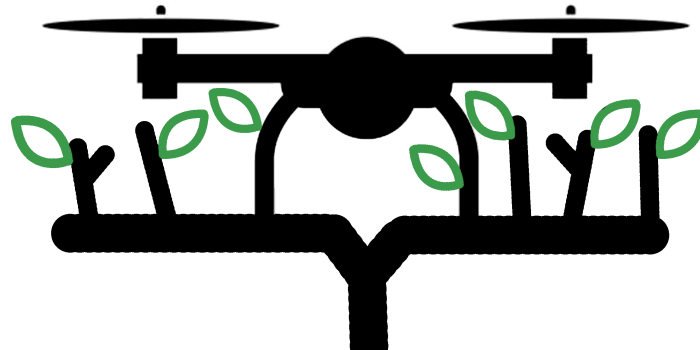




Southwest Agri-Tech

Ops App User Manual

Remote Operations Console

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This manual explains how to use the Ops app. It is not the RPAS Operations Manual, which is the authority where the two differ. Uncontrolled when printed.

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1. About this manual

This manual explains how to use Ops, the Southwest Agri-Tech Remote Operations Console. It covers every page you can reach from the home screen: what the page is for, who can use it, the steps, and what to do when Ops refuses something.

What this manual is, and is not

This manual describes the app. It does not set out how operations are to be conducted. That is the job of the RPAS Operations Manual, which you can open from the home screen under **Reference Documents, Operations Manual**.

Note: where this manual and the RPAS Operations Manual differ, the Operations Manual is the authority. Tell the Chief Remote Pilot about the difference so this manual can be corrected.

Ops is the record

Southwest Agri-Tech keeps its operational records electronically, not on paper. For the records Ops holds, Ops is the record: the Chief Remote Pilot has determined that format. The form templates in Appendix F of the Operations Manual are examples. Where Ops has a page for one of them, that page is the record.

Ops Manual: 1.4.4, Format of records (p. 18), **Appendix F, Forms and templates** (p. 51)

Each chapter shows, under its headings, the sections of the Operations Manual that the page serves. Tap a reference to open the Operations Manual at that page. [Operations Manual cross-reference](#) lists them all in one chapter, and shows which Ops page stands in for each form and how far.

How to use it

- **On your phone or computer:** open **User Manual** on the home screen. Use the search box at the top for a word from the screen you are on, such as the name of a button or part of a message. Use **Contents** to jump to a chapter.
- **On paper:** tap **Download PDF** at the top of the manual. A printed copy is uncontrolled: the copy in Ops is always the current one.
- **Start with** [A job from start to finish](#) if you are new. It shows the order of the pages for one job and points to the chapter for each.
- **Stuck on a message?** Go to [When Ops says no](#). It lists the messages Ops gives when it refuses or holds something, and what to do about each.

How the manual is written

Text in **bold** is text you will see on the screen: a tile, a heading, a button or a field. Messages from Ops are shown in "quotation marks".

The coloured boxes mean:

Box starts with	What it means
Note:	Something worth knowing before you carry on.
Tip:	A quicker or safer way to do the step.
Ops will refuse:	Ops will stop you here. The box gives the message, the reason and what to do.
Chief Remote Pilot:	Something the Chief Remote Pilot sees or does.
Maintenance Controller:	Something the Maintenance Controller sees or does.
Ops Manual:	The sections of the RPAS Operations Manual that this part of Ops serves. Tap one to open the Operations Manual at that page.

What you see on the home screen depends on the access you have been given. If this manual describes a tile you cannot see, you do not have that access. Ask the Chief Remote Pilot.

Versions

Every change to this manual is a new version. The version and its date are shown at the top of the manual, on the **User Manual** tile on the home screen, on the cover of the PDF and at the foot of every page after it. [Version history](#) lists what changed in each version.

When Ops changes in a way you can see, such as a new page, a renamed button or a new check, this manual is updated in the same release. If a screen does not match the manual, check that you are reading the current version, then tell the Chief Remote Pilot.

2. Signing in and the home screen

You sign in to Ops with your work e-mail, then work from the home screen. It shows the job you are working on and a tile for each part of Ops you can use, with counts of what is waiting.

Where to find it: open Ops in your browser at ops.swagritech.com.au. The back arrow at the top of most pages returns you to the home screen.

Who can use it: everyone with a sign-in. Staff with only spray-records access are sent to ClearVine instead.

Tip: Ops is a website and needs a connection. Your browser's own option adds it to your phone's home screen. For a flight logged when the connection drops, see [Flight Log](#).

Sign in

1. Open Ops and tap **Sign in with your work email**. Ops never signs you in by itself: the page waits for the tap.
2. Follow the Microsoft sign-in screens. Use the e-mail address your invitation was sent to. For a Gmail address, select "Sign in with Google" when prompted.
3. Ops opens the home screen, not the page you were using.

What you see depends on your access

The Chief Remote Pilot (CRP) sets your access on the **Staff & Credentials** page.

Card	Shown with	Tiles
Flight Operations	Flight Ops	Start Job, JSA, Pre-Flight, Flight Log, Complete Job, Person Consent. Incident Report: with Incidents access as well. Flight Log Review: only once loading flights from the aircraft's log is switched on. If it is missing, reload the page, then ask the CRP.
Aircraft & Maintenance	Maintenance	Maintenance Status, Technical Log, Maintenance Override. Chief access only: Add / Edit Aircraft, Add / Edit Accessories, Ops Dashboard, JSA Approval Queue, Edit Job, Clients & Sites, Training Records.
Reports & Logbooks	Reports	Reports & Logbooks. Chief access only: Customer Reports.
Reference Documents	Always	User Manual. With Flight Ops: Operations Manual.
Spray Records	Spray Records	Spray Records, which opens ClearVine

Chief access means **Chief Pilot sections** access, or the role **Chief Pilot** or **Admin**. It also gives the **Chief Pilot** line under your name, the chips described below and a gear icon that opens **Staff & Credentials**.

Note: after the CRP changes your access, tap **Logout** and sign in again to see the change. A tile you can see may still refuse something your access does not allow. If an e-mail address shows where your name should be, tell the CRP: your staff record is not set up fully.

The Operations Manual tile

Ops Manual: 1.2.2.2, Chief Remote Pilot (CRP) (p. 13)

The **Operations Manual** tile opens the RPAS Operations Manual on screen. The line on the tile gives its version. **Save**, at the top right, downloads it as a PDF. ← **Back** returns to the home screen, or to this manual if you opened the Operations Manual from one of its references. If the page reads "Could not load the PDF.", tap **Open PDF directly**.

Badges: the counts on tiles

Ops Manual: 2.2.3, Flight authorisation (p. 25), **2.5, Post-flight administration** (p. 31), **F2.2, Part 2 - Defect log** (p. 56)

- **Complete Job:** jobs ready to close out now. CRP: every ready job. Everyone else: jobs where you are the pilot or submitted a pre-flight. The tile then names the first three. See [Complete Job](#).
- **Flight Log Review:** flights from the aircraft's log waiting for an approval you can give. CRP: every flight. Everyone else: flights matched to a job you submitted a pre-flight for. See [Flight Log Review](#).
- **Technical Log:** aircraft that Ops holds as unserviceable. The tile then names them. See [Technical Log](#).
- **JSA Approval Queue:** open jobs submitted and waiting for JSA approval. See [JSA approval](#), [the JSA Register](#) and [the JSA Report](#).

Note: no badge means zero, or that Ops could not load the count: it shows no message. If it matters, open the page and look. Ops reads the counts only when the home screen opens: reload it to update badges and chips.

Chips: the chief snapshot

Ops Manual: 1.10, Safety occurrence reporting (p. 22), **2.2.3, Flight authorisation** (p. 25), **3.1.1, Periodic inspection schedule** (p. 36)

With chief access, four chips sit under your name. They cannot be tapped: use **JSA Approval Queue** and **Ops Dashboard** to act on them.

- "JSAs pending": the same number as the **JSA Approval Queue** badge.
- "maintenance required": items whose last logged maintenance has passed its interval, by flight time or by days. The chip and the **Maintenance Status** page can differ: check the page. See [Maintenance Status](#) and [Maintenance Override](#).
- "incident report": incident reports that are not closed.
- "past date, nothing logged": open jobs past their expected date with no pre-flight or no flight logged. Never goes above 10.

Chief Remote Pilot: Ops gives the chip numbers and the **JSA Approval Queue** badge, and counts everyone's jobs in the **Complete Job** and **Flight Log Review** badges, only for the Chief Remote Pilot's own sign-in. Anyone else with chief access sees dashes, with green dots on the first three chips: that is not zero.

The job you are working on

The strip above the tiles shows your current job. The job pages (**JSA**, **Pre-Flight**, **Flight Log**, **Complete Job** and others) work on this job.

The strip reads	What it means	Buttons
Working on , then the job and a stage pill (see A job from start to finish)	Your current job	Switch job
Job , then, for example, "3 open jobs — none selected"	Ops needs you to choose	Choose job
Job , then "No open job selected"	No job is open, or Ops has not answered yet	Choose job and Start Job

Ops uses the job you chose while it is still open (a job you create on **Start Job** counts). Otherwise it uses the one open job assigned to you, or else the only open job there is, even if it is assigned to another pilot. Where more than one job fits, it asks you to choose. Check that the strip names your job before you use a job page.

A choice lasts until the end of the day you made it (Perth time). On a later day, if more than one job is open (anyone's, not only yours), the strip goes back to "none selected" and does not say why. Choose your job again.

Choose or switch job

1. Tap **Choose job** or **Switch job**. The picker opens.
2. Tap your job's row. The picker closes and the strip shows the job.

Note: the picker lists every open job, not only yours: check the pilot and site on the row before you tap. Ops saves the choice against your sign-in, so it follows you to any device, and records it in its audit log.

Note: switching job does not clear a form you have started. Check every answer and tick before you submit.

Log out

1. On the home screen, tap **Logout**.
2. Ops signs you out and returns to the sign-in page.

If something goes wrong

Messages that are the same on every page are in [When Ops says no](#).

What you see	Why	What to do
"Not signed in yet. Tap Sign in." or "Almost there — your access is being set up. Please click Sign in with your work email once more to complete."	Microsoft did not confirm a sign-in, or Ops could not confirm your access yet: common on a first sign-in with a Gmail or other non-Microsoft address.	Tap the sign-in button again and finish the Microsoft steps.
"Your account is not active. Contact the chief pilot to be added."	Your staff record is marked inactive.	Ask the CRP to make it active, then sign in again.
"Sign-in not recognised. Contact your administrator."	Ops did not recognise the sign-in.	Tap Sign out , then sign in with the address your invitation was sent to. If it happens again, tell the CRP.
"Your account was found in Microsoft but hasn't been configured in the app yet. Contact your administrator to complete your setup."	Ops has no name for your sign-in.	Ask the CRP to finish setting up your staff record.
"Invalid redirect target" on a plain page	Ops was opened from a web address the sign-in does not accept.	Open Ops at ops.swagritech.com.au .
The sign-in page appears while you are working, with no message	Your sign-in ran out and could not be renewed, or the signal was too weak.	Sign in again, then go back to your page. Anything typed and not saved is lost: Ops keeps no drafts. On Flight Log that includes the flight on the screen: see Flight Log .
You land on ClearVine	You have Spray Records access without Flight Ops or Maintenance , even if you also have Reports .	Ask the CRP if you need an Ops page.
The strip shows a job you did not expect	It is the only open job, a choice you made earlier, or the last job this browser showed: before the connection dropped, or for the last person on a shared phone or computer.	Wait for it to update, then tap Switch job and choose the right one.
"Your sign-in has no staff record, so a job selection cannot be saved. Ask the Chief Pilot to add you in Admin → Staff."	No staff record matches your sign-in.	Ask the CRP to add you on Staff & Credentials .
"Job ... is Completed and cannot be selected." (or "Cancelled"), or "JobId not found"	The job was closed after the list loaded, or no longer exists. The dots stand for the job code.	Tap Cancel , open the picker again and choose an open job.
"No open jobs. Start a job first."	No job is open.	Tap Start a new job .

What you see	Why	What to do
A message starting "Could not load" or "Could not select job", or a short connection error in your browser's own words	The picker could not get the list, or Ops could not save your choice.	Check your connection. Tap Cancel and open the picker again, or tap the job again.

3. A job from start to finish

Ops saves the records of one piece of work against a job: the assessment, the JSA, the approval, the pre-flight, the flights and the close-out. This chapter maps one job through Ops: the pages in order, who does each step, and what Ops needs first.

Where to find it: home screen. Most steps are tiles on the **Flight Operations** card.

Who can use it: remote pilots, the Chief Remote Pilot (CRP) and the Maintenance Controller (MC). Each step says who. You see the **Flight Operations** card only if you have flight operations access.

Ops Manual: **2.2.1, Documentation** (p. 24), **2.5, Post-flight administration** (p. 31), **1.4.2, Required records and retention.** (p. 17) (Table 4), form: **F1 Section 1, Operations overview and preliminary assessment** (p. 51), **F1 Section 2, Job safety assessment** (p. 52), **F1 Section 3, Approval** (p. 53), **F1 Section 4, Flight log** (p. 54), **F1 Part B** (p. 54), **F1 Part C** (p. 54)

The steps, in order

The job pages work on the job in the strip above the tiles. Check it before every step: see [Signing in and the home screen](#).

Step	Page	Who	What Ops needs first	See
1	Start Job	The pilot	Nothing	Starting, changing and cancelling a job
2	Preliminary Assessment , which opens after Create Job	The pilot	The job. All YES sends it to the CRP with no JSA form. Any NO opens the JSA form.	Starting, changing and cancelling a job
3	JSA , only after a NO	The pilot	The submitted assessment	JSA (Job Safety Assessment)
4	JSA Approval Queue	The CRP only	A job sent to the CRP	JSA approval, the JSA Register and the JSA Report
5	Pre-Flight , on site	The pilot	The CRP's approval, a GPS position and a serviceable aircraft of the job's type	Pre-Flight
6	Flight Log or Flight Log Review	See "How the flights reach Ops"	A submitted pre-flight. On Flight Log , the CRP's approval as well.	Flight Log, Flight Log Review
7	Complete Job	The job's pilot, a pilot who submitted a pre-flight for it, or the CRP	The aircraft's own flights loaded, where they come from its log	Complete Job
8	Customer Reports	The CRP only	A completed job with a treatment flight from the aircraft's own log	Customer Reports

Note: Ops sends no e-mail when a JSA is submitted, approved or rejected. If the job is urgent, tell the CRP yourself.

Note: **JSA**, **Pre-Flight**, **Flight Log** and **Complete Job** open before the job is ready for them. Before you fly, check the job strip reads **Ready to fly** or **Flying**. A flight shown as queued on **Flight Log** has not been saved in Ops: see [When Ops says no](#).

Person Consent is outside this order. Check the job in the strip before you collect a consent. See [Person Consent](#).

A completed or cancelled job cannot be reopened. To read its records together, use the **Job Summary Report**: see [Reports & Logbooks](#).

The stage on the job strip

The stage pill on the strip, and beside each job in the job picker, reads one of these.

Stage	What it means
Planned	The job is created. Its Preliminary Assessment is not submitted.
Assessment done	The assessment had a NO. Submit the JSA.
Awaiting CRP approval	The job has gone to the CRP, who has not decided yet.
JSA rejected	Submit an amended JSA. A job with no JSA has to be cancelled and started again.
Ready for pre-flight	The CRP approved. Submit the pre-flight on site.
Ready to fly	The pre-flight is submitted.
Flying	The job has flights.

Note: an amended JSA, or a change of pilot, site or date on **Edit Job**, takes the approval away. Ops then refuses a pre-flight, and a flight on **Flight Log**, until the CRP approves again. After either, ask the CRP to confirm the new approval before you fly.

How the flights reach Ops

	Logged by hand	From the aircraft's own log
Aircraft	M3M and Air 3	T50, once loading from the aircraft is switched on: the home screen then shows the Flight Log Review tile. Until then, by hand.
What you do	On Flight Log , tap TAKE OFF , LAND and SUBMIT FLIGHT for each flight	The remote controller uploads the flights and Ops takes them in every 30 minutes. Approve them on Flight Log Review : a rejected flight cannot be brought back.
Who	The pilot	A pilot who submitted a pre-flight for the job, or the CRP

Logged by hand		From the aircraft's own log
Completing the job	When the flying is finished	Held until the job's flights are loaded, or the CRP records that none were flown: usually not straight after the last landing

Flights logged by hand on a job are voided when the aircraft's records for that job are approved, unless **Void the phone-logged flights when loading (recommended)** is unticked.

Side-paths

- **The job did not fly.** Cancel it, with a reason, in the last card on **Complete Job: Cancel job — did not fly**. A job with logged flights must be completed instead. After a pre-flight, where flights come from the aircraft's own log, Ops checks that log first. See [Starting, changing and cancelling a job](#).
- **A defect.** With flight operations or maintenance access, tap **Report a defect** on **Flight Log** or **Technical Log**. At close-out, a **NO** to Part C on **Complete Job** also enters a defect. A Major defect makes the aircraft unserviceable until the MC releases it. Ops then refuses a new pre-flight (see step 5), and **Technical Log** reads "Do not fly this aircraft, on any job, until the Maintenance Controller has released it to service." See [Technical Log](#).
- **An incident.** Submit an **Incident Report**. Then tell the CRP: Ops does not. See [Incident Report and the Incident Register](#).
- **A check flight after maintenance.** When the MC has decided that a check flight is required, start its job with **Start the check-flight job** on the entry in the **Technical Log**, not from the **Start Job** tile. From there it is handled like any other job, except that Ops accepts its pre-flight while the aircraft is unserviceable. Ops counts the CRP's approval of the job as the authorisation of the flight. At **Complete Job**, a **NO** to Part C means the flight does not count. Once the flight counts, the MC certifies the work and releases the aircraft. See [Technical Log](#).

The pages you use most

- **If you are a pilot:** **Start Job, JSA, Pre-Flight, Flight Log, Flight Log Review** and **Complete Job**. As needed: **Person Consent** and **Incident Report**.
- **If you are the Chief Remote Pilot:** **JSA Approval Queue, Edit Job, Flight Log Review** (to put flights on the right job, or record that none were flown), **Incident Register** and **Customer Reports**.
- **If you are the Maintenance Controller:** **Technical Log**, to decide on a check flight, certify work, release an aircraft and review flights flown while it was unserviceable. Ops sends you no e-mail about a defect or work waiting: check the **Technical Log** tile. Chief access does not make you the MC.
- **If you have reports access only:** **Reports & Logbooks** and the tiles it opens. See [Reports & Logbooks](#), [Audit logs and flight corrections](#), [JSA approval](#), the [JSA Register](#) and the [JSA Report](#) and [Incident Report](#) and the [Incident Register](#).
- **If you have maintenance access only:** **Maintenance Status, Technical Log** and **Maintenance Override**. See [Maintenance Status](#) and [Maintenance Override](#) and [Technical Log](#).

4. Starting, changing and cancelling a job

Ops records the JSA (job safety assessment), the pre-flight and the flights against a job, so the job comes first. This chapter covers starting a job, its Preliminary Assessment, changing a job and cancelling one.

Where to find it: home screen, **Flight Operations, Start Job** tile. Also **Start Job** on the job strip when it reads "No open job selected", or **Start a new job** in the job picker.

Who can use it: remote pilots and the Chief Remote Pilot (CRP): staff whose home screen shows the **Flight Operations** card. Only the CRP can change a job.

Start a job

Ops Manual: 2.2.1, Documentation (p. 24), **F1 Section 1, Operations overview and preliminary assessment** (p. 51)

1. Open **Start Job** and fill in **Job Details**. Only **Block(s) within the site (optional)** and **Max planned height (ft AGL) — optional** can be left empty. **Assigned pilot (RP)** starts on your own name, marked **(me)**.
2. Check the **Expected date** and **Aircraft Planned** before you go on. Only the CRP can change the date later. The aircraft cannot be changed: if it is wrong, cancel the job and start a new one.
3. Tap **Create Job**. Ops opens **Preliminary Assessment**.

Note: The new job becomes the job you are working on, on every device, even when other jobs are open. A job you create for another pilot is selected for you, not for them: they may have to choose it on the job strip. See [Signing in and the home screen](#).

Add a client or site

Who can use it: staff with an active record on the Ops staff list, and the CRP. See [Clients & Sites](#).

1. For a new client, check the list first, then choose **+ Add a new client...** in **Client**, enter the **Business name** and tap **Next: place the site** →. For a new site, choose the client, then **+ Add a new site...** in **Site**.
2. Enter the **Site name** and put the site on the map: type the **Address** and tap **Search**, tap the map, drag the pin, tap  **Use my location**, or type the **Latitude** and **Longitude**.
3. Tap **Save site**. A new client is saved only now: if you tap **Cancel** on the site box, nothing is saved.

Start a check-flight job

Ops Manual: 3.4, Post-maintenance test flights (p. 37)

Start a check-flight job from the Technical Log, so that Ops ties the job to the maintenance entry.

Where to find it: home screen, **Aircraft & Maintenance, Technical Log**. Under **Awaiting the Maintenance Controller**, find the entry. Under **Check flight (Ops Manual 3.4)**, tap **Start the check-flight job**.

Who can use it: staff with flight operations or maintenance access, the Maintenance Controller (MC) and the CRP. The link shows only when the check flight is **Required**, something is still missing, the aircraft is active and no check-flight job is already open for that aircraft. See [Technical Log](#).

1. Tap the link. **Start Job** opens with the aircraft and the operation type (**Test**) set. You cannot change them.
2. Read the second green note: it says what the flight must cover. One flight covers every entry it lists.
3. Fill in the other boxes and tap **Create Job**. From there it is handled like any other job.

Do the Preliminary Assessment

Ops Manual: 2.2.1, Documentation (p. 24), 2.2.3, Flight authorisation (p. 25), F1 Section 1, Operations overview and preliminary assessment (p. 51), 2.4.6, Operations near people (p. 27), 2.4.7, Operations over populous areas (p. 28), 2.4.8, Operations near aerodromes (p. 29), 2.4.9.3, Restricted areas (p. 29), 2.4.10, Operations at night (p. 30), 2.4.11, Operations above 400 ft AGL (p. 30), 2.4.12, Operations outside of VLOS (p. 31)

Your answers to 11 YES or NO questions decide whether the job needs a full JSA or goes straight to the CRP.

Where to find it: it opens by itself after **Create Job**. The only way back is **Start Job**, then **Go to JSA**: the button says JSA but opens the Preliminary Assessment for the job you are working on.

Who can use it: remote pilots and the CRP. It is recorded under your sign-in.

1. Check the **Job**, **Site** and **Aircraft**: pills show the job you mean to assess.
2. Answer **YES** or **NO** to all 11 questions. Ops may have answered questions 3 and 11 already: see below the steps.
3. If every answer is YES, fill in the three boxes that appear: **Planned launch location**, **Planned recovery / landing location** and **Maximum planned height (ft AGL)**. Make sure the height agrees with your answer to question 3.
4. Tick **I confirm this preliminary assessment is accurate for this operation**.
5. Tap the submit button. **Submit — Simplified Path (send to CRP)**, when every answer is YES, sends the job to the CRP with no JSA form: see [JSA approval](#), [the JSA Register](#) and [the JSA Report](#). **Submit — Full JSA Required**, when any answer is NO, opens the JSA form: see [JSA \(Job Safety Assessment\)](#).

Ops answers question 11 from the aircraft's weight in the aircraft register, if it holds one, and locks the answer. If it locks it at NO, a box headed " ⚡ JSA required — determined by aircraft data" appears: the job goes to a full JSA whatever else you answer, and you still answer all 11 questions and submit. Ops answers question 3 from the max planned height entered on **Start Job**, if there is one. You can change that answer.

Note: A submitted assessment cannot be changed or done again: if you open the page again for that job, it shows the result instead of the questions. Nothing is saved until you submit. If you switch to a different job while the page is open, reload the page before you answer.

Note: If you leave before submitting, the **JSA** tile opens the JSA form, not the assessment. Ops lets you fill in the JSA but refuses it at the end. Go back through **Start Job** and **Go to JSA** and submit the assessment first. Ops also refuses a JSA for a job that went down the simplified path, so do not fill one in.

Change a job

Ops Manual: 2.2.3, Flight authorisation (p. 25)

Where to find it: home screen, **Aircraft & Maintenance**, **Edit Job** tile. It is not in **Flight Operations**.

Who can use it: the CRP only.

1. Open **Edit Job**. Check the **Job:** pill shows the job you mean to change. If not, tap **Switch job** on the job strip.
2. Change what you need. **Job code** and **Aircraft (fixed)** cannot be changed: for a different aircraft, cancel the job and start a new one.
3. Tap **Save changes**. A box lists each change. Read it, then accept it.

Ops will refuse: "This job already has logged flights; its details are locked. Record any difference in the Flight Record notes." A job can be changed only before its first flight is logged.

Changing the pilot, the site or the expected date lapses the JSA approval when the **JSA:** pill reads **Approved**. Changing the pilot also clears a pre-flight that is done. The confirm box warns you: "The JSA approval will lapse and the job returns to your approval queue (Ops Manual 2.2.3)." and "The pre-flight will be cleared for the new pilot to redo." Approve a lapsed job again in the **JSA Approval Queue**: see [JSA approval](#), [the JSA Register](#) and [the JSA Report](#).

Note: Ops does not send the pilot a message about either. Tell the pilot yourself, and approve the job again before it is flown. Changing the pilot does not select the job for the new pilot.

Cancel a job

Where to find it: home screen, **Flight Operations**, **Complete Job** tile. **Cancel job — did not fly** is the last card, below the **COMPLETE JOB** button. A job cannot be cancelled from any other page.

Who can use it: remote pilots and the CRP.

1. Open **Complete Job**. Check the job strip shows the job you mean to cancel. If not, tap **Switch job**.
2. Under **Cancel job — did not fly**, type why in the box **Reason for cancelling (required)...**, in 3 to 500 characters.
3. Tap the red **CANCEL JOB** button. **COMPLETE JOB** is on the same page: check which button you are pressing.
4. A box warns "It will be closed as Cancelled and removed from the open jobs. It cannot be reopened from the app." Accept it to go ahead.

The job stays in the register as Cancelled, with your reason. Its assessment and JSA records are kept. If the work goes ahead later, start a new job.

Ops will refuse: "This job has logged flights — it must be completed, not cancelled." The message takes the place of the reason box and the **CANCEL JOB** button. A job that flew must be completed: see [Complete Job](#).

Tip: If the Technical Log tells you to cancel a check-flight job, cancel it here and start again. See [Technical Log](#).

For aircraft whose flights Ops loads from the aircraft's own log, Ops checks that log before it cancels a job that has had a pre-flight. The table below lists the holds. See also [Flight Log Review](#) and [Complete Job](#).

If something goes wrong

These pages need a connection: nothing is kept to send later. Messages you get while adding a client or site are in [Clients & Sites](#). Messages that are the same on every page are in [When Ops says no](#).

What you see	Why	What to do
A message starting "Several jobs are open", "No active job", "No open job" or "No job loaded"	Several jobs are open and none is chosen, or no job is open or selected on this device.	Choose the job on the job strip and try again. If it does not exist, create it on Start Job .
A message starting "Please", or "[n] question(s) still unanswered." or "Choose the assigned pilot."	Something required is empty or not ticked.	Complete it and try again.
"Network error." after Create Job , or Ops goes to the sign-in page	No connection, the connection dropped, or your sign-in lapsed.	Before you try again, open the job picker from the job strip to see whether the job was created. If it is listed twice, cancel the spare.
Assigned pilot (RP) lists only your own name	The pilot list did not load, or no other pilot is active on the Ops staff list with flight operations access.	Reload the page. If it is still only you, ask the CRP.
A message ending "is not in the client register." or "has been archived; choose another or ask the chief pilot.", or "Choose the site (or add it): the job cannot be left without one."	The site was removed or archived after the page loaded or since the job was created, or no site is chosen.	Reload the page and choose another client and site, or ask the CRP.
"Create failed:" then a message starting "A check-flight job is already open", "The Maintenance Controller has not set a check flight", "This entry is certified" (or voided), "That maintenance entry", "A check flight is a job of type Test" or "The check flight must be planned"	A check-flight job is already open for the aircraft, the entry no longer needs a check flight, or the link is damaged or out of date.	Fly the open check-flight job, or cancel it and start again from the Technical Log. Otherwise open the entry there: if the link still shows, tap it again.
"Save failed: Only the Chief Remote Pilot can change a job's details."	Ops does not recognise your sign-in as the CRP.	Sign in as the CRP.
A message starting "Save failed: ExpectedDate" or "Save failed: MaxPlannedHeightFtAGL", or "Save failed: '[name]' is not an active flight-ops staff member. Add them in Admin -> Staff first."	Expected date was cleared or is not a real date, the height is not a whole number from 0 to 400, or the pilot you chose is no longer active or has no flight operations access.	Choose a date, correct the height or leave it empty, or choose another pilot or fix the pilot's staff record first.

What you see	Why	What to do
A message containing "its details are locked", "Job is closed", "and cannot be edited" or "is already Completed" (or Cancelled)	A flight was logged on the job, or the job was completed or cancelled, perhaps while you had the page open.	The job can no longer be changed. If it is closed and the work is still going ahead, start a new job.
A message ending "it must be completed, not cancelled." or starting "This job can't be cancelled or closed yet"	The job has logged flights, or the aircraft's own log has flights that are, or may be, this job's.	Complete the job: see Complete Job . For flights from the aircraft's log, open Flight Log Review first and follow what it says.
"Could not cancel job: Job [job number] cannot be cancelled:" then a reason	The log shows flights that are, or may be, this job's, or Ops cannot be sure at the moment that the job did not fly.	Follow the message. Approve flights that reach Flight Log Review and complete the job, or cancel again if they are not this job's. If Ops could not check the log, try again later: the download runs every 30 minutes. Then cancel again, or ask the CRP to record No flights flown... on Flight Log Review .

5. Clients & Sites

Ops keeps a register of clients and their sites. Every job is started for one client and one site from it.

Where to find it: to choose or add a client or site for a job: home screen, **Flight Operations, Start Job** tile. To manage the register: home screen, **Aircraft & Maintenance, Clients & Sites** tile.

Who can use it: staff on the Ops staff list choose from the register and add to it on **Start Job**. The **Clients & Sites** tile shows with chief access (see [Signing in and the home screen](#)). Only the Chief Remote Pilot (CRP) can change what is already in the register.

Choose the client and site for a job

Ops Manual: F1 Section 1, Operations overview and preliminary assessment (p. 51)

1. On **Start Job**, under **Job Details**, choose the client in the **Client** list, then the site in the **Site** list. Only active clients and sites are listed.
2. Check the address and map position on the grey line under **Site**.

For the rest of **Start Job**, see [Starting, changing and cancelling a job](#).

Add a client or a site

1. On **Start Job** (and **Edit Job**, for the CRP), choose + **Add a new client...** in the **Client** list, or choose the client, then + **Add a new site...** in the **Site** list. On **Clients & Sites**, the CRP taps + **New client**, or + **Add site** on the client's card.
2. For a new client, only **Business name** is required. If you set **Trading name (optional)**, Ops shows and records that name instead. Tap **Next: place the site** → (on **Clients & Sites**, **Next: place the first site** →).
3. Type the **Site name**. **Address** is optional: if it is empty when you place the pin on the map or by your location, Ops fills in the nearest address it can find.
4. Place the pin: type the address and tap **Search**, tap the satellite map, drag the pin, stand on the site and tap  **Use my location**, or type decimal degrees in **Latitude** and **Longitude**. A latitude south of the equator is a negative number.
5. Check the pin is on the site, then tap **Save site**. The JSA site map and **Pre-Flight** use this position.

