1   FREQUENTLY ASKED QUESTIONS

1.1   Minimum System Requirements

The user needs to have a computer system that has a minimum of a 233 megahertz (MHz) processer, a minimum of 256 megabytes (MB) of memory and network speed of 3 megabytes per second (MB/s) download and 1 MB/s upload.

1.2   Recommended Browsers

The user needs to access PRD with either Internet Explorer (IE) version 11 or Google Chrome version 55.0.2.

1.3   System Organization

PRD is a web-based application. PRD screens are web pages that are displayed within an internet browser on your PC workstation. Operating as a suite, PRD processes have been grouped into functions. Functions accessible to the Pilot user are:

- Pilot Information
- Enforcement Actions
- Accidents and Incidents
- Disapprovals (Failed Certificate Attempts)
- Experience
- Driving (National Driver Register)
- Consent
- (Pilot Activity) Log
- Notification
- View/Print Pilot Record

1.4   WHAT IS THE PRD?

The Pilot Records Database (PRD) is used to facilitate the sharing of pilot records among air carriers in a clearinghouse managed by the Federal Aviation Administration. All part 119 certificate holders and fractional ownerships may access the PRD and evaluate the available data for each individual pilot candidate prior to making a hiring decision.

Air carriers, operators holding out to the public, public aircraft operators, air tour operators, fractional ownerships, and corporate flight departments will eventually be required to enter relevant data on individuals employed as pilots into the PRD. However, since this initial phase of PRD will be for FAA records only, AC 120-68G will provide the relevant guidance that will be needed.

Records contained within the database would only be permitted to be used as a hiring aid in an air carrier's decision-making process for pilot employment.

1.5   WHAT IS THE PURPOSE OF THE PRD?

An air carrier or air operator is required to request the PRIA records that are now also contained in the database so it can make a more informed decision as to that individual's aeronautical fitness before being hired and placed into service as a pilot.

1.6   WHO MAY USE THE PRD?

- Part 121 air carriers

- Part 135 air carriers/operators

- Part 125 air operators

- Part 91K operators

1.7   WHO IS ELIGIBLE TO ACCESS THE PRD?

- **The responsible person** – an individual at the air carrier serving in a required management position which may include Director of Safety, Director of Operations, Chief Pilot, Director of Maintenance, Chief Inspector, or other responsible management position who will provide supervisory control concerning the PRD process.

- **The authorized user** – an individual that is employed by the air carrier or operator that has been assigned access rights to the PRD on behalf of the employer by the responsible person.

- **The pilot** – an individual certificated by the FAA at the commercial or airline transport pilot level that is the subject of a record request in the PRD.

1.8   WHAT IF I AM UNABLE TO SELF-REGISTER IN MYACCESS AND LOGIN TO PRD?

Thank you for your interest in the PRD. For access to PRD, participants must first create a MyAccess account. MyAccess is a separate user-management system that is used by the FAA to authenticate users into several different FAA systems, including the Pilot Record Database. Following successful identity validation and MyAccess account creation, authenticated MyAccess users can then register in the PRD.

To ensure the highest level of security, the MyAccess self-registration system uses common verification methods to confirm your individual identity similar those of other online accounts. The FAA understands not all potential users will be able to self-register online.   We are monitoring the success rate of the self-registration system and are planning upgrades to ensure the highest number of users possible can be authenticated.

Use of the PRD system is voluntary and provides an alternate method for meeting certain requirements of the Pilot Records Improvement Act of 1996 (PRIA). In cases where individuals are unable to self-register in MyAccess, they should continue to use the traditional PRIA processes. These processes will continue to work alongside the PRD system.

In the near future, the FAA will begin offering an alternative registration process for those who cannot self-register in MyAccess but who require access to the PRD. To stay informed regarding updates to the registration system and the PRD, subscribe to updates from this web page by selecting the envelope icon on the page.

