FANS-CRA.COM

Website Users Guide

Home Page #1

FANS1/A Problem Reporting

This website provides a means for FANS1/A stakeholders to:

- Raise problem reports against the FANS1/A system
- View de-identified problem reports.
- View problem report reports raised by the stakeholder.
- View those problem reports assigned to the stakeholder by the regional monitoring authority (CRA or DLMA).
- View information on system performance.

Only authorised users may raise problem reports and only authorised users have access to the detail in problem reports. The level of user access granted to individual stakeholders is approved by the regional monitoring authority (CRA or DLMA).

FANS1/A stakeholders wishing to register as an authorised user should complete the "Sign Up" form accessed from this page. All "Sign Up" requests will be reviewed by the appropriate CRA/DLMA and the appropriate access permissions assigned.

When a problem report is raised by a stakeholder the CRA/DLMA will be advised by email. The CRA/DLMA will use email to advise the originator of the outcome of an investigation and any status change.

This website is maintained by Airways New Zealand as a service to the global FANS community.

The Home Page header has five user function tabs which are described on the following pages:
1. De-identified Reports
2. Performance Data
3. Contact Us
4. Sign In – *Note: current users of the ISPACG-CRA/NAT DLMA/ FIT-ASIA website please continue to use your existing username/password. Do not sign up again.*
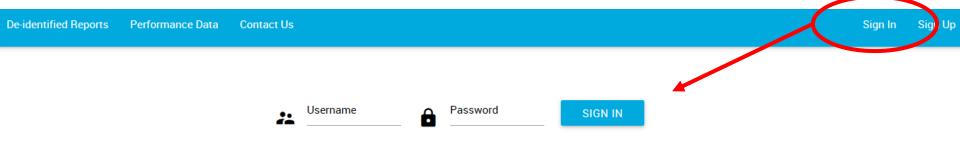**5. Sign Up**

Home Page #2 – User Functions

"Sign Up" function

De-identified Reports   Performance Data   Contact Us   Sign In   Sign Up

Allows stakeholders to request access to the website. Users of the current website DO NOT have to request access to this new website. Please use your current username/password

Filling in the requested details and then selecting the SIGN UP button will log the stakeholders details on the website and advise the CRA that a new user application has been received.

The CRA will process the user request, assign the new user the appropriate permissions, and advise the new user if their application has been successful.

Username:

Password:

First Name:

Last Name:

Email:

Display Name (If Applicable):

Organisation:

Location:

Phone Number:

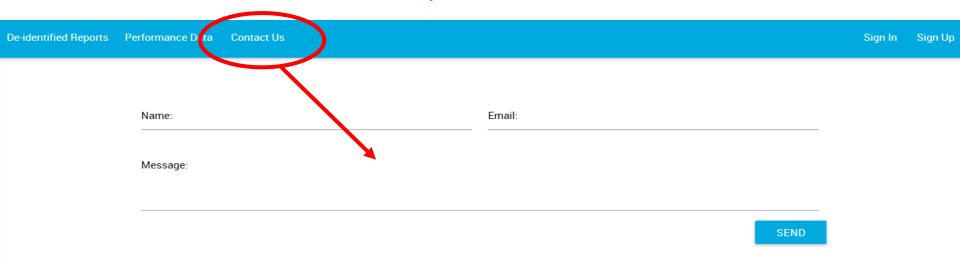Additional Emails (separate by *SPACE*):

SIGN UP

Notes: 1. Display Name – enter the name to be displayed on the "My Reports" page after logging in. 2. Additional Emails – list all other emails that are to be used in automatic email notifications from the website for this log-on. 3. Username/Password – enter the username and password that you want to use on this site 4. Email – list your primary email contact 5. Organisation – please enter your company name. 6. Location – please enter city and country.

Home Page #3 – User Functions

"Sign In" function – for registered users of this website or previous versions with a username and password

De-identified Reports	Performance Data	Contact Us		Sign In	Sign Up

👥 Username

🔒 Password

SIGN IN

"Contact Us " function – for CRA/DLMA and Website queries

De-identified Reports	Performance Data	Contact Us		Sign In	Sign Up

Name:

Email:

Message:

SEND

Home Page #4

"De-identified Reports" function

De-identified Reports   Performance Data   Contact Us   Sign In   Sign Up

De-identified Reports

DOWNLOAD

CRA Ref	Region	Status	Type	Title
PR-000001	OTHER	Active	GROUND - Procedural	TEST DATE SELECTION
PR_000002	ISPACG FIT	Active	MULTIPLE - Problems Occurred In More Than One Area	FANS PROBLEM REPORT
2270-SN	OTHER	Active	TBA	Assigned route missing data

The De-identified Reports list is controlled by the appropriate regional CRA/DLMA.