Note: Nothing is saved until you tap **Save site: Cancel** on the site pop-up loses a new client's details as well.

Note: On **Start Job**, if the name is already in the register, Ops chooses the existing client or site. The message ends "so it's selected." or "Choose or add its site." The contact details and e-mail address you typed are not saved. If the list does not show the existing record, reload the page.

Ops will refuse: "Only staff on the Ops staff list can add clients." You have no active record on the Ops staff list. The message shows when you tap **Save site**, and Ops uses the same words for a site. Ask the CRP to check your staff record.

Manage the register

Chief Remote Pilot: Every task from here on is done by the CRP on the **Clients & Sites** page. Ops shows contact details, the customer report address, notes and archived records to the CRP only. Other staff who open the page see "Only the chief pilot manages the client register. Pilots add new clients and sites on Start Job."

E-mailing a report with **Use this address for future reports to** ticked replaces the client's customer report address: see [Customer Reports](#).

Change a client or a site

1. Tap **Edit details** on the client's card, or **Edit / move pin** on the site's row.
2. Make the change and tap **Save** or **Save site**. A site marked **Not on the map** cannot be saved until you give it a position. Until then, the JSA site map does not open on it and **Pre-Flight** shows no distance to it.

Jobs already started keep the client name and location text they recorded. A job that is still open uses the site's new position and name on the JSA site map and in **Pre-Flight**. See [JSA \(Job Safety Assessment\)](#) and [Pre-Flight](#).

Merge a duplicate client

1. On the card that will go, tap **Merge into another...**
2. Under **Keep this client**, choose the client to keep.
3. Read the line that appears, then tap **Merge**.

Note: A merge cannot be undone on this page, and there is no second prompt after **Merge**. Restoring the duplicate afterwards brings back an empty client.

Every site and every job of the duplicate (open, completed and cancelled) moves to the kept client. The client name recorded on those jobs is replaced with the kept client's name, which the pop-up does not mention. The duplicate is archived, and its contact details, customer report address and notes are not copied. The kept client can end up with two sites of the same name.

Archive or restore

Archiving takes a client or site off the lists on **Start Job** and **Edit Job**. Nothing is deleted, and jobs already recorded do not change.

To archive:

1. Tap **Archive** on the client's card, or **Archive site** on the site's row.
2. Confirm.

To restore:

1. Tick **Show archived**.
2. Tap **Restore** on the client's card, or **Restore site** on the site's row.

The sites of an archived client have no buttons, so restore the client first. After a restore, look for two clients or two sites of the same name. If a client was added on **Start Job** while one of the same name was archived, restore the archived client and merge one into the other.

If something goes wrong

Messages that are the same on every page are in [When Ops says no](#).

What you see	Why	What to do
"Enter the business name.", "Give the site a name.", "Type an address first.", "Choose the client to keep." or a message starting "Put the site on the map", "Address not found", "The map is unavailable here", "This device can't provide a location", "Location is blocked" or "No location available"	A box is empty, or the search, the map or your location did not work.	Fill it in, or place the pin another way. To use your location, allow it for Ops in the browser's settings. If the map is still missing once you have a connection, reload the page.
"That map position is not valid."	The latitude is outside -90 to 90, the longitude is outside -180 to 180, or both are zero.	Correct the numbers or place the pin on the map.
"That e-mail address doesn't look right." or a message starting "Not an e-mail address:"	An entry is not a plain e-mail address.	Correct it. In the site pop-up, tap Cancel and start again with the plain address.
"That client is not in the register (or is archived)."	The client was archived after you opened the page.	Tap Cancel and reload the page. Only the CRP can restore the client.
"Choose the site (or add it): the job cannot be left without one."	On Edit Job , a job whose client or site has been archived opens with nothing chosen. Save changes is refused even if you only changed the title.	Restore the client or site and reload Edit Job , or choose another site.
A message starting "Only the Chief Remote Pilot can"	The action is for the Chief Remote Pilot's own sign-in.	Ask the CRP. If you are the CRP, sign out and sign in again. If the message stays, tell the administrator.
On Clients & Sites , a message containing "is already in the register" or "already has a site called"	The name matches an active client or site. Nothing was saved.	Do as the message says, or change the name if it really is different. Reload the page if you cannot see the existing record.
A prompt containing "is archived. Create a new client anyway?"	The name matches an archived client. If you confirm, you get a second client with that name.	Cancel, tick Show archived and restore the old client.
"No clients match."	Nothing fits the search, or the client is archived.	Clear the search box or tick Show archived .
"There is no other client to merge into."	No other client is active.	If the client you want to keep is archived, restore it first.

What you see	Why	What to do
A message starting "Could not" or ending "could not be saved.", a short technical message in red after Save site , or nothing changes after you confirm an archive or tap Restore	Ops could not load, save or confirm it. With no connection, archive and restore show no message.	Get a connection. After a failed save, the pop-up keeps what you typed: tap Save or Save site again. Otherwise reload the page to see what was saved before you try again.

6. JSA (Job Safety Assessment)

The **JSA** page records the job safety assessment for a job: airspace, hazards, a map of the site, a risk register and your acknowledgement. You submit it for the Chief Remote Pilot's approval before you travel, and amend it on the same page.

Where to find it: home screen, **Flight Operations**, **JSA** tile. Ops also takes you there after a preliminary assessment that needs a full JSA (see [Starting, changing and cancelling a job](#)).

Who can use it: remote pilots and the Chief Remote Pilot (CRP): the **JSA** tile is on the **Flight Operations** card. Only the CRP can approve a JSA.

Ops Manual: 2.2.1, Documentation (p. 24), **F1 Section 2, Job safety assessment** (p. 52)

Before you start

Ops Manual: F1 Section 1, Operations overview and preliminary assessment (p. 51)

- **Do the preliminary assessment first.** A job where every answer there was YES has no JSA. Ops checks both only when you tap **Submit JSA**.
- **Use a desktop or laptop.** On a phone, or in a window 900 pixels wide or less, the site map editor is not shown and no map is saved.
- **Finish in one sitting, with a connection.** Ops saves nothing until the submit succeeds. Leaving or reloading the page loses what you typed.
- **One JSA per job.** If the job already has a JSA, the **JSA** tile opens it for amendment. Opening it changes nothing until you submit (see "Amend a JSA").

Note: In quoted messages, words in [square brackets] stand for a name or number that Ops fills in.

Check the job

1. Open **JSA**. Ops loads the job you are working on. Check the **Working on** strip. If it is the wrong job, tap **Switch job** (see [Signing in and the home screen](#)). Do this before you fill anything in: switching job does not clear the form.
2. In the **Job** card, check the client, location, blocks and operation type. They come from the job and cannot be changed here. Check **Aircraft Planned** too: changing it here does not change the job.

Note: Leave the box marked **JobId (optional if auto-loaded)** alone: Ops fills it in when it loads the job.

Airspace & Operations

Ops Manual: 2.4.9.1, Danger areas (p. 29), **2.4.9.3, Restricted areas** (p. 29), **2.4.12, Operations outside of VLOS** (p. 31), **D2, Operations within the relevant airspace of a non-controlled aerodrome or HLS** (p. 43)

Fill in everything that applies to the operation.

- **Operation mode:** two lists. The first offers **VLOS — Visual Line of Sight**, **EVLOS — Extended VLOS** and **BVLOS — Beyond VLOS**. The second is **Airspace class (optional)**.
- **Max height (ft AGL):** a whole number. If it is above 400, also tick **Operating above 400 ft AGL** further down the card.
- **Max altitude (ft AMSL):** shown only while a Form 101-09 box is ticked. Enter site elevation plus max height. If you untick the boxes, clear this box first.
- **Nearby aerodromes / notes** and **Aeronautical radio frequencies:** free text.
- **Special Use Airspace (SUA):** tick **Active SUA applies to this operation** if it does, and type the details below it.

Form 101-09 determination

Ops Manual: 2.2.2, Operations requiring an official authorisation (p. 25), **2.4.8, Operations near aerodromes** (p. 29), **2.4.11, Operations above 400 ft AGL** (p. 30), **D1, Operations in controlled airspace** (p. 42), **D1.1.1, Civil airspace controlled by Airservices Australia** (p. 42)

Tick any of the four boxes that apply:

- **Within 3 NM of the movement area of a controlled (towered) aerodrome**
- **Inside controlled airspace (CTA/CTR) or within approach/departure path**
- **Operating above 400 ft AGL**
- **Automated airspace approval unavailable for this controlled aerodrome**

If any is ticked, type the reference in **Form 101-09 reference or automated approval ID**. Ops will not submit the JSA without it.

Hazards & Controls

Ops Manual: 2.4.10, Operations at night (p. 30), **D3, Night operations** (p. 44)

To submit, you must tick **Takeoff / landing area + alternate identified**. Tick **Night operation**, **PPE / safety equipment available** and **Comms / emergency contacts available** where they apply. The two boxes under **Hazard narratives** are optional.

Note: The organisation's SOP adequately mitigates all identified hazards starts unticked, and Ops records an unticked box as "No": tick it if the SOP does. If it does not, tick the box and untick it again. The **Unmitigated hazards** box then shows: describe the hazards there.

Site Map of Operating Area

Ops Manual: 2.4.6.2, Use of signage and barriers (p. 28)

1. Leave the switch on  **Satellite**. If the client register holds a map position for the job's site, the map opens on it with a yellow dot. If not, use **Find an address or place...** and **Search**.
2. Tap a tool, then click the map. The tools are in groups: **Operating area**, **Launch / landing**, **Vertical obstacles**, **People & access** (which has **Access / signage**), **Linear hazards** and **Exclusion & sensitive**

(which has **Exclusion area** and **Exclusion circle**). A pin or a circle takes one click each, and a circle is 30 m in radius until you drag its edge. For an area or a line, click each corner, then double-click or tap ✓ **Finish shape**: an area needs at least 3 points, a line 2. Tap 🖱️ **Pan / select** to stop drawing.

3. Check the list under **Map features**. ✕ removes an item. **Clear all** removes everything at once, without asking.

To mark up a site plan instead, tap 🖼️ **Site plan**, choose a picture under **Site plan image**, and mark it up under **Annotate**. Use a mouse: Ops does not read touch on the picture.

Ops saves only the side the switch is on:

- 🖱️ **Satellite**: a picture framed to fit the items you drew, not the view on screen. The yellow site dot is left out.
- 🖼️ **Site plan**: the picture and your marks. With no picture chosen, nothing is saved, even if you drew on the satellite map.

Risk Register

Ops Manual: 2.2.2, Operations requiring an official authorisation (p. 25), **Appendix E, Risk rating criteria and risk register template** (p. 48) (risk rating tables), **E1, Risk register** (p. 50)

1. Tap a chip under **Quick-add common hazards**, or + **Add custom hazard** for a blank one. A chip fills in wording and starting ratings for you to check.
2. Under **Hazard**, fill in the hazard label and **Risk description**. Ops refuses the JSA if either is empty. Add the existing controls and the manual or legislative reference.
3. Under **Initial risk (before additional controls)**, set the likelihood and consequence lists, then tap ✓ **Confirm**. Changing either list also confirms. Changing only the residual lists does not.
4. Fill in **Additional controls**, then set the lists under **Residual risk (after additional controls)**. The box under each pair of lists shows the level, for example "3C — Medium".
5. If the residual is Medium, **ALARP justification (required for Medium residual)** appears. Ops will not submit until you fill it in. The first four chips and the blank hazard start at a Medium residual.
6. Fill in the risk owner.

Note: Remove this hazard deletes it at once, without asking.

A High residual rating

Ops Manual: 2.2.3, Flight authorisation (p. 25), **Appendix E, Risk rating criteria and risk register template** (p. 48) (risk rating tables)

When you submit with a High residual, your browser asks: "Warning: [number] hazard(s) have a High residual risk. CRP approval will be blocked until CEO authority is obtained. Submit anyway and escalate to CRP?" If you cancel, nothing is submitted, although the line under the button can still read "Rendering site map..."

Note: While any hazard has a High residual, Ops refuses the CRP's approval, and Ops has nowhere to record CEO authority. The JSA stays unapproved, so Ops keeps refusing a pre-flight. Talk to the CRP before you submit a High residual.

Acknowledge and submit

Ops Manual: F1 Section 3, Approval (p. 53)

1. Check the form first: the site map shows what you drew, and the **Risk Register** lists the job's hazards.
2. Under **Pilot Acknowledgement**, tick **I acknowledge this JSA is accurate for this operation**. Ops records it against your Microsoft sign-in, with the time and the network address.
3. Add **Notes (optional)** if you need to, then tap **Submit JSA**. If Ops will not submit, the line under the button gives one reason at a time: see "If something goes wrong".
4. Wait for the message starting "JSA submitted ". The button then stays locked on **Submitted **, and the **Working on** strip on this page keeps the old stage until you reload. Reload the page before you start a JSA for another job.

Note: Keep entries short. Ops trims long text in the record without telling you. The limits run from 200 characters (a hazard label, a reference, a risk owner, the authorisation reference) to 2,000 (a hazard narrative).

While you wait for approval

Ops Manual: 2.2.3, Flight authorisation (p. 25), **F1 Section 3, Approval** (p. 53)

Every JSA you submit, new or amended, goes to the CRP for approval. Ops sends no e-mail or message when a JSA is submitted, approved or rejected. If the job is urgent, tell the CRP yourself.

Ops refuses a pre-flight, and a flight logged on **Flight Log**, for a job whose JSA is not approved (see [Pre-Flight](#) and [Flight Log](#)).

Until the job has had its pre-flight, the stage on the **Working on** strip follows the JSA. It reads **Awaiting CRP approval** after you submit, then:

- **Approved:** the stage reads **Ready for pre-flight**.
- **Rejected:** the stage reads **JSA rejected**. Ops does not show the CRP's notes beside the job. They are in the JSA PDF, in the **NOT APPROVED** box. Read them before you submit an amendment: after that, the PDF of the rejected JSA reads **SUPERSEDED** and no longer shows the notes. Tap the **JSA** tile to amend the rejected JSA.

A job goes back for approval when an amended JSA is submitted for it, or the CRP changes the pilot, the site or the expected date in **Edit Job** (see [Starting, changing and cancelling a job](#)). Ops clears the earlier approval, and the refusals above apply again.

Note: After an amended JSA is submitted, or the CRP changes the job in **Edit Job**, do not fly the job until the CRP tells you the JSA is approved. To check for yourself, download the PDF of the job's latest JSA: the box at the top of the first page reads **APPROVED**.

Amend a JSA

Ops Manual: 2.3.1, Validation of operational documentation (p. 25)

A submitted JSA is never edited. You submit an amended JSA: a new version, with a reason. The earlier version is kept and shows as superseded, and flights already flown stay under it.

You can amend only the job's latest JSA, and only while the job is not completed or cancelled.

1. Select the job and tap the **JSA** tile, or tap **Amend JSA** on the **JSA Report** (see [JSA approval, the JSA Register and the JSA Report](#)).
2. In the **Amending a JSA** card at the top, fill in **Reason for the amendment (required)**: at least 5 characters.
3. Change what is wrong. The form starts from the earlier JSA, including every hazard (already confirmed) and the satellite site map.
4. Redo what is not carried over. Tick the acknowledgement again, retype **Notes (optional)**, and check **Aircraft Planned**, which comes from the job. A marked-up site plan is not carried over: draw the map or upload the plan again.
5. Tap **Submit amended JSA**. Ops makes the same checks as for a new JSA.
6. Wait for the message starting "Amended JSA submitted ". **Open the amended JSA** shows it on the **JSA Report**.
7. Tell the CRP that the JSA has been amended, and the job's pilot if that is someone else. Then see "While you wait for approval".

Note: Amend on a desktop or laptop: on a phone or in a narrow window the earlier map is not carried over, and the amended JSA is saved with no map. Do not tap **Load Active Job** while amending: it can load a different job, or reload the page so that your changes are lost.

Download the JSA as a PDF

The **JSA** page has no PDF button. Use **Download PDF** on the **JSA Report**, or **PDF** on the JSA's row in the **JSA Register** (see [JSA approval, the JSA Register and the JSA Report](#)).

If something goes wrong

What you see	Why	What to do
"No Active job found. Paste JobId manually." or "No Active job found."	Ops found no open job.	Start a job (see Starting, changing and cancelling a job). Pasting an id does not load a job.

What you see	Why	What to do
"Several jobs are open — choose the one this JSA is for."	More than one job is open, and you have not chosen one today.	Pick the job in the box that opens.
"Please enter JobId or tap Load Active Job." or "The job's location has not loaded: tap Load Active Job (the location comes from the job)."	The job is not loaded, or it has no location.	Tap Load Active Job . If the location stays empty, ask the CRP to add it in Edit Job .
"Please select Aircraft Planned."	The list is left empty when the job's aircraft is not T50, M3M or Air 3.	Choose the aircraft in the Job card.
"Acknowledged by is empty — please sign in."	Ops has no name for you on this device.	Sign out and sign in again.
"Please confirm the pilot acknowledgement." or "Please confirm the takeoff / landing area and alternate have been identified."	That box is not ticked.	Tick the acknowledgement, or Takeoff / landing area + alternate identified .
"Official authorisation reference required when Form 101-09 triggers are ticked."	A Form 101-09 box is ticked with no reference.	Enter the reference, or untick a box that does not apply.
"Please confirm initial risk ratings for: [hazard names]. Open each entry and tap ✓ Confirm, or adjust the ratings."	Those hazards still read "⚠ Ratings not confirmed".	Open each one, check the initial ratings and tap ✓ Confirm .
"ALARP justification notes required for Medium-risk hazard: [hazard names]" (for more than one, it reads "hazards:")	Those hazards have a Medium residual and no ALARP justification.	Open each one and fill it in.
"Site map could not be saved: [reason] — please retry."	Ops could not make or store the map picture. Nothing was submitted.	Submit again. If the reason says the map is "too detailed", remove some points or shapes first.
"Submit failed ([number]): Preliminary assessment (Section 1) must be completed before submitting a JSA. Please complete the preliminary assessment first."	The job has no preliminary assessment.	To keep what you typed, do the assessment in another browser tab (see Starting, changing and cancelling a job). Then submit again.
"Submit failed ([number]): This job is on the simplified authorisation path — no JSA is required. The job has been sent to the CRP for authorisation."	Every answer in the preliminary assessment was YES.	Nothing. The job needs no JSA.
"Submit failed ([number]): RiskRegisterEntries[0].Hazard is required", or the same with "RiskDescription"	A hazard has no label or no risk description. Ops counts from 0 here: [0] is H1.	Fill it in and submit again.

What you see	Why	What to do
"This job already has a JSA, so a change has to be an amendment. Opening it to amend..."	The job already had a JSA when this one arrived. The button reads Submitted ✓ for a moment.	Ops reopens the page for amendment. If it already shows what you entered, your JSA was saved: leave the page. If not, make your changes again there.
"Say why the JSA is being amended (top of the page)."	The reason is shorter than 5 characters.	Fill in Reason for the amendment (required) .
"This JSA can't be amended: [reason]", or "Submit failed ([number]): A later JSA has already been submitted for this job; amend that one instead."	The job is completed or cancelled, or a later JSA exists.	If a later JSA exists, select the job and tap the JSA tile again. If it shows your changes, your amendment was saved. If not, amend that one.
"Submit failed ([number]): The amended JSA must be for the same job as the one it replaces."	A different job was loaded while you were amending.	Start again from Amend JSA on the JSA Report .
"The JSA to amend could not be loaded: [reason]"	Ops could not open the earlier JSA or its job.	Check your connection and reload the page.
"Submit failed ([number]):" with other wording	Ops could not save the JSA. "JobId not found" means the JobId box was changed.	Try again. For "JobId not found", tap Load Active Job first. If it keeps happening, tell the CRP the wording.
"The site map is completed on a desktop device during planning. Open this JSA on a desktop to draw the operating area."	The window was 900 pixels wide or less when the page opened.	Open the JSA on a desktop or laptop, in a wide window.
A note starting "Site map editor not configured", or "Map failed to load" or "Map init error:" under the map	The map could not start.	Reload the page. If it stays, tell the CRP.
Under the map: "Map still loading...", "Address not found ([code])." or "Need at least 3 points — keep clicking, or Cancel."	The map is not ready, the search found nothing, or the shape has too few corners.	Wait, search with a fuller address, or click more corners.

Messages in the box you choose a job from are covered in [Signing in and the home screen](#). Sign-in and connection messages are in [When Ops says no](#).

7. JSA approval, the JSA Register and the JSA Report

The Chief Remote Pilot (CRP) approves or rejects each job's JSA on the **JSA Approval Queue**. A pre-flight cannot be submitted until the JSA is approved. The **JSA Register** lists every JSA submitted, and the **JSA Report** shows one in full.

Where to find it:

- **JSA Approval Queue**: home screen, **Aircraft & Maintenance**, **JSA Approval Queue** tile.
- **JSA Register**: home screen, **Reports & Logbooks**, **Reports & Logbooks** tile, then **JSA Register** under **Compliance Registers**.
- **JSA Report**: no tile. Tap **Report** on a JSA Register row, or **Open JSA report** ↗ in the queue.

Who can use it: the queue is for the CRP only. Without chief access (see [Glossary](#)), Ops sends you back to the home screen with no message. The JSA Register is for staff whose access includes reports: the home screen shows them the **Reports & Logbooks** card (see [Signing in and the home screen](#)). The JSA Report, which has the PDF button, opens from the register, from the queue and from the **JSA** page after an amendment.

Times on these pages are UTC. The JSA PDF uses Perth time, 8 hours ahead.

See what is waiting

Chief Remote Pilot: Ops does not e-mail or alert you when a JSA is submitted. Check the "JSAs pending" chip on the home screen, or **Jobs Awaiting JSA Approval** on the **Ops Dashboard**.

1. Open **JSA Approval Queue**.
2. Tap ☰ **Refresh Queue**: the queue does not update by itself.

A job comes back to the queue when its JSA is amended. An approved job also comes back, with nothing to say why, if you change its pilot, site or expected date on **Edit Job**. Tell the pilot it is waiting for approval again: Ops sends no message.

Note: messages appear in the line under ☰ **Refresh Queue**, not beside the job. On a phone, scroll back to the top after each tap.

Read the hazards before you decide

Ops Manual: 2.2.3, Flight authorisation (p. 25), **D1.2, General operating requirements in controlled airspace** (p. 42)

Tap **Show hazards** to open the whole assessment under the job, ending with the site map. In the panel, check the height on the "Operation" line against the "Form 101-09 triggers" line, that the **Risk register** lists the job's hazards, and that the site map is there.

Do not judge a job by the pills under **JSA Checklist Risk**: for a JSA made on the current **JSA** page, seven of the eleven always read N/A. In the panel, a line starting "Amended JSA" is the only place the queue says a JSA is an amendment.

A check-flight job

Ops Manual: 3.4, Post-maintenance test flights (p. 37)

A post-maintenance check flight is a **Test** job started from a Technical Log entry (see [Technical Log](#)). Its row carries a line starting "**Post-maintenance check flight**", with what the Maintenance Controller (MC) requires the flight to cover. Ops counts your approval of this job's JSA as your authorisation of the check flight.

If you expect a check flight and a **Test** job has no such line, tap  **Refresh Queue**: the line can fail to load with no error. If it still does not show, read the **Technical Log** before you approve.

If the MC changes what the flight must cover after you approve, that job no longer counts as the check flight. The queue does not tell you.

A job with no JSA (simplified path)

Ops Manual: 2.2.3, Flight authorisation (p. 25), **F1 Section 1, Operations overview and preliminary assessment** (p. 51)

A job whose Preliminary Assessment was all YES comes to the queue with no JSA. See [Starting, changing and cancelling a job](#). Nothing on the row says so: look for a blank **Submitted (UTC)** and "Show hazards (0)". The panel reads "Hazard analysis is not available for this JSA (no payload stored)." The queue does not show its assessment answers, launch and recovery locations or planned height: check the **Aircraft** column and ask the pilot for the rest before you decide.

Note: think before you reject one. It has no JSA to amend and its assessment cannot be submitted again, so the job has to be cancelled and started again.

Approve or reject

Ops Manual: 2.2.3, Flight authorisation (p. 25), **F1 Section 3, Approval** (p. 53), **D6, Agricultural Operations** (p. 47), **Appendix E, Risk rating criteria and risk register template** (p. 48) (risk rating tables)

Ops does not ask you to confirm, and neither decision can be undone from the queue. Decide one job at a time: each decision clears notes typed against other jobs.

1. Tap  **Refresh Queue** again, then read the job straight away, including **Show hazards**.
2. Type notes in the box under **Decision**: optional for an approval, required for a rejection.
3. Tap **Approve** or **Reject** once. The job leaves the table.

Ops records the decision with your sign-in, the time and your notes. An approval marks each hazard as accepted by you. A rejected job stays open and cannot be approved until an amended JSA is submitted. If the job has not had its pre-flight, its stage becomes **Ready for pre-flight** or **JSA rejected**.

Chief Remote Pilot: tell the pilot your decision yourself: Ops sends no e-mail. After a rejection, say why, and that the job is not to be flown until an amended JSA is approved. Your notes can be read only on the JSA PDF, in the red "NOT APPROVED" box, and in the **Operations Audit Log** (see [Audit logs and flight corrections](#)). Once an amended JSA is submitted, that PDF reads "SUPERSEDED" and no longer prints them.

When Ops will not approve

Ops Manual: 2.2.2, Operations requiring an official authorisation (p. 25), **D1, Operations in controlled airspace** (p. 42), **Appendix E, Risk rating criteria and risk register template** (p. 48) (risk rating tables)

Ops will refuse: "Approve failed: 400". Ops will not approve this JSA, but the page does not say why. Nothing was saved. Look on the job's row for one of these signs. With none, the queue is out of date: tap  **Refresh Queue**.

- "• HIGH residual" on the hazards button, and "High residual — CEO authority required before approval" in the panel: a hazard is rated High after controls. Ops has nowhere to record CEO authority, so this JSA cannot be approved in Ops. Reject it with notes, or ask the pilot to amend the JSA.
- "ALARP note missing" in the **Risk register**: a hazard rated Medium after controls has no ALARP note. The pilot amends the JSA.
- "NO AUTHORISATION REF" on the "Form 101-09 triggers" line: a Form 101-09 trigger is ticked with no authorisation reference. The pilot amends the JSA.

Find a JSA in the JSA Register

Ops Manual: 1.4.2, Required records and retention. (p. 17) (Table 4)

Earlier versions of an amended JSA stay in the register, tagged **Superseded**. A simplified-path job has no JSA, so it has no row.

1. Open **JSA Register**. It searches the last 30 days by itself.
 2. Set the filters under **FILTERS**, with both date boxes filled in, and tap **Search JSA Register**.
 3. On a row, tap **Report** for the **JSA Report** or **PDF** for the JSA PDF.
- The dates are UTC dates: a JSA submitted before 8:00 am Perth time is filed under the day before.
 - The register does not show the CRP's decision. That is on the JSA PDF.
 - For a JSA made on the current **JSA** page, only "Night", "Alt Landing", "PPE" and "Comms" carry the pilot's answer. The other seven flags and checks always read No, so "Risk Flagged:" in effect counts night operations only.
 - **Export CSV** downloads the rows on screen. The file holds each pilot's sign-in and everything typed on the JSA.
 - **Print / PDF** prints the register page. It is not the JSA PDF.

Read a JSA on the JSA Report

Ops Manual: **F1 Section 2, Job safety assessment** (p. 52)

The page is headed **Job Safety Assessment**, the same as the **JSA** page. You are on the JSA Report when ← **JSA Register** shows at the top. The JSA Report does not show the CRP's decision or notes: use **Download PDF** for those. **Print** prints the page as shown, with UTC times and no decision. A Yes or No question that the JSA did not record at all reads No on this page, where the PDF shows a dash.

Download the JSA PDF

Ops Manual: **F1 Section 2, Job safety assessment** (p. 52), **F1 Section 3, Approval** (p. 53)

Tap **Download PDF** on the JSA Report, **PDF** on a JSA Register row, or **Download PDF** ↓ in the hazards panel on the queue.

The box at the top of the first page gives the JSA's standing: "APPROVED", "NOT APPROVED", "AWAITING APPROVAL", "APPROVAL LAPSED" (the job's pilot, site or date was changed on **Edit Job** after approval) or "SUPERSEDED". An approved or rejected box names who decided and when, with the CRP's notes. A copy downloaded before a decision reads "AWAITING APPROVAL": keep the later one.

Amend a JSA

Ops Manual: **2.3.1, Validation of operational documentation** (p. 25)

A JSA is never edited or deleted: while the job is open, you submit an amended version with a reason.

1. After a rejection, read the CRP's notes first: open **JSA Register**, find the job and tap **PDF**.
2. Open the JSA in **JSA Report** and tap **Amend JSA**, or select the job on the home screen and open **JSA**.
3. On the **JSA** page, change what is wrong, give the reason and submit. See [JSA \(Job Safety Assessment\)](#).

Note: amending an approved JSA takes the approval away. Ops refuses a pre-flight and a flight logged on **Flight Log** until the CRP approves the amendment (see [Pre-Flight](#) and [Flight Log](#)). Tell the CRP, and do not fly the job until the CRP tells you it is approved: Ops sends no message. Amend on a desktop or laptop: on a phone the amended JSA is saved with no map.

If something goes wrong

What you see	Why	What to do
"Queue load failed: 403", "Approve failed: 403" or "Reject failed: 403"	You have chief access, but your sign-in is not the CRP's.	Only the CRP can use the queue.
"Approve failed: 400"	Ops will not approve this JSA.	See "When Ops will not approve".

What you see	Why	What to do
"Rejection notes are required."	The notes box was empty.	Type the reason and tap Reject again.
"Network error." after a decision, "Reject failed: 400", "Approve failed: 404" or "Reject failed: 404"	The reply did not come back, or the job is no longer waiting or no longer in Ops. The buttons do not lock, so a second tap gives "Reject failed: 400" after the first was saved.	Tap  Refresh Queue . If the job has gone, a decision was saved. Otherwise read it and decide again.
"Approve failed: 500" or "Reject failed: 500"	Nothing was saved. Very long notes can cause this.	Keep the notes under 1,000 characters and tap again.
A line starting "Site map image" in the hazards panel	The map picture could not be shown.	Tap Open JSA report  .
"Search failed: 400" or "No JSA records found."	A date box is empty, or nothing matches the filters.	Fill in both dates, widen them and clear the other filters.
"No record id for this row.", "Missing ?id= parameter." or "Could not load JSA: JSA record not found."	The row holds no reference, or the JSA Report was opened without a JSA or for one that does not exist.	Open the JSA with Report on the JSA Register, or tell the CRP which row.
"No site map was recorded for this JSA."	The JSA has no map, or the map could not be fetched.	Reload the page, then try Download PDF .
A pop-up starting "The JSA PDF could not be made:"	With "Verified sign-in required." or "Session expired", your sign-in has lapsed. With "That JSA was not found.", there is no such JSA.	Sign in again, or try once more.
No Amend JSA button	The job is completed or cancelled, or a later JSA has been submitted for it.	On a superseded JSA, tap Open it and amend the later one.

Sign-in, connection and loading messages are in [When Ops says no](#).

8. Person Consent

Use **Person Consent** to record that a person has agreed to the drone operating near them. The page says when it applies: "Required when operating within 30 m (min. 15 m) of a non-company person."

Where to find it: home screen, **Flight Operations**, **Person Consent** tile.

Who can use it: remote pilots and the Chief Remote Pilot (CRP): staff whose home screen shows the **Flight Operations** card. Both see the same page.

