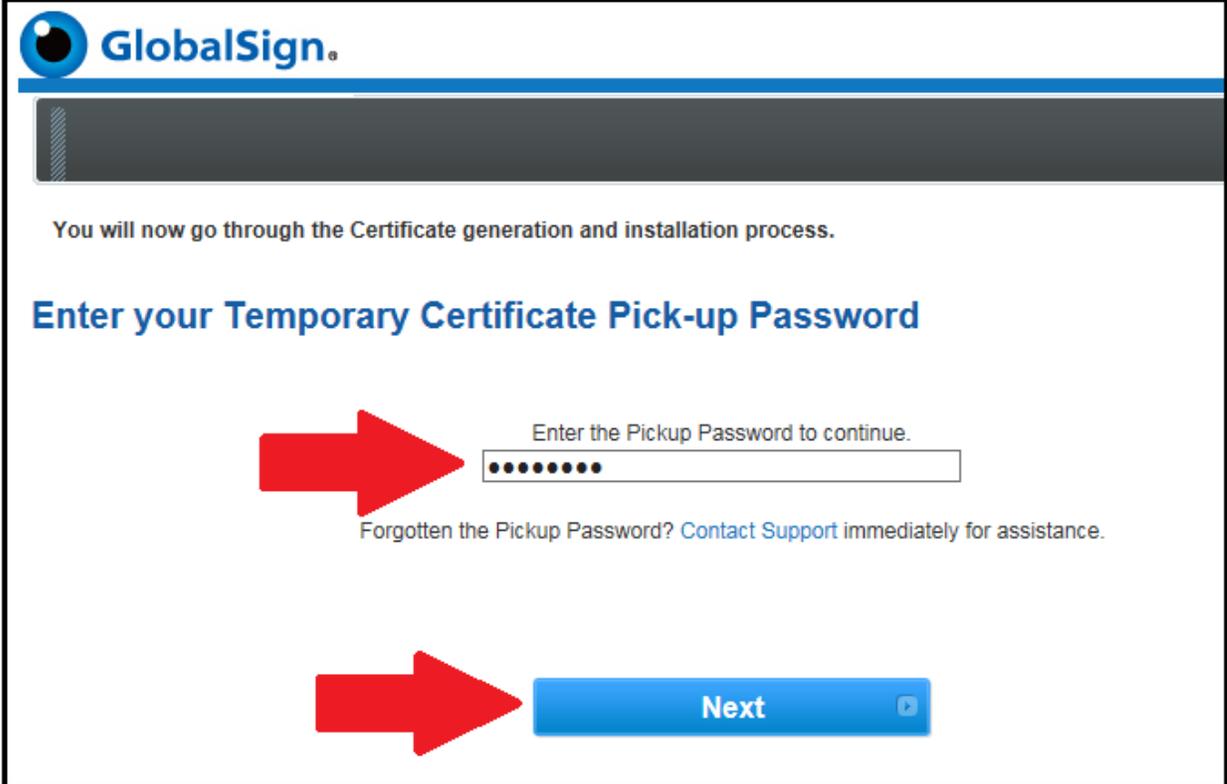
- You will receive renewal notices at 30, 15, 5 and 1 day/s before expiration, until you renew your digital signature.
- If you do not wish to renew, please disregard the automated renewal reminders.
- If you need to change **any** information on your digital certificate (name, email, etc.) you must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

### **To renew your Industry digital certificate, perform the following steps:**

- 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 using your email address and the retrieval password provided in the automated renewal email.
  - 4) Confirm your information on-screen, then click **YES** to renew.
    - a. If you need to change **any** information on your digital certificate (name, email, organization, etc.) you must apply for a new signature, not a renewal.
  - 5) You will be prompted for payment for the annual renewal.
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- 6) Once payment is complete, you will receive an email from <afs-webopss@faa.gov> with the subject line: **Digital Certificate – DO NOT DELETE**
  - 7) You will receive a second email from <DigitalCertificate@globalsign.com> with the subject line: **Your digital certificate is ready for pickup**
  - 8) The second email will provide you with a link to GlobalSign where you will retrieve your certificate. **Click** the link provided in the second email.