Reports displayed in this list have been assigned to the list by the CRA/DLMA.

Details of any report are displayed to a user after a LMB selection on the report line.

A user may download the de-identified reports in EXCEL format using the DOWNLOAD button
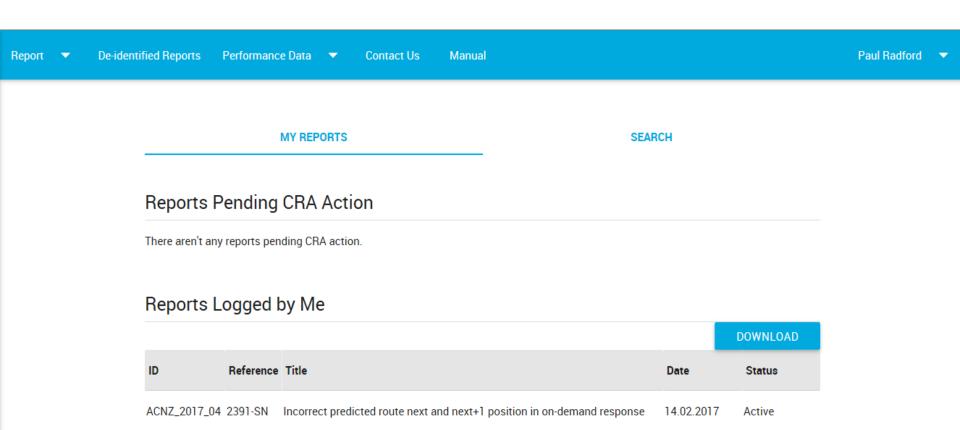
My Reports - #1

On signing in the My Reports page is displayed. In the header line two new function tabs are displayed- Report and the users display name - Paul Radford.

Selecting Report gives two options: New Report and My Reports. The My Reports page opens by default on logging in and displays four sections: "Reports Pending CRA action"; "Reports Logged by Me"; "Reports Assigned to me" ; and "Closed Reports relating to Me".

Details of any report are displayed by a LMB selection on the report line.

A DOWNLOAD button associated with each section allows the user to download the reports in EXCEL format.

Report ▼	De-identified Reports	Performance Data ▼	Contact Us	Manual		Paul Radford ▼

MY REPORTS   SEARCH

Reports Pending CRA Action

There aren't any reports pending CRA action.

Reports Logged by Me

DOWNLOAD

ID	Reference	Title	Date	Status
ACNZ_2017_04	2391-SN	Incorrect predicted route next and next+1 position in on-demand response	14.02.2017	Active

My Reports - #2

Reports Assigned to Me

ID	Reference	Title	Date	Status
ACNZ_Test_12345	1493-MM	7 November Test of email delivery at Boeing and validation of update functions	07.11.2016	Open - Fix Available
ACNZ_0099	1492-SN-99	Website e-mail test.	04.11.2016	Active
ACNZ_PR_0001_16	9876-SN	Test for new CRA website - email notification	24.10.2016	Active
ACNZ 2010-08	883	ADS-C processing with GLF5	29.08.2016	Open

Closed Reports Related to Me

These are the reports marked as 'Close' or 'Closed As Duplicate' by CRA, which was either raised by me or assigned to me.

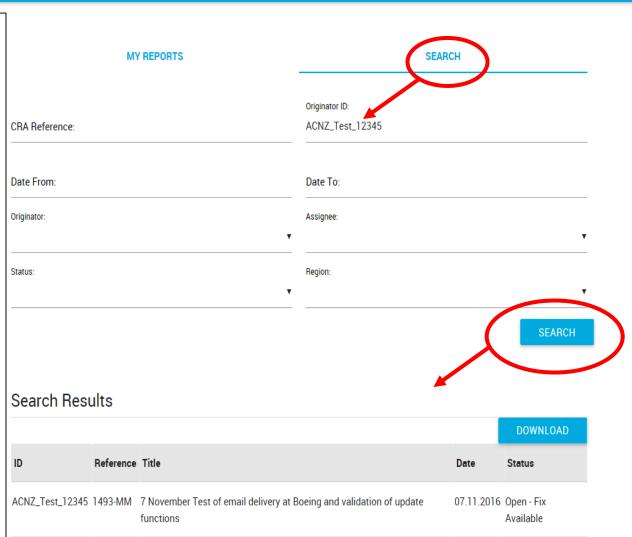| ID	Reference	Title	Date	Status
ACNZ 2015-06	1911-RP	Non-delivery of one uplink	29.08.2016	Closed

My Reports #3 – Search Function

If a user has the required permissions the SEARCH function can be used to extract and view reports from the database – The first four search keys are: originator ID; CRA Reference; Date From; Date To; and the next four keys which have a selectable pulldown menu allow search by Originator, Assignee, Status, and Region.