1.9   WHEN WILL THE PRD BE AVAILABLE FOR ONLINE USE?

The initial online deployment of the PRD for records requested **from FAA only** will occur in 3 phases:

- **Phase I** – The initial phase of the PRD includes the FAA records portion of the database. This phase automates the current PRIA process and may be used in lieu of completing the manual PRIA process for FAA records. The FAA records, such as pilot certification and failed practical tests that occurred on or after August 1, 2010, will be available in phase I for access by an eligible employee of the air carrier or operator so an air carrier or operator can make an informed hiring decision. Air carriers and operators will continue to be required to request records from an individual's current and/or previous employer(s).

- **Phase II** – Air carriers and operators will be strongly encouraged to obtain an individual's records maintained by the FAA exclusively through accessing the PRD before making a hiring decision as opposed to using the manual PRIA process. Air carriers and operators would also continue to be required to request records from an individual's current and/or previous employer(s). Additionally, PRIA Designated Agents will be permitted to access the PRD on behalf of an air carrier or operator as a proxy. The FAA will notify air carriers and operators when this phase becomes available.

- **Phase III** – Air carriers and operators will eventually use the PRD for all pilot records requests maintained by the FAA as prescribed in the Pilot Records Database final rule.

1.10 CAN I STILL USE PRIA IF I CHOOSE?

Yes. During this initial phase the PRD will be optional so you may choose to begin using it immediately or remain with the older PRIA system for FAA records only, for a short period of time until the PRD becomes mandatory.

1.11 WHERE CAN I FIND THE PRD?

- Open **faa.gov** and find the **Regulations & Policy** tab on the blue menu bar. Hover over that tab and look for the Pilot Records Database (PRD) appearing on the left side. (valid 6/2018)

1.12 HOW DO I REGISTER AS AN AUTHORIZED PRD USER?

- Follow the path explained in the previous question to arrive at the PRD sign-in page.

- If you meet the criteria for one of the authorized users, click on the appropriate button.

- You will then be redirected to a sign-in page.

- The user should follow the on-screen prompts and user guide to begin using the application in correlation with the guidance in AC 120-68G.

- Additional assistance is also provided on the HELP tab on each page of the application.

1.13 WHAT FAA RECORDS WILL BE PROVIDED BY THE PRD?

FAA records will include:

- Pilot's consent to release records

- A verification of both airman and medical certificates

- Summaries of legal enforcement actions resulting in a finding

- Accident and incident event(s) summary

- Employment history from pilot-submitted records

- Records of failed practical tests, Notices of Disapproval going back to August 1, 2010

1.14 IF A PILOT, WHILE REVIEWING HIS/HER RECORDS, FINDS A DISCREPANCY, WHAT IS THE PROPER ACTION TO BE TAKEN?

- For **FAA accident/incident or enforcement (AIE) records:** All AIE records maintained at AFS-620 are permanent in nature and cannot be changed or deleted locally through PRD. The pilot will need to contact their nearest Flight Standards field office for assistance with AIE records. A directory of field offices can be found at http://www.faa.gov/about/office_org/.

- For **FAA certification records** including Notices of Disapproval (failed check rides): The pilot will need to call AFB-720 Airmen Certification at 866-878-2498 for assistance. AFB-720 may direct the pilot to the original evaluator for corrections.

- For failed practical test inaccuracies, contact the local Flight Standards field office. If disapprovals are revealed, AC Form 8060-72 can be completed to receive the area(s) in which

the pilot was found to be deficient. Note - Practical test failures for an FAA pilot certificate are available in the PRD from August 1, 2010. Prior to that date, practical test failures can be obtained from the FAA by completing AC Form 8060-72.

1.15 HOW LONG WILL IT TAKE TO OBTAIN FAA RECORDS THROUGH THE PRD?

Although the exact timing of the request and receipt process has not yet been determined, the PRD user will have direct, uninterrupted and complete access to FAA records, thereby reducing the allowed 30-day process of the old PRIA system to an hour or much less.