- 9) From the GlobalSign page, **enter your temporary certificate pick-up password** provided in the first email from [afs-webopss@faa.gov](mailto: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 website interface. At the top left is the GlobalSign logo. Below the logo is a dark grey header bar. The main content area contains 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 button labeled "Next" 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 such as ~ ! @ # \$ % & \* ( )

The screenshot shows the GlobalSign web interface. At the top left is the GlobalSign logo with the text "GMO Internet Group". 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 field is highlighted with a red box and contains 12 black dots. Below it, a message reads: "Password must be a minimum of 12 characters. Alpha-numeric values only (A-Z, 0-9)". The second field also contains 12 black dots. Below the password fields is the "ePKI Subscriber Agreement" section. It features a scrollable text area containing the following text: "GlobalSign Subscriber Agreement - Digital Certificates and Services - Version 2.5" followed by "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. Below the checkbox is a blue "Next" button with a right-pointing arrow. A red arrow points to the "Next" button.

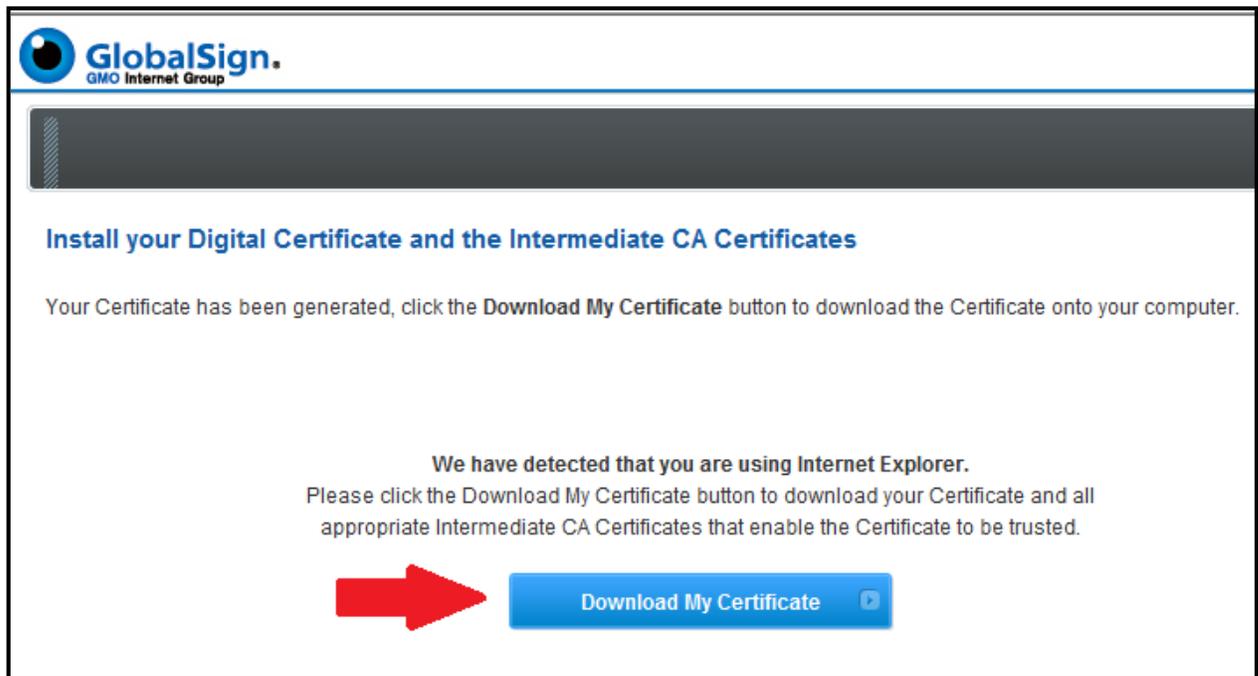
- 12) Review the Subscriber Agreement, and then **click** the 'I Agree' box.

