

FLIGHT TECHNOLOGIES AND PROCEDURES DIVISION

FANS 1/A Problem Reporting and Charter Membership



Quick FANS-CRA Website Navigation Guide

Version: 05/21



FLIGHT TECHNOLOGIES AND PROCEDURES DIVISION



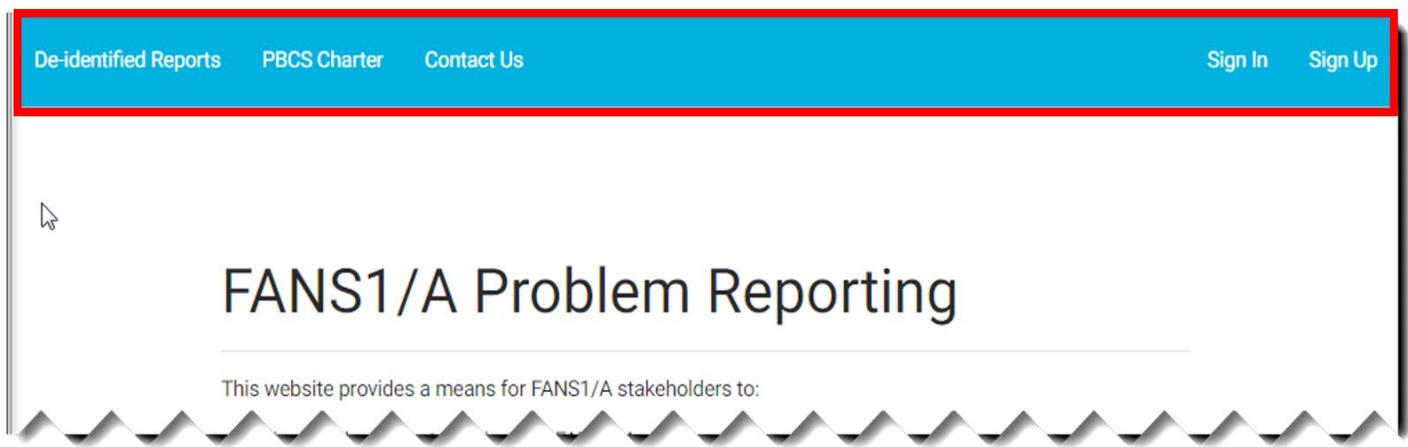
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Quick Website Navigation Guide

For FANS 1/A Problem reporting and/or charter membership go to: <http://www.fans-cra.com/>. This guide provides screen shots for navigating the website to report a data link problem and enrolling in the charter membership program.

Home Page Menu



The Home Page header has five user function tabs:

1. De-identified Reports
2. PBCS Charter
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



De-Identified Reports

The De-identified Reports list is controlled by the appropriate regional Central Reporting Agency/ Data Link Monitoring Agency (CRA/DLMA).

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

A user may download the de-identified reports in EXCEL format using the DOWNLOAD button

The screenshot shows the 'FANS1/A Problem Reporting' website interface. At the top, there is a navigation bar with 'De-identified Reports', 'PBCS Charter', and 'Contact Us' on the left, and 'Sign In' and 'Sign Up' on the right. Below the navigation bar, the main content area is titled 'FANS1/A Problem Reporting'. On the left side of this area, there is a sidebar with a list of links: 'Raise problem reports ag...', 'View de-identified problem...', 'View problem report repor...', 'View those problem repor...', and 'View information on syste...'. Below the sidebar, there is a section for 'Only authorised users may re...' and 'FANS1/A stakeholders wishi...'. The main content area features a 'De-identified Reports' table with columns for 'CRA Ref', 'Region', 'Status', 'Type', and 'Title'. A 'DOWNLOAD' button is located to the right of the table header. A large green watermark 'Excel Spreadsheet' is overlaid on the bottom half of the image.

