

Aireon ALERT

POWERED BY IAA

USER GUIDE

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1. About the Aireon ALERT Service

Aireon Aircraft Locating and Emergency Response Tracking (ALERT) is the aviation industry's first and only free emergency aircraft location service. Air Navigation Service Providers (ANSPs), commercial aircraft operators/airlines, regulators and search and rescue organizations in need of crucial aircraft location data can rely on Aireon ALERT to help provide an ADS-B OUT 1090MHz equipped aircraft's most recently known position. As a free service, Aireon ALERT fills a critical need, ensuring search and rescue personnel have the most accurate aircraft position data available when responding to an incident, regardless of global location.

Aireon ALERT utilizes Aireon's space-based ADS-B data and will be operated by the Irish Aviation Authority (IAA). The Aireon ALERT 24/7 communications facility is located at IAA's North Atlantic Communications Centre in Ballygirreen, Ireland. Aireon ALERT users do not have to be customers of Aireon or IAA. All users simply have to register for the free, emergency service.

2. About This User Guide

This user guide provides guidance to individuals utilizing the Aireon ALERT registration and will also help users learn to manage user account details, organizational details and the "Phone Aireon ALERT" processes. You can access the user guide from the Aireon ALERT home page and open or download a copy of the document.



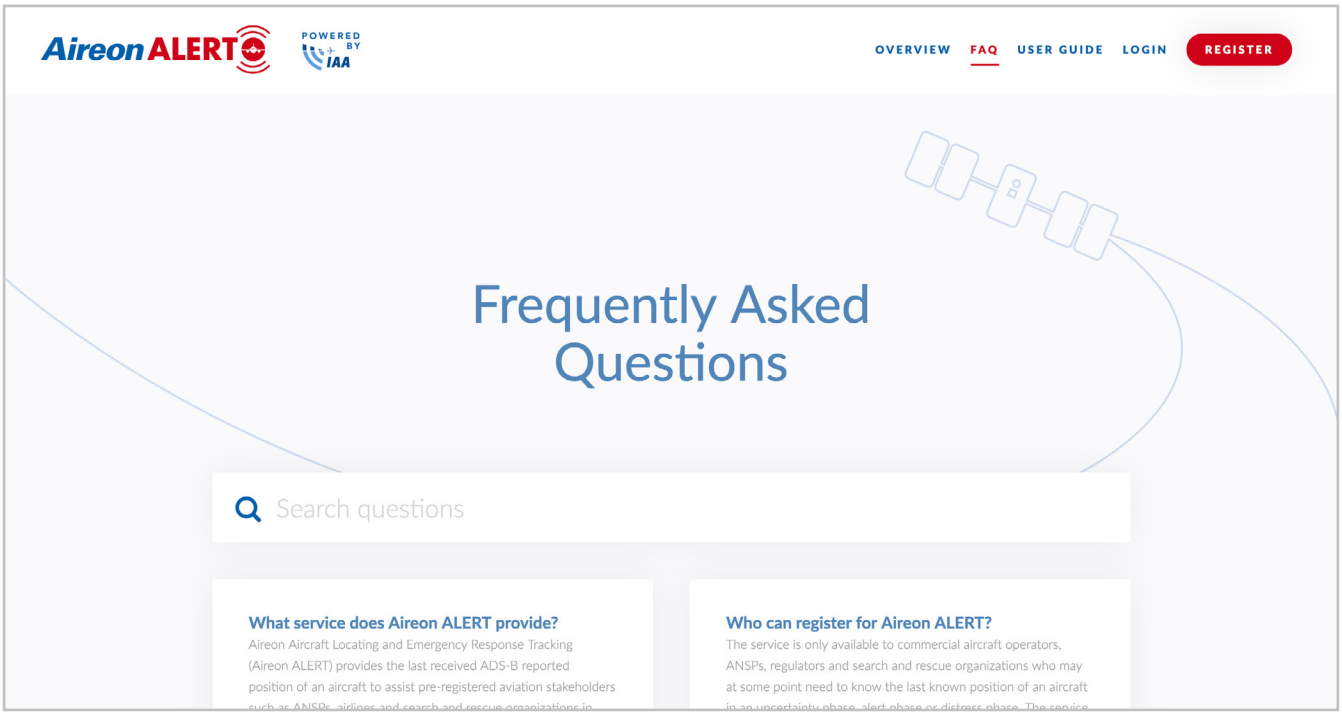
3. Aireon ALERT Registration: Home Page Features