Ops Manual: 2.4.6.1, Operations 30m to 15m of a person (p. 28), **F10, Consent to operate within 30m of non-company personnel** (p. 69)

Check the job first

Ops saves the consent against the job in the strip at the top, so check the strip before you collect a consent.

1. Open **Person Consent** from the home screen each time, so the strip shows your current job.
2. Read the job after **Working on**. If it is wrong, tap **Switch job**. That changes your job on every page and every device.
3. If the strip says **No open job selected**, tap **Choose job** or **Start Job** before you go on. See [Starting, changing and cancelling a job](#).

Note: Collect a consent only when the strip reads **Working on** and names the right job. If one was collected when the strip was not right, tell the CRP: it cannot be moved in Ops.

Collect a consent

Ops Manual: D5, Indoor Operations (p. 46)

1. Tap + **Collect Consent** and hand the device to the person.
2. The person reads the wording under **Drone Operation Consent**.
3. The person types their name in **Your full name** and signs with a finger under **Your signature**. **Clear signature** wipes the box.
4. The person taps **I Consent & Agree**. There is no second question.
5. On **Consent recorded**, take the device back and tap **Done — return to pilot**.

For the next person, tap + **Collect Consent** again. The big button may then read "Saving..." but still works.

To stop without saving, tap **Cancel — return to pilot view**. No question is asked, and the name and signature are thrown away. Whoever holds the device then sees the names in your list.

Ops will refuse: "Could not save consent:" then a reason and "Please check connection and try again." Ops adds that last sentence whatever the cause, so read the reason. While the form is open the name and signature are kept: do not tap **Cancel — return to pilot view**. Ops does not keep a consent to send later.

What to check yourself

- The name and signature. Ask the person to type their full name, sign as they normally do, and check the name before they tap **I Consent & Agree**: it cannot be corrected afterwards. The phone may offer a saved name, which on your own phone may be yours.
- One consent for each person. Collecting twice for one person makes two rows.
- The date. The form says the consent "applies to today's operation at this location only" and can be withdrawn. Ops has no expiry and nowhere to record a withdrawal, so read the date on the row.
- That the consent is there. No other page shows or counts consents, nobody is told when one is collected, and Ops does not remind you to collect one. Look for it in the list on this page.

See who has consented

Ops Manual: 1.4.2, Required records and retention. (p. 17) (Table 4)

With a job in the strip, **Consents recorded this job** lists that job's consents, newest first, up to 50. "Witnessed by:" is the sign-in name of whoever was signed in to Ops on the device. The job picker offers open jobs only, so a closed job's list cannot be opened.

In Ops you cannot change or delete a consent, move it to another job, see the signature again, or print, download or e-mail it. If a record is wrong, tell the CRP.

If something goes wrong

What you see	Why	What to do
I Consent & Agree stays grey, or "Please enter your full name." or "Please sign before consenting."	The name has fewer than two characters, or no line is drawn.	Type the name and sign.
"Could not save consent: Jobld '...' not found."	The job in the strip is no longer in Ops. Nothing was saved.	Tap Cancel — return to pilot view , then Switch job , then collect again.
"Could not save consent:" then any other wording, or "Failed"	Ops did not confirm the save.	Tap the button again, from better signal if you need it. If the message is the same, write it down and tell the CRP. Tell the CRP too if the name is then listed twice.
Ops goes to the sign-in page with the form open	Your sign-in has lapsed, or the save could not get through on a weak signal. The form is lost and Ops did not confirm the save.	Sign in, open Person Consent and check the job. If the name is not in the list, collect again.
Red "Error:" and a reason where the list should be	The list could not be loaded.	Reload the page: there is no retry button.
The list shows names you do not recognise, a consent is missing, or "No consents recorded for this job yet."	No job is selected, the strip is on a different job from the one the consent was collected under, or the job has more than 50.	Tap Choose job or Switch job and look under the job that was in the strip at the time. If it is not there, tell the CRP.

Job picker messages: see [Signing in and the home screen](#). Other messages: see [When Ops says no](#).

9. Pre-Flight

Pre-Flight is the on-site record of your checks for the job you are about to fly, with the GPS position of where you made them. **Flight Log** will not accept a flight for a job until its pre-flight has been submitted.

Where to find it: home screen, **Flight Operations**, **Pre-Flight** tile (**Aircraft checks**). The page is headed **Pre-Flight Assessment**.

Who can use it: remote pilots and the Chief Remote Pilot (CRP). The tile is on the **Flight Operations** card: if you cannot see that card, ask the CRP for access.

Ops Manual: 2.3.1, Validation of operational documentation (p. 25), F1 Section 4, Flight log (p. 54)

Before you start

- The job has been started and the CRP has approved its JSA. See [Starting, changing and cancelling a job and JSA \(Job Safety Assessment\)](#).
- You are on site with a phone or tablet that has location turned on. Ops will not save a pre-flight without a GPS position, and a position cannot be typed in.
- You have a connection. **Pre-Flight** cannot submit without one. It keeps nothing on the device, so reloading or leaving the page loses your ticks.

Submit a pre-flight

1. On the home screen, tap **Pre-Flight** and allow the browser to use your location.
2. Check the job on the **Working on** strip and on the **Job**, **Site** and **Aircraft** pills. If this is not the job you are about to fly, tap **Switch job**.
3. Read any notice under the pills. Ops will refuse the pre-flight while a notice about the JSA or the aircraft shows.
4. Read **Live Conditions**. It is a guide only.
5. Work down **Pre-Flight Checks** and tick each check you have done.
6. Under **Pilot Acknowledgement**, check that **Site GPS location (required)** reads "Captured". If it does not, tap **Get location**.
7. Tick **I acknowledge this pre-flight assessment is complete and accurate**.
8. Type anything worth recording in **Notes (optional)**.
9. Tap **Submit Pre-Flight**. When it is saved, the line under the button reads "Pre-Flight submitted .
10. Tap the back arrow beside the page title, then open **Flight Log** and check the stage on the strip reads **Ready to fly** or **Flying**. See [Flight Log](#).

Note: after a submit your ticks stay ticked and the stage on the strip is not updated. Switching job does not clear your ticks either. Reload the page before you start the checks for another job.

Check the job

Ops files the pre-flight under the job that is loaded, so check it is your job before you submit.

- Ops loads the job you last chose, if it is still open. Failing that, it loads the one open job assigned to you, or else the only open job in Ops, which may be another pilot's.
- Where Ops cannot tell which job you mean, the job picker opens. A choice lasts for the day you make it. On a later day, if more than one job is open, the picker opens again.
- If the **Job:** pill reads "Job: —", no job is loaded, and a job named on the strip is the one from last time. The strip can do the same while the picker is open, so go by the picker.

Change the job

1. Tap **Switch job** (or **Choose job**) on the strip.
2. Tap the job in the list. The page loads it. **Start a new job** opens **Start Job** instead.

If the picker shows a message and does not close, see [Signing in and the home screen](#).

The Job card

- Do not type in the **JobId (optional if auto-loaded)** box. Ops fills it with the job's internal code, a long string of letters and digits. Typing a JobId does not load a job.
- **Load Active Job** loads the job again. Tap it after the CRP approves the JSA, or after the job has been changed.
- Leave **Aircraft Planned (T50, M3M or Air 3)** as set from the job. Changing it changes the wind limits shown and the aircraft written on the pre-flight record, not the job.

If the JSA is not approved

Ops Manual: 2.2.3, Flight authorisation (p. 25), **F1 Section 3, Approval** (p. 53)

Ops accepts a pre-flight only when the CRP has approved the job's JSA. Otherwise one of these notices shows under the pills when the job loads. See [JSA \(Job Safety Assessment\)](#).

- "⚠ JSA is NOT completed for this job. Please complete the JSA before pre-flight." The job has no JSA.
- "JSA is submitted but not Chief Pilot approved yet (current status: Submitted). Pre-flight is blocked until approval." The status in brackets can also read Rejected or Unknown.

A notice also shows when the JSA has been amended, or the CRP has changed the job's pilot, site or expected date, after your pre-flight. Wait for the CRP to approve before you fly, then tap **Load Active Job** and check the notice has gone.

Chief Remote Pilot: an approval goes back to Submitted when you change the job's pilot, site or expected date on **Edit Job**, and when an amended JSA is submitted. Ops sends no e-mail about this, so tell the pilot.

If the aircraft is unserviceable

Ops Manual: 2.3.3, Pre-operational serviceability (p. 26), **F2.2, Part 2 - Defect log** (p. 56)

Ops checks the job's aircraft type for a serviceable aircraft when the job loads and again when you submit. If it will refuse, a notice starting "🔴" shows under the pills. If Ops cannot make that early check, there is no notice.

Either way, at submit the line under the button reads "Not submitted." followed by the same text. Words in [square brackets] stand for details Ops fills in.

Ops will refuse: "[aircraft] is unserviceable, so a pre-flight cannot be submitted (Ops Manual 2.3.3): [reasons]. It returns to service when the Maintenance Controller releases it on the Technical Log." Every active aircraft of the job's type has an open major defect, or maintenance the Maintenance Controller (MC) has not released. Nobody can override this, and Ops records each refusal. Tell the MC. After the release, tap **Load Active Job** and submit again. See [Technical Log](#).

Before you fly, also check:

- The aircraft you will fly, on **Technical Log**, when more than one aircraft of the job's type is in service. The refusal is by type.
- The maintenance banner on **Flight Log**, for scheduled maintenance that is due or overdue. See [Flight Log](#).
- That the aircraft is still serviceable. If it becomes unserviceable after the pre-flight, do not fly it until the MC releases it.

A check-flight job

Ops Manual: 3.4, Post-maintenance test flights (p. 37)

A check-flight job is a **Test** job started from an entry on **Technical Log**, for the flight the MC requires after maintenance. When the loaded job is one, and maintenance on the aircraft is waiting on a check flight, a box under the pills reads as below. Read it before you fly.

"Post-maintenance check flight ([maintenance type]). The Maintenance Controller requires this flight to cover: [what the MC set]"

This is the one pre-flight Ops accepts while the aircraft is unserviceable. If Ops refuses it, the message for a **Test** job ends with one of these sentences:

The message ends with	What to do
"This job is not a check flight started from the Technical Log." or "This check-flight job is closed."	Start a check-flight job from the entry on Technical Log . See Technical Log .
"No maintenance on this aircraft is waiting for a check flight.", "[maintenance type] is waiting for the Maintenance Controller's check-flight decision.", "[maintenance type] needs no check flight but has not been certified yet; the Maintenance Controller certifies it first." or "A major defect on this aircraft is not addressed by the work awaiting release."	Ask the MC.
"The Chief Remote Pilot has not authorised this check flight yet: its JSA is not approved."	Wait for the CRP to approve the job's JSA.
"What the check flight must cover was set after this job was authorised. Start a new check-flight job so the Chief Remote Pilot authorises the flight as it now stands."	Cancel this job on Complete Job , or complete it if it has logged flights. Then start a new one from the entry. Ops allows one open check-flight job for an aircraft at a time.

Chief Remote Pilot: JSA Approval Queue shows what a check flight must cover. Ops treats your approval of the job's JSA as the authorisation of the flight.

Live Conditions

Ops Manual: 2.4.15, Environmental and weather limitations (p. 31)

Note: the card reads "Advisory only — the pilot remains responsible for the weather/wind checks below." It does not stop a submit or tick anything, and none of its figures are saved with the pre-flight.

- The card shows the latest observation from the online DPIRD weather station nearest to your device, not to the site on the job, however far away that station is. Check its distance on the line under the heading.
- If that line reads "open-meteo", the figures come from a forecast model, not observations, and gust is set equal to wind.
- A box compares the wind with the limits for the aircraft in **Aircraft Planned. T50:** steady wind 1.5 to 6 m/s only, so read the **Gust:** figure yourself. **M3M:** wind up to 11 m/s, gust up to 12.5 m/s. **Air 3:** wind and gust up to 10.7 m/s. Temperature, humidity and Delta-T are not compared with anything.
- The box turns amber and starts " ⚠️ " when wind or gust is outside those limits, or any rain is recorded today.
- Tap  **Refresh** once the job has loaded, and again after you switch job, so the box uses that job's aircraft.

Pre-Flight Checks

Ops Manual: 2.3.3, Pre-operational serviceability (p. 26), **2.4.2, Ensuring operations do not pose a hazard** (p. 26), **2.4.6, Operations near people** (p. 27), **2.4.8, Operations near aerodromes** (p. 29), **2.4.10, Operations at night** (p. 30), **2.4.15, Environmental and weather limitations** (p. 31), **3.1.2, Daily inspection schedule** (p. 36), **D1.2, General operating requirements in controlled airspace** (p. 42), **D2, Operations within the relevant airspace of a non-controlled aerodrome or HLS** (p. 43)

- The page will not submit without these seven checks: **Weather suitable for flight, Wind within limits, Visibility acceptable, Airspace checked, Takeoff/landing area safe + alternate identified, Aircraft condition OK** and **Batteries checked**. They are not marked as required on screen, and "Please tick the required pre-flight checks." does not say which one is missing.
- It also needs **Operational risk flags reviewed** ("Please confirm operational risk flags were reviewed.") and the acknowledgement ("Please confirm the pilot acknowledgement.").
- It submits without **NOTAMs checked (if applicable), Exclusion zone established** and **RTH / failsafe settings confirmed**.
- The four boxes under **Operational Risk Flags (CASA)** are answers, not checks: **Controlled airspace operation, Near aerodrome operation, Operation over/near people** and **Night operation**. A tick means yes, it applies. No tick is recorded as no. Then tick **Operational risk flags reviewed** to confirm you considered all four.

This is what the page enforces, not which checks you may skip. Every box is recorded as ticked or not ticked.

Site GPS location

When the page opens it asks your device for its position and waits up to 20 seconds. Tap **Get location** at any time to take the position again.

At submit, Ops uses the captured position if it is less than 10 minutes old. Otherwise the page tries again for up to 20 seconds. If you have moved, or switched job, since the box last read "Captured", tap **Get location** and check it shows the new time before you submit.

Ops will refuse: "The pre-flight needs the site's GPS location." followed by the problem shown in the GPS box, or by "Tap Get location, then submit again." The message can have "Submit failed (400):" in front, with slightly different words after the first sentence. Ops has no GPS position for the pre-flight, and nobody can override this. Fix the problem, tap **Get location** until the box reads "Captured", then submit again.

Ops saves the position, its accuracy and the time your device took it. For how far each flight was from it, see [Flight Log Review](#).

More than 1 km from the site

If the captured position is more than 1 km from the job's site on the client register, the GPS box adds, for example, "⚠ 3.2 km from Example Client · Home Block on the client register: check this is the right job." At submit the browser then asks, before anything is sent, starting "You are 3.2 km from Example Client · Home Block, the site on this job." This is a question, not a refusal.

- **Cancel:** nothing is sent. The line under the button reads "Not submitted. Check the job, or submit again and press OK to confirm."
- **OK:** the pre-flight is submitted for this job. Ops records the distance and that you confirmed it.

There is no distance and no question when the job's site has no position on the client register.

This job already has a pre-flight

If the job already has a pre-flight, Ops asks before it records another. This includes a second tap on **Submit Pre-Flight** after "Pre-Flight submitted ✅". A pop-up headed **This job already has a pre-flight** lists up to five recorded pre-flights.

- **Switch job:** nothing is submitted and the job picker opens. Use it if you are flying a different job today: this pre-flight and every flight after it would otherwise be filed under the wrong job. Choose the right job, go through the checks again for it, then tap **Submit Pre-Flight**.
- **Same job — record another pre-flight:** for when you are back on the same job for another day of flying. The pre-flight is submitted, and Ops records that you confirmed it.
- A tap outside the pop-up closes it. Nothing is submitted and no message is shown.

Chief Remote Pilot: changing a job's pilot on **Edit Job** clears the job's pre-flight, and Ops refuses flights logged on **Flight Log** for the job until a new one is submitted. The earlier record is kept, so the new pilot gets this pop-up and taps **Same job — record another pre-flight**.

After you submit

Your acknowledgement is stamped with your Microsoft sign-in, not with the name shown on the page. The job's stage becomes **Ready to fly**, or stays **Flying** if the job has already flown. No e-mail is sent. To see past pre-flights, open **Reports & Logbooks** on the home screen, then **Preflight Register**.

If something goes wrong

Messages show on the line under **Submit Pre-Flight** unless the table says otherwise. **When Ops says no** lists the refusals from every page.

What you see	Why	What to do
"No Active job found. Paste JobId manually."	There is no open job in Ops.	Start a job: tap Start Job on the strip, or Switch job and then Start a new job . Typing a JobId does not load a job.
"Please enter JobId or tap Load Active Job.", "The job's location has not loaded: tap Load Active Job (the location comes from the job)." or "Submit failed (400): JobId not found"	No job is loaded, its details are not on the page, or the JobId box does not hold a real job.	Tap Load Active Job , or Switch job (or Choose job) on the strip.
"Please select Aircraft Planned."	Aircraft Planned is not set. This happens when the job's aircraft is not spelt as one of the three in the list.	Select the aircraft that matches the Aircraft: pill.
"Please enter Acknowledged by (pilot name)."	The page has no name for you. Not normally seen.	Sign out, sign in again and reopen the page.
"JSA must be approved by Chief Pilot before pre-flight submission (current status: Submitted)." (the status can differ), or "Submit failed (400): JSA must be approved by Chief Pilot before pre-flight submission."	The JSA is not approved, or the approval was withdrawn after the page loaded. The page keeps the status from when the job loaded and does not notice a later approval.	Once the CRP has approved, tap Load Active Job , check the notice has gone, then submit again.
A notice starting "  ", or "Not submitted.", then a message starting "This job's aircraft ([aircraft on the job]) is not an active aircraft in the register"	No active aircraft on the aircraft register matches the aircraft on the job.	Ask the CRP. Changing Aircraft Planned on this page does not help. A job's aircraft cannot be edited, so the fix is on the aircraft register or a new job with the right aircraft.
The GPS box reads a message starting "Location is blocked for this site.", "Still searching for GPS.", "No location available.", "This device can't provide a location." or "The device returned no usable position."	The device gave Ops no position.	Do what the rest of the message says, then tap Get location .

What you see	Why	What to do
The GPS box adds a line starting "Low accuracy: the device may be using Wi-Fi rather than GPS."	The position is accurate to worse than 100 m. Ops still accepts it.	Nothing is stopped. For a better position, step into the open and tap Get location .
In Live Conditions : "Location unavailable — allow location access, then tap Refresh.", "Weather unavailable" and a number, or "Weather fetch failed."	The card could not load. This does not stop a submit.	Allow location, then tap ↺ Refresh .
"Network error." after you tap Submit Pre-Flight , or the sign-in page opens	Ops could not be reached, or its answer did not come back.	Check your connection and tap the button again without reloading the page. If the sign-in page opened, sign in, open Pre-Flight and do the checks again. If the pop-up This job already has a pre-flight then lists a pre-flight you submitted a moment ago, the first one was saved: tap outside the pop-up.

10. Flight Log

Flight Log records one flight at a time. You tap at take-off and at landing, and Ops saves the times with the aircraft, the battery and the job. You also report defects here.

Where to find it: home screen, **Flight Operations**, **Flight Log** tile.

Who can use it: remote pilots and the Chief Remote Pilot (CRP). The tile is on the **Flight Operations** card. Check the pilot name at the top right of the page is yours: the flight is saved under it.

Ops Manual: 2.5, Post-flight administration (p. 31), **F2.3, Part 3 - Daily inspection and time in service log** (p. 57)

Which aircraft you log here

M3M and Air 3 flights are recorded only on this page. Once loading from the aircraft is switched on, T50 flight records come from the aircraft's own log and are approved on **Flight Log Review**. The home screen then shows the **Flight Log Review** tile. Until then, T50 flights are logged here.

A T50 flight logged here counts like any other until the aircraft's records for that job are approved. **Flight Log Review** then shows a ticked box, **Void the phone-logged flights when loading (recommended)**. With it ticked, every flight logged here for that job is voided, and its minutes and battery cycle are taken off again. See [Flight Log Review](#). On a T50 job you can still report a defect here.

Log a flight on a job

Ops Manual: 1.5.2, Initial training (p. 19), **2.4.12, Operations outside of VLOS** (p. 31), **Appendix B, List of RPAS types operated** (p. 39)

Open **Flight Log** while you have a connection, and leave it open until the flight is submitted. Without one the **Aircraft** list is empty, so nothing can be submitted or queued.

1. Check the job and its stage. The strip at the top reads **Working on**, your job and **Ready to fly** or **Flying**: do not fly at any other stage. **Job Flight** is selected under **Flight Mode**, and the banner reads "Linked to job". For another job, tap **Switch job**.
2. Check **Aircraft**. Ops selects the first aircraft of the type planned for the job: choose it yourself if the box still reads **Aircraft**, or if the list has more than one of that type. Then read the maintenance banner above the job card.
3. Choose **Battery ID**.
4. Check **Operation Type**, which is filled from the job. Leave **VLOS** or choose **BVLOS**.
5. Optional: tap **CAPTURE GPS**.
6. At take-off, tap **TAKE OFF**.
7. At landing, tap **LAND**.
8. Add **Notes (optional)** if needed, then tap **SUBMIT FLIGHT**.
9. Wait for "Submitted successfully." If you see "⚠ Flight submitted. Training notice:" and a notice about your training records, the flight is saved too. A flight shown as queued has not been saved in Ops.

For the next flight, choose the battery again and go from step 6. Ops clears the battery, notes and times and goes back to **VLOS**. It keeps the rest, including the GPS position, so capture again if you move.

Note: the times are held only on the open page until Ops answers. If you reload or leave the page, or are sent to the sign-in page, before then, they are lost: tell the CRP. You cannot type a time or enter a flight afterwards on this page.

- The times are the phone's clock at each tap, so a late tap records a late time. A second tap on **TAKE OFF** changes nothing and gives "Takeoff already captured." **Takeoff time** and **Landing time** show UTC, which is 8 hours behind Perth.
- To throw away a wrong tap, tap **NEW FLIGHT**. It clears the times, battery and notes without asking. There is no other way to undo or change a time.
- Every flight Ops saves adds its minutes to the aircraft's airframe time and one cycle to the battery. The minutes are rounded to the nearest whole minute: a flight under 30 seconds is saved as 0 minutes, adds nothing to airframe time and still adds a battery cycle.
- A saved flight cannot be changed here. Flights are corrected or voided on **Flight Corrections & Voids**, under **Reports & Logbooks**: see [Audit logs and flight corrections](#).
- **Battery ID** lists the batteries registered for the aircraft's type that have not been retired. The CRP adds and retires batteries on **Add / Edit Accessories**.
- When you change **Aircraft** yourself, a line under it shows the aircraft's ReOC status. It is information only, and Ops saves the status with the flight.

The job the flight is saved against

Ops Manual: 2.2.3, Flight authorisation (p. 25), **2.3.1, Validation of operational documentation** (p. 25), **F1 Section 3, Approval** (p. 53), **F1 Section 4, Flight log** (p. 54)

The page loads the job you last chose, or else the one open job assigned to you, or else the only open job in Ops. You can change **Location / Property** (required) and **Site / Block ID (optional)** for the flight. **Reload Active Job** reads the job again: it puts back the job's location, block, operation type and planned aircraft, and clears the battery but not the times.

Ops refuses a job flight logged on this page when the job's pre-flight has not been submitted, its JSA is not approved (including an amended JSA waiting for approval), or the job has been completed or cancelled: see [Pre-Flight](#). It refuses any flight for an aircraft that is no longer active in the aircraft register.

If the JSA has been amended, or the CRP has changed the job, since your pre-flight, open **Pre-Flight** before you fly and check that no JSA notice shows under the pills.

Ops will refuse: "Network issue — queued for upload." You see this when the connection fails, and also when Ops refuses the flight. Either way the flight has not been saved in Ops. Open **Flight Log** again with a good connection. If **Queued:** does not return to 0, tell the CRP, and do not clear the browser's data.

Log a test or non-job flight

1. Under **Flight Mode**, choose **Test / Non-Job Flight**.
2. Type the location in **Location / Property**.

3. Choose **Aircraft**, **Battery ID** and **Operation Type**, which is cleared every time you change to this mode.
4. Tap **TAKE OFF**, **LAND** and **SUBMIT FLIGHT** as for a job flight.

A flight in this mode is saved without a job, and still counts toward airframe time and battery cycles. When the page finds no open job, it changes to this mode by itself: check **Flight Mode** before you fly a job. To go back to a job, choose **Job Flight** and then tap **Reload Active Job**.

When maintenance is due or overdue

Ops Manual: 2.3.3, Pre-operational serviceability (p. 26), **3.1.1, Periodic inspection schedule** (p. 36), **F2.1, Part 1 - Maintenance schedule and log** (p. 55)

With an aircraft selected, a banner above **Active Job / Flight Context** names its most urgent maintenance item, if its type has a maintenance schedule. Amber () means the item is due within 60 minutes of flight time or within 14 days: warning only. Red reads "  [aircraft]: [item] is OVERDUE", with the words in square brackets filled in by Ops, and the **Maintenance Override Required** card reads "This aircraft has overdue maintenance. You must record an override reason and approving person before submitting this flight." The page will not send the flight until both are entered:

1. Type the name of the approving person in **Approved By**.
2. Type the reason in **Override Reason**.
3. Tap **SUBMIT FLIGHT**.

Ops saves both entries, as typed, with the flight and lists it on the **Maintenance Override** page. The override covers one flight. The item stays overdue until it is signed off: see [Technical Log](#). On a job whose flights come from the aircraft's own log, if the banner is red, ask the CRP before you fly.

Note: before every flight, check the banner is showing for your aircraft. If it is not, change the selection in **Aircraft** and choose your aircraft again, or tap **Reload Active Job**. The banner needs a connection. It shows scheduled maintenance only, not defects.

Chief Remote Pilot: Ops sends no e-mail when an override is recorded, so check the **Maintenance Override** page.

Report a defect

Ops Manual: 2.3.3, Pre-operational serviceability (p. 26), **3.3, Recording of defects and maintenance** (p. 37), **F2.2, Part 2 - Defect log** (p. 56)

Who can use it: staff with flight operations or maintenance access, and the Maintenance Controller (MC).

1. Under **Flight Details**, check that **Aircraft** shows the aircraft with the defect.
2. Tap **Report a defect** in the **Active Job / Flight Context** card. The page moves down to the card  **Report a defect (F2 Part 2)**.
3. Type what is wrong in **Describe the defect...**
4. Under **Class (choose one)**, choose **Major: may affect safety (no further flight)** or **Minor: will not affect safety**.

5. Tap **Submit Defect**.

You see "Minor defect entered in the Technical Log." or "⚠ Major defect entered in the Technical Log. The aircraft is unserviceable: do not fly it again until the Maintenance Controller releases it."

- The defect is saved under your sign-in name, against the job loaded on the page. In **Test / Non-Job Flight** mode, or with no job loaded, it is saved without a job.
- It appears at once in the **Defect log** card on the **Technical Log** page: see [Technical Log](#).
- Reporting a defect here does not close out the job: see [Complete Job](#).

Note: after a Major defect, do not fly the aircraft again until the MC releases it, including on a job that already has its pre-flight. Ops sends no e-mail about a defect, so tell the MC. For the effect on the next pre-flight, see [Pre-Flight](#). Flights flown while the aircraft is unserviceable are listed on the **Technical Log** for the MC's review.

Maintenance Controller: Ops does not e-mail or notify you about a defect reported here, so check the **Technical Log** tile.

Working with a poor connection

The **Online** or **Offline** pill at the top of the page is what the phone reports about its own connection, not whether Ops is answering. The **Queued:** pill counts the flights kept on this phone, waiting to be sent.

- The queue is sent only when **Flight Log** is opened or reloaded, or when the phone comes back online while **Flight Log** is open. There is no button to send it.
- When the page opens with flights queued, give the upload a minute to finish before you submit a new flight, so the two do not overlap. Another message can replace "Uploading queued flights..." while it is still running.
- A queued flight has not been saved in Ops. It is kept only in the browser on that phone: you cannot open or remove it, the CRP cannot see it, and clearing the browser's data for Ops deletes it. Send your queued flights before anyone else signs in on the phone.

Tip: if the pill reads **Online** but the connection is too weak for Ops to answer, the page can open the sign-in page, and the flight on the screen is lost, not queued. With a poor signal, switch the phone itself to flight mode (aeroplane mode) before you tap **SUBMIT FLIGHT**, and check the pill reads **Offline**. Turn it off again between flights.

If something goes wrong

What you see	Why	What to do
"Several jobs are open. Choose the one you are working on." or "New day: confirm the job you are working on."	More than one open job could be yours.	Tap your job in the list.

What you see	Why	What to do
"Shared active job loaded (assigned pilot: [name])."	The only open job in Ops is assigned to another pilot.	Check it is your job, and check its stage on the strip. If it is not yours, start your own: see Starting, changing and cancelling a job .
"Job loaded — stage: [stage]. Flights need an approved JSA and a completed pre-flight."	The job is not ready for flights, and Ops refuses a flight logged for it.	Do not fly yet. Finish the steps the job needs, tap Reload Active Job and check the stage reads Ready to fly .
"No active job found." or "No active job found. Switched to Test Flight."	There is no open job. Flight Mode has changed to Test / Non-Job Flight by itself.	For a job flight, tap Switch job, Choose job or Start Job on the strip. Then choose Job Flight and tap Reload Active Job .
"Could not load active job."	Ops did not answer, or answered with an error.	Check the connection and tap Reload Active Job .
The banner reads "Job Flight selected. Load an active job before submitting.", or SUBMIT FLIGHT answers "No active job found. Load an active job or switch to Test Flight."	Job Flight is selected but the page holds no job. After changing to Test / Non-Job Flight and back, the banner can still read "Linked to job".	Tap Reload Active Job , or tap Switch job or Choose job on the strip and tap your job. Choose the battery again. Your times are kept.
The Aircraft list has nothing to choose	The aircraft list did not load.	Reload the page when you have a connection. A reload clears a flight in progress.
"GPS permission denied.", "GPS position unavailable.", "GPS capture timed out.", "GPS not supported on this device/browser." or "Unable to capture GPS."	The phone gave no position.	Allow location for the site in the phone's settings, or try again with a clear view of the sky. You can submit the flight without GPS.
"Please select Aircraft.", "Please enter Location / Property.", "Please select Operation Type.", "Please select Battery ID.", "Please tap TAKE OFF." or "Please tap LAND."	That item is missing.	Fill it in and submit again.
"Aircraft type missing."	The aircraft has no type in the aircraft register.	Tell the CRP. The register is kept on Add / Edit Aircraft .
"Please enter Approved By for the maintenance override." or "Please enter a Maintenance Override Reason."	The red overdue banner is showing and that box is empty.	Fill in both boxes in Maintenance Override Required .
"Offline — queued for upload.", "Network issue — queued for upload.", or "Some queued flights still pending." and a number	The flight is kept on the phone and has not been saved in Ops. The phone was offline, the connection failed, or Ops did not accept the flight.	Open Flight Log again with a good connection. If the pill does not return to Queued: 0 , tell the CRP and do not clear the browser's data.

