

First-Time EIN* FAITAS User?

*EIN: Employee Identification Number

All new FAITAS users, including Supervisors, need to register, set up an account, and complete an Employee Profile. Foreign Nationals who do not have a valid U.S. Social Security Number may request and use an Employee Identification Number (EIN) to register in FAITAS.

To obtain an EIN:

1. Create a ticket for FAI Customer Service by navigating to www.fai.gov and select the **Help Desk** link from the top navigation bar.
2. In the ticket
 - a. As **Category**, select "FAITAS – Account & Password"
 - b. As **Sub-Category**, select "System Registration"
 - c. As **Item**, select "EIN Request"
3. In the body of the email, include your **Name, Agency, and Country of Origin** (country where you were born). **NOTE: The FAI Help Desk will reply within two (2) business days after receiving the request.**

Once you receive an EIN, follow these instructions to create a FAITAS account.

1. Go to <https://faitas.army.mil/faitas> or select the FAITAS link from the top navigation bar at <http://www.fai.gov>.
2. Read the **U.S. Government Information System** warning and click the **I Agree** button.
3. Click the **Register Here** link.
4. Enter and submit your federal email address in the pop-up window and click **Register**.
5. Follow instructions in the confirmation email from FAITAS@FAI.gov and click the link provided.

If you do not receive a system-generated email within 15 minutes of initiating the registration process, have your IT Department add the [@FAI.gov](mailto:FAI.gov) domain as a trusted domain and re-attempt Steps 1-5 above.

6. Complete the **Registration Information** and **Security Questions** and click **Continue Registration**.
7. Update the required **Profile** fields.
8. As a Foreign Service National, make the following selections:
 - **State:** AA-Armed Forces Americas, AE-Armed Forces Europe/Middle East, or AP-Armed Forces Pacific. **NOTE: Disregard "Armed Forces" in the selection description if not applicable; make a selection based on location details.**
 - **Zip Code:** Enter the zip code for your Agency's Washington, D.C. office.
 - **Pay Plan:** F – Non-U.S. Civilian or Military

If you do not know your **Grade** and/or **Job Series**, check a recent pay stub or contact your HR representative for that information. If you do not know whether you are an Acquisition Workforce (AWF) member, contact your Acquisition Career Manager (ACM) or the FAI Help Desk to request a POC.

9. Click **Create Profile**.



Supervisor selection **IS** required if requests/applications will be submitted through the account. Selecting a Supervisor is **NOT** required if you do not intend to use FAITAS for anything other than managing your Employees' requests as this field can be updated at a later date. Supervisors **MUST** have an account in order for Employees to select them in their profiles.



FOR SUPERVISORS ONLY: Once your account is created, notify your Employees so they may update the **Supervisor** field in their FAITAS profiles. This final step is what designates an approval authority at the Supervisor level.

Please contact the **FAI Help Desk** for additional questions/concerns: www.fai.gov/help-desk.