1.16 I JUST EARNED A NEW TYPE RATING ON MY ATP. WHY DOES IT NOT APPEAR ON MY PRD OR PRIA REPORT?

Additions to your pilot certificate as well as all other FAA airman certificates do not have instant processing. It can take up to 120 days for Airmen Certification (AFB-720) to process and issue your airman certificate with the new rating. To determine the approximate date of an update to your report, visit http://www.faa.gov/licenses_certificates/airmen_certification/

1.17 AM I REQUIRED TO REPORT ALL PREVIOUS EMPLOYERS WHERE I WORKED AS A PROFESSIONAL PILOT?

Yes. It is considered a falsification if any previous air carrier is omitted from your list of employers where you worked as a professional pilot, even for a very short period of time, and could result in an enforcement action against you and your FAA certificate.

1.18 WHAT IS A PAR?

A PAR is the pilot report issued by the Pilot Records Database to the requestor that includes the FAA records previously mentioned in this FAQ.

1.19 HOW DOES AN AIR CARRIER OBTAIN MY FAA AND OTHER PILOT RECORD?

Each applicant to an air carrier for employment as a professional pilot must provide consent for the release of all PRD data by releasing that information to the particular air carrier involved. This is accomplished within the PRD application by the pilot. At the current time, only FAA records will be available to the requestor.

1.20 WHAT ABOUT RECORDS PROVIDED BY THE AIR CARRIER?

The ability to request and receive air carrier records through the PRD will occur in later phases of online deployment concurrent with rulemaking by the FAA. Therefore, air carrier and air operator records from the previous or current employer to the hiring employer, will continue to be processed through the older PRIA system using FAA Forms 8060-11, 8060-11A, and 8060-12 as usual.

When the PRD data systems have been prepared and are ready to receive air carrier records, all air carriers and air operators will be notified that they should begin entering the pilot records that they have been preserving since August 1, 2005.

Once the PRD begins to provide air carrier and/or air operator records, there will be no need to use the 8060 series of request forms since PRIA will no longer be in use.

Once the air carrier has obtained the pilot's consent to release records, all PRD reports will be tailored to the individual who is the subject of the request, and then released to the air carrier or air operator.

1.21 WILL FAA CONDUCT SURVEILIENCE AUDITS OF PRD RECORDS?

Yes

1.22 WHERE CAN I FIND ASSISTANCE WITH POLICY IF I NEED IT?

Each online page of the PRD will include a HELP tab which will contain additional information and instructions for that particular page.

In addition, your questions may be directed to the Regulatory Support Division, Data Systems Branch, AFS-620 at 405-954-4391, or 9-amc-avs-prdsupport@faa.gov

1.23 WHAT ABOUT PRIA?

While the PRD is being fully implemented, the PRIA safety background checks will continue to be required by the appropriate air carriers and air operators. Therefore, the current version of AC 120-68 will continue to remain in effect and applicable concerning the hiring of pilots and the retention of records obtained through the PRIA.

Since PRIA will eventually be discontinued and will cease to be available, all users are encouraged to seek out and begin using the PRD for FAA records, in order to become familiar and proficient with its characteristics, and to prepare for full implementation in the near future.

2 PILOT FREQUENTLY ASKED QUESTIONS

This section addresses frequently asked questions by a pilot.

2.1 MyAccess Registration

1. I create the preliminary user name and password; how do I get access to other FAA applications? (At this time, your MyAccess username and password are only available to use for the PRD.)

2. I do not want to provide my SSN what is the alternative? (If you do not wish to provide a SSN, you may validate your identity using a state driver's license.)

3. I do not have a cell phone in my name, how do I register? (Registrants can register using their home phone number.)

4. I do not have a credit card in my name, how do I register? (Registrants may validate with a utility account, such as their cell phone or landline utility account, in lieu of using a credit card.)

5. How do I reset my PIN? (At this time, MyAccess PIN resets can be accomplished by contacting the help desk. An automated method is being developed as well.)

6. How do I reset my security questions? (After logging in, a registrant can select the option to "Change Security Settings" after the Sign in Button.)