| CRA Ref | Region | Status | Type | Title |
|---------|-----------|--------|---------------------------------------|--|
| 2529-MM | NAT TIG | Closed | AIR - Procedural - Flight Crew Action | A/C Queried CPDLC Re-route but None was Uplinked |
| 2512-MM | NAT TIG | Closed | 2508-MM IPACG FIT | AIR - Technical - Avionics Fault |
| 2508-MM | IPACG FIT | Active | 2506-MM NAT TIG | AIR - Technical - Avionics Fault |
| 2506-MM | NAT TIG | Closed | 2485-MM NAT TIG | GROUND - Technical |
| 2500-MM | NAT TIG | Closed | 2492-MM IPACG FIT | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2460-RP FIT-ASIA | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 1479-MM NAT TIG | GROUND - Technical |
| 2500-MM | NAT TIG | Closed | 1763-RP IPACG FIT | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2467-MM NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2498-MM NAT TIG | AIR - Procedural - Flight Crew Action |
| 2500-MM | NAT TIG | Closed | 2500-MM NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2487-MM NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2136-MM NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2123-GS NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2134-SN ISPACG FIT | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2131-GS NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2512-MM NAT TIG | AIR - Procedural - Flight Crew Action |
| 2500-MM | NAT TIG | Closed | 2143-GS NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2140-GS NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2145-GS NAT TIG | MULTIPLE - Problems Occurred In More Than One Area |
| 2500-MM | IPACG FIT | Closed | 2139-MM IPACG FIT | AIR - Technical - Avionics Fault |
| 2500-MM | IPACG FIT | Closed | 2155-MM ISPACG FIT | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Active | 2153-SN NAT TIG | TBA |
| 2500-MM | NAT TIG | Closed | 2156-SN NAT TIG | NONE - Report Is A Non-problem |
| 2500-MM | NAT TIG | Active | 2154-SN NAT TIG | TBA |
| 2500-MM | NAT TIG | Active | 2152-MM NAT TIG | AIR - Technical - Avionics Fault |
| 2500-MM | NAT TIG | Closed | 2146-MM NAT TIG | GROUND - Technical |
| 2500-MM | IPACG FIT | Open | 2159-SN ISPACG FIT | AIR - Technical - Avionics Fault |
| 2500-MM | IPACG FIT | Open | 2157-SH IPACG FIT | AIR - Technical - Avionics Fault |
| 2500-MM | IPACG FIT | Open | 2164-BH FIT-ASIA | GROUND - Technical |



PBCS Charter Sign-In

The PBCS Charter link provides the sign-in screen for charter members.

The image shows a sequence of two screenshots from a web browser. The top screenshot shows the 'FANS1/A Problem Reporting' page with a hand cursor hovering over the 'PBCS Charter' link in the top navigation bar. An orange arrow points from this link to the bottom screenshot. The bottom screenshot shows the 'Sign In' page, which includes a navigation bar with 'De-identified Reports', 'PBCS Charter', and 'Contact Us'. Below the navigation bar, there are fields for 'Username' (with a user icon) and 'Password' (with a lock icon), and a 'SIGN IN' button.

Contact Us

A "Contact Us" function is provided for CRA/DLMA and website queries.

The image shows a sequence of two screenshots from a web browser. The top screenshot shows the 'FANS1/A Problem Reporting' page with a hand cursor hovering over the 'Contact Us' link in the top navigation bar. An orange arrow points from this link to the bottom screenshot. The bottom screenshot shows the 'Contact Us' form, which includes a navigation bar with 'De-identified Reports', 'PBCS Charter', and 'Contact Us'. Below the navigation bar, there are fields for 'Name:', 'Email:', and 'Message:', and a 'SEND' button.



Sign-Up

The sign-up link allows stakeholders to request access to the website. Fill in the requested details and then click the SIGN UP button. This action will log the stakeholders information 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.

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. Organization: Enter your company name.
6. Location: Enter city and country.

The screenshot shows the 'FANS1/A Problem Reporting' sign-up page. The top navigation bar is blue and contains links for 'De-identified Reports', 'PBCS Charter', 'Contact Us', 'Sign In', and 'Sign Up'. A hand cursor is positioned over the 'Sign Up' link, with a large orange arrow pointing down to the sign-up form. The form is located on the right side of the page and includes the following fields:

- Username: _____
- Password: _____
- First Name: _____
- Last Name: _____
- Email for CRA communications: _____
- Email for CSP Outage Notifications(If Required): _____
- Display Name (If Applicable): _____
- Organisation: _____
- Location: _____
- Phone Number: _____
- Additional Emails (separate by semicolon or space): _____

A blue 'SIGN UP' button is located at the bottom right of the form.