3.1. Frequently Asked Questions (FAQ)

The “FAQ” page has questions and answers to some commonly asked questions.
The FAQ document can be viewed by selecting the link to open the document.



Once the document has been opened, you can right click and select print a
PDF version of the document.



3.2. User Guide

The “User Guide” page provides descriptions and information for using the features of the Aireon ALERT Registration. The user guide document can be viewed by selecting the link to open the document.



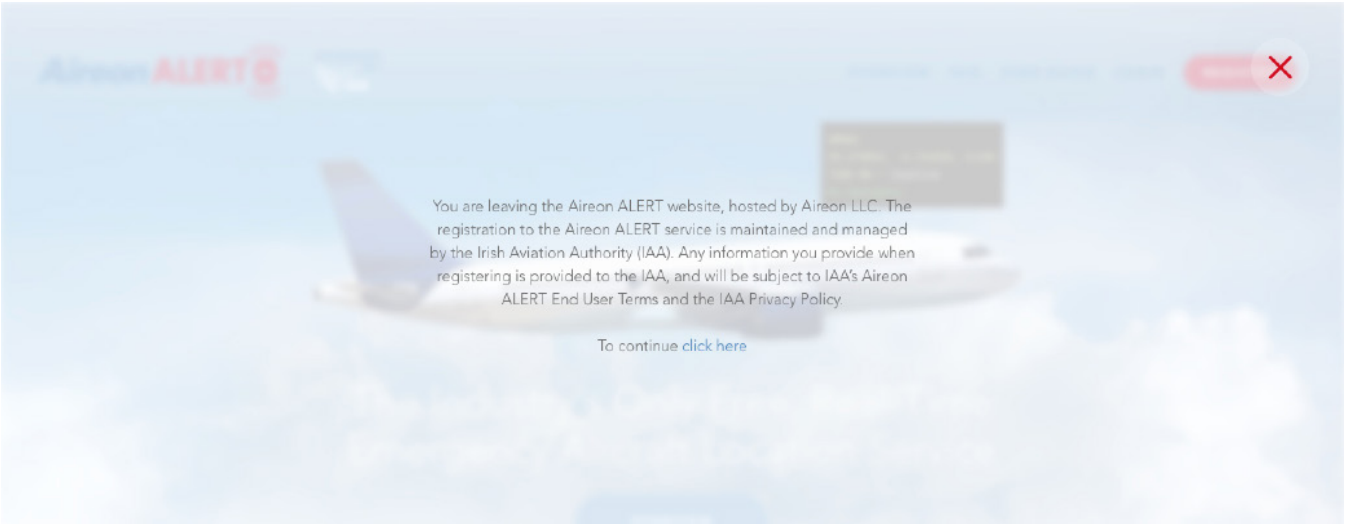
Once the document has been opened, you can right click and print a PDF version of the document.

4. How to Register

From the Aireon ALERT “Registration” home page select the red “Register for Aireon ALERT” button on the top right of the page to initiate the application process.