What you see	Why	What to do
"Already submitted (duplicate prevented)."	Ops already holds this flight. Nothing new was saved.	Tap NEW FLIGHT for the next flight.
"⚠ Flight submitted. Training notice:" and a notice about induction training (F4) or lapsed training currency	The flight is saved.	Talk to the CRP about your training records.
"Choose the aircraft (Flight Details below) first.", "Please describe the defect." or "Choose whether the defect is Major or Minor."	That item is missing.	Fill it in and tap Submit Defect . Aircraft is in the Flight Details card, further up the page.
"Not saved: An active staff record with the flight operations or maintenance permission is needed to write to the technical log."	Your sign-in has no active staff record with that access.	Tell the CRP straight away so the defect is entered.
"Not saved: Session expired" or "Not saved: Verified sign-in required. Please sign in with Microsoft."	Your sign-in has lapsed, or the connection dropped while the phone still reported Online . The sign-in page opens and what you typed is lost.	Sign in and report the defect again.
"Not saved: Aircraft not found or inactive", "Not saved: The job this defect names was not found." or "Not saved:" and other words or a number	The aircraft is not active in the register, the job held on the page no longer exists, or Ops could not save the defect. Your text stays in the card.	Tap Reload Active Job , check Aircraft , then tap Submit Defect again. If it repeats, report the defect on the Technical Log page and tell the CRP.
"Network error: not confirmed. Tap Submit again (it will not be saved twice)."	The phone has no connection. Defects are not queued.	Leave the card open and tap Submit Defect again when you have a connection.

For messages that are the same on every page, see [When Ops says no](#).

11. Flight Log Review

Flight Log Review shows the flights Ops has taken from the aircraft's own log. You approve them here to load them into the flight records, and you look here when a job's flights have not arrived.

Where to find it: home screen, **Flight Operations**, **Flight Log Review** tile. **Complete Job** and **Technical Log** link to it, and so do the e-mails Ops sends about missing flights.

Who can use it: everyone with the **Flight Operations** card on their home screen. The page shows every job's flights. The pilot who submitted a job's pre-flight and the Chief Remote Pilot (CRP) approve and reject that job's flights. Only the CRP moves flights, loads flights that have no job, and records that no flights were flown.

Ops Manual: 2.5, Post-flight administration (p. 31), **F2.3, Part 3 - Daily inspection and time in service log** (p. 57)

Note: Times are Perth time (AWST). The page does not refresh itself: reload it to see what someone else has changed.

Maintenance Controller: Technical Log can hold an aircraft's release to service while its flights are waiting here. The pre-flight pilot or the CRP loads or rejects them. See [Technical Log](#).

Approve your job's flights

You can do this when you submitted a pre-flight for the job and the job is not yet completed. The CRP can do it for any job that is not cancelled. Until a flight is approved, it is not in the flight records, the airframe time or the battery cycles.

1. Open **Flight Log Review** and find the job's card.
2. Check that each row belongs to this job. Every flight starts ticked. Untick any flight you are not loading now.
3. Read any amber box on the card. See "What a job card shows" below.
4. If the card says flights were logged on the phone for this job, decide whether to leave **Void the phone-logged flights when loading (recommended)** ticked. It voids every phone-logged flight on the job, whatever the aircraft, not only the flights ticked. When you approve part of a job, untick it and tick it with the last batch. If a phone-logged flight was flown with a different aircraft, untick the box and tell the CRP.
5. Tap **Approve and load**. Read the pop-up: it gives the number of flights, the job, the job's pre-flight pilot and any phone-logged flights that will be voided. Then tap **Approve and load** again to confirm.
6. Wait for the green message that starts "Loaded".

What approving does:

- Each flight is recorded under the pilot who submitted the pre-flight, not the person who approves or the account signed in on the controller. Your sign-in is kept as the approver.
- Airframe time and battery cycles go up for every flight, **Auto** or **Manual hop**. A voided phone-logged flight's time and cycle come off.
- It is all or nothing. If Ops refuses one ticked flight, none of them load. Each approval covers one job card.

Ops will refuse: A flight with a red pill in the **Battery** column. The message ends "is not in the battery register; add it under Admin, Accessories". Untick that flight, load the rest and tell the CRP. Do not reject it.

What a job card shows

What you see	What it means
" · completed" after the job number	The job is already closed. Only the CRP can load flights onto it.
Amber box starting "2 flights are more than 1 km from where the pre-flight was done."	Check that the flights with a red pill in From pre-flight belong to this job. If one does not, untick it and tell the CRP, who can move it.
"The pre-flight has no GPS position recorded."	Ops cannot show distances for this job.
Amber box starting "3 more flights flown for this job"	Those flights are still on the remote controller. Approve what is here, then see "If your flights are not there". The job cannot be closed until they are in.
The same box, ending, for example, "One of them may also belong to job EX-0002 (Example Farm); both jobs wait for it."	Ops cannot tell which of the two jobs that flight belongs to until its record arrives.

The note under the **DJI record** number says why Ops put a flight on this job. Ops matches waiting flights to jobs again at every check, so a pre-flight submitted late can still pick up flights that took off after it, or up to 30 minutes before it.

Reject a flight

Reject only a duplicate, or a record that is not a flight. A rejection cannot be undone in Ops. You can reject on a job card when you can approve it. Under **Flights without a job**, only the CRP can reject.

1. Every flight starts ticked. On the card, leave ticked only the flights to reject.
2. Tap **Reject selected...** and check the number in the pop-up.
3. Type the reason. It is required. Ops keeps the first 500 characters.
4. Tap **Reject**. Ops shows "Rejected."

The flight stays on file as rejected, with your reason, your sign-in and the time. Ops never offers it again. The airframe time and battery cycles do not change. If every flight for a job is rejected, the job goes back to **Jobs waiting for flights from the aircraft**.

Check for new flights now

Everyone who uses this page can do this. The check reads only what the DJI download, the separate service that copies flights from DJI, already holds. It cannot pull flights off the controller.

1. Tap **Check for new flights now**.
2. Read the result. A red result ending "could not be taken in: see "Flights Ops could not take in" below." means some flights were refused.

If your flights are not there

Ops takes in new flights every 30 minutes. The status line under the page heading says: "new flights appear here within about 30 minutes of the controller uploading." **Complete Job** and the morning e-mail about missing flights say "within about an hour". Flights that took off before the start date set for this feature never appear here.

1. Allow that time.
2. If an amber box under the status line starts, for example, "3 flights are still on the remote controller", do what it says: "Turn the controller on, connect it to the internet (a phone hotspot is the most reliable), open the Agras app and leave it for 15–20 minutes. Their jobs can't be closed until they arrive." The morning e-mail adds: "In the Agras app check the signed-in account and team (User Info), and that the upload switches under General Settings, Privacy Settings are on."
3. If the status line ends, for example, "DJI is still processing 3 uploaded flights.", wait.
4. Tap **Check for new flights now**.
5. Look for your job under **Jobs waiting for flights from the aircraft**, and for the flights in the other sections below. If a flight is on a different job's card, tell the CRP, who can move it.
6. If nothing was flown on the job, ask the CRP to record that.

The other sections of the page

Each section shows only when it has something in it.

Flights without a job

No pre-flight covers these flights: none was submitted that day for that aircraft type, or the flight took off more than 30 minutes before the day's first pre-flight. Ops matches by day, so on a job flown over more than one day, flights on a day with no pre-flight come here. Only the CRP has tick boxes and buttons here: tell the CRP which job the flights belong to.

Flights Ops could not take in

The DJI download has these flights, but Ops could not put them up for approval. Nothing needs doing on the controller: Ops tries again every 30 minutes, and the CRP is e-mailed. The job a flight belongs to cannot be closed until a later check takes the flight in.

If the reason is an aircraft that "is not in the aircraft register (Admin: Add / Edit Aircraft)", the CRP adds it on **Add / Edit Aircraft** and the flight comes through at the next check. For any other reason, the page says: "anything else needs a fix to the Ops software."

Jobs waiting for flights from the aircraft

Why says where the job's missing flights are:

- "nothing has arrived from the aircraft" or "3 on the controller": get the controller online.
- "2 in DJI, not downloaded yet": wait. Nothing needs doing on the controller.
- "1 refused by Ops": a fault on the Ops side. Nothing needs doing on the controller. The CRP is e-mailed.

"flights loaded, more owed" under a job number means the job is still owed flights that are on the controller, in DJI or refused by Ops. That job cannot be closed until they are in.

Note: The morning e-mail goes only for jobs with nothing received, starting the morning after the pre-flight. A job marked "flights loaded, more owed" gets no e-mail: watch this page. See [E-mails Ops sends](#).

Reviewed in the last 14 days

Every flight loaded or rejected in the last 14 days, newest first, with the sign-in of whoever reviewed it. If your flight does not show **Loaded** on the right job, tell the CRP.

Chief Remote Pilot: put flights on the right job

Moving does not load a flight: it waits on the other job's card for approval.

1. Leave ticked only the flights to move.
2. Tap **Move selected to another job...** on a job card, or **Put selected on a job...** under **Flights without a job**.
3. In the pop-up, choose the job, or **No job (flight outside a job)**.
4. Type the reason. It is required.
5. Tap **Move**. Ops shows "Moved."

The pop-up says: "The pilot becomes the pilot of that job's pre-flight in force at take-off." If none was in force, Ops uses the job's first pre-flight. The list holds jobs that are not cancelled and were last flown in the past 45 days, or created in that time if never flown. Completed jobs are in it.

Note: Ops never matches a moved flight again on its own. That includes a flight moved to **No job (flight outside a job)**, even if a pre-flight is submitted later.

Chief Remote Pilot: load flights outside a job

This is for flights under **Flights without a job** that belong to no job.

1. Under **Flights without a job**, leave ticked only the flights to load.
2. Tap **Load selected as flights outside a job**.
3. Read the pop-up. It names the pilot the flights are recorded under, and says: "Use this for maintenance, test or ferry flights."
4. Tap **Load**. Ops shows, for example, "Loaded 2 flights outside a job."

Airframe time and battery cycles move as for any approval. Phone-logged flights are not voided.

Chief Remote Pilot: record that no flights were flown

Use this for a job that had a pre-flight but was never flown. Be sure nothing was flown: this page has no button to withdraw the confirmation.

1. Under **Jobs waiting for flights from the aircraft**, find the job. **No flights flown...** is offered only on a row where **Why** reads "nothing has arrived from the aircraft". It is never offered on a row marked "flights loaded, more owed".
2. Tap **No flights flown...** and read the pop-up.
3. Type the reason. It is required.

4. Tap **Confirm**. Ops shows, for example, "Recorded: no flights flown on EX-0001." If Ops refuses, see "If something goes wrong".

The job leaves the list, its morning e-mails stop, and it can be closed on **Complete Job** without flights from the aircraft. If flights for the job turn up later, Ops holds the job until they are in and reviewed here: before it is closed, check the remote controller for any more.

If something goes wrong

A red message starts with what failed, for example "Not loaded:". The table gives the part that follows.

What you see	Why	What to do
No Flight Log Review tile on the home screen	The feature is off, you do not have Flight Operations , or the home screen could not check (for example, no signal).	Reload the home screen when you have signal. If it is still missing, ask the CRP.
"Loading flights from the aircraft's log is not switched on yet. Keep logging flights on the Flight Log page." or "Flight import from the aircraft log is not switched on yet."	The feature is off.	Log flights on Flight Log . See Flight Log .
"Could not load the flights:" and a reason, with "Unavailable" in the status line	No connection, or Ops could not answer.	Check your signal and reload the page.
A red message with a connection error straight after you confirmed	The connection dropped. The action may still have gone through.	Reload the page and check Reviewed in the last 14 days before you try again.
Status line: "DJI download needs attention" with a reason in brackets, or "The state of the DJI download could not be read."	The fault is on the download side, or Ops could not read its status. While "needs attention" shows, Complete Job may hold jobs: see Complete Job .	Reload the page later (after about 30 minutes for "needs attention"). If it stays, tell the CRP.
"Tick the flights to load first." (or "reject", or "move"), or the confirm button in a pop-up does nothing	No flight on that card is ticked, or the reason box is empty.	Tick the flights, or type the reason, and tap again.
No buttons, and "Waiting for A. Pilot or the chief pilot to approve."; or a message starting "Only the", "Flights outside a job can only be approved by the chief pilot" or "Job EX-0001 is completed; only the chief pilot can load flights onto it"	You are not a pre-flight pilot of that job as Ops has it, the job is completed, or the action is for the CRP only.	Ask the pilot named, or the CRP. On a completed job, only the CRP can approve. If you did submit the pre-flight and the job is not completed, tell the CRP, who checks your staff record.
"Job EX-0001 is cancelled; the chief pilot must reassign these flights"	Nobody can load flights onto a cancelled job.	The CRP moves the flights to the right job, or to no job, then approves.

What you see	Why	What to do
"Some of the selected flights were already reviewed; refresh the page", "Some of the selected flights no longer exist", "The job no longer exists", "Job not found.", "Approve one job's flights at a time", "No flights selected", or a message starting "Select the flights" or "Choose the job"	Your screen is out of date: someone else loaded or rejected a flight, or your earlier tap went through. The page normally stops the last four before they are sent.	Reload the page, check Reviewed in the last 14 days , then try again.
A red pill in the Battery column, or a message ending "is not in the battery register; add it under Admin, Accessories"	When Ops took the flight in, the battery was not in the battery register, or the aircraft's record did not name one battery.	Untick that flight and load the rest. Do not reject it. Tell the CRP, who keeps the battery register on Add / Edit Accessories . Adding the battery covers later flights only: a flight already waiting needs a fix by the administrator.
A message ending "nothing was loaded", "aircraft is not in the aircraft register", "no pre-flight pilot to attribute the flight to" or "is not in the battery register", or containing "has no row for"	A safety check found that loading would leave the airframe time or a battery's cycles out of step with the flight records. Or the flight has no registered aircraft, or is on a job but has no pilot. Or the aircraft has no airframe time total, or the battery has no cycle count, set up in Ops.	Do not keep trying. Tell the CRP.
"Choose an existing job that is not cancelled." or "That job has no pre-flight, so there is no pilot to attribute the flights to."	CRP, moving: the job was cancelled or removed after the page loaded, or it has no pre-flight.	Reload the page. Choose a job that has a pre-flight, or No job (flight outside a job) .
"No flights flown cannot be recorded for job EX-0001:" and a reason, or "Flights from the aircraft are already on job EX-0001; review them instead."	CRP: the aircraft's log holds something for the job (on the controller, in DJI, or refused by Ops), Ops cannot confirm the log is complete, or the job already has flights waiting or loaded.	Deal with what the message names, then try again. The reason is worded as it is on Complete Job : see Complete Job .
"Check failed:" and a reason, or a message ending "The list of flights Ops could not take in could not be updated; tell the chief pilot."	Ops could not run the check, or ran it but could not update that section.	For "Check failed:", try again in a few minutes. If it keeps failing, tell the CRP. For the other message, tell the CRP.

For sign-in and connection messages, see [When Ops says no](#). For a message Ops gives when you close the job, see [Complete Job](#).

12. Complete Job

Complete Job closes a job when the flying is finished. You record the outcome, the products applied, two close-out questions and any defect. The same page cancels a job that did not fly.

Where to find it: home screen, **Flight Operations**, **Complete Job** tile.

Who can use it: everyone with the **Flight Operations** card on their home screen can open the page. Only the job's pilot, a pilot who submitted a pre-flight for the job, or the Chief Remote Pilot (CRP) can complete a job.

Ops Manual: 2.5, Post-flight administration (p. 31), **F1 Part B** (p. 54), **F1 Part C** (p. 54)

Note: In this chapter a T50 job is a job flown with an aircraft whose flight records Ops loads from the aircraft's own log (the T50), once the job has a pre-flight.

Close out a job

1. On the home screen, tap **Complete Job**. A green number on the tile counts the jobs that are ready to close.
2. Check the job in the **Working on** strip. If it is the wrong job, tap **Switch job** (see [Signing in and the home screen](#)).
3. Under **Completion Outcome**, choose **Completed**, **Partially Completed**, **Aborted** or **Deferred**. **Completion notes (optional)** are up to you.
4. Under **Chemical Application Record**, enter each product applied.
5. If the **Aircraft's log** card is showing, check the remote controller, then tick the box on the card.
6. Under **Operation Close-out — F1 Section 4**, answer **YES** or **NO** to Part B and to Part C.
7. Tap **COMPLETE JOB**. If a message shows under the button, see the table at the end of this chapter.
8. Wait for "Job completed  " under the button. Ops then goes back to the home screen.

Note: There is no "are you sure" step. One tap on **COMPLETE JOB** closes the job, whatever outcome you chose, and Ops has no way to reopen a closed job.

Note: This page needs a connection. Nothing is saved on your phone. If the tap does not reach Ops, nothing is recorded: tap again when you have signal.

Note: Switching job on this page does not clear the outcome, notes, Part B and Part C answers or product rows you already entered. Check the whole form before you tap.

Note: If the job's JSA was amended during the job, check the CRP has approved the amendment before you close the job. See [JSA \(Job Safety Assessment\)](#).

Who can complete a job

Ops checks who you are from your sign-in when you tap **COMPLETE JOB**, on every job, whatever the aircraft.

Ops will refuse: "Only the job's pilot, a pilot who submitted a pre-flight for it, or the chief pilot can complete this job." Everyone else is refused, including the Maintenance Controller (MC) unless the MC is also one of the three. A pilot whose staff record is missing or not active is refused too. You find this out only when you tap. Nothing is recorded. Ask one of the three to close the job. If Ops refuses you on a job you are the pilot for, tell the CRP, who checks the job and your staff record.

Chief Remote Pilot: Your own sign-in passes this check on every job. Chief access on the home screen is not enough by itself: anyone else must be the job's pilot or have submitted a pre-flight for it.

Record the amounts applied

On a spraying or spreading job the **Chemical Application Record** card starts with one empty product row. On any other job it is headed **Chemical Application Record (optional)** and has no rows: add one only if a product was applied.

1. On a T50 spraying or spreading job, read the box **From the aircraft's log**.
2. On a spraying job, check **Total sprayed: tank mix, water + products (L)**. If you measured the mix yourself, type your figure.
3. Fill in one row for each product: the product name, the **Amount** and the unit. Notes are optional. Check the unit: it starts at **kg** on a spreading job and at **L (litres)** on any other job.
4. Tap **+ Add Chemical** for another product. Tap the red **X** to remove a row.

You do not enter times. Ops stamps each product record from the job's flight records when the job closes.

Note: Ops ignores a row with no product name and no amount. On a spraying or spreading job, check that every product applied has a filled-in row before you tap: nothing can be added after the job is closed.

The aircraft's figure and your figure

- The box **From the aircraft's log** counts only flights already approved and loaded onto the job. It says how many are still waiting, and **Check again** reads the aircraft's log again. See [Flight Log Review](#).
- **Spraying:** the aircraft measures the whole tank mix, so its litres go into **Total sprayed**. You always type each product's own amount.
- **Spreading:** with one product row, the aircraft's kilograms go into that row's **Amount** and the unit is set to **kg**. With two or more rows Ops fills nothing in. If you add a second row after the first was filled, the first still holds the aircraft's whole figure: change it to that product's share.
- **Your figure is final.** Ops records whatever is in the box when you tap **COMPLETE JOB** and never replaces a figure you typed. When the two differ, Ops keeps the aircraft's figure too and does not ask for a reason.
- An empty **Total sprayed** is recorded as no total, except on a T50 job with flights loaded: there Ops fills in the aircraft's latest figure when you tap.

Note: On a spreading job the aircraft's figure fills the one product row, so Ops then asks for that row's product name, and fills the amount in again if you clear it. Type the product name, or remove the row with **X**.

Note: If a spraying job's loaded flights measured 0.0 L, Ops puts 0 in **Total sprayed** and refuses it, even after you clear the box. Type the litres that were sprayed.

Confirm the aircraft's log is complete

Ops can only count flights the controller has uploaded. On a T50 job the **Aircraft's log** card asks you to confirm that nothing is missing. It does not show when the CRP has recorded that no flights were flown.

1. Read the count on the card, for example "Ops has 14 flights from the aircraft's log for this job", with the first take-off and last landing in Perth time.
2. Check the remote controller, then tick **The remote controller has been online since this job's last flight, and it shows no other flights for this job.**

Ops clears your tick when you switch job, when the count or the last landing changes, and when it cannot read the count again. It reads the aircraft's log again each time you tap **COMPLETE JOB**, so expect to tick again if anything has changed.

Answer the close-out questions

Both questions are about the whole job, all flights. You must answer both.

- **Part B — Was the operation conducted IAW the plan?** If **NO**, you must describe the deviations in the box that appears. Ops stores it with the job. Nothing else is created.
- **Part C — Was the RPAS serviceable at end of this operation?** If **NO**, the defect boxes appear.

If the aircraft was not serviceable

Ops Manual: 3.3, Recording of defects and maintenance (p. 37), **F2.2, Part 2 - Defect log** (p. 56)

1. Describe the defect in the box that appears.
2. Under **Defect class (choose one)**, choose **Major: may affect safety (no further flight)** or **Minor: will not affect safety**.

What Ops does when you tap **COMPLETE JOB**:

- The job still closes in the same step. Ops creates an open defect in the Technical Log, linked to the job and recorded under your sign-in.
- **Major:** the aircraft is unserviceable from that moment. You see "Job completed  — Major defect recorded: no further flight until the Maintenance Controller clears it on the Technical Log."
- **Minor:** the defect is recorded. The aircraft is not made unserviceable.
- The defect is recorded against the one active aircraft of the type planned for the job. If more than one active aircraft has that type, Ops records it against the type, and a major defect then makes every aircraft of that type unserviceable.
- Ops sends no e-mail about the defect, so tell the MC yourself. An unserviceable aircraft shows on the **Technical Log** tile on the home screen. See [Technical Log](#) for what it stops and how a defect is cleared.

If the job is a check flight after maintenance

Ops Manual: 3.4, Post-maintenance test flights (p. 37)

The **Technical Log** reads your Part C answer on this job as the result of the check flight. See [Technical Log](#).

When Ops holds the job

Ops will not close a T50 job until flights from the aircraft's own log are loaded onto it, Ops can see that none are waiting or still owed, and you have ticked the box on the **Aircraft's log** card. The exception is a job the CRP has recorded as not flown.

The line under **COMPLETE JOB** reads "This job can't be closed yet." and then the reason. Nothing is recorded, and you can tap again later. Where the link **Open Flight Log Review** follows the reason, the flights are dealt with on that page, or will appear there.

Ops gives one reason at a time, so the next tap can bring the next one. No hold runs out with time, and this page has no override.

The messages call the service that copies flight records from DJI "the DJI download". It runs every 30 minutes (see [Flight Log Review](#)). Where a message tells you to get the controller online, it says how, for example "turn it on, connect it to the internet (a phone hotspot is the most reliable), open the Agras app and leave it for 15-20 minutes". The flights reach **Flight Log Review** within about an hour.

Note: A T50 job usually cannot be closed straight after the last landing. Ops needs a good run of the DJI download in the last 2 hours, and one at least 30 minutes after the job's last recorded landing. The flights then need approving.

Note: A flight that is not yours can hold your job. One with no take-off time holds every open T50 job. One that took off after one job's pre-flight and within 30 minutes before another's holds both jobs until its record arrives.

Chief Remote Pilot: The only way to close a held job without its flights is to record on **Flight Log Review** that no flights were flown. Ops refuses that too while it holds flights for the job, or cannot confirm that it holds none. A job recorded as not flown closes without flights. If flights for it turn up afterwards, Ops holds it until they are in and reviewed: before it is closed, check the remote controller for any more. Ops can also hold it with one of the codes in the table below. See [Flight Log Review](#).

After the job is closed

The job leaves the open jobs. It cannot be chosen from the job list, and Ops refuses a flight logged to it on **Flight Log** (see [Flight Log](#)). No e-mail is sent when a job is completed.

Chief Remote Pilot: Only you can approve flights from the aircraft's log onto a job that is already completed. The job stays completed, and its product records keep the times and flight totals from the moment it was closed. See [Flight Log Review](#).

Cancel a job that did not fly

The last card on the page, **Cancel job — did not fly**, is for an open job that is not going ahead and has no logged flights. Check the job in the **Working on** strip before you cancel: a cancelled job cannot be reopened. The steps, and every message the card can give, are in [Starting, changing and cancelling a job](#).

On a T50 job, Ops checks the aircraft's log before it cancels. If it answers "Could not cancel job:" with "cannot be cancelled:" and a reason, the reason is one of the holds in the table below.

If something goes wrong

N is a number, and with one flight the wording is singular. A long message is shown by a few of its words. The holds, from "waiting for approval" to "no take-off time", are in the order Ops checks them.

What you see	Why	What to do
"Several jobs are open — choose the one you are completing."	Ops cannot tell which job you mean.	Tap the job in the list that opens.
"No active job found." or "No active job loaded."	No job is open in Ops, or none is on the page.	Choose a job from the strip, if one is open.
"Could not load active job."	The page could not reach Ops.	Check your signal and reload the page.
A message that starts "Please"	The outcome, a Part B or Part C answer, the description that goes with a NO , or the defect class is missing.	Fill it in and tap again.
"The job changed while the aircraft's log was being checked; check the form and press again."	You switched job after tapping COMPLETE JOB .	Check that every answer is for the job now showing, then tap again.
"Chemical 1: please enter a product name." or "Chemical 1: please enter a valid amount greater than 0."	A product row has no name, or no amount above 0. The number counts only rows with something in them.	Complete the row, or remove it with ✕.
A message that ends "must be a number of litres greater than 0"	Total sprayed holds 0 or less, or 100,000 L or more.	Correct the figure.

What you see	Why	What to do
"Check the controller, then tick the box under "Aircraft's log" to confirm it shows nothing more for this job.", or another message that tells you to "tick the box"	The box on the Aircraft's log card is not ticked.	Check the controller, tick the box and tap again. If the same message names a product row or Total sprayed , fix that too. If there is no box, reload the page.
"Ops could not read the aircraft's log just now." or "Ops could not re-check its count just now"	The page could not read the aircraft's log. The Aircraft's log card then shows on any job. The second message clears your tick.	Check the controller and tick, or reload the page when you have signal.
"No flights from the aircraft's log are loaded for this job yet", or flights that "haven't been loaded yet"	Nothing from the aircraft's log is loaded onto the job.	Expect Ops to hold the job.
"Error completing job." with nothing after it, or "Error completing job: Session expired" and then the sign-in page	Your tap did not reach Ops, or your sign-in ran out.	Check your signal and tap again, or sign in and open Complete Job again. Check the job at the top of the page before you fill in the form: if your tap did get through, the job is closed and no longer shows.
"This job is already completed; nothing was recorded again."	Someone else closed the job first, or an earlier tap of yours did get through. For a cancelled job it reads "already cancelled".	Tap Back to the menu .
"Error completing job: Job not found."	The job is no longer in Ops.	Tell the CRP.
"Error completing job:" and other wording	Ops hit a fault, or refused something the page did not catch.	Tap again. If it happens again, give the CRP the exact wording.
"Only the job's pilot, a pilot who submitted a pre-flight for it, or the chief pilot can complete this job."	Ops does not count you as one of those three.	See "Who can complete a job" above.
"N flights from the aircraft's own log are waiting for approval."	They are on Flight Log Review and have not been approved.	Tap Open Flight Log Review , approve them, then come back and tap again.

What you see	Why	What to do
"reached DJI but Ops could not take them in", then the reasons	Ops copied the flights from DJI but could not list them on Flight Log Review .	Leave the controller alone: the message says "the chief pilot is e-mailed about these". Tap again once the flights show on Flight Log Review and have been approved. The reasons tell the CRP what stopped each flight, for example one that ends "is not in the aircraft register (Admin: Add / Edit Aircraft)".
"Nothing from the aircraft's own log has been loaded for this job"	Ops has no flights for the job and its download is up to date, so the controller has not uploaded them.	Get the controller online. Approve the flights when they appear, then tap again. If the job did not fly, ask the CRP to record that on Flight Log Review .
A code in grey brackets after the reason: (attribution_failed), (status_unreadable), (connector_stale), (status_version_unknown), (status_missing_uncaptured_list), (backlog_list_incomplete), (dji_count_mismatch), (no_run_since_last_flight) or (check_failed)	Ops cannot be sure it can see every flight. The message says why.	There is nothing to approve. Do what the message says: most say to try again after the download's next run. With (status_version_unknown) or (status_missing_uncaptured_list), tell the CRP straight away, as the message says. If any other message keeps coming back, tell the CRP and give the code.
"N flights flown for this job", "still on the remote controller"	DJI knows about the flights, but the controller has not uploaded the full records.	Get the controller online. Approve the flights when they appear, then tap again.
"in DJI but Ops has not downloaded them yet"	DJI has the full records and Ops has not fetched them yet.	Nothing needs doing on the controller. Wait, approve the flights when they appear, then tap again.
"with no take-off time, so Ops cannot tell which job they belong to"	A flight like this could belong to any job, so every open T50 job waits.	The message says whether the controller must go online. Approve the flights when they appear under their job, then tap again.
"the chief pilot recorded that none were flown"	Flights for the job have turned up since.	Tell the CRP, who reviews the flights on Flight Log Review . Tap again once the flights the message lists are in and reviewed.

13. Incident Report and the Incident Register

Use **Incident Report** to report a safety occurrence: an incident, a serious incident or an accident. Every report goes on the **Incident Register**, where reports are searched, exported and printed, and where the Chief Remote Pilot (CRP) records the follow-up and the review.

Where to find it: to report, home screen, **Flight Operations**, **Incident Report** tile. To read the register, home screen, **Reports & Logbooks** tile, then **Compliance Registers**, **Incident Register** tile.

Who can use it: **Incident Report** is for everyone whose access includes both **Flight Ops** and **Incidents**. The **Incident Register** is for everyone whose access includes **Reports**. Only the CRP can record follow-up, close a report and record the review. If you cannot see a tile you need, ask the CRP.

Ops Manual: 1.10, Safety occurrence reporting (p. 22), **F7, Safety occurrence reporting form** (p. 64), **F8, Safety occurrence register** (p. 67)

Report an occurrence

Ops Manual: 1.10, Safety occurrence reporting (p. 22) (Table 7), **2.6.1, General** (p. 32), **2.6.5, RPA crash site management** (p. 33)

1. Open **Incident Report**. The page heading reads **Operational Incident Report**.
2. Under **Reporter**, choose your **Role at time of occurrence** if you want to record it. Tick **Submit anonymously** if you want that (see below).
3. Under **Job Context**, check the job Ops has loaded (see "Load Active Job" below). If the occurrence was not on that job, clear the first box and correct the others by hand.
4. Under **Occurrence**, enter when it happened in the first box, which has no label. Use the local time on your device, and check it: Ops takes the time as you enter it.
5. Choose the **Occurrence class (regulatory): Incident, Serious Incident or Accident**. Read the guidance box that appears under it.
6. Choose the **Incident category (operational)** and the **Severity**.
7. Type what happened in **Description of occurrence** and what was done straight away in **Immediate actions taken**.
8. Fill in whatever else applies, and choose any photos (see "Add photos" below).
9. Tap **Submit Incident Report** once, then wait while "Submitting..." shows. A second tap sends a second report, which cannot be deleted. Messages appear under that button, at the very bottom of the page.

Ops will not send the report without the date and time, the class, the category, the severity and the description. Everything else is optional.

Note: Ops sends no e-mail or alert to anyone when a report is submitted. The guidance box for an **Accident** or a **Serious Incident** says "tell the Chief Remote Pilot now".

- Ops keeps no draft of this form. With weak signal Ops can send you to the sign-in page, and what you typed is lost: copy a long description before you submit.

- Do not type in the **JobId (optional if no active job)** box. **Load Active Job** fills it with the job's internal ID, which is not the job number.
- **Aircraft Identifier** is never filled in from the job. Type which aircraft it was, if you know.
- The category list also contains **Accident**, **Serious Incident** and **Incident**. Choosing one of those as the category does not set the class.
- If you type an ATSB or CASA reference, tick the box beside it as well. Without the tick the register reads "ATSB: No" or "CASA: No".

