

FEDERAL ACQUISITION INSTITUTE



FAITAS Frequently Asked Questions (FAQs)

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Full access to FAITAS was restored on March 28, 2018. Thank you for your patience and flexibility while we worked to address the immediate certification and training needs across the federal acquisition workforce.

1. What pending actions do I have within FAITAS?

Pending actions requiring your attention are listed in your **My Notifications** widget on the FAITAS dashboard. Click any of the pending actions to access the requests requiring your attention.

2. Was I enrolled in Training?

You can check your training status in several ways via your Training Requests in FAITAS:

1. Login to FAITAS <<https://faitas.army.mil/faitas>>
2. Check the **My Training** dashboard widget **Status** column.
 - Reservation = a confirmed seat in the class
 - Wait = you are on the waitlist and do not have a confirmed seat in the class
 - Input = you have started the course

NOTE: *For more information on the course offering and/or to submit a Cancellation Request, click the course number to open the training request from within the **My Training** widget.*

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1. Login to FAITAS <<https://faitas.army.mil/faitas>>
2. Navigate to **Manage Career | Training | My Training Requests** or, alternatively, click the **My Training Requests** button on the **My Training** dashboard widget.
3. Check the **Status** column of the **Pending** or the **Processed Training Requests** table.

4. Click the **View/Edit** link for the specific training request to view more information on the class offering.

3. How do I apply for Training?

Utilize the FAITAS Course Catalog to search for course and class offerings. You may apply for the desired class directly from within the Course Catalog.

**For directions on using the Course Catalog to submit a training request, refer to the FAQ in FAITAS: How do I browse for course information using the Course Catalog?*

To apply for Continuous Learning Modules through FAITAS:

1. Login to FAITAS <<https://faitas.army.mil/faitas>>
2. Navigate to **Manage Career | Training | Course Catalog** or click the “Course Catalog” button in the Dashboard “My Current Training” widget.
3. From the filter menu labeled “Online/Classroom,” select “Online”.
4. Enter the course ID or course title key words into the “Search Courses” field, and/or use the filter options to refine the available training results.
 - a. **NOTE:** With each filter that is added or removed, the Catalog will automatically return courses fitting the selected criteria
5. Hover your mouse over the Course Card in which you are interested. The card will flip and display the description of the course.
6. Click the “Details/Apply” button to open the Course Details window. This window will display course Prerequisites if applicable, the Course Description, the CLP value, and an “Apply” button.
7. Click the “Apply” button to be taken to the Training Request screen.
8. On the Training Request, add remarks and attach Supporting Documentation to provide proof of prerequisite completion, when appropriate. ■ “My Portfolio” will open when attaching supporting documents. In this pop-up window, employees are given the option to select and attach an existing file, or to upload a new one; see categorization tabs.
 - a. Please note **DAU** completion certificates are not automatically available in FAITAS, but will only need to be uploaded once, before being permanently stored in the Portfolio.
 - b. Once supporting documentation is successfully uploaded, please close your ‘Portfolio’ but selecting the red “X” icon at the top right corner of the pop-up window. This action will take you directly back to the Training Request and you may view your attachments, at this time.
9. Click ‘**Submit Request**’ at the bottom of the Training Request page.

To apply for Instructor-Led or Virtual Instructor-Led training through FAITAS please follow the guidance below. Note: To locate “Virtual Instructor-Led Training,” please select your City and State as “Virtual Class, DC.”

Please be advised all search results are only for courses with upcoming scheduled classes.