2.2 PRD Registration

1. **I am not able to register for the PRD. What do I need to do?**

    You must have a valid medical to register for PRD. You must also be a commercially rated pilot. Enter the data exactly as it appears on the most recent airman certificate. If there are still issues **contact the Civil Aviation Registry,** your latest information may have not yet updated in the FAA records**. Toll Free at 866-878-2498 or email at**

    9-amc-afb720-airmen@faa.gov

2. **Why do I have to enter another email address for PRD?**

    The email address entered into PRD is limited to PRD notifications. PRD will send notifications to this email address when:

    - o   For successful registration to PRD
    - o   An Air Carrier views the pilot's record
    - o   For password reset
    - o   Consent notification
    - o   Consent revocation notification
    - o   User status or role status changes

3. **Why do I see the message to perform a manual PRIA process?**

    If there is an active court order to suppress FAA data provided in PRD, the pilot needs to perform a PRIA request to ensure suppressed data is not released. To apply for a position, refer to the FAA PRIA Policy, Forms & References web page for:

1) FAA Form 8060-10 FAA Records Request (PRIA) to request FAA records,
2) FAA Form 8060-10A Airman Notice and Right to Receive Copy-FAA Records (PRIA)
3) FAA Form 8060-11 Air Carrier and Other Records Request (PRIA),
4) FAA Form 8060-11A Airman Notice and Right to Receive Copy – Air Carrier and Other Records (PRIA)
5) FAA Form 8060-12 Release of DOT Drug and Alcohol Testing Records under PRIA
6) FAA Form 8060-13 National Driver Register Records Request (PRIA)

2.3 Pilot Info Page

1. **My address is incorrect in the *[Pilot Information]* section, how do I correct this?**

   The address in the Pilot Info *[Pilot Information]* section is sourced from the FAA Comprehensive Airman Information System (CAIS) from the FAA Airman Registry web page. If there is an error, visit the FAA Airman Certification online, click the *[Update Your Address with Airman Certification]* link. It may take several weeks for the new address to be displayed. If there are still issues contact the FAA Airman Registry at 866-878-2498 or email at 9-amc-afb720-airmen@faa.gov

   Note: The addition of new ratings/type ratings will not immediately appear on the pilots PRD report. There is a processing time for the application within AFB-720. See the processing schedule on the Airmen Certification web page.

2. **My certificates are not correct / not all my certificates are displayed. How do I correct them?**

   The FAA processing times varies for a permanent pilot certificate; visit the FAA Civil Aviation Registry web page for approximately processing date.

   Contact AFB-720 Airmen Certification at 866-878-2498

   For other issues, contact the local Flight Standards field office.

2.4 Enforcements

1. **The enforcement(s) displayed are not correct. How do I correct this?**

   For inaccuracies, contact the nearest Flight Standards field office.

2.5 Accidents / Incidents

2. **The accident(s) / incident(s) displayed are not correct. How do I correct this?**

   For inaccuracies, contact the local Flight Standards field office nearest the location identified in the accident or incident.

2.6 Experience – Employer

1. **How do I add my experience or employer?**

   A past employer or current employer where employed as a pilot can be entered in the "**Experience**" tab. A past or current employer where not employed as a pilot should not be entered.

2. **I don't see a drop down for the "Employer" field.**

The Employer field is a smart search. Place the cursor inside the box next to the Employer label and begin to enter the name. A list of employers known to the FAA will be generated as a drop down list, find the name of the employer, single click on the name, and the name will be displayed in the Employer field. If the employer is the current employer, click the checkbox beneath the Employer field, if the employer is not the current employer, leave unchecked. Click the "**Add Selected**" button. The employer will be displayed in the Employer Records table below the "**Add New Employer**" and "**Clear**" buttons.

3. **How do I indicate the employer is my current employer?**

To indicate the employer is the current employer, click the checkbox beneath the Employer field, if the employer is not the current employer, leave unchecked. Click the "**Add Selected**" button. The employer will be displayed in the Employer Records table below the "**Add New Employer**" and "**Clear**" buttons.