Load Active Job

- Each tap of **Load Active Job** replaces whatever is in **Client**, **Location / Property**, **Site / Block ID**, **Operation Type** and **Aircraft Type**. Tap it before you type in those boxes, not after.
- Ops loads the job you have selected, or else your only open job, or else the only open job in Ops. Check it is the job the occurrence was on.
- If Ops cannot tell which of several open jobs you mean, and you have not selected one today, it empties those boxes with no message. This page has no job picker. Fill them in by hand.
- When no job loads, the **Job:** label at the top may still show an earlier job number. The report is linked to a job only when the first box under **Job Context** is filled.

Submit anonymously

Tick **Submit anonymously** under **Reporter**. As Ops is built:

- The report is still saved with your name and your sign-in.
- The **Pilot** column shows "Anonymous" in place of your name to everyone except the CRP, on the register and in the CSV file exported from it.
- Do not rely on the tick alone to keep your name confidential. If that matters, speak to the CRP before you submit.

Chief Remote Pilot: you see the reporter's name on every report, and a CSV you export carries the names. The table does not mark which reports were sent anonymously. Before you pass on a report or a CSV, open the original submission (see below) and look for the anonymous tick.

Add photos

Photos can only be added when the report is submitted. Ops has no screen for adding them later.

1. Under **Photos**, tap the file chooser and choose the photos.
2. Tap **Submit Incident Report**. Ops saves the report first, then uploads all the photos together.

Files must be images, and each must be 10 MB or smaller. If one file breaks either rule, none of the photos in that upload are added.

Ops will refuse: "Incident saved, but photo upload failed (400)." (the number can differ) or "Incident saved, but photo upload failed due to network error." The report is already on the register without its photos, and the form is still filled in. Do not tap **Submit Incident Report** again: that sends a second report. Keep the photos and tell the CRP.

After you submit

You see "Incident submitted." or "Incident submitted with photos." For an **Accident** or a **Serious Incident** sent with no photos, Ops adds a note about the Occurrence Notification. With photos that note is not shown. If you are unsure what applies, ask the CRP.

- The report is on the **Incident Register** with the status **Open**.
- The form is cleared, but the date and time box keeps its value and the **Job:**, **Site:** and **Aircraft:** labels keep showing the last job. Before another report, set the date and time again and tap **Load Active Job**.
- No one can change, withdraw or delete the report in Ops. If something in it is wrong, tell the CRP.

Chief Remote Pilot: a new report also shows in the count beside **incident report** at the top of your home screen and in **Open Incidents** on the **Ops Dashboard**. An entry in the **Technical Log** can be linked to a report through **Related incident report (optional)**.

Search the Incident Register

Ops Manual: 1.4.2, Required records and retention. (p. 17) (Table 6)

1. Open **Incident Register**. Ops lists the reports from the last 90 days, newest occurrence first.
 2. To change the list, set the filters in the **FILTERS** card. The two date boxes have no labels: from first, then to. Fill in both.
 3. Tap **Search Incident Register**.
- **All times on the register are UTC.** They end in "Z". Add 8 hours to get Perth time. The date filter uses the UTC date as well, so an occurrence before 8:00 am Perth time is listed under the previous day's date.
 - **Search Job / Aircraft / Description / Ref...** also looks in the class and the category. It does not search the client.
 - To find serious incidents by class, search for "Serious". The two words "Serious Incident" match only the category.

What the register shows

On a narrow screen, swipe the table sideways to see every column.

- **Class / Category** shows the class, in bold, and the category as they stand. "reported as" and the reporter's class appear only when the CRP's review changed the class. The last line reads "CRP review" and a UTC time, or "not yet reviewed by the CRP".
- The table does not show the category as reported or the CRP's reason. Both are in the CSV.
- If the CRP's review changes the aircraft or the ATSB and CASA references, the register shows the CRP's entries, with no "reported as" line. The reporter's entries stay in the original submission.

External Reporting

- With "ATSB: No" and a class of Accident or Serious incident, the cell shows "due" and a UTC time. Ops sets it 72 hours after the occurrence time on the report. Once that time has passed, the line turns red and ends with "(passed)". Ops sends no reminder. If you see it, tell the CRP.

- "· notified" and a UTC time show only when the CRP's review recorded when the ATSB was notified. A reporter's own **Reported to ATSB** tick shows "ATSB: Yes" with no time.
- Once "ATSB: Yes" is recorded, the due time is no longer shown, and the cell does not say whether the notification was made before or after it.

See the photos and the original submission

- **Photos.** Tap **View** under **Photos**, then **Open Photo**. The photo opens in a new tab.
- **The original submission.** Tap **View** under **Payload**. The **Payload JSON** window shows the reporter's answers as the form sent them, whatever has been recorded since, including the answers the table does not show.

Export or print the register

Ops Manual: 1.4.5, Production of records (p. 19)

Search first: both use the list as it is on the screen.

- **Export CSV** downloads one row for every report in the list. Times are in UTC. The class of a serious incident is written as "SeriousIncident".
- **Print / PDF** opens your browser's print window.

Record follow-up and close a report

Chief Remote Pilot only.

1. Under **Status**, tap **Update**. The **Incident Follow-up & Closure** window opens, filled in with what is already recorded.
 2. Set the status in the first list: **Open**, **Under Review** or **Closed**.
 3. Fill in **Responsible person**, the due date and time (the box with no label, in your local time) and **Corrective actions**.
 4. To close the report, choose **Closed** and fill in **Closure notes (required when Closed)**.
 5. Tap **Save Follow-up** once and wait. The window closes and the register reloads.
- Saving replaces all five answers with what is in the window. If you empty a box, that part of the record is cleared.
 - **Closed** records the time and your sign-in. Any other status removes both, so a closed report can be opened again.
 - Do not save a report that is already **Closed** unless you mean to: saving it again sets the closed time to now.
 - A report can be set to **Closed** while it still reads "not yet reviewed by the CRP". Record the review as well.
 - **Overdue Incident Follow-ups** on the **Ops Dashboard** counts reports that are not **Closed** and whose follow-up due time has passed.

Record the Chief Remote Pilot review

Chief Remote Pilot only. The review records your determination beside the report, and the report stays exactly as it was submitted. It has three parts: the class, the aircraft and the notification. Save one, two or all three in

one go.

1. Under **Status**, tap **CRP review**. The bold line at the top of the **Chief Remote Pilot review** window gives the class and category as reported.
2. Under **OCCURRENCE CLASS**, choose the class. To confirm the class as reported, choose that same class. Choose a category only if it should change. Type the **Reason for the class: what it was judged against**. It is required when you choose a class or a category.
3. Under **AIRCRAFT INVOLVED**, choose the aircraft. The list holds the aircraft in the aircraft register of the type on the report, or every aircraft when the report names no type. Inactive aircraft are included.
4. Under **NOTIFICATION, AS MADE**, record a notification once it has been made. Tick **The ATSB has been notified**, then give the **ATSB reference** and, in the box with no label, when the ATSB was notified, in your local time. Tick **A report has been made to CASA**, then give the **CASA reference**.
5. Tap **Save review**. The window closes and the register reloads. There is no "saved" message.

Before you save:

- The window opens blank every time, whatever is already recorded. A new ATSB reference and time replace the earlier ones.
- A notification cannot be removed once it is recorded.
- A class review sets the "due" time again: 72 hours after the occurrence time for **Accident** or **Serious incident**, and none for **Incident**. If that time is already past, the register shows "(passed)" straight away.
- Choosing only a category counts as a class review. It needs a reason, and it sets the review time and the due time again.
- "not yet reviewed by the CRP" clears only when you save a class. Recording the aircraft or a notification alone leaves it showing.
- Ops sends no reminder to review a report.

If something goes wrong

For a lapsed sign-in or no connection, see [When Ops says no](#). If you are not sure a report or a save went through, search the **Incident Register** before you enter it again.

What you see	Why	What to do
"No Active job found." or "Active job error: 500" (the number can differ)	No job is open in Ops, or Ops could not load the job.	Fill in the job boxes by hand or leave them empty.
"Please enter incident date/time.", "Please select an occurrence class (Incident / Serious Incident / Accident).", "Please select incident category.", "Please select severity." or "Please enter description."	A required answer is missing.	Fill it in and submit again.
"Please enter ATSB reference or untick Reported to ATSB." or "Please enter CASA reference or untick Reported to CASA."	The box is ticked with no reference.	Type the reference, or untick the box.

What you see	Why	What to do
"Submit failed (500)." (the number can differ)	Ops did not accept the report or could not save it. The form keeps what you typed.	Check the first box under Job Context is empty or holds only what Load Active Job put there. Submit once more. If it fails again, tell the CRP the number.
"Incident saved, but photo upload failed (400)." (the number can differ) or "Incident saved, but photo upload failed due to network error."	The report is saved. The photos are not.	Do not submit again. See "Add photos" above.
"Search failed: 400"	A date box is empty. With another number, Ops could not run the search.	Fill in both date boxes and search again.
"No incident records found.", "No rows to export." (shown under the filters), or an empty list after Reset	Nothing matches the filters and dates, or the list is empty. Reset empties the list and does not search again.	Tap Search Incident Register . If nothing is found, set an earlier from date or clear the filters.
Open Photo does not open the photo	The link lasts 20 minutes from when the list was opened.	Tap Close , then View again.
"Closure notes are required when status is Closed."	Closed is chosen with no closure notes.	Type the closure notes and save again.
"Save failed (403)." in the follow-up window, or "Not saved: Only the Chief Remote Pilot reviews an occurrence report (Ops Manual 1.10)."	Ops saves follow-up and a review only from the CRP's own sign-in. Nothing is saved.	If you are not the CRP, ask the CRP to record it.
"Save failed (500)." (the number can differ)	Ops could not save the follow-up.	Save once more. If it fails again, tap Cancel , search again and reopen the report.
"No incident selected." or "No report selected."	The window has lost track of its report.	Tap Close , then open the report again.
"Choose the occurrence class.", "Give the reason for the class." or "Choose the occurrence class the reason is for."	The class or the reason is missing.	Choose the class and type the reason. To confirm the class as reported, choose that same class.
"Give the ATSB reference and when the ATSB was notified." or "Give the CASA reference."	A notification box is ticked and its reference, or the ATSB time, is missing.	Fill it in, or untick the box.
"Nothing to record yet."	Nothing was entered.	Enter at least one part, or tap Cancel .
"Not saved: The time the ATSB was notified is in the future."	The time entered is more than 5 minutes ahead of now.	Check the date and the time, in your local time.

What you see	Why	What to do
"Not saved: The report is for a T50; that aircraft is a M3M." (the types can differ)	The aircraft chosen is not the type on the report.	Choose an aircraft of that type.
"Not saved: That aircraft is not in the register."	The aircraft chosen is no longer in the aircraft register.	Tap Close , open the review again and choose again.
The aircraft list under AIRCRAFT INVOLVED holds only its first option	Ops could not load the list, or the aircraft register holds no aircraft of the type on the report. There is no message.	Tap Close and open the review again.
"Not saved: The occurrence report changed while it was being reviewed. Reload the register." or "Not saved: That occurrence report was not found."	The report was changed somewhere else at the same moment, or Ops can no longer find it.	Search again, then open the review again.
"Network error." or "Network error: not confirmed. Reload the register to see whether it was saved."	Ops could not be reached, or its answer was lost. A report or a save may or may not have gone through. On Incident Report the form keeps what you typed.	After a submit or a save, search the Incident Register before you try again.

14. Maintenance Status and Maintenance Override

Maintenance Status shows, for each aircraft, which scheduled maintenance is due, whether the aircraft is serviceable and whether its airframe time adds up. **Maintenance Override** lists the flights that were logged with a maintenance override. Both pages are for reading: nothing is signed off or approved on either.

Where to find it: home screen, **Aircraft & Maintenance**, **Maintenance Status** tile and **Maintenance Override** tile.

Who can use it: everyone who has the **Aircraft & Maintenance** card on their home screen. Remote pilots, the Chief Remote Pilot (CRP) and the Maintenance Controller (MC) all see the same information.

See what maintenance is due

Ops Manual: **3.1.1, Periodic inspection schedule** (p. 36), **C1.3, Maintenance schedule** (p. 40), **C2.3, Maintenance schedule** (p. 41), **F2.1, Part 1 - Maintenance schedule and log** (p. 55)

1. Tap **Maintenance Status**. The page that opens is headed **Maintenance**.
 2. Under **Aircraft Maintenance**, find the aircraft. The pill **NO MAINTENANCE DUE**, **MAINTENANCE DUE SOON** or **MAINTENANCE OVERDUE** is the worst status among its scheduled items.
 3. Tap **Expand** to see every scheduled item, each marked **OK**, **DUE SOON** or **OVERDUE** and labelled **Manufacturer schedule** or **Company standard**.
 4. Tap  **Refresh Maintenance Status** to load the current figures. The page does not update on its own.
- **Total:** and **Remaining** are in hours. **Completed At** and **Next Due** are in airframe minutes.
 - Each item has an hours limit, a calendar limit, or both, counted from its last sign-off in Ops. An item with both is due at whichever comes first.
 - Until an item has been signed off once in Ops, do not rely on its status: it has not been recorded as done. You can tell such an item by **Completed At** reading 0.0 min, or **Last Completed** reading the date and time you loaded the page. If you see one, tell the MC.
 - Aircraft set to **Inactive** on **Add / Edit Aircraft** are not listed. An aircraft whose type has no maintenance schedule is left off, unless it is unserviceable. It is then shown with "No maintenance schedule for this aircraft type."
 - The CRP's home screen count of **maintenance required** is worked out in a different way from this page, and the two can differ. See [Signing in and the home screen](#).
 - Ops e-mails the CRP when an item first comes due or goes overdue. The e-mail counts an item as due at 5 flying hours or 14 days, so it can arrive while this page still shows **OK**. See [E-mails Ops sends](#).

Note: The maintenance pill and the serviceability pill are worked out separately. **NO MAINTENANCE DUE** does not mean the aircraft is serviceable, and **MAINTENANCE OVERDUE** does not make it **UNSERVICEABLE**. Read both pills before you fly. Ops shows an overdue item here and in the banner on **Flight Log**, where it asks for an override (see below).

Check whether an aircraft is serviceable

Ops Manual: 2.3.3, Pre-operational serviceability (p. 26), **F2.2, Part 2 - Defect log** (p. 56)

1. On **Maintenance Status**, look for the **SERVICEABLE** or **UNSERVICEABLE** pill under the aircraft's name.
2. Tap **Expand**. The first box, **Serviceability (Technical Log F2.2)**, gives the detail.
3. Tap **Open the Technical Log** in that box.

For an **UNSERVICEABLE** aircraft the box says "Pre-flight is refused for this aircraft until the Maintenance Controller releases it to service (Ops Manual 2.3.3)." A job names an aircraft type, not one aircraft: Ops refuses a new pre-flight for the job while every active aircraft of that type is unserviceable. The one exception is a check-flight job started from **Technical Log**. Ops makes this check when a pre-flight is submitted. If a defect is reported later in the day, look at this pill again before you fly. See [Pre-Flight](#).

Nobody sets this line by hand: Ops works it out from the Technical Log each time the page loads. See [Technical Log](#) for how the MC releases an aircraft to service.

Check the airframe time

Ops Manual: F2.3, Part 3 - Daily inspection and time in service log (p. 57)

1. On **Maintenance Status**, look for **Records reconcile** or **TIME-IN-SERVICE MISMATCH** under the aircraft's name.
2. Tap **Expand** and read the box **Time in service (Technical Log F2.3)**.

The box compares the running total Ops keeps for the aircraft with its flight records. The page reports a mismatch and nothing more. No page in Ops has a control to correct the figure.

Sign off a scheduled item

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14), **3.1.1, Periodic inspection schedule** (p. 36), **3.2.1, Maintenance personnel** (p. 36) (Table 8), **C1.3, Maintenance schedule** (p. 40), **C2.3, Maintenance schedule** (p. 41), **F2.1, Part 1 - Maintenance schedule and log** (p. 55)

Maintenance Controller: A scheduled item is signed off on **Technical Log** by the MC, the person marked as Maintenance Controller on their staff record in Ops. The role **Chief Pilot** does not make you the MC.

1. On **Maintenance Status**, expand the aircraft and tap **Open the Technical Log**.
2. Under **Log maintenance**, in **What was done**, choose **Scheduled maintenance**.
3. In **Scheduled item (from the maintenance schedule, Ops Manual 3.1.1 / Appendix C)**, choose the item.
4. In **When the work was finished (leave blank for now)**, set the date and time, or leave it blank to use the time you save.
5. In **Who did the work (Ops Manual 3.2.1, Table 8)**, choose who did it. For a service provider or the manufacturer, fill in **Organisation that did the work**.
6. Tap **Save maintenance entry**. Ops shows "Saved  Maintenance record certified."

The item's clock restarts from that completion time and the airframe time Ops holds for it. Messages from this form that are not in the table below are in [Technical Log](#).

Note: A scheduled item is certified as it is saved, and a certified entry cannot be voided or undone in Ops. Check the aircraft, the item and the time before you save. Any item on the schedule can be signed off at any time, due or not, and doing so restarts its clock. A sign-off dated earlier than the latest sign-off of the same item does not change the status.

Record a maintenance override on a flight

Ops Manual: 2.3.3, Pre-operational serviceability (p. 26)

1. On **Flight Log**, as the pilot logging the flight, check the aircraft and read the banner above **Active Job / Flight Context**. If it is red and reads "  [aircraft]: [item] is OVERDUE", naming the aircraft and the item, the card **Maintenance Override Required** appears. The banner names one item only, the most urgent.
 2. In **Approved By**, type the name of the person who approved the flight.
 3. In **Override Reason**, type the reason.
 4. Log the flight as usual and tap **SUBMIT FLIGHT**. See [Flight Log](#).
- An amber () or green () banner is a warning or information only. Ops asks for no override. The banner covers scheduled maintenance only: for serviceability, read the pill on **Maintenance Status**.
 - An override is a record on one flight. Nothing on the screen says it was recorded. While the item is still overdue, the next flight on that aircraft needs both boxes again.
 - Ops saves the name and the reason as you type them, and they cannot be corrected later. Ops sends no request or message to the person named. Ask the CRP who may approve an override and how.
 - It does not clear the item, which stays **OVERDUE** until the MC signs it off, and it does not make an **UNSERVICEABLE** aircraft serviceable.

Note: Ops asks for the override while the red banner is on the screen. After you submit a flight the banner goes, and it should come back within a moment. Before you start each flight, check that the banner for your aircraft is showing. If it is not, choose a different entry in **Aircraft** and then your aircraft again, or on a job flight tap **Reload Active Job**. The banner needs a connection: where you will have none, check **Maintenance Status** before you go. An aircraft whose type has no maintenance schedule has no banner.

See which flights used an override

1. Tap **Maintenance Override**. The page that opens is headed **Maintenance Overrides**. Under **Override Records** there is one box per flight, newest first.
 2. To narrow the list, choose an aircraft in the drop-down that starts at **All Aircraft**, or type part of a name in **Filter by pilot name**.
 3. Tap  **Refresh Overrides** to load the list again.
- The list holds flights logged on **Flight Log** with an override recorded.
 - **Submitted At** is when the flight record reached Ops, not the take-off time.
 - A flight that was later voided stays in the list and is not marked as voided.

- Ops does not send an e-mail or any other notice when an override is used.
- The list has no date filter and cannot be exported.

Check battery cycles

The **Battery Cycles** card on **Maintenance Status** has one block for each aircraft type. Tap **Expand** to see each battery's **Cycles**, **Serial**, **Last Flight** and **Updated**.

Chief Remote Pilot: The box marked **Battery serial number** on this page is for you. Type the serial number and tap **Save**. Check the box before you save: saving it empty removes the serial number, and Ops finds the battery for flights from the aircraft's own log by it.

If something goes wrong

What you see	Why	What to do
MAINTENANCE OVERDUE or OVERDUE	The flying time remaining is below zero, or the due date has passed.	Expand the aircraft to see which item. It clears when the MC signs the item off.
MAINTENANCE DUE SOON or DUE SOON	60 minutes of flying or less remain, or the due date is 14 days away or less.	Expand the aircraft to see which item and how much is left.
UNSERVICEABLE	An open major defect, or maintenance recorded but not yet certified by the MC.	Read the reasons, then tap Open the Technical Log .
TIME-IN-SERVICE MISMATCH or MISMATCH	The counter and the flight records differ by more than 1 minute.	Tell the MC.
Scheduled maintenance is not offered in What was done , or "Only the Maintenance Controller can sign off scheduled maintenance (Ops Manual 1.2.2.3)."	You are not the MC in Ops.	Ask the MC to sign the item off.
Under the scheduled item list: "The maintenance schedule could not be loaded. Reload the page to try again." or "No maintenance schedule for this aircraft type (Ops Manual Appendix C)."	The list of scheduled items did not load, or the aircraft's type has no scheduled items.	Reload the page. If the type has no scheduled items, there is nothing to sign off.
"Please enter Approved By for the maintenance override." or "Please enter a Maintenance Override Reason."	The red banner is showing on Flight Log and that box is empty.	Fill in both boxes and tap SUBMIT FLIGHT again.
"No override records found for the current filters."	No override has been recorded, or none matches your filters.	Set the drop-down to All Aircraft and clear Filter by pilot name .
"Chief Pilot only can edit battery serial numbers." or "Save failed: Chief Pilot access required."	The serial number box on this page is for the CRP.	Ask the CRP. If you are the CRP, sign out and sign in again, then retry.

What you see	Why	What to do
"Save failed: BatterySerialNumber must be 128 characters or less."	The serial number is too long.	Shorten it and save again.

For sign-in and connection messages, see [When Ops says no](#).

15. Technical Log

The **Technical Log** is the maintenance and defect record for each aircraft. It shows whether an aircraft is serviceable. You report a defect and record maintenance here. The Maintenance Controller (MC) decides on the check flight (a test flight after the work), certifies the work and releases the aircraft to service.

Where to find it: home screen, **Aircraft & Maintenance**, **Technical Log** tile. Also from **Maintenance Status**: expand the aircraft and tap **Open the Technical Log**.

Who can use it: everyone with the tile can read the log. Staff can report a defect, record a propeller replacement they did themselves and start a check-flight job. The rest is for the MC. The Chief Remote Pilot (CRP) authorises a check flight on **JSA Approval Queue**.

Ops Manual: 1.4.2, Required records and retention. (p. 17) (Table 5), **F2, RPAS Technical Log** (p. 55)

"Staff" means a person with an active staff record in Ops that has the flight operations or the maintenance permission. The MC is the person marked as Maintenance Controller on an active staff record. The role **Chief Pilot** does not make you the MC, but Ops also accepts the sign-in it recognises as the CRP for the MC's actions. Whoever Ops accepts as the MC sees the pill **You are the Maintenance Controller**. You see only the controls you can use. If your home screen does not show the **Aircraft & Maintenance** card, you have no tile for this page: ask the CRP.

Open the log and check the aircraft

Ops Manual: 2.5, Post-flight administration (p. 31), **F2.1, Part 1 - Maintenance schedule and log** (p. 55), **F2.3, Part 3 - Daily inspection and time in service log** (p. 57)

1. On the home screen, under **Aircraft & Maintenance**, tap **Technical Log**.
2. Check the aircraft under **Aircraft**. To see another aircraft, choose it from the list.
3. Read the pill: **SERVICEABLE**, **UNSERVICEABLE** or **NOT IN SERVICE**. The pills beside it give **Time in service**; the total airframe time in hours, and the aircraft's serial number.

Note: Check **Aircraft** before you type anything. Opened from the home screen, the page shows an unserviceable aircraft if there is one, otherwise the aircraft you last viewed on this device. Choosing another aircraft, or reloading the page, discards anything you had typed or ticked.

Nobody sets the state by hand: Ops works it out from the log every time the page loads. **NOT IN SERVICE** means the aircraft is not active in the aircraft register and has no open major defect or work awaiting the MC. The log of an aircraft that is not active can be read, but not added to. Dates and times on this page are in your device's local time.

When the aircraft is unserviceable

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14), **2.3.3, Pre-operational serviceability** (p. 26), **F2.2, Part 2 - Defect log** (p. 56)

An aircraft is unserviceable while a major defect is open, or work has been recorded and the MC has not yet certified it. The page lists the reasons under the pills, then says: "Do not fly this aircraft, on any job, until the Maintenance Controller has released it to service. Ops refuses a new pre-flight for it (Ops Manual 2.3.3); it cannot stop a job that was pre-flighted earlier."

- A job names an aircraft type. Ops refuses a new pre-flight for the job when every active aircraft of that type is unserviceable. The one exception is the check flight, described below. See [Pre-Flight](#).
- Before you fly, check here that the aircraft you are about to fly reads **SERVICEABLE**.
- A flight flown while the aircraft was unserviceable is still recorded. Unless it was an authorised check flight, Ops lists it for the MC to review.
- A minor defect does not make the aircraft unserviceable.

Report a defect

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14), **2.3.3, Pre-operational serviceability** (p. 26), **3.3, Recording of defects and maintenance** (p. 37), **F2.2, Part 2 - Defect log** (p. 56)

Staff can report a defect on any active aircraft.

1. Open **Technical Log** and check **Aircraft**.
2. In **Defect log**, tap **Report a defect** and describe the defect.
3. Under **Class**, choose **Major: may affect safety, or make the aircraft a danger to persons or property (no further flight)** or **Minor: will not affect the safety of the aircraft**.
4. If limits apply, type them in **Limitations imposed (optional)**.
5. Tap **Enter the defect**.

Ops shows "Major defect entered. The aircraft is now unserviceable: do not fly it." or "Minor defect entered." The defect is saved under your sign-in name and ARN (aviation reference number), with the date and time.

Note: A major defect makes the aircraft unserviceable the moment it is entered. Ops sends no e-mail about a defect: tell the MC. There is no button to clear or delete a defect. A defect is cleared only when the MC certifies maintenance that names it. The card says "Technical Log Part 2. A major defect precludes further flight until rectified; a minor defect is reviewed at each daily inspection." Ops has no daily inspection record and does not remind anyone to review a minor defect.

Defects also reach this log from **Report a defect** on **Flight Log** (see [Flight Log](#)), and from answering **NO** to the serviceability question when you close a job (see [Complete Job](#)).

Reclassify a defect

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14)

Maintenance Controller: Only the MC sees **Reclassify as Minor** on a major defect and **Reclassify as Major** on a minor defect.

1. On the open defect, tap the button.
2. Type the reason in the prompt and tap OK. Cancel does nothing.

A defect made major counts as major from that moment, not from when it was entered, and the aircraft becomes unserviceable at once. A defect made minor stays open, but no longer holds the aircraft.

Open the component records

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14), **3.5, Component maintenance and records** (p. 37), **F2.4, Part 4 - Component history card** (p. 58)

The **Components** card holds the time in service of each motor and propeller blade. It shows only for an aircraft type that has component records. Today that is the T50. The records are opened once for each aircraft. Until they are open, a propeller replacement cannot be saved for that aircraft.

Maintenance Controller: Only the MC can open the component records.

1. In **Components**, if it is true, tick **Every motor and propeller blade this aircraft has flown with is as delivered: none was replaced before the work now being recorded.**
2. Tap **Open the component records.**

Note: Ops opens the records only for an aircraft whose motors and blades are all original. The page has no field for earlier replacement dates, so that case cannot be done in Ops. Ops has no screen for recording a motor replacement. The hours count only the flights loaded into Ops so far, so they can rise when more flights are loaded from the aircraft's own log.

Record maintenance

Ops Manual: 3.2.1, Maintenance personnel (p. 36) (Table 8), **3.3, Recording of defects and maintenance** (p. 37), **F2.1, Part 1 - Maintenance schedule and log** (p. 55), **F2.2, Part 2 - Defect log** (p. 56)

The **Log maintenance** card says: "Whoever did the work records it (Ops Manual 3.3). The Maintenance Controller certifies it afterwards." Staff see the card for an active aircraft. Under **What was done**, the MC is offered **Scheduled maintenance**, **Propeller replacement** and **Repair or rectification**. Any other staff member is offered **Propeller replacement** only, for work they did themselves. The MC records anything else.

Note: For anything other than a scheduled item, even on an aircraft that was serviceable, the form warns: "Saving this makes the aircraft UNSERVICEABLE: it must not be flown again, on any job, until the Maintenance Controller has decided on the check flight and released it to service."

Note: Tick every defect the work fixes before you save. A defect cannot be added to an entry after it is saved, and certifying the entry will not clear a defect it does not name. If the missed defect is major, the aircraft stays unserviceable and the pre-flight for the check flight is refused. The MC then voids the entry so it can be recorded again, or a further entry is recorded that names the defect.

Record a propeller replacement

Ops Manual: 3.5, Component maintenance and records (p. 37), **F2.4, Part 4 - Component history card** (p. 58)

1. Open **Technical Log** and check **Aircraft**.
2. In **Log maintenance**, under **What was done**, choose **Propeller replacement** if it is not already selected.
3. Under **Rotors whose blades were replaced (each rotor carries two blades)**, tick each rotor whose blades you changed, or tap **Tick all 8 rotors**.
4. In **Which blade?** beside each ticked rotor, choose the blade you fitted: CCW, CW or **Other (say which under Parts)**. Nothing is chosen for you. The page says: "Choose CW or CCW for each rotor from the mark on the blade you fitted; it must match the mark on its motor."
5. Fill in **Why the old blades came off** (Ops needs it) and **Parts fitted and where they came from** (Ops needs it when a blade is **Other**). **Work done (optional)** and **Procedure followed** can be left blank.
6. Set **When the work was finished (leave blank for now)**, or leave it blank to use the time you save.
7. Say who did the work. See "Who did the work" below.
8. Under **Defects this work rectifies (the Maintenance Controller confirms each when certifying)**, tick every defect this work fixes.
9. If the work follows an incident, choose it under **Related incident report (optional)**.
10. Tap **Save maintenance entry**.

Ops shows "Saved ☒ The aircraft is unserviceable until the Maintenance Controller releases it to service." The entry is under **Awaiting the Maintenance Controller**. Ops sends the MC no e-mail when work is waiting. Let the MC know.

For any aircraft type other than the T50, the form has no rotor list and **Work done** must be filled in.

Record a repair or rectification

Maintenance Controller: Only the MC is offered **Repair or rectification**. Fill in **Work done**. Ops needs it. **Procedure followed (optional)** and **Parts fitted (optional)** can be left blank. Then set the time, say who did the work, tick the defects and tap **Save maintenance entry**, as for a propeller replacement.

Sign off scheduled maintenance

Ops Manual: **1.2.2.3, Maintenance Controller (MC)** (p. 14), **3.1.1, Periodic inspection schedule** (p. 36), **C1.3, Maintenance schedule** (p. 40), **C2.3, Maintenance schedule** (p. 41), **F2.1, Part 1 - Maintenance schedule and log** (p. 55)

Maintenance Controller: Only the MC is offered **Scheduled maintenance**. The step-by-step, and what the sign-off does to the schedule, are in [Maintenance Status and Maintenance Override](#).

A scheduled item is certified as it is saved. It does not make the aircraft unserviceable, and it can never be voided: check the aircraft, the item and the time before you save.

Who did the work

Ops Manual: **3.2.1, Maintenance personnel** (p. 36) (Table 8)

If you are not the MC, you record your own work only.

1. Under **You did this work as**, choose **Remote pilot (RePL)** or **Ground crew**.

2. If it is true, tick **I have completed the operator's type training for this aircraft type (Ops Manual 3.2.1, Table 8)**. If it is not, speak to the MC.