1. Login to FAITAS < <https://faitas.army.mil/FAITAS> >

- a. **NOTE:** The Course Catalog can be accessed while logged out of FAITAS by clicking the “Course Catalog” on the navigation bar of the FAITAS home page. However, certain filtering options, as well as the ability to apply for training, will not be available until you log in.
2. Navigate to **Manage Career | Training | Course Catalog** or click the “Course Catalog” button in the Dashboard “My Current Training” widget.
3. From the filter menu labeled “Online/Classroom,” select “Classroom”.
4. Enter the course ID or course title key words into the “Search Courses” field, and/or continue using the filter options to refine the available training results.
 - a. **NOTE:** With each filter which is added or removed, the Catalog will automatically return courses fitting the selected criteria
5. Hover your mouse over the Course Card in which you are interested. The card will flip and display the description of the course.
6. Click the “**Details/Apply**” button to open the Course Details window. This window will display course Prerequisites if applicable, the Course Description, the CLP value, and a “**Class Schedule**” button.
7. Click the “**Class Schedule**” button to view a list of upcoming class offerings for the selected course.
 - a. **NOTE:** If you do not initially see a class offering, please use the scrollbar on the right within the large pop-up window to review the classes or the down arrow to expand the schedule view. Additionally, the filter criteria you used when starting your search will have carried over to the list of scheduled classes. You may continue to add or remove filter options to narrow or broaden your class search. Filter changes made to the Class Schedule will not carry over to the filter settings in the Course Catalog.
8. Click on the Class Number button in the “Class” column to view Prerequisites, Class Dates, and Class Location.
9. Click the “**Apply**” button to create a Training Request for this class offering.
 - a. **NOTE:** If you have not yet logged in to FAITAS you will be prompted to do so after clicking “Apply”
10. On the Training Request,
 - a. “My Portfolio” will open when attaching supporting documents. In this pop-up window, employees are given the option to select and attach an existing file, or to upload a new one; see categorization tabs.
 - b. Please note that **DAU** completion certificates are not automatically available in FAITAS, but will only need to be uploaded once, before being permanently stored in the Portfolio.
 - c. Once supporting documentation is successfully uploaded, please close your ‘Portfolio’ but selecting the red “X” icon at the top right corner of the pop-up window. This action will take you directly back to the Training Request and you may view your attachments, at this time.
11. Click ‘**Submit Request**’ at the bottom of the Training Request page to submit the request to your Supervisor.

4. How do I check the status of my CL Point Request(s)?

To view the status of your Continuous Learning Point Request(s):

1. Login to FAITAS <<https://faitas.army.mil/faitas>>
2. Navigate to **Manage Career | Continuous Learning | My Point Requests**.
3. Check the **Status** column in the **Pending** or the **Processed Continuous Learning Point Request** table for the current status of your request(s).

To locate the approving authorities with which your request is pending:

1. Navigate to **My Status | Account** and scroll to the bottom of the screen.
2. Select **[+]Additional Information** from the bottom left corner of the screen.
3. A table will populate with your account information, as well as the points of contact for each phase of the approval process.

5. How do I check the status of my CL Achievement Request?

To view the status of your Achievement Request:

1. Login to FAITAS <<https://faitas.army.mil/faitas>>
2. Navigate to **Manage Career | Continuous Learning | My Continuous Learning**.
3. Check the **Status** column in the **Pending** or the **Processed Continuous Learning Achievement Requests** tables.

To locate the appropriate approving authorities with which your request is pending:

1. Navigate to **My Status | Account** and scroll to the bottom of the screen.
2. Select **[+]Additional Information** from the bottom left corner of the screen.
3. A table will populate with your account information, as well as the points of contact for each phase of the approval process.

6. How do I check the status of my Certification Request?

To view the status of your Certification Request:

1. Login to FAITAS <<https://faitas.army.mil/faitas>>
2. Navigate to **Manage Career | Certification | My Certification Requests**.
3. Check the **Status** column in the **Pending** or the **Processed Certification Requests** tables.

To locate the approving authorities with which your request is pending:

1. Navigate to **My Status | Account** and scroll to the bottom of the screen.
2. Select **[+]Additional Information** from the bottom left corner of the screen.
3. A table will populate with your account information, as well as the points of contact for each phase of the approval process.

7. What happens if I was unable to update my FAITAS password by the time specified in the email notification?

During the limited access period, if you received an email alerting you to update your password **AND** you were unable to complete the password update by the time specified, you will be required to update your password the next time you log into your FAITAS account.