Sign-In

Once you have signed-up for the website, use your username and password as shown below.

The first screenshot shows the top navigation bar with links for 'De-identified Reports', 'PBCS Charter', and 'Contact Us'. The 'Sign In' and 'Sign Up' links are highlighted in the top right corner. An orange arrow points from the 'Sign In' link to the second screenshot.

The second screenshot shows the login form with the following fields and elements:

- Username: Your Username
- Password: Password field with a lock icon and a masked password (.....)
- SIGN IN button

An orange arrow points from the 'SIGN IN' button to the third screenshot.

The third screenshot shows the 'MY REPORTS' page with a table of reports logged by the user. The table has columns for ID, Reference, Title, Date, and Status. A 'DOWNLOAD' button is located to the right of the table.

| ID | Reference | Title | Date | Status |
|--------------|-----------|--|------------|--------|
| ZOA-2018-001 | 2548-SH | No data in the Predicted Route Group for the entire flight | 15.11.2017 | Active |
| ZOA-2017-006 | 2514-SH | Delayed ADS-C reports and MAS Failures observed with multiple aircraft | 20.09.2017 | Active |
| ZOA-2017-005 | 2513-SH | Unexpected WILCO | 12.10.2017 | Active |



New Report

After signing-in, the first link in the header is “Report”. Selecting Report gives two options: New Report and My Reports. Below displays the form for filing a new report.

| ID | Reference | Title |
|--------------|-----------|-----------------|
| ZOA-2018-001 | 2548-SH | No da |
| ZOA-2017-006 | 2514-SH | Delay aircra |

Originator's Reference Number: _____

Title: _____

Date UTC (YYYY-MM-DD):
2018-01-16

Time UTC: _____

Registration: _____

Flight Identifier: _____

Departure and Arrival Airports: _____

Aircraft Type: _____

Active Center: _____

Next Center: _____

Position: _____



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”.

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

The screenshot shows the FANS-CRA web interface. The top navigation bar includes 'Report', 'De-identified Reports', 'Performance Data', 'PBCS Charter', 'Contact Us', 'Manual', and 'FAA (United States)'. The left sidebar has 'New Report' and 'My Reports' (highlighted with a hand cursor). The main content area has a search bar and a 'MY REPORTS' section header. Below the header is a table titled 'Reports Logged by Me' with a 'DOWNLOAD' button. The table contains the following data:

| ID | Reference | Title | Date | Status |
|--------------|-----------|--|------------|--------|
| ZOA-2018-001 | 2548-SH | No data in the Predicted Route Group for the entire flight | 15.11.2017 | Active |
| ZOA-2017-006 | 2514-SH | Delayed ADS-C reports and MAS Failures observed with multiple aircraft | 20.09.2017 | Active |
| ZOA-2017-005 | 2513-SH | Unexpected WILCO | 12.10.2017 | Active |
| ZNY2017-002 | 2475-MM | Aircraft Unable to Establish Connection to KZWY or LPPO | 13.07.2017 | Active |
| ZOA-2017-004 | 2470-SH | ADS-C position reports received with a Figure of Merit Value of 0 | 05.08.2017 | Active |



Upload Data

The “Performance Data” option in the my reports header provides a means 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 (See image below).

| CRA Ref | Region | Status | Type | Title |
|---------|-----------|---------------------|---------------------------------------|--|
| 2529-MM | NAT TIG | Closed | AIR - Procedural - Flight Crew Action | A/C Queried CPDLC Re-route but None was Unlinked |
| 2512-MM | NAT TIG | Closed | AIR - Procedure | Crew Action |
| 2508-SH | IPACG FIT | Active | AIR - Technical Fault | |
| 2506-MM | NAT TIG | Closed As Duplicate | AIR - Technical Fault | |
| 2500-MM | NAT TIG | Closed As Duplicate | AIR - Technical Fault | |

View Data



PBCS Charter

Under PBCS Charter, stakeholders can view the charter on-line as shown below by clicking on the various charter sections or by means of downloading the charter by clicking the “DOWNLOAD PDF” button.