Maintenance Controller: The MC sees **Who did the work (Ops Manual 3.2.1, Table 8)** instead, and can record work done by someone else.

Choice	Then fill in
Me, as Maintenance Controller	Nothing more.
Remote pilot with the operator's type training or Ground crew with the operator's type training (propeller replacement only)	Person who did the work
Service provider assessed by the Maintenance Controller or Manufacturer or its approved service agent	Organisation that did the work

Return an unserviceable aircraft to service

The stages, in order:

1. The MC opens the component records: once for each T50, before its first propeller replacement is recorded.
2. Whoever did the work records it, with each defect it fixes ticked. The MC records anything other than a person's own propeller replacement.
3. The MC decides on the check flight. Unless one is required, go to step 7.
4. Any staff member starts the check-flight job.
5. The CRP authorises the check flight.
6. The pilot flies it and closes the job.
7. The MC certifies the work and releases the aircraft to service.

Steps 1 and 2 are set out above. Steps 3 to 7 follow.

Decide on the check flight

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14), **3.4, Post-maintenance test flights** (p. 37)

Maintenance Controller: Only the MC sees **Decide on the check flight**.

1. On the entry under **Awaiting the Maintenance Controller**, under **Check flight (Ops Manual 3.4)**, choose one of these and type in the box under it: - **A check flight is required:** what the check flight must cover. - **No check flight is needed:** why. - **The provider certified a test flight in writing:** the reference of the provider's written certification. This choice is offered only when the entry says a service provider or the manufacturer did the work.
2. Tap **Save check-flight decision**.

With either of the last two choices, the release block, headed **Release to service (Ops Manual 1.2.2.3)**, appears on the entry straight away. You can change the decision at any time before the entry is certified, under **Change the check-flight decision**. When the decision is "required", the page warns: "A check-flight job counts only if the Chief Remote Pilot authorised it after this was last set: changing it now means a new check-flight job."

Start the check-flight job

Ops Manual: 3.4, Post-maintenance test flights (p. 37)

Staff see the link **Start the check-flight job** on an entry that still needs its check flight, when the aircraft is active and has no open check-flight job.

1. On the entry, tap **Start the check-flight job**. **Start Job** opens with the aircraft and **Test** already set and locked.
2. Fill in **Assigned pilot (RP)**, **Client**, **Site** and **Expected date**, and tap **Create Job**. The rest of **Start Job** and its messages are in [Starting, changing and cancelling a job](#).
3. Whoever created the job, or the pilot, completes the preliminary assessment, and the JSA if Ops asks for one. Either way the job goes to the CRP's queue. See [JSA \(Job Safety Assessment\)](#).

Only a job started from this link is a check-flight job. A **Test** job started from the **Start Job** tile is not one: its pre-flight gets no exception. One check-flight job can be open for an aircraft at a time. One check flight covers every entry of that aircraft that is waiting on one.

Authorise the check flight

Ops Manual: 3.4, Post-maintenance test flights (p. 37)

Chief Remote Pilot: In **JSA Approval Queue**, the row for a check-flight job shows, in the **Aircraft** column, "Post-maintenance check flight" and what the MC requires it to cover. Tap **Approve**. This approval is the authorisation of the check flight. See [JSA approval](#), [the JSA Register](#) and [the JSA Report](#).

Note: Amending the JSA, or changing the pilot, the site or the expected date of the job, after it is approved sends the job back for approval. Wait for the new approval before you fly: flights flown before it do not count as the check flight.

Fly and close the check flight

Ops Manual: 3.4, Post-maintenance test flights (p. 37), **F1 Part C** (p. 54)

The pilot flying the check flight:

1. In **Pre-Flight**, read the line that begins "Post-maintenance check flight" and ends with what the flight must cover. Submit the pre-flight.
2. Fly the check flight. The take-off must be after the CRP's approval and after the time recorded for the work. If **When the work was finished (leave blank for now)** was left blank, that time is the moment the entry was saved.
3. Make sure the flight is in Ops against this job: see [Flight Log](#) and, for flights loaded from the aircraft's own log, [Flight Log Review](#).
4. In **Complete Job**, at Part C, answer **YES** to "Was the RPAS serviceable at end of this operation?" and complete the job. **NO** enters a new defect, and the flight does not count. Who can complete a job is in [Complete Job](#).

While Ops is refusing pre-flights because the aircraft is unserviceable, it accepts one: the check-flight job's, and only when that flight is all the aircraft is waiting on. That means:

- every entry awaiting the MC has the decision "required";
- the job's JSA is approved, and was approved after each of those decisions; and
- every open major defect is named by one of those entries.

Otherwise **Pre-Flight** refuses it and, for a **Test** job, the refusal ends with what is missing. The MC fixes these four on this page. The other endings are in [Pre-Flight](#).

The refusal ends with	What the MC does
"No maintenance on this aircraft is waiting for a check flight."	No work is awaiting the MC: a major defect that no work names holds the aircraft. Have the work recorded, with the defect ticked.
The kind of work, then "is waiting for the Maintenance Controller's check-flight decision."	Decide on that entry. The CRP's approval of the job must come after that decision: if the job was approved before it, a new check-flight job is needed.
The kind of work, then "needs no check flight but has not been certified yet; the Maintenance Controller certifies it first."	Certify that entry first.
"A major defect on this aircraft is not addressed by the work awaiting release."	A major defect is open that no waiting entry names. See the second note under "Record maintenance".

Nobody types in the result of a check flight: Ops works it out. When the flight counts, the entry shows "The check flight was flown after the work, on a job authorised after its content was set, and closed serviceable." and the MC sees the release block. Until then, an amber box on the entry says what is missing (see "If something goes wrong"). The box can keep naming an earlier completed job while a new check-flight job is open. It changes when the new job has been flown and completed.

Certify and release to service

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14), **3.1.1, Periodic inspection schedule** (p. 36), **3.2.1, Maintenance personnel** (p. 36) (Table 8), **3.4, Post-maintenance test flights** (p. 37), **F2.1, Part 1 - Maintenance schedule and log** (p. 55), **F2.2, Part 2 - Defect log** (p. 56)

Maintenance Controller: Only the MC sees the release block on an entry. Until the check-flight decision is saved, the MC sees "Release to service follows the check-flight decision." in its place. While a required check flight does not count yet, the entry has no release block.

1. On the entry, go to **Release to service (Ops Manual 1.2.2.3)**.
2. If an amber box reads, for example, "2 flights from the aircraft's own log are waiting on Flight Log Review. Load or refuse them first, so the release is judged on the full record.", tap **Open Flight Log Review**, load or refuse each one (see [Flight Log Review](#)) and come back. The tick boxes and the certify button show only after that.
3. Tick each defect the work rectified. Nothing is ticked for you.

4. If flights are listed as flown while the aircraft was unserviceable, review them and tick **I have reviewed that flight.** or **I have reviewed those flights.**
5. If a pilot or ground crew member did the work, and it is true, tick the box that begins **I confirm.**
6. Add a certification note if you want one.
7. Tap **Certify: maintenance complete, released to service** and confirm. The question ends: "With nothing else outstanding this releases the aircraft to service. It cannot be undone." Cancel sends nothing.
8. Read the line at the top of the page. "Certified  " ending "The aircraft is released to service." means it is done. If it ends "The aircraft is still unserviceable: see above.", the reasons under the pills say what still holds it: another entry awaiting release, or a major defect that was left unticked or that no entry named.

Steps 2 and 4 count flights from when the earliest defect the entry names was entered, or from when the work was finished, whichever came first.

Ops certifies the entry under your sign-in name and ARN, moves it to **Maintenance history**, clears each defect you ticked and records each flight listed as reviewed by you. A propeller replacement that changed every blade on a T50 also restarts the propeller item on the schedule. A partial change does not.

Note: Certification cannot be undone, and a certified entry cannot be voided. A defect you left unticked stays open, and a major one keeps the aircraft unserviceable. Record a further entry with that defect ticked.

Review flights flown while the aircraft was unserviceable

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14), **2.3.3, Pre-operational serviceability** (p. 26)

Ops records these flights and lists them for everyone, in an amber box under the pills: "Flown while unserviceable, outside an authorised check flight, and not yet reviewed by the Maintenance Controller (Ops Manual 2.3.3):".

Maintenance Controller: Only the MC can record a review, and a flight stays on the list until then. Ops sends no e-mail when a flight is logged on an unserviceable aircraft, or when one is loaded after a release. The MC has to look at this page.

Flights are reviewed when certifying, with the tick box (see above). For a flight no waiting entry will ask about, for example one that loaded from the aircraft's log after a release, use the box under the pills:

1. Type what your review found.
2. Tap **Record my review of this flight**. With more than one flight, the button gives the number of flights.

A reviewed flight moves to **Flights flown while unserviceable, reviewed** in **Maintenance history**, with the date of the review and the MC's name.

Void an entry saved in error

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14)

Maintenance Controller: Only the MC sees **Void this entry (saved in error)**, and only on an entry that is still awaiting certification.

1. On the entry under **Awaiting the Maintenance Controller**, tap the button.
2. Type the reason in the prompt and tap OK. Cancel does nothing.

The entry stays in **Maintenance history** with the pill **VOIDED** and who voided it, when and why. The blade changes it made are undone. The defects it named go back to "None recorded yet". If the entry was the only thing holding the aircraft, the aircraft is serviceable again.

Read the maintenance history

Ops Manual: F2.1, Part 1 - Maintenance schedule and log (p. 55)

Maintenance history lists the entries that are certified or voided, newest work first. The page reads the latest 200 entries for the aircraft, counting those still awaiting the MC. When no entry is certified or voided, the card reads "No maintenance has been recorded for this aircraft." It reads that even while work is listed under **Awaiting the Maintenance Controller**.

If something goes wrong

What you see	Why	What to do
"The technical log could not be loaded. Check the connection and choose the aircraft again.", or "Aircraft list could not be loaded" in the Aircraft list	The log, or the list of aircraft, did not load.	Check your signal. Choose the aircraft again, or reload the page.
"The aircraft changed. Check the aircraft shown, then try again."	The aircraft was changed after the page was drawn. Nothing was sent.	Check Aircraft and do the step again.
"Network error. Try again: if the first attempt was saved, it will not be saved twice."	The connection dropped while saving an entry.	Tap Save maintenance entry again. Ops saves once, and may show "Already saved  (the earlier attempt went through)."
"Network error. Reload the page to see whether it was saved."	The connection dropped during any other action. Ops keeps nothing on the device to send later.	Reload and read the log before you try again. Check Defect log before you enter a defect again, or it can be entered twice. Do the same if Ops sends you to the sign-in page while you are saving.
"Request failed" and a number in brackets	Ops could not complete the request and gave no reason.	Try once more. If it repeats, write the message down and tell the CRP.

What you see	Why	What to do
"Your sign-in has no active staff record with the flight operations or maintenance permission, so you can read the log but not add to it."	Your staff record is not active, or has neither permission.	Ask the CRP to check your staff record.
"Only the Maintenance Controller can", an action, then "(Ops Manual 1.2.2.3)."	Ops does not accept your sign-in as the MC's.	Refer it to the MC.
A message that asks you to choose, tick, describe, name, confirm or give a reason, for example "Choose whether the defect is Major or Minor." or "Say in what capacity the work was done."	A needed answer is blank, or a box is not ticked. The capacity is under You did this work as or Who did the work (Ops Manual 3.2.1, Table 8).	Fill it in and tap the button again. Tick a box only if it is true.
"This entry changed while you were deciding. Reload the Technical Log.", or another message that an entry, a defect, a flight or the component records are already certified, voided, cleared, reviewed or changed	The log changed after your page was drawn: someone else acted, or your own earlier tap went through.	Reload the page and read the log.
"Confirm that every motor and propeller blade is as delivered. If any were replaced, the opening records need those dates."	The box was not ticked.	Tick it if it is true. See "Open the component records".
An amber box under What was done : "The component records for this aircraft have not been opened yet, so this cannot be saved: the blades coming off would leave no record." It ends "Ask the Maintenance Controller to open them first." or, for the MC, "Open them under Components below first."	The component records are not open.	The MC opens them. See "Open the component records".
"The blade now fitted at", a blade position, "is recorded as fitted after the time given for this work. Check the completion time."	The work is dated before the blades now at that rotor were fitted.	Correct When the work was finished (leave blank for now) .
"The completion time is not a date and time." or "The completion time is in the future."	Ops could not read the time, or it is more than 5 minutes ahead of now.	Set it again, or clear it.
"Your staff record has no ARN. Ask the Chief Remote Pilot to add it so it appears against your entries."	Your staff record has no ARN.	You can still save.
On the entry: "No check flight has been flown since this work was done. Start a check-flight job from this entry."	No check-flight job has been flown and none is open.	Tap Start the check-flight job .
On the entry: "The check-flight job", a job number, "is not completed yet."	The job is still open.	Fly it and close it on Complete Job .

What you see	Why	What to do
On the entry: "What the check flight must cover was set after job", a job number, "was authorised.", then "Cancel that job and start a new check-flight job." or "Start a new check-flight job so the Chief Remote Pilot authorises the flight as it now stands."	The MC changed the decision after the job's JSA was decided.	Cancel an open job on Complete Job . A job with logged flights cannot be cancelled: complete it instead. Then start a new check-flight job.
On the entry: "The JSA of check-flight job", a job number, "is not approved, so the Chief Remote Pilot did not authorise its flight. Start a new check-flight job.", "No flight on job", a job number, "took off after the Chief Remote Pilot authorised it and after this work was done, so it has no check flight. Start a new check-flight job." or "The check-flight job", a job number, "was closed without the serviceability answer."	The completed job cannot count, for the reason the box gives.	Start a new check-flight job. A flight before the approval is also listed as flown while unserviceable.
On the entry: "The check-flight job", a job number, "was closed with the aircraft NOT serviceable. Rectify what it found, then fly another check flight."	Part C was answered NO . A new defect is in the log.	Record the further work with the new defect ticked. The MC decides on it, then a new check-flight job is started.
A message that begins with the number of flights "logged on this aircraft while it was unserviceable and before this release, outside a check flight (Ops Manual 2.3.3)." and ends "Review them, then confirm to certify."	The review box is not ticked, or another flight has been loaded since you ticked it.	Read the list again, tick the box and certify again.
"A later entry replaced blades this entry fitted. Void that later entry first."	The entries are being voided out of order.	Void the entries in reverse order: the later one first.

Messages from other pages are listed in [When Ops says no](#).

16. Reports & Logbooks

Reports & Logbooks is where you look up what Ops has recorded. The pages in this chapter show records. They do not change them.

Where to find it: home screen, **Reports & Logbooks** card, **Reports & Logbooks** tile.

Who can use it: staff who have the **Reports & Logbooks** card on their home screen. Remote pilots, the Chief Remote Pilot (CRP) and the Maintenance Controller see the same tiles, buttons and records, except that the **Pilot Logbook** lists your own flights only, even for the CRP.

Ops Manual: 1.4.5, Production of records (p. 19)

Chief Remote Pilot: turning off **Reports** on a staff record takes the **Reports & Logbooks** card off that person's home screen. Your own home screen also has **Customer Reports** on this card: see [Customer Reports](#).

Open Reports & Logbooks

1. On the home screen, tap **Reports & Logbooks**.
2. Tap the tile for the record you want. The tiles are on three cards: **Core Logbooks**, **Compliance Registers** and **Audit & Corrections**.

Covered in other chapters: **JSA Register** in [JSA approval](#), the [JSA Register](#) and the [JSA Report](#), **Incident Register** in [Incident Report](#) and the [Incident Register](#), and **Flight Audit Log**, **Operations Audit Log** and **Flight Corrections & Voids** in [Audit logs and flight corrections](#).

On the pages in this chapter nothing searches as you type, and pressing Enter does nothing: tap the page's search or **Refresh** button.

Check your own hours (Pilot Logbook)

Ops Manual: 1.4.1, Responsibility for record keeping. (p. 17), **1.4.2, Required records and retention.** (p. 17) (Table 3)

1. Tap **Pilot Logbook**. Your flights for the last 30 days load, newest first.
 2. To change the period, choose from the list under **Filter**. With **Custom**, fill in the start date, then the end date.
 3. Tap **Refresh**.
 4. To print or save a copy, tap **Print / Save PDF** and use your browser's print window.
- On a narrow phone held upright, the **Flight Time** column is hidden. Turn the phone on its side.
 - The ARN on this page is not read from your staff record. If **ARN:** shows a dash, your printed logbook has no ARN on it: tell the CRP.
 - Flights saved under a spelling of your name different from the one at **Pilot:** do not appear.
 - To total another pilot's flying, use the **Flights Register** with their name in the **Pilot** box.

- Voided flights are listed and counted here: see "Before you rely on a figure" below.

See an aircraft's history (Aircraft Logbook)

Ops Manual: 3.3, Recording of defects and maintenance (p. 37), **F2.1, Part 1 - Maintenance schedule and log** (p. 55), **F2.3, Part 3 - Daily inspection and time in service log** (p. 57)

1. Tap **Aircraft Logbook**. Nothing loads yet.
2. Under **Select Aircraft**, choose the aircraft from the first list and the period from the second.
3. Tap **Refresh**. **Aircraft Timeline** lists every pilot's flights and all maintenance entries for the aircraft, newest first.
4. To print, tap **Print / Save PDF**.

A maintenance row ending in "(awaiting the Maintenance Controller)" has been recorded but not yet certified by the Maintenance Controller. See [Technical Log](#). Voided maintenance entries are left out.

Search the registers (Flights, Jobs, Preflight)

1. Tap **Flights Register**, **Jobs Register** or **Preflight Register**. It opens with every pilot's flights or pre-flight checks for the last 30 days, or the jobs created in the last 90 days, newest first.
2. Under **FILTERS**, fill in what you want to narrow the search by. Part of a name or word is enough.
3. Tap **Search Flights**, **Search Jobs** or **Search Preflight Register**.
4. To start again, tap **Reset**, then the search button. **Reset** does not search.

The pills count or total what this search found, not all time. Of the three, only the **Preflight Register** can print (**Print / PDF**) or export (**Export CSV**).

Ops will refuse: "Search failed: 400". A date box is empty. The **Flights Register** and **Preflight Register** need both dates. Fill in both dates and search again.

Flights Register

Ops Manual: F2.3, Part 3 - Daily inspection and time in service log (p. 57)

No job reference is shown and you cannot search by job. To see the flights of one job, use the **Job Summary Report**.

Jobs Register

- The date boxes are the dates the job was created between. Clear both to search all dates.
- The **All Aircraft** list offers only **T50** and **M3M**, here and on the **Preflight Register**. A job planned for any other type shows only under **All Aircraft**.
- **Search Display ID / Client / Site / Operation...** does not search the pilot's name. Use the **Pilot** box.
- **JSA / Preflight** shows whether each was done. It does not show whether the JSA was approved: for that, load the job in the **Job Summary Report**.
- A job changes from **Active** to **In progress** when its first flight is recorded. The status list has no **In progress** choice, and **Active** finds only jobs that have not flown yet. To find jobs being flown, choose **All Statuses**

and look for the grey **In progress** tag. The **Active:** pill leaves them out too.

Preflight Register

Ops Manual: **F1 Section 4, Flight log** (p. 54) (Part A)

- A job whose pre-flight was done twice has two rows.
- Under **Checks**, **No** is grey, not red, so look closely. For what each check and flag means, see [Pre-Flight](#).
- **View** on a row opens a window headed **Payload JSON**, with everything saved for that pre-flight as raw data. Tap **Close**: tapping outside does not close it.
- **Export CSV** downloads a spreadsheet file of your last search, with the full saved record and the name of the person who acknowledged each check. Times in the file are UTC. After **Reset**, it still exports your last search until you search again.

Get everything for one job (Job Summary Report)

Ops Manual: **1.4.2, Required records and retention**. (p. 17) (Table 4)

Load a job

1. Tap **Job Summary Report**. **RECENT JOBS** lists the 20 most recently created jobs, for all pilots.
2. Tap **Select** beside the job. Or type the job's Display Job ID into **Job Id or Display Job Id** and tap **Load Report**.
3. If the job is not in the list, type part of its Display Job ID, title, client, property, site or operation type into **Recent jobs search** and tap **Refresh Recent**. This search does not look at pilot names, whatever the hint says.

Open a job from a register

No register or logbook has a link that opens a job report.

1. In the **Jobs Register** or the **Preflight Register**, note the Display Job ID shown in the **Job** column. The long Job ID under it works too.
2. Go back to **Reports & Logbooks**, tap **Job Summary Report**, type the reference into **Job Id or Display Job Id** exactly as shown, and tap **Load Report**.

Read the audit readiness banner

Ops Manual: **1.6.1, Operations manual and regulatory compliance** (p. 19)

AUDIT READINESS is a check the page runs on the job's records each time a report loads. It records nothing and changes nothing. The banner is **Red: Critical Audit Gaps** with at least one critical item, **Amber: Mostly Complete** with follow-up items only, and **Green: Audit Ready** with neither.

Critical items:

- "Job record not found."
- "No JSA submission found." or "No preflight submission found."

- "JSA is not approved by Chief Pilot." This includes a JSA still waiting for a decision.
- "No active (non-voided) flights are linked to this job."
- "JSA acknowledgement is not verified identity." or "Preflight acknowledgement is not verified identity." The latest one was not acknowledged under a verified sign-in.
- "Incident follow-up is overdue", with the incident's ID in brackets. The incident is not Closed and its follow-up date has passed.

Follow-up items:

- "Job status is not Completed."
- "ExpectedDate is missing on the job." or "CompletedAtUtc is missing." The job has no expected date, or no completion time.
- "No operations audit entries were found for this job."
- "There are open incidents linked to this job."

An item clears when the record behind it changes: see [Complete Job and Incident Report and the Incident Register](#). Load the report again to run the check again.

What the report shows

- In **SUMMARY, Flights (Active)** is the flights not voided, then all flights, for example 9 / 10.
- **LATEST JSA** and **LATEST PREFLIGHT** show the newest of each only.
- **Open JSA report** ↗ opens the JSA in a new tab. **Download PDF** ↓ downloads it as a PDF. See [JSA approval, the JSA Register and the JSA Report](#).
- Under **INCIDENTS**, ATSB reporting is not shown.
- The two audit cards show the newest 100 entries each.
- **Pilot:** in the page heading, on screen and on the printed pack, is the person signed in, not the job's pilot. The job's pilot is on the **AUDIT PACK COVER** and in the **JOB** card.

Print or export the report

1. Load the job. Check **Display Job ID** in the **JOB** card: after a failed load, an earlier job's report stays on screen under the message and both buttons still act on it.
2. For a PDF, tap **Generate Audit PDF**, then save as PDF or choose a printer in your browser's print window.
3. For the data behind the report, tap **Export JSON Evidence**. A data file downloads.

Note: Generated At (UTC) on the printed pack is when you loaded the report, not when you printed it. If the report has been open for a while, load the job again before you print.

Note: the data file holds more than the page shows, including the preliminary assessment, the full saved JSA and pre-flight records, identity details such as the IP address, and the ATSB reporting details of any incident. Look after it as you would the records themselves.

Before you rely on a figure

On both logbooks the pills, except **Period:**, are all-time totals, whatever period you choose. On the **Pilot Logbook**, period totals appear only on the printed copy, and hours on an aircraft type other than T50 or M3M

count in **Total Hours**: but have no pill of their own.

A voided flight is still listed, with nothing to mark it, on the **Pilot Logbook**, **Aircraft Logbook** and **Flights Register**. It is counted in every total there except **Total Hours**: on the **Aircraft Logbook**. Of the pages in this chapter, only the **Job Summary Report** marks it **Voided**, with the void reason, and leaves it out of **Total Flight Minutes**: open the flight's job there to check. To void or correct a flight, or to see what was changed, see [Audit logs and flight corrections](#).

Aircraft Hours on the **Aircraft Logbook** and **Airframe at takeoff** on the **Flights Register** are the aircraft's total before that flight, not after it.

Every time and date shown for a record on the logbooks and registers is UTC, even where the heading does not say so. On the **Job Summary Report**, only **Last Landing (UTC)** and **Generated At (UTC)** are UTC: every other time is in your device's own time zone.

Every period and date filter works on the UTC date of the record. Anything recorded before 8:00 am Perth time carries the previous day's UTC date, so start your date range one day earlier to catch early-morning work.

If something goes wrong

What you see	Why	What to do
"Please select Start and End dates." or "Search failed: 400"	A date box is empty.	Fill in both dates and try again.
"No flights found in this period.", "No records found.", "No flights found.", "No jobs found." or "No preflight records found."	Nothing matches your period, filters and dates, or a Custom start date is after the end date.	Choose a longer period, widen the dates (they are UTC dates) or remove a filter. On the Jobs Register , try All Statutes . In RECENT JOBS , clear Recent jobs search and tap Refresh Recent . If flights you flew are missing from your logbook, tell the CRP.
"Select an aircraft.", "Enter a Job Id or Display Job Id.", "Load a job report first." or "No rows to export."	A step was skipped: no aircraft is chosen, no job reference is typed, no report has loaded, or your last search found nothing.	Do that step, then tap the button again.
"Failed to load report: Job not found"	No job has the reference you typed.	Check it against the Jobs Register , or tap Select in RECENT JOBS .
On the Aircraft Logbook or Flights Register , the aircraft list holds only Select Aircraft or All Aircraft	The list of aircraft did not load.	Check your connection and reopen the page.
"Network error." or "Network error"; "Logbook error" or "Search failed:" followed by a number other than 400; "Failed to load recent jobs."; or "Failed to load report:" followed by anything else	Ops could not read the records, or the request did not get through.	Check your connection, and the reference if you typed one, and try again. If RECENT JOBS will not load, you can still type a reference and tap Load Report . If it keeps happening, tell the CRP what the message says.

What you see	Why	What to do
A pop-up starting "The JSA PDF could not be made:"	Download PDF ↓ failed. The pop-up gives the reason.	Try again. If it keeps happening, tell the CRP the reason shown.
A red banner with "No JSA submission found." on a job that went ahead without a JSA form	Every preliminary assessment answer was YES, and the readiness check does not look at the preliminary assessment.	Nothing to fix in Ops. The banner stays red.

17. Audit logs and flight corrections

Flight Corrections & Voids is where a saved flight record is corrected or voided, each time with a reason.

Flight Audit Log and **Operations Audit Log** list the actions Ops has logged: who did what, and when.

Where to find it: home screen, **Reports & Logbooks**, **Reports & Logbooks** tile, then the three tiles under **Audit & Corrections**.

Who can use it: staff who have the **Reports & Logbooks** card on their home screen. Every correction and void is logged under your sign-in. If you are not sure a record should be changed, ask the Chief Remote Pilot (CRP) first.

Note: All three pages show times in UTC, marked with a "Z". Perth is 8 hours ahead, so 01:23Z is 9:23 am in Perth. The date boxes use UTC dates too: anything before 8 am Perth time sits on the previous date.

Find the flight

1. Open **Flight Corrections & Voids**. Under **Find Flight**, Ops lists your own flights from the last 30 days.
2. To search under another name, change or clear **Pilot (optional)**.
3. To narrow by aircraft, type the whole type in **Aircraft type (optional)**. Part of a type finds nothing.
4. Set both date boxes, start then end, and tap **Search**.
5. Check the **Status** column: **Normal**, **Corrected** or **Voided**.
6. Tap **Select**. Check the first line of the **Selected Flight** card: the record ID after **FlightId**, the take-off time and the pilot.

Ops will refuse: "Submit failed: 400" for whatever you submit on a **Voided** flight. **Select** works on one with no warning, so check **Status** first.

Correct a flight

Ops Manual: F2.3, Part 3 - Daily inspection and time in service log (p. 57)

A wrong pilot, aircraft or job cannot be corrected: the flight can only be voided, and this page cannot add a flight.

1. Find the flight and tap **Select**.
2. Check the drop-down reads **Correct Flight**. It keeps its last setting when you select another flight.
3. Change only what is wrong. The boxes show no names once filled. From the top: battery, location, site or block, operation type, VLOS or BVLOS, take-off time, landing time, flight minutes and notes. **Battery ID** cannot be empty, and a different battery must already be in the battery register for that aircraft type.
4. If **Operation Type** or **VLOS / BVLOS** reads its own name, or is blank, choose a value. Left alone, it is saved as empty.
5. To change a time, type it by hand, in UTC, in the form 2026-03-10T01:23:00Z. Keep the "Z" on both times. You cannot type the flight minutes: Ops works them out from the two times.

6. To keep the flight's notes, retype them into **Notes**. The box always starts empty, and whatever it holds when you submit replaces them. The notes as first saved are on the flight's **Created** entry in **Flight Audit Log**, under **Reason / Offline ID / IP**.
7. Type why in **Correction reason (required)**. It is shown against the change in **Flight Audit Log**.
8. Tap **Submit Action** once and wait for "Success: Corrected". Ops does not ask you to confirm, so do not tap a second time.

A correction overwrites the old values, which can then be read only in **Flight Audit Log**. Every correction also works the flight minutes out again from the two times, as a whole number, and moves the airframe time by the change in whole minutes. If you changed the battery and the flight counted a cycle, Ops takes one cycle off the old battery and adds one to the new. The airframe time recorded against later flights is not recalculated.

Note: Ops moves airframe time in whole minutes. Correcting or voiding a flight that holds part-minutes, as one loaded from the aircraft's own log can, may leave a gap between the airframe total and the flight records. Once it passes 1 minute, **Maintenance Status** shows **TIME-IN-SERVICE MISMATCH**. See [Maintenance Status and Maintenance Override](#).

Void a flight

Ops Manual: F2.3, Part 3 - Daily inspection and time in service log (p. 57)

1. Find the flight and tap **Select**.
2. Change the drop-down to **Void Flight**.
3. Type why in **Void reason (required)**.
4. Read the first line of the card again. Ops does not ask you to confirm, and a void cannot be undone.
5. Tap **Submit Action** once and wait for "Success: Voided".

A void keeps the flight record and marks it **Voided**. It takes the flight's whole minutes off the airframe time, and one cycle off its battery if the flight counted one.

Note: **Pilot Logbook**, **Aircraft Logbook** and **Flights Register** still list a voided flight and do not mark it. The **Job Summary Report** shows it as **Voided** with your reason. See [Reports & Logbooks](#).

Flights are also voided on **Flight Log Review**, when the aircraft's own records replace flights logged on the phone. See [Flight Log Review](#).

Read the audit logs

Ops Manual: 1.4.5, Production of records (p. 19)

Operations Audit Log lists actions on jobs, JSAs, pre-flights, incidents, maintenance and some other records. Flight corrections and voids are in **Flight Audit Log**.

1. Open the log. It loads every entry from the last 30 days.
2. Narrow the list under **FILTERS**, then tap **Search Audit Log** or **Search Operations Audit**.

3. Tap **View** under **Payload** to see everything Ops stored with the entry: for a flight correction or void, the whole flight record before and after.
 4. Tap **Export CSV** for the rows of your last search, or **Print / PDF**. Look after an export or a printout as you would the records themselves.
- On **Flight Audit Log, Pilot** is the pilot on the flight. To find who made a change, read **Recorded By**.
 - To list every correction or void, choose **Corrected** or **Voided** in place of **All Action Types** on **Flight Audit Log**.
 - To list every entry for one flight, paste the record ID after **FlightId** on the **Selected Flight** card into the search box on **Flight Audit Log**.
 - On **Flight Audit Log, Field Changes** shows each changed detail, old value then new, and can list details nobody edited. **Counter Effects** shows what the action did to the airframe total and battery cycles.
 - A job ID, in a search box or a column, is the job's record ID, not the job number used elsewhere in Ops.
 - After **Reset**, **Export CSV** still downloads the earlier search. Search again first.
 - On **Operations Audit Log**, the action drop-down offers only ten of the actions in the log, and the search box does not match action names. To find another, for example "JobCancelled", leave the drop-downs on **All Actions** and **All Entities** and read down the **Action** column.