- 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**

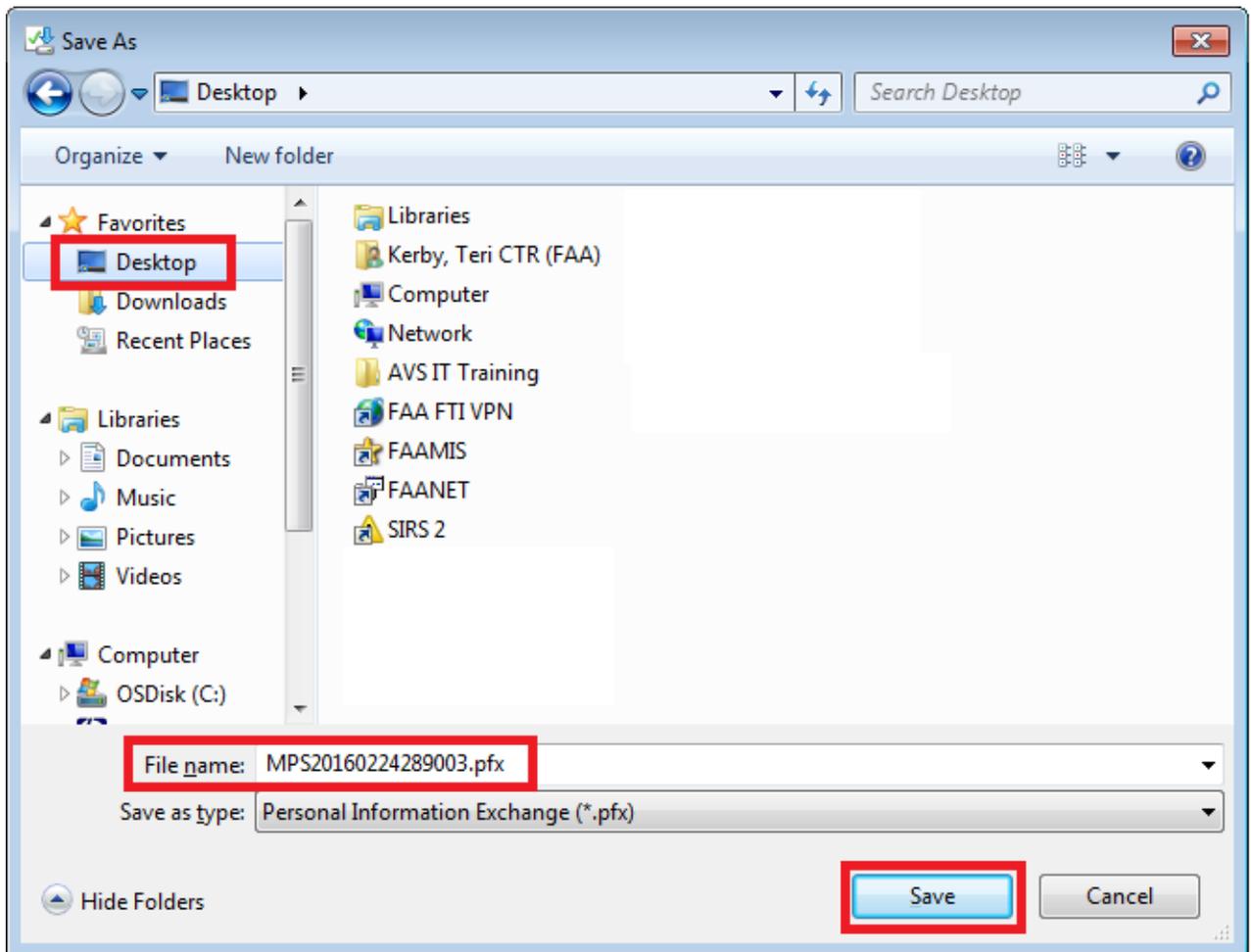
### **DO NOT CLICK OPEN**

- 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 name will be MPS201xxxx.pfx, but you can name the file anything you like.

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



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



- 19) If you locate the file, proceed to Step 20.
  - a. If you are unable to locate the file in the location you selected (e.g. **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\*\***

**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.

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

**\*\*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"\*\*\***

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)