Selecting the SEARCH function with no search keys selected will display all reports in the database which the user has permissions to view.

PR extracted from the database can be downloaded in EXCEL format using the DOWNLOAD button.

Report ▼   De-identified Reports   Performance Data ▼   Contact Us

Paul Radford ▼

MY REPORTS

SEARCH

CRA Reference:

Originator ID:
ACNZ_Test_12345

Date From:

Date To:

Originator:

Assignee:

Status:

Region:

SEARCH

Search Results

DOWNLOAD

ID	Reference	Title	Date	Status
ACNZ_Test_12345	1493-MM	7 November Test of email delivery at Boeing and validation of update functions	07.11.2016	Open - Fix Available

New Report

Selecting New Report under the report tab opens the new report page used to file new problem reports.

Originator: Prefilled with users display name as shown in header.

Originators Reference Number: User enters their company reference number for the new problem report.

Title: Add a descriptive title for the report.

Date UTC (YYYY-MM-DD): Enter date using the calendar pop-up that is displayed on selecting this field.

Time UTC: Enter the time of occurrence.

Registration: Enter aircraft registration from ICAO flight plan.

Flight Number: Enter Flight Identifier/Callsign from ICAO flight plan.

Departure and Arrival Airports: Enter using 4 letter ICAO codes from flight plan.

Active Center: Enter 4 letter ICAO designator of the active center.

Next Center: Enter 4 letter ICAO designator of the active center (if applicable).

Description: Enter a description of the problem.

ADD FILES: Use this function to attach any data files or supplementary information to the report.

SUBMIT: Use this function to add the report to the database. The CRA/DLMA is automatically advised by email.

Originator:

Paul Radford ▼   Originator's Reference Number:

Title:

Date UTC (YYYY-MM-DD):

2016-11-10   Time UTC:

Registration: Flight Identifier:

Departure and Arrival Airports: Aircraft Type:

Active Center: Next Center:

Position:

Description:

ADD FILES   Select files to upload

SUBMIT

Admin, Profile, and Logout

Under the Users Display Name on the my reports header are the following options:

Admin – **Only displayed if user has required permissions. Provides access to website administration pages.**

Profile – **Displays the users profile information and allows user to modify information if required.**
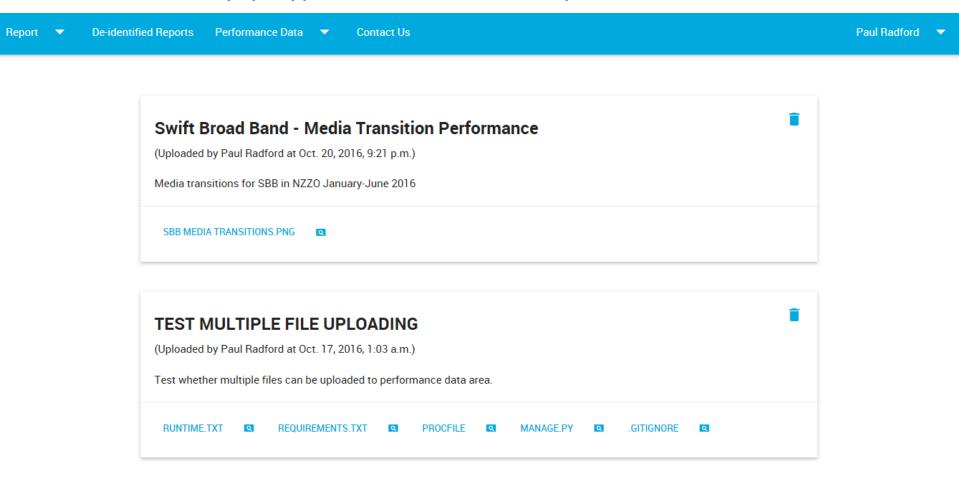
Logout - **Selection will log the user out of the website.**

Performance Data

The **Performance Data** option in the my reports header provides a facility to display FANS1/A performance data. Selecting performance data gives the following options:

Upload Data – Only displayed if user has required permissions.
View Data – Displays any performance data that has been uploaded.

User Guide

The Manual option in the my reports header provides access to a .ppt user guide. Selecting Manual displays the guide