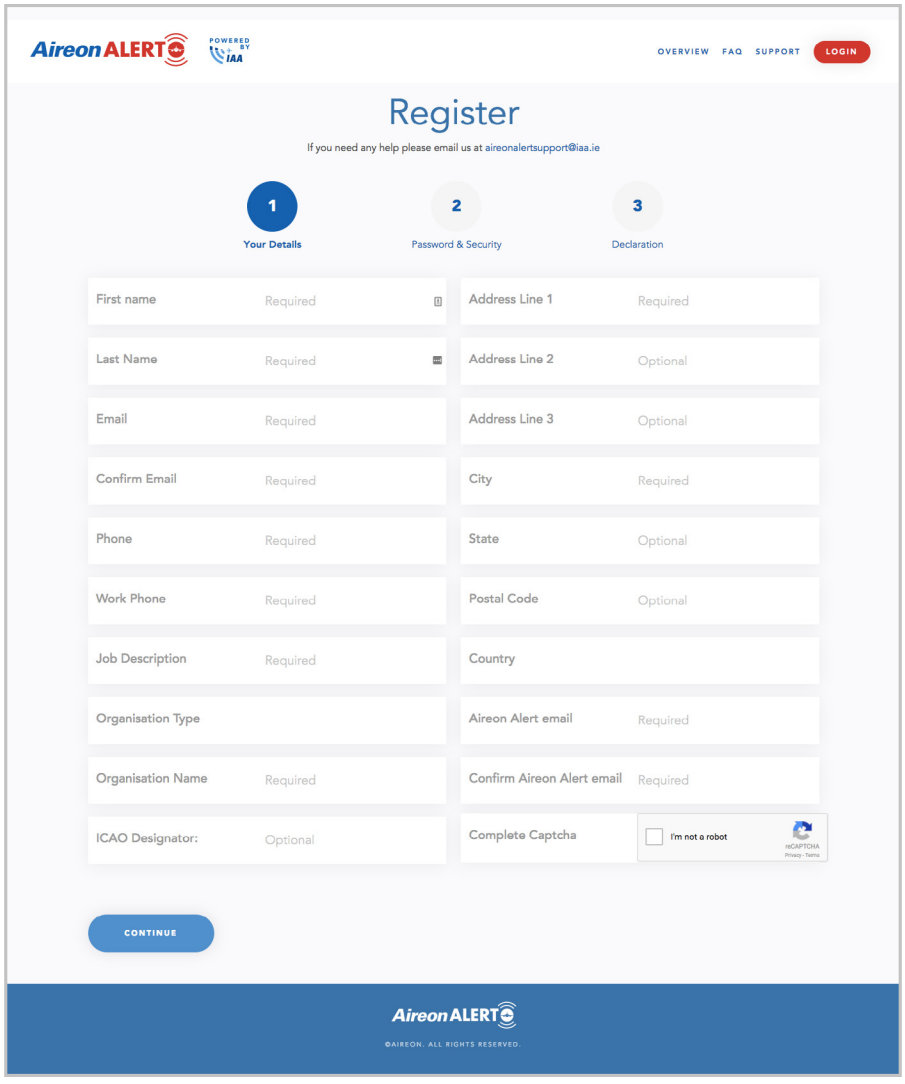


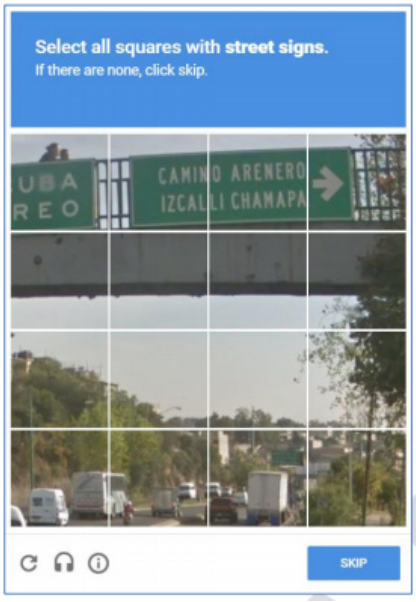
When the button is selected, a popup will open notifying you that registration is maintained and managed by the Irish Aviation Authority (IAA). To continue, click the “click here” text at the bottom of this message. Upon continuing the ”Your Details” page will open.