4. **How do I indicate the employer is my past employer?**

To indicate the employer is the past employer, leave the checkbox beneath the Employer field unchecked. Click the "**Add Selected**" button. The employer will be displayed in the Employer Records table below the "**Add New Employer**" and "**Clear**" buttons.

5. **I cannot find my employer in the Employer list. How do I add an employer who is not listed?**

To add an employer, click the "**Add New Employer**" button and scroll below the *Employer Records* table and locate the *Add/Edit Employer* section. Enter the mandatory fields of "**Employer**", "**Contact First Name**", and "**Contact Last Name**".   An address or an email or a telephone number is also required. When finished, click the "**Save**" button. A dialog box will appear asking you to certify you are reporting complete information to the PRD regarding your current employer and all previous employers for whom you have served in a pilot position.   You consent and authorize the current and previous employers to release records pertaining to you as required in accordance with Title 49 United States Code 44703(h) to the air carrier(s)/operator(s) selected. Click the "**Agree**" button if you consent and authorize. A dialog box will display "**Employer successfully added**". Click the "**OK**" button. The employer will display in the *Employer Records* table.

6. **How do I remove an employer?**

To remove an employer, in the *Employer Records* table, click the checkbox next to the "**Employer**" name, scroll below the *Employer Records* table and click the "**Remove**" button. A dialog box will ask to confirm the removal of the employer. If this is correct click the "**OK**" button. A dialog box will identify the employer has been successfully removed.

7. **I incorrectly indicated a past employer as current / I incorrectly indicated a current employer as a past employer. How do I correct the employer "Current" status?**

In the *Employer Records* table, select the employer to correct by clicking inside the checkbox to the left of the "**Employer**" name. A checkmark will appear next to the name. Scroll down below the *Employer Records* table and click the "**Edit**" button. The *Add/Edit Employer* section appears prepopulated with the fields from the table. The "**Is Current**

Employer" field is on the top right row. Click the checkbox, the scroll down and click the "**Save**" button. A dialog box will display stating "Employer successfully updated". Click the "**OK**" button. The table will display with the "**Current**" field updated.

8. **How do I add my employment dates?**

The purpose of the Employer page is to generate "Release to Consent" pages for each of your previous and current employers in the PRD Airman Record (PAR). It is not necessary to enter employment dates.

2.7   Motor Vehicle Driving Records

1. **How do I request my driving records?**

To request your driving records, click the "**Driving**" tab on the top menu. The *National Driver Register (NDR)* page is displayed. On the right side, there is a statement, "**To request records from the National Driver Register, click here**." Click the hotlink "**click here**." The National Driver Register page will provide a list of State Department of Motor Vehicles. For each state you have lived in the past five years, contact the State Department of Motor Vehicles for your driving records. In PRD, enter only the date the driving records were requested. NOTE: There is also a direct link to the NDR with a link to the Department of Motor Vehicles for each stage on the PRD welcome page.

2.8   Consent

1. **How do I grant consent to an Air Carrier to access my PRD records?**

To grant consent to an Air Carrier to view your PRD records, click on the "**Consent**" tab on the menu. In the *Grant Consent* section, there is an "**Air Carrier Name**" field. The "**Air Carrier Name**" field is a smart search, place the cursor inside the box next to the "**Air Carrier Name**" label and begin to enter the name. A list of employers will be generated as a drop down list, find the name of the Air Carrier, single click on the name, and the name will be displayed in the "**Air Carrier Name**" field. To the right is the "**Consent Period**" drop down list. Click the down arrow and select a period the consent is valid for that specific Air Carrier: 30 days, 45 days or 60 days. Under the "**Air Carrier Name**" field is the "**Grant Consent**" button, click the "**Grant Consent**" button. A dialog box will appear asking you to certify that all statements and information provided by you and the Federal Aviation Administration in this Pilot Records Database report are complete and true to the best of your knowledge and you agree that they are to be considered as part of the basis to be considered for employment as a pilot. You consent to and authorize the Federal Aviation Administration to release my Pilot Records Database report to the air carrier(s)/operator(s) selected. Consent applies to all data in the PRD to be released. Click the "**Agree**" button if you agree. A dialog box will display consent has been successfully granted to the Air Carrier. Click the "**OK**" button. The Air Carrier will display in the *Air Carriers with Active Consent* table.