If something goes wrong

A request Ops refuses saves nothing. If you are not sure whether an action went through, look in **Flight Audit Log** before you submit again.

What you see	Why	What to do
"Correction reason is required." or "Void reason is required."	The reason box is empty.	Type the reason.
"Takeoff UTC and Landing UTC are required.", "Takeoff UTC must be valid ISO date/time.", "Landing UTC must be valid ISO date/time." or "Unable to calculate flight minutes from times."	A time box is empty, or the page cannot read the times.	Retype both times in the form 2026-03-10T01:23:00Z.
"Landing UTC cannot be before Takeoff UTC."	Landing is earlier than take-off.	Correct the times. Check the dates as well.
"Submit failed: 400"	Ops refused, and the page does not say why.	See the causes below.
"Submit failed:" and any other number	Ops could not find the flight or could not finish. One known cause of "Submit failed: 500" is a "Z" on one time and not on the other.	Put the "Z" on both times, select the flight again and retry. If it still fails, tell the CRP.
"Network error." under Submit Action , or the sign-in page opens	The action may not have reached Ops. Nothing is kept to send later.	Sign in again if asked. Look in Flight Audit Log for your entry before you submit again.

What you see	Why	What to do
"Search failed: 400"	A date box is empty.	Set both dates and search again.
"No flights found." or "No audit entries found."	Nothing matches the filters and dates.	Clear the filters and widen the dates.
"No rows to export."	No rows are loaded.	Search first, then export.

"Submit failed: 400" has one of these causes:

- The flight is already **Voided**, perhaps by a void you had just submitted: check **Status**. Nothing more can be done to it.
- **Battery ID** is empty, or you changed it and the old or the new battery is not in the battery register for that aircraft type. Check the ID against **Battery Cycles** on **Maintenance Status**.
- A time is in a form the page accepted but Ops cannot read. Retype both times.
- You are voiding, and the flight's battery is not in the battery register. Tell the CRP.
- Ops holds no airframe total for the aircraft. Tell the CRP.
- You are correcting, and the flight is an even number of whole minutes plus exactly 30 seconds long, for example 2 min 30 s. Tell the CRP.

18. Customer Reports

Use this page to download the drone application report for a closed-out job, or e-mail it to the customer. The report is a PDF drawn from the aircraft's own flight records.

Where to find it: home screen, **Reports & Logbooks**, **Customer Reports** tile.

Who can use it: the Chief Remote Pilot (CRP) only.

Note: People with chief access who are not the CRP can see the tile and open the page, but Ops lists no jobs and refuses them.

Which jobs can have a report

The page lists the 80 most recently completed jobs, newest first (see [Complete Job](#)). An older job cannot be reached here. A job has a report only when both of these are true:

- At least one of its flights, not voided, was loaded from the aircraft's own log (see [Flight Log Review](#)). Flights logged in Ops by hand do not count and are not in the report.
- At least one of those is a treatment flight: a route flight, not a manual positioning flight. Ops checks this only when it builds the report, so a card can show both buttons and still be refused.

Download the report

1. Open **Customer Reports**. To narrow the list, type in **Search by customer, site or job number**.
2. On the job's card, tap **Download PDF** and wait up to a minute. Your browser saves the file.

Ops does not keep a copy of a report you download.

Tip: Download the report and read it before you e-mail it. Ops leaves out, without a message, any flight whose record from the aircraft it cannot find, so check the number of flights. Check the product and the amount applied too. Only treatment flights are mapped, listed and counted. The report names the remote pilot and the aircraft, with the pilot's CASA ARN and the aircraft's serial number when Ops holds them.

E-mail the report to the customer

1. On the job's card, tap **E-mail to customer....** The **E-mail the report** window opens.
2. Check that **Customer's e-mail address** is the right one for this client. Ops may suggest one, sometimes from another job with the same client name. Separate several addresses with commas, 10 at most.
3. Type a **Personal note (optional)** if you want one. A note longer than 2,000 characters is cut off without warning.
4. Leave **Send me a copy** ticked to receive the same e-mail yourself.
5. If there is a box that starts **Use this address for future reports to**, untick it when the address is a one-off. Left ticked, sending replaces the client's **E-mail for customer reports** (see [Clients & Sites](#)) with the addresses you sent to.
6. Tap **Send**. It can take up to a minute, and you cannot cancel or close the window while it runs.

7. The window closes. The card shows **Sent** with the address and date of the latest send. Check the count: **Sent x2** means the report has gone twice.

Both tick boxes are ticked again every time the window opens.

Note: The e-mail comes from the Ops mailbox. Your copy, and the customer's replies to you, depend on Ops holding an e-mail address for you. If you ticked **Send me a copy** and the "Sent to" message under the buttons does not include "(copy to you)", no copy was sent and replies will not reach you. Typing in the search box clears any message showing under a job.

What Ops keeps

Each time you e-mail a report, Ops records the send, keeps the exact PDF and keeps the e-mail in the sent items of the Ops mailbox. If Ops cannot store the PDF, the e-mail still goes and the screen does not tell you.

No page in Ops lists earlier sends or opens a kept PDF, and a PDF you download later may differ, for example in its issue date. To see exactly what the customer received, use the copy that was e-mailed to you.

If something goes wrong

Nothing is queued to send later.

What you see	Why	What to do
"Only the chief pilot can produce customer reports.", "Only the Chief Remote Pilot can produce customer reports." or "Only the Chief Remote Pilot can e-mail customer reports."	Ops does not see you as the CRP.	If you are not the CRP, ask the CRP to produce the report. If you are the CRP: after the first message, tap Logout on the home screen and sign in again. After the others, tell the administrator.
You are taken to the sign-in page, or see "Session expired" or "Verified sign-in required."	Your sign-in has ended.	Sign in again and reopen the page. Anything typed in the window is lost. If you were sending a report, look at the card before you send again.
"No flights from the aircraft's own log on this job, so there is no report to draw." or "This job has no flights from the aircraft's own log (DJI), which the report is drawn from."	Voided flights and flights logged by hand do not count.	No report can be produced as the job stands.
"The aircraft's log for this job holds no treatment (route) flights."	Its flights are all manual positioning flights, or Ops could not find the aircraft's records.	The same. If the job did have treatment flights, tell the administrator.
"Could not load the jobs.", "The report could not be built." or "Job not found."	The list or the download failed and Ops gave no reason, or the job is no longer in Ops.	Check your connection, reload the page and try again.

What you see	Why	What to do
"Enter the customer's e-mail address.", "Not an e-mail address:" and the part Ops could not read, or "At most 10 addresses."	The field is empty, has something not shaped like an e-mail address, or has more than 10 different addresses.	Type addresses only, with no names or angle brackets, and commas between them. Send again for any over 10.
"The e-mail could not be sent:" and a technical reason	The mail service refused or failed. One reason is "Attachments too large to send in one message", when the PDF is over 3 MB.	No send is recorded. Try again. If it keeps failing, give the full message to the administrator.
"The report could not be sent." or "The report could not be sent. Check your connection and try again."	The send did not finish. The e-mail may or may not have gone.	Wait a minute, reload the page and look at the card. A new send (today's date, or a higher count) means it went. If not, send again.
A red message ending "It was sent, but the send could not be recorded; tell the administrator."	The customer has the e-mail, but Ops could not record the send.	Do not send again. Tell the administrator. After a reload the card may show Not sent yet .
In the PDF: "The satellite map of the flight paths could not be produced for this report." or "Weather observations were not available from DPIRD when this report was produced."	That part could not be fetched.	Download again later and check, before you send.

19. Staff, credentials and training records

The Chief Remote Pilot (CRP) uses **Staff & Credentials** to add people to Ops, set what each can see, mark the Maintenance Controller (MC) and keep spray credentials and company documents. **Pilot Training Records** is where the CRP records training and checks training currency.

Where to find it: home screen, the gear icon at the top right of the header card (it has no label), for **Staff & Credentials**. Home screen, **Aircraft & Maintenance**, **Training Records** tile, for **Pilot Training Records**.

Who can use it: the CRP, and anyone else given chief access: **Chief Pilot sections** ticked, or **Role (label)** set to **Chief Pilot** or **Admin**. Anyone else is sent to the home screen with no message. If you should have chief access, tap **Logout** and sign in again. A pilot cannot see their own staff or training record.

Note: use a tablet or a computer for **Staff & Credentials**. On a narrow screen, such as a phone held upright, tapping a name or **+ Add** opens nothing.

Note: a credential, a company document and a training record cannot be changed or deleted once saved. Tap their save buttons once: a second tap saves a second copy. For a certificate or document, Ops stores a web link, not the file.

Add a person

1. On the  **People** tab, tap **+ Add**.
2. Enter **Email address** and **Full name**, both required, and the **ARN** if the person has one.
3. Tap a **Role shortcuts** button, or tick the boxes yourself. All six start unticked, and a person saved that way can see almost nothing.
4. Choose the **Role label** last: on this form the  **Pilot** and  **Chief Pilot** shortcuts change it. **Chief Pilot** and **Admin** give chief access.
5. Tap **Create account & get link**. Ops opens the new person's record.
6. On the **Identity** tab, tap  **Get new access link**, then **Copy** or  **Open in email**, and send the link yourself.

Note: Ops does not e-mail the person, whatever the form says. The panel says "The link expires after 30 days." What the person does next is in [Signing in and the home screen](#).

Tip: for a fresh link later, repeat step 6. Inviting the person again with **+ Add** can overwrite the details and access on their record.

Set what a person can see

1. Tap the person, then the **Permissions** tab.
2. Tap a **Role shortcuts** button, or tick and untick the boxes under **Fine-grained access**.
3. Check the box **Maintenance Controller — may sign maintenance off**. Every role shortcut unticks it, and the save then removes the appointment.

4. Tap **Save permissions**.

5. Ask the person to tap **Logout** and sign in again. Their home screen changes only then.

What each box shows is in [Signing in and the home screen](#). Unticking **Maintenance** or **Reports** hides its whole card, including the chief-only tiles in it: **Training Records** goes with **Maintenance**. An active person with **Flight Ops** can be chosen as the pilot for a job. In the **Staff** list, "Pilot" under a name does not prove the person has **Flight Ops**: check their **Permissions** tab. From time to time, read down the **Staff** list and check that each person's access and the Maintenance Controller box are as you set them.

Chief access

Chief access does not make the person the CRP. Some actions elsewhere are kept for the sign-in Ops recognises as the CRP. This page cannot change which sign-in that is: ask the administrator.

While the role label is **Chief Pilot** or **Admin**, Ops turns **Chief Pilot sections** back on at every save, although you still see "✓ Permissions saved." To remove chief access:

1. On the **Identity** tab, set **Role (label)** to **Pilot** or **Operator (ground / non-drone)**, tap **Save**, then tap the person's row again.
2. On the **Permissions** tab, untick **Chief Pilot sections** and tap **Save permissions**.

Chief Remote Pilot: do not untick your own **Chief Pilot sections** or make yourself inactive: you cannot undo either yourself.

Maintenance Controller

Ops Manual: 1.2.2.3, Maintenance Controller (MC) (p. 14), **1.2.4, Changing key personnel** (p. 15)

1. On the person's **Permissions** tab, in the box **CASA key personnel**, tick **Maintenance Controller — may sign maintenance off**.
2. Tap **Save permissions**.

Under the box the page says: "Ops Manual 1.2.2.3. A separate appointment from Chief Remote Pilot, and deliberately not granted by it. Changing key personnel requires prior CASA approval (1.2.4)."

Only this box makes a person the MC in Ops, and only while the person is **Active**: chief access does not. Ticking it for one person does not untick it for anyone else. Ops also accepts the sign-in it recognises as the CRP for the MC's actions. Anyone else who tries one of the MC's actions is refused: see [Technical Log](#).

Change a person's details

Ops Manual: F3, Initial remote pilot employee record (p. 60)

1. Tap the person. On the **Identity** tab, change what you need to and tap **Save**.
 2. Tap the person's row in the **Staff** list again before anything else. Until you do, **Save permissions** and **Get new access link** put the old details back, and the **Credentials** tab does not see a new ARN.
- **Object ID (from Azure AD):** do not change it. Saving a different value makes a second staff record.

- **Pilot name (shown in app):** if it is empty, **Logged in as** and the person's flights show their sign-in name instead.
- **ARN (aviation reference number):** check the number before you save, because Ops saves it as typed. Credentials and training records are held against the ARN, not the person: change it and they stay under the old number, and two people with the same ARN share one set.

Record a credential and its expiry date

Ops Manual: D6, Agricultural Operations (p. 47)

The **Credentials** tab holds, in the page's words, "Spray licences and chemical accreditations for this person." The person needs an ARN first.

1. Tap the person, then the **Credentials** tab, then **+ Add credential**.
2. Choose the **Credential type** and enter the **Credential name**, which is required, and the **Expires** date if there is one.
3. Tap **Save credential** once.

Note: Ops records each credential and shows its expiry: the list reads "Expires in [n] days" when fewer than 60 days are left. Ops sends no reminder, so look at this tab yourself.

Make a person inactive, or remove them

To stop a person signing in and keep their access settings, set **Status** to **Inactive** on the **Identity** tab and tap **Save**. To clear their access too, or delete their sign-in account:

1. On the same tab, tap **Remove access**. Ops asks "Delete [name]?"
 2. Tap **Cancel** to deactivate only, or **OK** for a full delete. **Cancel** here does not cancel.
 3. Ops asks again. Tap **OK** to go ahead, or **Cancel** to stop with nothing changed.
- Deactivate only: the person is made inactive, and the six access boxes and the MC box are cleared. The sign-in account is kept.
 - Full delete: the sign-in account is deleted and the six access boxes are cleared. This cannot be undone: the staff record stays, marked "Inactive", but setting it to **Active** does not bring the account back, and a person invited again gets a new staff record.
 - To bring an inactive person back, set **Status** to **Active**, tap **Save** and tap the person's row again. Then tick the cleared boxes on the **Permissions** tab and tap **Save permissions**. A person whose role label is **Chief Pilot** or **Admin** has chief access again as soon as they are active.
 - The **Deactivate** and **Reactivate** buttons show "✓ Saved." but do not change the status. Use **Status** and **Save**.
 -  **Get new access link** makes an inactive person active again.
 - Whichever you choose, ask the person to tap **Logout** on any device where they are still signed in.

Add a company document

Ops Manual: **Appendix A, Copy of RPA Operator's Certificate** (p. 38)

The page says these documents are "bundled into client spray record PDF packs." No other page in Ops reads this list.

1. Tap  **Company Documents**, then **+ Add document**.
2. Choose a **Category** and enter the **Document name** and **Document URL**, all required, and the **Expires** date if there is one.
3. Tap **Save document** once. As with a credential, Ops sends no reminder.

Check training currency

Ops Manual: **F3, Initial remote pilot employee record** (p. 60)

On **Pilot Training Records, Pilot Register** lists every staff record with an ARN, active or inactive, and nothing marks an inactive person. Tap a pilot's row to see their saved records, newest first: **Induction History** is on the **F4 Induction** tab and **Continuation History** on the **F5 Continuation** tab.

Ops counts 180 days from the later of two dates: the pilot's latest complete induction record and their latest continuation record. The **Currency** badge reads "Expiring in [n] days" when 30 days or fewer are left.

Note: Ops shows training status on this page and sends no e-mail about it, so check the page yourself. The only other sign is a notice to the pilot after they submit a flight on **Flight Log**: see [Flight Log](#). For the notice to appear, the pilot's staff record must be active and have a **Pilot name** and an ARN.

Record induction training

Ops Manual: **1.5.2, Initial training** (p. 19), **F4, Induction training record** (p. 61), **1.4.2, Required records and retention**. (p. 17) (Table 3)

1. Tap the pilot's row in **Pilot Register**. The **F4 Induction** tab opens.
2. Check **Training Date**. Before 8 am Perth time Ops fills in yesterday's date.
3. Tick each of the 14 subjects that was covered.
4. Tap **Save Induction Record** once.

Induction is complete only when one record has all 14 subjects ticked. Part records do not add up: Ops answers "Induction record saved — [n]/14 subjects (not yet complete)." and the pilot stays at "Induction required".

Record continuation training

Ops Manual: **F5, Continuation training record** (p. 62), **1.4.2, Required records and retention**. (p. 17) (Table 3)

1. Tap the pilot's row in **Pilot Register**, then the **F5 Continuation** tab.
2. Check **Training Date** and tick each of the 11 subjects that was covered.

3. In **Notes (optional)**, say whether **Safe operating procedures refresher** was covered: the saved record can show that subject wrongly, ticked or not.
4. Tap **Save Continuation Record** once.

Ops answers "Continuation record saved ([n]/11 subjects). Currency clock restarted." even when the date you entered is older than the pilot's latest training. In that case the pilot's currency does not change. A pilot with no complete induction still shows "Induction required". Currency is counted from the date on the record.

On both tabs, check the date before you save: Ops saves it as entered. Ops records who saved the record (**Recorded by**) and has no box for the trainer's name or the pilot's acknowledgement. The badge under the pilot's name does not change after a save: read the pilot's row in **Pilot Register**.

If something goes wrong

Nothing is queued to send later. For sign-in and connection messages, see [When Ops says no](#).

What you see	Why	What to do
"Admin or Chief Pilot access required.", sometimes after "Error:"	Your staff record no longer has chief access, or is inactive.	Ask another person with chief access to restore it, then sign in again.
"Email is required.", "Full name is required.", "DisplayName is required.", "Object ID is required.", "Credential name is required.", "Document name is required.", "Document URL is required." or "Training date is required."	That detail is empty. After  Get new access link , it is the Email or Display name on the person's record.	Fill it in and save again. After Save on the Identity tab, tap the person's row again before you ask for the link. For "Object ID is required.", tap the person's row again to reload it.
"Invitation failed:" or "Could not obtain Microsoft Graph token:" and a technical reason	Microsoft could not be reached or did not accept the invitation. No staff record was made or changed.	Check the e-mail address and try again. If it repeats, give the exact text to the administrator.
"No ARN set — add an ARN in the Identity tab to record credentials.", "Person has no ARN — add it in Identity first." or "No pilots with ARN found. Set ARN in Admin → Pilot Access."	The person has no ARN, or you added one and have not tapped their row again. The last message means no staff record has one, and names an old page.	Enter the ARN on Staff & Credentials, Identity tab, tap Save , then tap the person's row again.
"You cannot delete your own account."	You chose a full delete of your own sign-in. Nothing was changed.	Another person with chief access has to do it.
"Azure AD deletion failed:" and a technical reason, or other red text after a full delete	Microsoft refused the delete, or the sign-in account had already been removed and Ops did not finish. The staff record was not changed.	Use Remove access and Cancel to deactivate only, or after a refusal try again later.
"Error: ARN '[number]' not found in pilot register."	The pilot's ARN was changed after you opened this page.	Tap Refresh , tap the pilot again and save again.

20. Aircraft, accessories and the Ops Dashboard

These pages are the aircraft register, the register of batteries and other equipment, and a read-only page of counts and short lists of what is waiting.

Where to find it: home screen, **Aircraft & Maintenance**, tiles **Add / Edit Aircraft**, **Add / Edit Accessories** and **Ops Dashboard**.

Who can use it: people with chief access: the Chief Remote Pilot (CRP), and anyone with the role **Chief Pilot** or **Admin** or with **Chief Pilot sections** access. See [Signing in and the home screen](#). Anyone else is sent back to the home screen with no message.

Note: Nothing can be deleted on the two registers: an aircraft is made **Inactive**, a battery or other item **Retired**. Ops does not ask you to confirm a save: check the form before you save.

Add an aircraft

Ops Manual: 1.4.2, Required records and retention. (p. 17) (Table 5), **F2.1, Part 1 - Maintenance schedule and log** (p. 55)

1. Tap **Add / Edit Aircraft**. The page that opens is headed **Aircraft Register Admin**. If the form already shows an aircraft, tap **New Blank Form**.
2. Fill in the form and tap **Save Aircraft**. Ops shows "Aircraft created successfully." for a moment.

Field	What to enter
Aircraft Identifier	Required. A code no other aircraft has. It cannot be changed later.
Display Name	Required. A new job number takes the name of the first active aircraft of the job's type, in name order, without the unit number on the end.
Aircraft Type	Required. Type it exactly as jobs name it: T50, M3M or Air 3. Ops takes it as typed.
Serial Number	As the aircraft gives it in its own flight records. Ops matches flights loaded from the aircraft's own log by it.
Manufacturer, Model	The maker and the model. Both are printed on the customer report.
MTOW (kg)	Enter it for every aircraft. Preliminary Assessment answers and locks its weight question from it. With no figure, the pilot answers the question.

Note: A new aircraft has no airframe time total, and no page in Ops starts one. Ops will not save a flight for it until a total is set up outside these pages. A new aircraft type also needs its batteries added on **Add / Edit Accessories**, and has no scheduled maintenance until a maintenance schedule exists for the type.

What ReOC Status does

Ops Manual: **Appendix B, List of RPAS types operated** (p. 39)

It is information only. Ops saves it on each flight when the flight is logged, so changing it later does not change flights already logged. See [Flight Log](#).

Change an aircraft or make it inactive

Ops Manual: **1.4.2, Required records and retention.** (p. 17) (Table 5)

1. Under **Existing Aircraft**, tap the aircraft's row.
2. Change what you need to. To make the aircraft inactive, set **Status** to **Inactive**.
3. Tap **Save Aircraft**.

Note: Do not change **Aircraft Identifier** on an aircraft you are editing: Ops saves a second aircraft and leaves the first as it was. Read the message, shown for a moment: it says "created" or "updated". If it says "created" when you meant to change an aircraft, set the new one to **Inactive** straight away. If you type an existing identifier into a blank form and save, Ops overwrites that aircraft, empty boxes included.

An inactive aircraft keeps its flights and its Technical Log, which can still be read, and can be set back to **Active**. While it is inactive:

- **Flight Log** no longer offers it.
- **Pre-Flight** is refused if the job's aircraft type has no active aircraft left.
- **Technical Log** refuses new maintenance entries, defect reports and component records for it with "Aircraft not found or inactive". See [Technical Log](#).
- Ops stops matching flights from the aircraft's own log to it.
- **Maintenance Status** and the maintenance e-mails leave it out.

Add a battery

1. Tap **Add / Edit Accessories**. The page that opens is headed **Accessories & Batteries**. Leave **Category** on **Battery**. If the form already shows an item, tap **New Blank Form**.
 2. In **Aircraft Type**, pick the type from the suggestions. A battery whose type is spelt differently from the aircraft's type can be offered on **Flight Log** and still not gain cycles.
 3. In **Battery ID**, type the ID pilots will choose on **Flight Log**.
 4. In **Serial Number**, type the battery's serial number, then tap **Save**.
- **Cycle Count** starts at 0 and cannot be typed. Ops adds 1 for each flight logged with the battery and takes 1 off when a flight is voided. Ops has no way to enter a battery's earlier cycles or to correct a count by hand.
 - Register the battery and its serial number before the aircraft flies with it. Ops finds the battery for flights loaded from the aircraft's own log by serial number, and a flight logged on **Flight Log** with a battery that is not in this register counts no cycle.

Change or retire a battery

1. Under **Batteries**, tap the battery's row.
 2. Change **Serial Number** or **Status**. To retire the battery, set **Status** to **Retired / Inactive**.
 3. Tap **Save**.
- **Aircraft Type** and **Battery ID** are locked. To change them, retire the battery and add a new one, which starts at 0.
 - Saving with **Serial Number** empty removes the serial number: check the box before you save.
 - A retired battery is no longer offered on **Flight Log**, but is still matched to flights from the aircraft's own log. It can be set back to **Active**.
 - Typing the type and ID of an existing battery into a blank form updates that battery, serial number and status included.

Add or change other equipment

Other equipment is a list for your own reference. No other page in Ops reads it.

1. On **Add / Edit Accessories**, set **Category** to **Charger, RTK Base Station, Controller / Remote, Generator** or **Other**.
2. Fill in **Name**, which is required.
3. Tap **Save** once. A second tap while Ops is still saving a new item adds it a second time, and the spare can only be retired.

To change an item, tap its row under **Other Accessories**. To retire it, set **Status** to **Retired / Inactive** and save. Do not set **Category** to **Battery** while editing an item: Ops saves a new battery and leaves the item as it was.

Read the Ops Dashboard

Ops Manual: 1.10, Safety occurrence reporting (p. 22), **2.2.3, Flight authorisation** (p. 25), **3.1.1, Periodic inspection schedule** (p. 36)

Chief Remote Pilot: The dashboard figures load only for your own sign-in. Other people with chief access see the page without them.

1. Tap **Ops Dashboard**. The page that opens is headed **Chief Pilot Dashboard**. Read the seven counts under **Snapshot** and the four lists under **Action Queues**. They are not links.
2. To update the figures, reload the page in your browser.

Count	Where to act
Open Incidents, Overdue Incident Follow-ups	Incident Register , under Reports & Logbooks . See Incident Report and the Incident Register .
Overdue Maintenance Items	Maintenance Status , and Technical Log to sign it off. See Maintenance Status and Maintenance Override .
Jobs Awaiting JSA Approval	JSA Approval Queue . See JSA approval , the JSA Register and the JSA Report .

Count	Where to act
Past Expected Date, Nothing Logged	Check with the job's pilot. See Starting, changing and cancelling a job .
Corrected Flights (30d), Voided Flights (30d)	Flight Audit Log , under Reports & Logbooks . See Audit logs and flight corrections .

- Times are in UTC and end in Z. Add 8 hours for Perth time.
- A count can be higher than its list: the lists stop at 8 or 10 rows. **Past Expected Date, Nothing Logged** never goes above 10.
- Overdue maintenance is worked out separately here. The dashboard uses the limits saved on the latest maintenance entry, certified or not, leaves out items never logged, and includes inactive aircraft. When it differs from **Maintenance Status**, check the item there.
- Under **Overdue Maintenance**, a row can show "Remaining minutes:" above zero. Its calendar limit has passed and its flight-time limit has not.
- The dashboard sends no e-mail or alert when a count goes up.

If something goes wrong

What you see	Why	What to do
A message ending "is required."	That box is empty.	Fill it in and save again.
"Save failed: Admin or Chief Pilot access required."	Ops did not find chief access on an active staff record for your sign-in.	Have your staff record checked on Staff & Credentials . Then log out and sign in again.
"Save failed: Accessory not found."	The item is no longer in the register.	Tap Refresh and start again.
On Add / Edit Aircraft , "Save failed:" followed by technical text	The text may be too long for the box: 100 characters, or 50 for Aircraft Type .	Shorten it and save again.
A battery's Cycles does not go up after flights	The type on the battery may not be spelt exactly as the aircraft's type.	Retire the battery and add it again, picking the type from the suggestions. The new one starts at 0.
On Pre-Flight , a message starting "This job's aircraft (T50) is not an active aircraft in the register"	No aircraft of the job's type (T50 in this example) is active in the register.	Set an aircraft of that type to Active . See Pre-Flight .
On Flight Log Review , a reason ending "is not in the aircraft register (Admin: Add / Edit Aircraft)"	No active aircraft in the register has the serial number the aircraft recorded.	Add the aircraft, correct its Serial Number , or set it to Active . The flight comes through at the next check.
On Flight Log Review , a red battery pill, or a message ending "is not in the battery register; add it under Admin, Accessories"	Ops could not match one registered battery of that aircraft type to the serial number the aircraft recorded.	On Add / Edit Accessories , add the battery, or its Serial Number , so later flights match. A flight already waiting keeps its red pill. See Flight Log Review .

What you see	Why	What to do
On Ops Dashboard , "Load failed (403): Chief Pilot access required."	The figures load only for the CRP's own sign-in.	Use the pages in the dashboard table.

21. E-mails Ops sends

Ops sends four e-mails. Three go out on a timer with nobody signed in. The fourth goes when the Chief Remote Pilot (CRP) sends a customer report.

Where to find it: in your inbox, from the Ops mailbox. Ops has no page that shows them, and nothing in Ops reads a reply to a timed e-mail.

Who can use it: each section says who Ops sends the e-mail to.

The morning e-mail: flights have not arrived from the aircraft

Ops Manual: 2.5, Post-flight administration (p. 31)

Ops sends it at 07:30 (Perth time) every morning, one for each job, to every pilot who submitted a pre-flight for the job and to the CRP. The first comes the morning after the job's first pre-flight, and only when the job's aircraft is a type whose flights Ops loads from the aircraft's own log. It stops, with no all-clear, once any flight from the aircraft is on the job (even one still waiting for approval), the CRP records that none were flown, or the job is cancelled.

1. Read the subject and find it in the table below.
2. If the e-mail has numbered steps, do them on the remote controller.
3. Open the link beside "Flight log review:". It opens **Flight Log Review**.
4. When the flights are listed, the job's pre-flight pilot or the CRP approves them. See [Flight Log Review](#).
5. If nothing was flown on the job, ask the CRP to record that.

Subject says	What to do
"are still on the remote controller" or "No flights received from the aircraft for job"	Do the steps in the e-mail.
"reached DJI but Ops could not take them in"	Nothing on the controller: the fault is on the Ops side, and the CRP gets the details in a separate e-mail.
"are in DJI but not yet downloaded"	Wait. If more were flown for the job than the e-mail counts, do the steps for the rest.
"are on the review page without a job"	Check them under Flights without a job on Flight Log Review . Only the CRP can put them on the job. If more were flown than the page shows, do the steps.

The job cannot be closed until the flights are loaded or the CRP records that none were flown: see [Complete Job](#).

Chief Remote Pilot: to stop the e-mails for a job that was never flown, use **No flights flown...** on **Flight Log Review**. Be sure nothing was flown: Ops has no button to withdraw it. Ops refuses it while the aircraft's log holds anything for the job, or while Ops cannot read the DJI download.

Chief Remote Pilot: flights Ops could not take in

Ops sends this to the CRP only, when the DJI download has a flight that Ops cannot list on **Flight Log Review**: after a new kind of problem has lasted an hour, then once a day. A flight that fails for a reason already e-mailed waits for the daily e-mail, so watch the page.

1. Open **Flight Log Review** and find **Flights Ops could not take in**.
2. If the reason ends "is not in the aircraft register (Admin: Add / Edit Aircraft)", add or reactivate the aircraft on **Add / Edit Aircraft**. Its **Serial Number** must be the serial the reason gives, and its **Status** must be **Active**. If the aircraft is already listed, change that entry, leaving **Aircraft Identifier** as it is: do not add it a second time. The flight comes through at the next check.
3. For any other reason, nothing in Ops fixes it. The e-mail says: "pass this e-mail on to whoever looks after Ops."

Until the flights come through, the jobs they belong to cannot be closed. See [Complete Job](#).

Chief Remote Pilot: Aircraft Maintenance Alert

Ops Manual: 3.1.1, Periodic inspection schedule (p. 36), **F2.1, Part 1 - Maintenance schedule and log** (p. 55)

Ops sends this to the CRP only: once when a scheduled item becomes due soon (5 flying hours or less remain, or the due date is 14 days away or less), and once more when it is overdue. It sends no reminders, so watch **Maintenance Status**. This e-mail leaves no entry on **Operations Audit Log**.