1. Login to FAITAS <<https://faitas.army.mil/faitas>> by entering your account email address and your current password.
2. You will automatically be redirected to the **My Status | Account** page. Enter your current password in the **Old Password** field.
3. Enter your new password in the **New Password** field and the **Confirm Password** field.
4. Click the **Update Account Information** button to save the new password.
5. At this time, you will be required to re-validate your selected supervisor. Make the appropriate selection from the bottom of the page and select 'Udaate Information'.
 - a. If you re-select your current supervisor, you will be navigated to your dashboard and will be able to proceed as normal.
 - b. If you have updated your supervisor, different from your original selection, your supervisor will be required to validate your selection before any requests are routed to them for approval. A notification will be ent to them to login and take this 'validation' action.

8. What if I have locked myself out of my FAITAS accout?

If you have been locked out of your FAITAS account due to 3 invalid attempts to answer your selected security questions, you must call the FAITAS Help Desk at (703) 752-9604. Help Desk hours are Monday-Friday 7:30am-5:30pm EST, excluding Federal Holidays. At this time, the Help Desk will verify your identity, unlock your account, and administer the PW reset email to you federal email address directly.

Once your account has been unlocked, your password has been reset, and you have successfully logged into FAITAS, please ensure you update your security questions, by navigating to **My Status | Account | Security Questions**.

NOTE: As a security measure, you will be unable to see previously selected answers, but may change your questions/answers and save accordingly.

9. How do I update my Supervisor in FAITAS?

To update Supervisor information in your FAITAS profile:

1. Login to FAITAS: <<https://faitas.army.mil/faitas>>
2. Navigate to **My Status | Profile**.
3. Scroll to the bottom of the screen.
4. Click **Select User** to the right of the **Supervisor Name** field.
5. Enter **First/Last Name** OR email address in the appropriate fields.
6. Click **Search** button.
7. Click **Select** to the left of the individual you wish to update as your new Supervisor.

8. Click within the checkbox to **Certify the selected Supervisor is valid.**
9. Click **Update Information** button.

NOTE I: *When a new Supervisor is selected, a request is sent to your Supervisor for approval. This request must be approved before this user may review any of your requests within FAITAS, e.g., Training, Certifications, Continuous Learning, etc. Any submitted requests will pend with your current, approved Supervisor until the Supervisor request is approved.*

NOTE II: *If an error message is returned stating, "No User was found matching those criteria," it is possible that the individual being designated as Supervisor does not have a FAITAS account. He/She will be required to create one in order to manage their Employees. To send an invitation to your Supervisor, select **Send an Invitation** and follow the prompts.*

NOTE III: *If you receive an error stating your supervisor already has an account upon attempting to administer the invitation, your Supervisor's account is Inactive. At this time, please advise your supervisor to call the FAI Help Desk [703.752.9604] for assistance before your selection can be made.*

10. How can I update my email address in FAITAS?

To update your email address of your FAITAS account:

1. Login to <https://faitas.army.mil/FAITAS>.
2. Navigate to **My Status | Account**
3. Under the **Account Information** heading enter your new email address in the "Email Address" field
Note: *Changing your password is not necessary if you are only updating the email address*
4. Click "Update Account Information"

The updated email address will be your new login ID effective immediately.

11. How do I create a FAITAS account?

To create an account in FAITAS:

1. Navigate to <https://faitas.army.mil/FAITAS>
2. Read the **U.S. Government Information System warning** and click **I Agree**.
3. Click the **Register Here** link.
4. Enter your Federal Email address and click the **Register** button.
5. In the confirmation email from FAITAS@FAI.gov, click the referenced link. **NOTE:** *If you do not receive an automated email within 15 minutes after clicking the **Request Reset** button, ask your IT Department to add @FAI.gov as a trusted domain and re-attempt the process.*
6. Complete the **Registration Information** and **Security Question** fields. **NOTE:** *If you are a Foreign National and do not have a Social Security Number, you can register in FAITAS with an Employee Identification Number (EIN). Review the **Foreign National** FAQ for additional information.*
7. Click **Continue Registration**.