2. **I cannot find the Air Carrier name in the drop down list. What do I do?**

For this stage, only Air Carriers who are CFR 121, 125, 135, 121/135, 125/135 or 91K access PRD for hiring purposes. For other Air Carriers or operators, refer to the FAA PRIA Policy, Forms & References page for:

    a. FAA Form 8060-10 FAA Records Request (PRIA) to request FAA records,

    b. FAA Form 8060-10A Airman Notice and Right to Receive Copy-FAA Records (PRIA)

    c. FAA Form 8060-11 Air Carrier and Other Records Request (PRIA),

    d. FAA Form 8060-11A Airman Notice and Right to Receive Copy – Air Carrier and Other Records (PRIA)

    e. FAA Form 8060-12 Release of DOT Drug and Alcohol Testing Records under PRIA

    f. FAA Form 8060-13 National Driver Register Records Request (PRIA)

3. **I am not able to grant a second consent to an Air Carrier. What do I do?**

If a consent already exists for an Air Carrier, the existing consent must be revoked and a new consent granted. In the ***Grant Consent*** section, in the "Air Carrier Name" field, select the Air Carrier, and select a consent period, and click the "Grant Consent" button. A dialog box appears to certify all statement and information are true. You consent to and authorize the Federal Aviation Administration to release my Pilot Records Database report to the air carrier(s)/operator(s) selected. Consent applies to all data in the PRD to be released. Click the "**Agree**" button if you agree. A second dialog box displays explaining an active consent exists for the Air Carrier and will ask if you wish to revoke the existing consent. Click the "**Agree**" button if you agree. A dialog box will display consent has been successfully granted to the Air Carrier. Click the "**OK**" button. The Air Carrier will display in the ***Air Carriers with Active Consent*** table.

4. **How do I remove / revoke consent to an Air Carrier to access my PRD records?**

There are two ways to remove or revoke consent: either by expiration or by manual removal. To remove or revoke consent to an Air Carrier to view your PRD records, click on the "**Consent**" tab on the menu. In the ***Air Carriers with Active Consents*** table, find the Air Carrier name in the "**Air Carrier**" field and the date in the "**Consent Expiration Date**" field. PRD will automatically remove or revoke access to the Air Carrier after this date. You will receive an email notification at the email used for PRD registration that the consent has expired. To manually remove or revoke consent, in the ***Air Carriers with Active Consents*** table, in the column on the left, click inside the checkbox and select the Air Carrier you wish to remove or revoke consent. Scroll below the ***Air Carriers with Active Consents*** table and click the "**Revoke Consent**" button. The Air Carrier will display in the ***Air Carrier Consent History*** table.

2.9 Notifications

1. **How do I know if an Air Carrier read / checked / reviewed my record?**

An Air Carrier must search for your record with your certificate number and first or last name. When the Air Carrier views your PRD record, you will receive an email notification at the email provided when you registered for PRD. In addition, you may view all Air Carrier views of your PRD record by clicking on the "**Notifications"** tab and select Notification Types "**Air Carrier Views Airman Record**". Click the "**Search**" button. If an Air Carrier has viewed the PRD record, there will be an entry in the ***Notification History*** table.

2.10 PRD Airman Record (PAR)

1. How do I know what will be displayed to the Air Carrier?

When you grant consent, all the data in the PRD web pages are captured from that moment (snapshot) in an Adobe PDF file, this is viewable by clicking the "**Consent**" tab, *Air Carriers with Active Consent* table, "**View**" column. If any of your PRD data has changed since the consent was granted, a new consent must be performed to update the PAR.

2.11 Help Desk for System and Application Support

The FAA Help Desk contact information:

- 1-844-FAA-MYIT (322-6948)
- Helpdesk@faa.gov