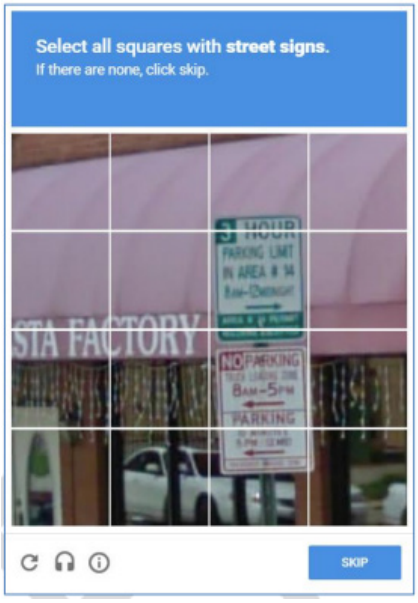
4.1. Your Details

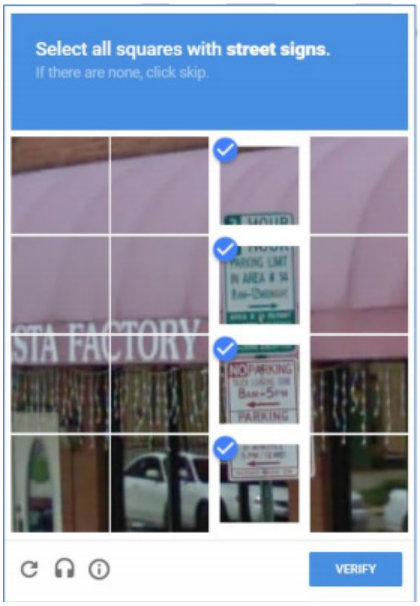
“Your Details” page is for collecting the applicant’s information. Fields with an * are required to be completed. When you have completed all required fields select the “continue” button at the bottom of the page.





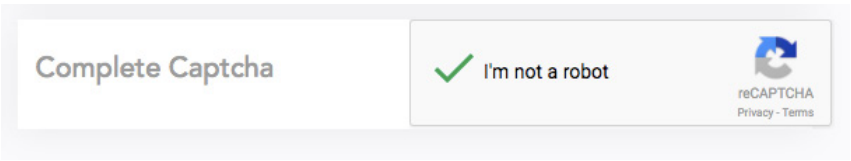
Once you complete all questions, you will be required to complete the CAPTCHA “I am not a robot” feature. Follow the instructions at the top of the CAPTCHA screen and select the “Verify” button.



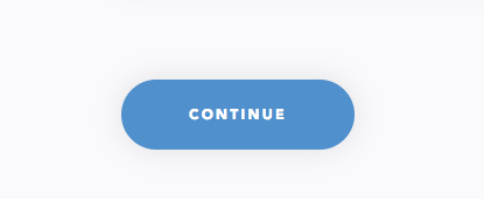


If the CAPTCHA is not clear enough select the skip button and the window will refresh with a different set of tiles to select. Otherwise, click the correct tiles and select the verify button.

