1. **Name does not match Passport **EXACTLY.**
   - If the Passport has initials then enter the initials instead of full names in STEP 1.
     - If you have initials on your Passport please enter in STEP 2 the Full Name.
   - Place all surnames from the Passport in the Last Name block.
   - Place all given names in the First/ Middle Name blocks.

2. **If your name is different on another document from what is on your Passport.**
   - Add that name in STEP 2: Other Names.
   - When entering a name in Step 2: Other Names, you must enter the entire name.

3. **Citizenship may have more than one country.**
   - At least one citizenship must start with the Date of Birth.
   - At least one citizenship must end with “Present”.

4. **Height and Weight are in the wrong scale.**
   - Use Inches or Centimeters.
   - Use Pounds or Kilograms.
   - Check to make sure you are using the correct scale.

5. **The VISA numbers are written incorrectly.**
   - It is best to use the RED number in the lower right of the VISA.
   - The Control Number is ALL numbers- some zeros have slashes, some do not.
   - You may enter either number.

6. **The dates are copied incorrectly.**
   - Please confirm all dates are correct

7. **The Airman’s Certificate type rating is missing**
   - Does not show on the document uploaded
   - The section that has the type rating was not uploaded

8. **The addresses are not the physical buildings where you lived.**
   - Do not use a Post Box number.
   - Do not use the flight school or company address.
   - Please include a room number for apartments or hotels.