The screenshot shows the top navigation bar with tabs: Report, De-identified Reports, Performance Data, PBCS Charter, Contact Us, Manual, and FAA (United States). Below the navigation bar, there is a 'MY REPORTS' section with a 'SEARCH' button. A table titled 'Reports Logged by Me' contains the following data:

| ID | Reference | Title |
|--------------|-----------|-----------------------------------|
| ZOA-2018-001 | 2548-SH | No data in the Predicted R |
| ZOA-2017-006 | 2514-SH | Delayed ADS-C reports an aircraft |
| ZOA-2017-005 | 2513-SH | Unexpected WILCO |

Below the table, there is a 'PBCS CHARTER' section with tabs: PBCS CHARTER, CHARTER STAKEHOLDERS, and YOUR CHARTER STATUS. The main content area displays the title 'Performance-Based Communication and Surveillance (PBCS) Global Charter' and 'Charter Document Version October 19, 2017'. A 'DOWNLOAD PDF' button is visible on the right. A list of sections is shown on the left:

- 1 Charter Purpose and Applicability
- 2 References
- 3 Term
- 4 Confidentiality
- 5 No Basis for Claims
- 6 Support of PBCS by Stakeholders
- 7 Administration of Charter

View PBCS Charter

This screenshot provides a closer view of the 'PBCS CHARTER' section. The navigation tabs are the same as in the previous screenshot. The main content area shows the title 'Performance-Based Communication and Surveillance (PBCS) Global Charter' and 'Charter Document Version October 19, 2017'. A 'DOWNLOAD PDF' button is highlighted with a red box. The content for section 1, 'Charter Purpose and Applicability', is displayed:

1 Charter Purpose and Applicability

1.1 This PBCS Charter facilitates co-operation among all PBCS stakeholders to achieve the objectives of PBCS. Each Charter stakeholder agrees to take the actions herein for which the required communication performance (RCP) and required surveillance performance (RSP) specifications have been prescribed.

The entities eligible to become a PBCS Charter stakeholder include:

- ANSPs using PBCS to support ATM operations in their airspace.
- Aircraft operators participating in PBCS operations.
- Communication service providers (CSPs).
- Satellite service providers (SSPs).
- Aircraft manufacturers.
- Aircraft equipment suppliers.

1.2 This Charter may be used to show ANSP and operator stakeholder compliance to PBCS Manual guidance specifying contract/service agreements with the CSP. This commitment to compliance is shown when the ANSP or operator PBCS stakeholder has become a charter stakeholder through signing this charter and the CSP(s) they use have also signed the charter. Should an ANSP or operator PBCS stakeholder subsequently withdraw their charter signature or any of their contracted CSPs withdraw their charter signature, the ANSP and/or operator must notify their state authority since such withdrawal will affect their PBCS operational authorization.

2 References

2.1 ICAO Doc 9869, Performance-Based Communication and Surveillance (PBCS) Manual.

2.2 ICAO Doc 10037, Global Operational Data Link (GDL) Manual.



Becoming a Charter Member

Clicking “CHARTER STAKEHOLDERS” results in a list of current charter members. If you are not a charter member, click “YOUR CHARTER STATUS” and enter your name, email, and check the box that shows your username and then click “UPDATE”. When providing documentation of charter membership, provide a screen shot of the charter stakeholders with your name included within the screen capture.

The screenshot displays the PBCS Charter web application interface. The top navigation bar includes links for Report, De-identified Reports, Performance Data, PBCS Charter, Contact Us, and Manual, along with a dropdown for FAA (United States). The main content area features three tabs: PBCS CHARTER, CHARTER STAKEHOLDERS, and YOUR CHARTER STATUS. The CHARTER STAKEHOLDERS tab is highlighted with a red box and a hand cursor. Below this, the 'PBCS Charter - Point of Contact' form is shown, with the 'YOUR CHARTER STATUS' tab also highlighted by a red box and a hand cursor. The form includes a 'Your Username' checkbox, input fields for 'Name:' and 'Email:', and an 'UPDATE' button. A sidebar on the left lists various charter categories with checkboxes, such as 'Aircraft Manufacturers and Aircraft Equipment Suppliers' (Airbus, Boeing), 'Communication Service Provider' (Rockwell Collins IMS (ARINC), SITAONAIR), 'ANSP and CAA' (Airways New Zealand, Isavia (Iceland)), and 'Aircraft Operator'. A table of contents on the far left lists sections 1 through 7.