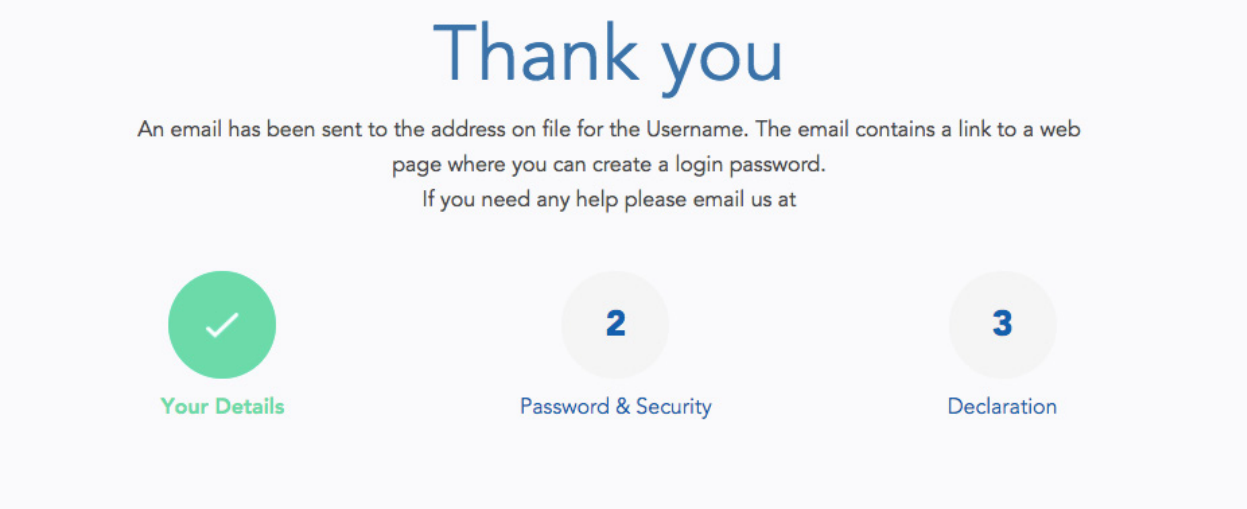
If all selected tiles are correct, the system will return you to the “Your Details” screen and you’ll see a green check mark in the Complete Captcha box.



From here, you can go ahead and click the “Continue” button at the bottom left of the page. If there are required fields that have not been completed, the system will not submit the application and will highlight the fields with missing information. Complete the required fields and select the “Continue” button once again.

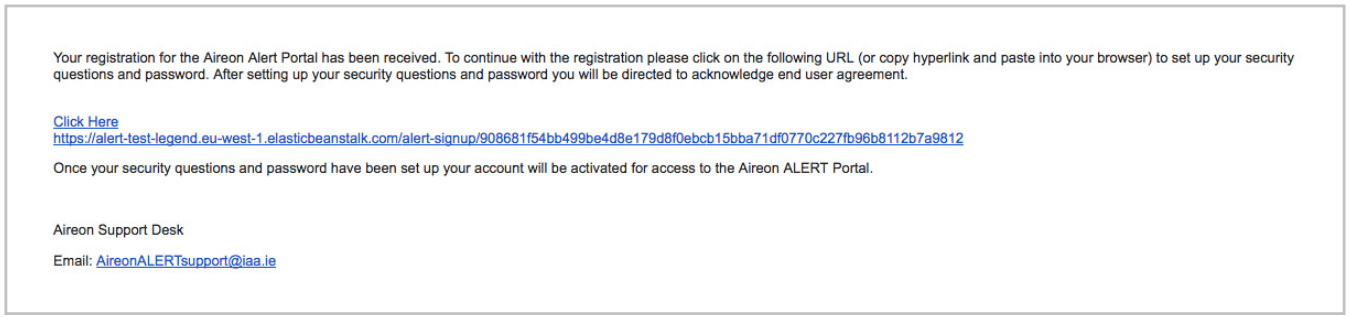


Once your details are submitted successfully, the system will direct you to a Thank You screen.



4.2. Email Confirmation, Security Questions and Password Set Up

After your details have been submitted successfully, check the applicant email you provided for a new email with password setup instructions for your Aireon ALERT system account Open the email received and select the link provided. This will redirect you to the Aireon ALERT Registration process to set up the user security questions and password.


Your registration for the Aireon Alert Portal has been received. To continue with the registration please click on the following URL (or copy hyperlink and paste into your browser) to set up your security questions and password. After setting up your security questions and password you will be directed to acknowledge end user agreement.