8. Complete the required Profile fields and click the **Create Profile** button. **NOTE:** *Check a recent pay stub or contact Human Resources if you do not know your Pay Plan, Pay Grade or Job Series information. If you are unsure about your Acquisition Workforce (AWF) status, contact your Agency Acquisition Career Manager.*
9. Read and respond to the Employee Statement.
10. If you will be submitting requests/applications through this account, you **MUST** select a Supervisor. **NOTE:** *Supervisors must have an account in order for Employees to select them. If your Supervisor is not found in the system, you may need to request that he/she create a FAITAS account. To send an invitation to your Supervisor, select **Send An Invitation** and follow the prompts.*

12. Why am I receiving a "Security Certificate" or "Untrusted Connection/Connection not Private" error message when attempting to access FAITAS?

If you are experiencing a Security Certificate Error Message when accessing FAITAS < <https://faitas.army.mil/FAITAS> > from a government network, you need to download the updated FAITAS security certificate. Please provide your IT department with the following guidance so they may assist you with installing the DOD root certificates.

Updates to your Agency-Issued computer are typically pushed by your Agency's internal IT organization. However, since FAITAS is a federal-wide system, we are unable to push an updated security certificate to your Agency-Issued or home-based computer. The required Security Certificate, which is not updated often, is issued by the Defense Information Security Agency (DISA) and may be downloaded and installed by you or your Agency's internal IT organization by utilizing the directions below.

To download the DoD CA certificates:

1. Please access: <https://iase.disa.mil/pki-pke/Pages/tools.aspx>
2. Scroll down the page to the **Trust Store** heading.
3. Under **InstallRoot 5.2 NIPR Windows Installer**, please select the link for **Non Administrator**.
4. You will be prompted to Open/Run/Save the installation file, **InstallRoot_5.2x32_NonAdmin.msi** . The need to save is not required, so it is your preference on which of the available options you choose.
5. Upon opening the **InstallRoot_5.2x32_NonAdmin.msi** file, you will be presented with the InstallRoot Setup Wizard. Simply choose **Next** after reading each step of the Wizard.

NOTE: If after clicking **Next** you are prompted to **Modify, Repair, or Remove** the InstallRoot tool, this indicates you have previously installed the software. Please skip to the second note at the end of these instructions.

6. When prompted to select the features you wish to install, ensure that **at least** the "Graphical Interface" is checked. Afterwards, click on **Next** and then **Install**.
7. After the installation of the tool is complete, click **Run InstallRoot**.
8. At this point, you may be prompted to add the certificates to Firefox (if installed on your computer). It is recommended that you select "Yes," but if you primarily access FAITAS with Internet Explorer, this is not required.
9. A **Quick Start** screen will appear showing screenshots of the final steps you will need to take to complete the installation. Please read the red text instructions within these screenshots and choose **Next** until you're able to select **Finish**.

10. After selecting **Finish**, you should be presented with a **Microsoft Current User** tab and, if you chose to install certificates to Firefox as indicated in step #8, a Firefox tab should also appear for each Firefox profile on your computer. Please look under each of these tabs and make sure that **Install DoD Certificates** has a **green** checkmark. The other certificates (ECA and JITC) are not required.
11. Click on the **Install Certificates** button.

Note I: If you experience any difficulty installing these certificates on a work-issued computer, please consult your local IT group and ask them to install the administrator version of InstallRoot that's available for download on the same website identified in step #1.

Note II: If you previously installed the "InstallRoot" tool, you most likely will not need to take any further action, and you may close out of the InstallRoot setup process if still open. If you cannot access an assigned end-of-course survey in FAITAS or the Acquisition Workforce Competency Survey once invited in October, please contact the Customer Service support team, <http://www.fai.gov/help-desk>.