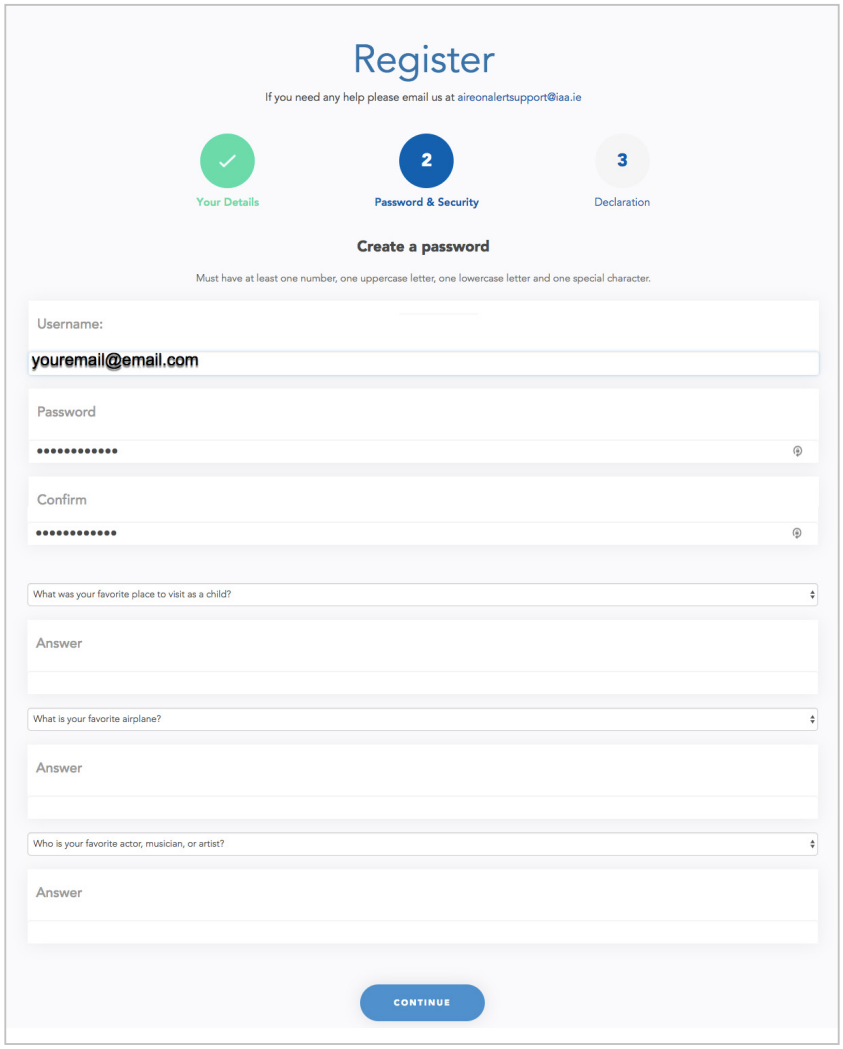
Click Here
https://alert-test-legend.eu-west-1.elasticbeanstalk.com/alert-signup/908681f54bb499be4d8e179d8f0ebcb15bba71df0770c227fb96b8112b7a9812

Once your security questions and password have been set up your account will be activated for access to the Aireon ALERT Portal.

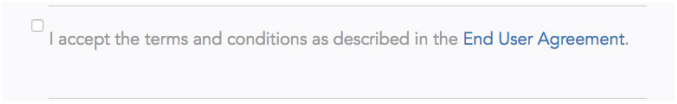
Aireon Support Desk

Email: AireonALERTsupport@iaa.ie

Complete the security questions and password setup. The password must be at least 8 characters or longer and include at least 1 capital letter, 1 lowercase letter, and 1 special character. After completing the questions and password select the next button which will conclude the Password and Security stage.



After completing the Password and Security stage the system will send you to the Register page where you'll must accept the End User Agreement terms and conditions by checking the box at the bottom and clicking the "Finish" button.



You are now finished with Part A of your registration! You should be directed to your dashboard view, where you'll see an account status of "Pending". Once you've been approved for Active status, you'll receive an email with the subject of: "Your user account has been activated". From there you can sign back into your dashboard and see your status has been updated to active.

4.3. Account Status - Pending/Approved/Unsubscribe

An account is “Pending” until the system administrator has completed the review process and approves the user application.

Once the system administrator has completed the review process and approves the user application, your account will be in an “Active” status. Following login “Active” users are presented with the “ALERT” page on which the Aireon ALERT phone number, and your User Number and PIN numbers are displayed.

Please note: If you are not considered an ANSP, commercial aircraft operator/airline, regulator or search and rescue organization, your account may not be approved.

5. Registration Login

From the Aireon ALERT registration home page a user can log in and utilize the Aireon ALERT service.

5.1. Login - Username and Password

To login, select the “Login” button on the top right side of the home page. Enter the username and password created during the application process. The user name will be the email address entered on your application. Use the password generated during the security question and password setup process.

After a successful login you will immediately see the phone Aireon ALERT window. This will provide the information required to execute the Aireon ALERT process.

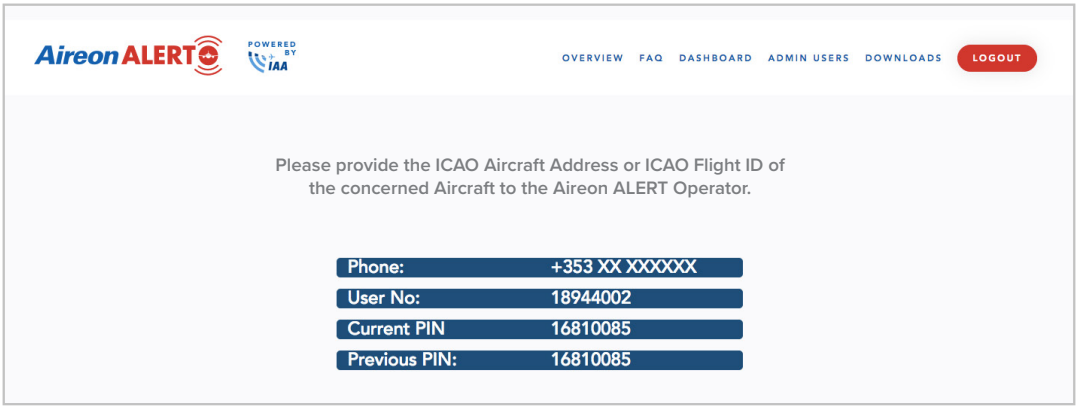
If you cannot remember your password, select the “Forgot Password” link to recover your password.

6. ALERT

In emergency situations where an aircraft cannot be located, a pre-registered aviation stakeholder can call the Aireon ALERT 24/7 phone number and provide the missing aircraft's unique ICAO Aircraft Address or ICAO Flight ID. The Aireon ALERT operator will then locate the last known position of the aircraft and if found will provide that location in WGS84 coordinates to the aviation stakeholder over the phone. The Aireon ALERT operator will also email a report of the location of the missing aircraft to the aviation stakeholder.

6.1. ALERT Screen

When you log into the Aireon ALERT website you will be immediately directed to the "ALERT" window. You can also select "ALERT" from the "welcome" drop down list.



6.2. Contacting the Aireon ALERT operator

When activating an Aireon ALERT you will need to follow these specific steps in the process: In an emergency, Login on AireonALERT.com, and using the details displayed on the ALERT window follow the steps listed below.

1. Call the displayed Aireon ALERT number
2. When prompted enter your 8 digit user number followed by the # key
3. When prompted enter your current 8 digit PIN followed by the # key

6.3. Providing the Required Information

Once your user number and PIN have been verified and accepted, you will be connected to the Aireon ALERT operator. They will see your registration details and will request the following details of the missing Aircraft: ICAO Aircraft Address or ICAO Flight ID.

7. User Dashboard

The “Dashboard” allows the user to see and update their user account details.

8. Update Profile

From the “Update Profile” page you will be able to access and update all your applicant details.

9. Update Password

The “Update Password” feature will allow you to update or change your password. Enter the new password and select the change button.

9.1. Update Password

To change your password select “Change Password” from the welcome drop down list.