1. Open **Maintenance Status** and tap **Expand** on the aircraft the e-mail names.
2. Find the item and read **Next Due** and **Remaining**. The e-mail uses a "due in" line even when the item is due soon because of its date, so the hours can be a large number. A "due by" date is in UTC.
3. If you are not the Maintenance Controller (MC), pass it on: Ops does not e-mail the MC, and signing the item off is the MC's job. See [Technical Log](#).

Chief Remote Pilot: the customer report

This e-mail goes only when you tap **Send** on **Customer Reports**. Your copy, and the customer's replies to you, both depend on Ops holding an e-mail address for you. See [Customer Reports](#).

What Ops does not e-mail

Ops sends no e-mail about a JSA, an incident, a defect, an unserviceable aircraft or a Technical Log entry waiting for the MC. Look in Ops: see [Signing in and the home screen](#).

Chief Remote Pilot: a timed check that fails may not have sent its e-mail. Failed checks are watched from outside Ops, by an alert that comes from Microsoft Azure, not from the Ops mailbox.

Ops does not send the staff access link either, although the form on **Staff & Credentials** says "Enter their email address and we'll send them an invitation." Whoever adds the person, the CRP or someone else with chief access, passes the link on themselves:

1. On the **Identity** tab of the person's record, tap  **Get new access link**.
2. Tap  **Open in email** and send the draft that opens in your own mail program. Nothing goes until you do.

See [Staff, credentials and training records](#).

If something goes wrong

What you see	Why	What to do
You submitted the pre-flight, but only the CRP got the morning e-mail	Your staff record must be active, have an e-mail address, and have the same pilot name as the pre-flight. Nothing warns you.	Ask the CRP to check your record on Staff & Credentials . View on Operations Audit Log shows who the morning e-mail went to: see Audit logs and flight corrections .
No morning e-mail for a job under Jobs waiting for flights from the aircraft	The pre-flight was today, so the first e-mail is tomorrow. Or the job is marked "flights loaded, more owed": those jobs get no e-mail, although flights are still missing.	Use Flight Log Review , not your inbox.
The morning e-mail came after you had the controller online	It reports what Ops held at 07:30.	Open Flight Log Review . If the flights are there, approve them.
A line in the morning e-mail starts "Note: the DJI download itself last ran at", or reads "The state of the DJI download could not be read."	The fault may be on the download side.	Tell the CRP.
CRP: a maintenance alert came, but the item shows OK on Maintenance Status	The page shows DUE SOON at 60 minutes, not at 5 flying hours.	Read Remaining for the item.
CRP: no alert came for a date-based item you believe is due	The alert follows the dates on Maintenance Status .	Check that the item's Last Completed there is the date the work was really done. If it is not, tell the MC and see Maintenance Status and Maintenance Override .

22. When Ops says no

Open this chapter when a screen has refused something, or is holding a job. The chapter named in a row has the full steps. CRP is the Chief Remote Pilot. MC is the Maintenance Controller.

Note: Words in [square brackets] stand for a name or number that Ops fills in. N is a number. A long message is shown by a few of its words.

Messages you can meet on any page

What you see	Why	What to do
The sign-in page opens while you are working, with no message	Your sign-in ran out and Ops could not renew it. A weak signal can do this while your sign-in is still good.	With a usable connection, tap Sign in with your work email . Ops opens the home screen: go back to your page. Anything typed and not saved is lost. On Flight Log that includes the flight on the screen: see Flight Log .
A message that includes "Session expired" or "Verified sign-in required."	The same. Some pages show it for a moment before the sign-in page opens.	Sign in again. Check whether your last save went through before you enter it again.
"Network error.", or a connection error in your browser's own words	No connection. When your phone knows it has none, Ops leaves you on the page. Ops keeps nothing to send later, except a flight on Flight Log .	Get a connection. Check whether the first try was saved before you try again.
A tile does not open its page, a count is missing, or a message starts "Could not load" or "Failed to load"	Ops could not be reached, or could not read the records. A count that fails to load shows no message.	Check your connection and reload the page. If it keeps happening, tell the CRP what the message says.
A message containing "Only the Chief Remote Pilot" or "Chief Pilot access required.", or on JSA Approval Queue ending "failed: 403"	The action is for the Chief Remote Pilot's own sign-in: chief access on the home screen is not enough. With "Admin or" in front, your staff record has no chief access or is not active.	Ask the CRP. If you are the CRP, sign out and sign in again. If the message stays, tell the administrator.
"Only the Maintenance Controller can", an action, then "(Ops Manual 1.2.2.3)."	You are not marked as Maintenance Controller on an active staff record. Chief access does not make you the MC.	Refer it to the MC.
Ops sends you back to the home screen with no message, or a tile is missing	Your access does not include that page, or it changed since you signed in.	Ask the CRP. After a change, tap Logout and sign in again. If Flight Log Review is the missing tile, reload the home screen first.

Refusals and holds, in the order of a job

JSA and **Complete Job** give one reason at a time: the next tap can bring the next one.

What you see	Why	What to do	Chapter
A message starting "Several jobs are open", "No active job" or "No Active job"	No job is chosen, or none is open.	Choose the job in the list that opens, or on the job strip. If it does not exist, create it on Start Job .	Starting, changing and cancelling a job
A message containing "Preliminary assessment (Section 1) must be completed"	The job has no preliminary assessment.	Do it in another browser tab to keep what you typed, then submit again.	JSA (Job Safety Assessment)
A message containing "no JSA is required"	Every answer in the preliminary assessment was YES.	Nothing. The job needs no JSA.	JSA (Job Safety Assessment)
A message starting "Please confirm initial risk ratings for:" or "ALARP justification notes required"	A hazard is not confirmed, or has a Medium residual and no ALARP justification.	Open each one named. Tap ✓ Confirm , or fill in the justification.	JSA (Job Safety Assessment)
A question starting "Warning: [number] hazard(s) have a High residual risk."	Ops refuses the CRP's approval while a hazard has a High residual.	Cancel the question, and talk to the CRP before you submit.	JSA (Job Safety Assessment)
The stage stays Awaiting CRP approval	Ops sends no e-mail or message when a JSA is submitted.	Tell the CRP yourself.	JSA (Job Safety Assessment)
"Approve failed: 400"	Ops will not approve this JSA, and the page does not say why.	Look on the job's row for "• HIGH residual", "ALARP note missing" or "NO AUTHORISATION REF". A sign means the pilot amends the JSA. With none, tap 🔄 Refresh Queue .	JSA approval, the JSA Register and the JSA Report
A notice starting "⚠️ JSA is NOT completed for this job."	The job has no JSA, and has not gone to the CRP without one.	Do the preliminary assessment if it is not done. If an answer was NO, submit the JSA. Then wait for the CRP's approval.	Pre-Flight
A message containing "not Chief Pilot approved yet" or "JSA must be approved by Chief Pilot"	The JSA is not approved, or the approval was withdrawn.	Once the CRP has approved, tap Load Active Job , then submit again.	Pre-Flight
A message containing "is unserviceable, so a pre-flight cannot be submitted"	Every active aircraft of the job's type has an open major defect, or maintenance the MC has not released.	Tell the MC. After the release, tap Load Active Job and submit again.	Pre-Flight

What you see	Why	What to do	Chapter
"The pre-flight needs the site's GPS location."	Ops has no GPS position, and one cannot be typed in.	Tap Get location until the GPS box reads "Captured", then submit again.	Pre-Flight
"Please tick the required pre-flight checks."	One of seven checks is not ticked. The message does not say which.	Find the seven in the chapter.	Pre-Flight
"Network issue — queued for upload.", and Queued: does not return to 0	A flight shown as queued has not been saved in Ops.	Open Flight Log again when you have signal. If it stays queued, tell the CRP. Do not clear the browser's data: the flight is only on that phone.	Flight Log
"No active job found. Switched to Test Flight."	No job is open, so Flight Mode changed by itself.	Before you log the flight, choose or start the job on the strip, choose Job Flight , then tap Reload Active Job .	Flight Log
A message starting "Not saved: An active staff record"	Your sign-in has no active staff record with flight operations or maintenance access.	Tell the CRP straight away so the defect is entered.	Flight Log
An amber box starting, for example, "3 flights are still on the remote controller"	The controller has not uploaded them.	Do what the box says, then tap Check for new flights now .	Flight Log Review
No buttons, and a line ending "or the chief pilot to approve."	You are not a pre-flight pilot of that job as Ops has it.	Ask the pilot named, or the CRP.	Flight Log Review
A red pill in the Battery column, or a message ending "is not in the battery register; add it under Admin, Accessories"	The battery was not in the battery register when Ops took the flight in.	Untick that flight and load the rest. Do not reject it. Tell the CRP.	Flight Log Review
A message ending "nothing was loaded"	Loading would leave the airframe time or a battery's cycles out of step with the flight records.	Do not keep trying. Tell the CRP.	Flight Log Review
A message starting "Only the job's pilot, a pilot who submitted a pre-flight for it"	Everyone else is refused when they tap COMPLETE JOB .	Ask one of the three named. If you are the job's pilot, tell the CRP.	Complete Job
"This job can't be closed yet." and a reason	The aircraft's own flight records are not all loaded, or Ops cannot confirm that none are missing.	Deal with the reason and tap again.	Complete Job

What you see	Why	What to do	Chapter
"N flights from the aircraft's own log are waiting for approval."	They are on Flight Log Review .	Tap Open Flight Log Review , approve them, then tap again.	Complete Job
"Nothing from the aircraft's own log has been loaded for this job", or flights "still on the remote controller"	The controller has not uploaded them.	Get the controller online, then approve the flights when they appear. With the first message, if the job did not fly, ask the CRP to record that.	Complete Job
"in DJI but Ops has not downloaded them yet" or "reached DJI but Ops could not take them in"	DJI has the records. Ops has not fetched them, or could not list them for approval.	Leave the controller alone. Wait, then approve the flights when they appear.	Complete Job
A code in grey brackets, for example (connector_stale)	Ops cannot be sure it can see every flight.	Do what the message says, then tap again. If it keeps coming back, give the CRP the code.	Complete Job
On Complete Job , under Cancel job — did not fly , a message ending "it must be completed, not cancelled.", starting "This job can't be cancelled or closed yet" or containing "cannot be cancelled:"	The job has logged flights, the aircraft's own log has flights that are, or may be, this job's, or Ops cannot be sure that the job did not fly.	Follow the message. A job that flew is completed, not cancelled: for flights from the aircraft's log, open Flight Log Review first. If Ops could not check the log, try again later.	Starting, changing and cancelling a job
On Pre-Flight , a refusal ending "This job is not a check flight started from the Technical Log."	The aircraft is unserviceable, and only a job started from the entry is a check-flight job.	If you meant to fly a check flight, start its job from the entry on Technical Log .	Pre-Flight
On the maintenance entry, a message starting "No check flight has been flown since this work was done."	None has been flown and none is open.	Tap Start the check-flight job .	Technical Log
On the maintenance entry, a message starting "What the check flight must cover was set after job"	The MC changed the decision after the job's JSA was decided.	Cancel that job, or complete it if it has logged flights. Then start a new one.	Technical Log
After the MC certifies, a line ending "The aircraft is still unserviceable: see above."	Another entry is awaiting release, or a major defect was left unticked or no entry named it.	Read the reasons under the pills. For a defect, record a further entry with it ticked.	Technical Log

If you are still stuck

1. Do not keep tapping. If you are not sure something was saved, look for it before you enter it again.
2. Write down the exact wording of the message, with any number or code in it. Note the job and the time.
3. Tell the CRP. For an unserviceable aircraft, tell the MC, who releases it to service on **Technical Log**.

Note: Do not assume Ops has told them. It sends no e-mail about a JSA, an incident, a defect or an unserviceable aircraft. See [E-mails Ops sends](#).

23. Operations Manual cross-reference

This chapter lists the sections of the RPAS Operations Manual that Ops supports, and the Ops page that does it. Each reference opens the Operations Manual at that page. A section that is not listed is not handled by Ops. A listed section is supported only as far as the last column describes. The references are to the Operations Manual as held in Ops (home screen, **Reference Documents, Operations Manual**). When that copy is replaced, this manual cannot be issued again until every reference here has been confirmed against the new copy.

How to read the tables

Each statement in the last column starts with one of three words.

Word	What it means
Enforces	Ops will not let the step go ahead until the condition is met.
Records	Ops captures and keeps the record, and it can be found again.
Shows	Ops displays, works out or reminds; the person decides and nothing is blocked.

An **Enforces** statement covers only the step it names. The chapter for each page lists the checks that stay with you.

In the tables, CRP is the Chief Remote Pilot and MC is the Maintenance Controller. A CRP sign-in is a sign-in that Ops recognises as the Chief Remote Pilot. That is narrower than chief access: see [Signing in and the home screen](#). For Ops, the MC is a person ticked as Maintenance Controller on an active staff record. Ops also accepts a CRP sign-in for every action the tables keep for the MC: see [Staff, credentials and training records](#). Most abbreviations are in [Glossary](#).

Section 1: Policy and procedures

Operations Manual	In Ops	What Ops does
1.2.2.2, Chief Remote Pilot (CRP) (p. 13)	Operations Manual. See Signing in and the home screen .	Shows: the Operations Manual tile under Reference Documents , shown to people with Flight Ops access, opens the copy of the Operations Manual held with Ops.
1.2.2.3, Maintenance Controller (MC) (p. 14)	Technical Log, Staff & Credentials. See Technical Log, Maintenance Status and Maintenance Override, Staff, credentials and training records .	Enforces: Ops accepts these actions only from the MC or a CRP sign-in: signing off scheduled maintenance, deciding on a check flight, certifying maintenance, voiding an entry, reclassifying a defect, opening component records and reviewing flights flown while unserviceable. Ops treats an aircraft with an open Major defect, or with maintenance the MC has not certified, as UNSERVICEABLE : what that stops is at 2.3.3, Pre-operational serviceability (p. 26). Records: Staff & Credentials stores the tick Maintenance Controller — may sign maintenance off , and Technical Log stamps each certified entry with the certifying person's sign-in, ARN and the time.

Operations Manual	In Ops	What Ops does
1.2.4, Changing key personnel (p. 15)	Staff & Credentials. See Staff , credentials and training records .	Shows: under the Maintenance Controller tick box, Ops shows a note that ends "Changing key personnel requires prior CASA approval (1.2.4)."
1.4.1, Responsibility for record keeping. (p. 17)	Pilot Logbook. See Reports & Logbooks .	Records: each flight saved in Ops is stored under its pilot's name, and Pilot Logbook lists the signed-in person's flights for a chosen period, voided flights included. It holds only flights saved in Ops: a flight shown as queued on Flight Log is not saved yet.
1.4.2, Required records and retention. (p. 17) (Tables 3 to 6)	JSA Register, Person Consent, Incident Register, Technical Log, Pilot Logbook, Job Summary Report, Training Records, Add / Edit Aircraft. See A job from start to finish, JSA approval , the JSA Register and the JSA Report , Person Consent , Incident Report and the Incident Register , Technical Log , Reports & Logbooks , Staff , credentials and training records , Aircraft , accessories and the Ops Dashboard .	Records: once these records are saved, Ops keeps them and has no delete for them: flights (Pilot Logbook), training (Training Records), every submitted JSA with its earlier versions (JSA Register), consents (Person Consent), aircraft (Add / Edit Aircraft), maintenance entries, defects and component records (Technical Log) and occurrence reports (Incident Register). Job Summary Report brings one job's saved records onto one page.
1.4.5, Production of records (p. 19)	Reports & Logbooks, Incident Register, Flight Audit Log, Operations Audit Log. See Reports & Logbooks , Incident Report and the Incident Register , Audit logs and flight corrections .	Shows: Reports & Logbooks leads to the logbooks, registers and audit logs; the JSA, Preflight and Incident registers and the two audit logs have Export CSV and Print / PDF , and the Pilot and Aircraft logbooks have Print / Save PDF . The Flights Register, Jobs Register, Training Records, Person Consent and Technical Log have no export or print button.
1.5.2, Initial training (p. 19)	Flight Log, Training Records. See Flight Log , Staff , credentials and training records .	Records: on Training Records a person with chief access saves an induction record with the date, the subjects ticked (from Ops's own list of 14) and notes. Shows: when a flight is logged by hand for a pilot with an ARN but no complete induction record, Flight Log saves the flight and shows a training notice.
1.6.1, Operations manual and regulatory compliance (p. 19)	Job Summary Report. See Reports & Logbooks .	Shows: when a job's report loads, the page lists what is missing from that job's records under a red, amber or green AUDIT READINESS banner. Ops has nowhere to record that an audit was done.

Operations Manual	In Ops	What Ops does
1.10, Safety occurrence reporting (p. 22) (including Table 7)	Home screen, Incident Report, Incident Register, Ops Dashboard . See Signing in and the home screen, Incident Report and the Incident Register, Aircraft, accessories and the Ops Dashboard.	Enforces: Ops accepts the review of an occurrence report only from a CRP sign-in. Records: a report submitted on Incident Report is saved under the reporter's sign-in and listed on Incident Register , where the CRP's review records the class as determined, with a reason, and the ATSB notification with its reference and time. Shows: the form shows a guidance box for the class chosen, the register shows a due time (the occurrence time plus 72 hours) for an Accident or Serious incident until a notification is recorded, and the CRP's home screen and Ops Dashboard count the reports not yet closed; nobody is alerted or e-mailed.

Section 2: RPA operations

Note: on **Preliminary Assessment**, a NO to any question sends the job to a full JSA. The answers are kept with the job. After submission no page lists them: they are read back in the **Job Summary Report's Export JSON Evidence** file, or in the entry on the **Operations Audit Log**.

Operations Manual	In Ops	What Ops does
2.2.1, Documentation (p. 24)	Start Job, Preliminary Assessment, JSA. See A job from start to finish, Starting, changing and cancelling a job, JSA (Job Safety Assessment).	Enforces: when any of the 11 answers on Preliminary Assessment is NO, Ops refuses the job's pre-flight until a JSA has been submitted and approved. Records: Start Job creates one job record with its own job number, and the preliminary assessment, JSA, approval, pre-flight, flights and close-out are saved against it; a submitted JSA opens again from the JSA Register .
2.2.2, Operations requiring an official authorisation (p. 25)	JSA, JSA Approval Queue. See JSA (Job Safety Assessment), JSA approval, the JSA Register and the JSA Report.	Enforces: with any of the four boxes under Form 101-09 determination ticked and no authorisation reference, Ops will not accept the JSA and refuses the CRP's approval; the pilot ticks the boxes that apply. Records: each hazard in the JSA's Risk Register has an optional Additional controls box and a residual rating, saved with the JSA.

Operations Manual	In Ops	What Ops does
2.2.3, Flight authorisation (p. 25)	Home screen, Preliminary Assessment, JSA, Edit Job, JSA Approval Queue, Pre-Flight, Flight Log, Ops Dashboard . See Signing in and the home screen , Starting, changing and cancelling a job , JSA (Job Safety Assessment) , JSA approval , the JSA Register and the JSA Report , Pre-Flight , Flight Log , Aircraft , accessories and the Ops Dashboard .	Enforces: only a CRP sign-in can approve or reject a job on JSA Approval Queue , and until the job is approved Ops refuses its pre-flight and any flight logged against it on Flight Log ; this includes a job with no JSA form (all 11 preliminary answers YES) and an approved job whose pilot, site or expected date is changed in Edit Job . Ops refuses an approval when the job's latest JSA has a hazard with a High residual rating, a Medium one with no ALARP note, or an authorisation box ticked with no reference. Shows: Show hazards opens the submitted JSA beside the Approve and Reject buttons (tap  Refresh Queue before you decide), and the home screen and Ops Dashboard show a CRP sign-in the count of jobs waiting for approval.
2.3.1, Validation of operational documentation (p. 25)	JSA, Pre-Flight, Flight Log . See JSA (Job Safety Assessment) , JSA approval , the JSA Register and the JSA Report , Pre-Flight , Flight Log .	Enforces: Ops refuses a pre-flight that carries no GPS position, and a flight logged on Flight Log against a job with no submitted pre-flight. An amended JSA puts the job back to awaiting approval: Ops then refuses a pre-flight, and a flight logged on Flight Log , for that job until the CRP approves the amendment. Records: Pre-Flight saves the pilot's on-site checks, the device's GPS position and the pilot's acknowledgement, stamped with their sign-in, and the record is listed on the Preflight Register . After Switch job , check each tick again before you submit. Shows: when an amended JSA is submitted, the page reads "It needs the Chief Pilot's approval before any more flights."
2.3.3, Pre-operational serviceability (p. 26)	Pre-Flight, Flight Log, Maintenance Status, Technical Log . See Pre-Flight , Flight Log , Maintenance Status and Maintenance Override , Technical Log .	Enforces: Ops refuses a pre-flight when every active aircraft of the job's type is unserviceable (an open Major defect, or maintenance not yet released by the MC); the authorised check flight is the one exception. Records: Pre-Flight saves the Aircraft condition OK and Batteries checked ticks, Report a defect on Flight Log or Technical Log saves a defect with its class under the reporter's sign-in, and Technical Log lists each flight flown while the aircraft was unserviceable until the MC records a review of it. Shows: Technical Log and Maintenance Status show each aircraft as SERVICEABLE or UNSERVICEABLE with the reasons: check there before each flight. Flight Log shows the chosen aircraft's most urgent scheduled maintenance item.
2.4.2, Ensuring operations do not pose a hazard (p. 26)	Pre-Flight . See Pre-Flight .	Records: Pre-Flight saves the Visibility acceptable tick with the pre-flight, and the page will not submit until it is ticked.
2.4.6, Operations near people (p. 27)	Preliminary Assessment, Pre-Flight . See Starting, changing and cancelling a job , Pre-Flight .	Records: Preliminary Assessment saves a YES or NO to 30 m from uninvolved people can be maintained throughout the operation , and Pre-Flight saves a yes/no flag Operation over/near people and an optional tick Exclusion zone established , both shown on the Preflight Register .

Operations Manual	In Ops	What Ops does
2.4.6.1, Operations 30m to 15m of a person (p. 28)	Person Consent. See Person Consent .	Records: Person Consent saves the person's typed full name, finger signature, the time, a fixed consent statement and the sign-in of whoever was signed in on the device, against the job selected on the device. Check the job in the strip before you collect a consent. The signature and the wording cannot be viewed again in Ops, no screen lists the consents of a closed job, and no other page uses a consent.
2.4.6.2, Use of signage and barriers (p. 28)	JSA. See JSA (Job Safety Assessment) .	Records: the JSA site map has an Access / signage marker and Exclusion area and Exclusion circle shapes; what is drawn is saved with the JSA and shown on the approval queue and the Job Summary Report . The map is optional.
2.4.7, Operations over populous areas (p. 28)	Preliminary Assessment. See Starting, changing and cancelling a job .	Records: Preliminary Assessment saves a YES or NO to The operation is clear of populous areas .
2.4.8, Operations near aerodromes (p. 29)	Preliminary Assessment, JSA, Pre-Flight. See Starting, changing and cancelling a job, JSA (Job Safety Assessment), Pre-Flight .	Enforces: when the pilot ticks any of the three boxes about a controlled aerodrome or controlled airspace under Form 101-09 determination , Ops will not accept the JSA, or let it be approved, without an authorisation reference. Records: Preliminary Assessment saves a YES or NO to The operation is outside the no-fly zone of a towered airport and to The operation is outside a no-fly area during a relevant event , and Pre-Flight saves a yes/no flag Near aerodrome operation .
2.4.9.1, Danger areas (p. 29)	JSA. See JSA (Job Safety Assessment) .	Records: the JSA has an optional tick Active SUA applies to this operation and a details box; both are saved with the JSA and shown to the CRP in the approval queue as Special use airspace . Ticking the box changes nothing else.
2.4.9.3, Restricted areas (p. 29)	Preliminary Assessment, JSA. See Starting, changing and cancelling a job, JSA (Job Safety Assessment) .	Records: Preliminary Assessment saves a YES or NO to The operation is outside of an active restricted area , and the JSA saves an optional free-text SUA details box beside the Active SUA applies to this operation tick.
2.4.10, Operations at night (p. 30)	Preliminary Assessment, JSA, Pre-Flight. See Starting, changing and cancelling a job, JSA (Job Safety Assessment), Pre-Flight .	Records: Preliminary Assessment saves a YES or NO to The operation will be conducted in day VMC , the JSA saves a Night operation tick (shown on the approval queue and the JSA Register) and Pre-Flight saves a yes/no flag Night operation ; Ops asks nothing more when either is ticked.
2.4.11, Operations above 400 ft AGL (p. 30)	Preliminary Assessment, JSA. See Starting, changing and cancelling a job, JSA (Job Safety Assessment) .	Enforces: when the pilot ticks Operating above 400 ft AGL on the JSA, Ops will not accept the JSA, or let it be approved, without an authorisation reference. Tick the box whenever the height in Max height (ft AGL) is above 400. Records: Preliminary Assessment saves a YES or NO to The operation will remain at or below 400 ft AGL , pre-filled (and changeable) from the height typed on Start Job .

Operations Manual	In Ops	What Ops does
2.4.12, Operations outside of VLOS (p. 31)	Preliminary Assessment, JSA, Flight Log. See Starting, changing and cancelling a job, JSA (Job Safety Assessment), Flight Log.	Records: Preliminary Assessment saves a YES or NO to The operation will be conducted within VLOS , the JSA saves an optional Operation mode of VLOS, EVLOS or BVLOS, and each flight saved on Flight Log carries VLOS or BVLOS (flights loaded from the aircraft's own log are saved as VLOS). Ops has no separate step for an EVLOS or BVLOS approval.
2.4.15, Environmental and weather limitations (p. 31)	Pre-Flight. See Pre-Flight.	Records: Pre-Flight saves the Weather suitable for flight and Wind within limits ticks, and the page will not submit until they are ticked. Shows: Live Conditions shows the weather for the device's position and a wind verdict for the aircraft it names. The card reads "Advisory only — the pilot remains responsible for the weather/wind checks below.", and nothing from it is saved with the pre-flight.
2.5, Post-flight administration (p. 31)	Home screen (Complete Job tile), Flight Log, Flight Log Review, Complete Job, Technical Log , the morning e-mail. See A job from start to finish, Signing in and the home screen, Flight Log, Flight Log Review, Complete Job, Technical Log, E-mails Ops sends.	Enforces: Ops lets only the job's pilot, a pilot who submitted a pre-flight for it, or the CRP complete a job. For a job with a pre-flight, on an aircraft whose flights come from its own log (the T50 by default), it refuses the close-out while flights for the job wait on Flight Log Review . It also refuses while no flight has been loaded, unless the CRP has confirmed that none were flown. It refuses a NO to Part C without the defect's description and class. Records: Complete Job saves the Part B and Part C answers, the outcome and the notes with the job, and Ops adds the minutes of each flight saved on Flight Log or loaded on Flight Log Review to the aircraft's running total, shown on Technical Log as Time in service . Shows: the Complete Job tile counts the open jobs that could be closed out now. For a job flown with an aircraft whose flights come from its own log, a morning e-mail goes, from the day after the job's first pre-flight, to the pilots who submitted a pre-flight for it and to the CRP's address, until flights arrive from the aircraft or the CRP confirms that none were flown.
2.6.1, General (p. 32)	Incident Report. See Incident Report and the Incident Register.	Records: Incident Report saves the occurrence (class, a category such as Loss of Control or Fly-away , severity, description, photos) on the Incident Register as Open under the reporter's sign-in; Ops sends no message to the CRP.
2.6.5, RPA crash site management (p. 33)	Incident Report. See Incident Report and the Incident Register.	Records: Incident Report saves the occurrence on the Incident Register as Open under the reporter's sign-in, where the CRP reviews it; Ops sends no message to the CRP.

Section 3: Maintenance

Operations Manual	In Ops	What Ops does
3.1.1, Periodic inspection schedule (p. 36)	Home screen, Flight Log , Maintenance Status , Technical Log , Ops Dashboard , the e-mail "Aircraft Maintenance Alert". See Signing in and the home screen , Flight Log , Maintenance Status and Maintenance Override , Technical Log , Aircraft , accessories and the Ops Dashboard , E-mails Ops sends.	Records: under Log maintenance, Scheduled maintenance, the MC signs off an item from the aircraft type's schedule; Ops saves it already certified, with the signer's sign-in name and ARN, the time and the airframe time, and counts the item's next due point from it. A certified Propeller replacement that changed every blade on a T50 restarts the schedule's propeller replacement item. Shows: Maintenance Status lists every item on each active aircraft's schedule, marked OK, DUE SOON or OVERDUE, with a next due point counted from the item's last certified sign-off. For an item with no certified sign-off yet, see Maintenance Status and Maintenance Override. Flight Log shows the chosen aircraft's most urgent item and, while it shows that item as overdue, asks for Approved By and Override Reason. The home screen and Ops Dashboard show the CRP a count of overdue items, and Ops e-mails the CRP's address when an item comes within 5 flight hours or 14 days of due and again when it is overdue.
3.1.2, Daily inspection schedule (p. 36)	Pre-Flight. See Pre-Flight .	Records: Ops keeps the Aircraft condition OK and Batteries checked ticks against the job with the pilot's sign-in identity and the time, readable again on the Preflight Register. It is one record for each job's pre-flight, not an entry for each aircraft for each day in the Technical Log.
3.2.1, Maintenance personnel (p. 36) (Table 8)	Technical Log. See Technical Log , Maintenance Status and Maintenance Override .	Enforces: Ops refuses a maintenance entry whose kind of work is not open to the stated capacity: a person who is not the MC can save only their own propeller replacement, after ticking the type training box, and scheduled maintenance and Repair or rectification are accepted only as done by the MC, an assessed service provider or the manufacturer. Ops refuses the MC's certification of work done by a remote pilot or ground crew member until the box that begins I confirm is ticked; the confirmation is the MC's own. Records: each maintenance entry stores who did the work and in which capacity, shown under Done by.
3.3, Recording of defects and maintenance (p. 37)	Flight Log , Complete Job , Technical Log , Aircraft Logbook. See Flight Log , Complete Job , Technical Log , Reports & Logbooks .	Enforces: when Part C on Complete Job is answered NO, Ops refuses to complete the job without the defect's description and class, and enters the defect in the aircraft's Technical Log. Records: under Log maintenance the person who did the work saves an entry, and Ops adds the airframe time in service and the signed-in person's identity; Report a defect, on Technical Log or Flight Log, keeps a defect with its class, the reporter's sign-in name, ARN and the time. Shows: Aircraft Logbook lists each maintenance entry in time order among the aircraft's flights, with the airframe hours at the work.

Operations Manual	In Ops	What Ops does
3.4, Post-maintenance test flights (p. 37)	Start Job, JSA Approval Queue, Pre-Flight, Complete Job, Technical Log. See Starting, changing and cancelling a job, JSA approval, the JSA Register and the JSA Report, Pre-Flight, Complete Job, Technical Log .	Enforces: only the MC can save Decide on the check flight, and Ops refuses the decision without what the flight must cover, why none is needed, or the reference of a provider's written certification. Ops refuses a check-flight job unless the MC has set a check flight for that entry, and only a CRP sign-in can approve it. When every active aircraft of the type is unserviceable, Ops accepts the check-flight job's pre-flight only when that check flight is all the aircraft is waiting on. Ops refuses Certify: maintenance complete, released to service on unscheduled work until the decision exists and, where a flight is required, a check-flight job flown after the work and after the CRP's approval has been closed with the aircraft serviceable. Records: the Part C answer on the check-flight job's close-out is what Technical Log reads as the result; nobody types it.
3.5, Component maintenance and records (p. 37)	Technical Log. See Technical Log .	Enforces: on a T50, Ops refuses to save a Propeller replacement until the component records are open, and requires the rotors changed, which blade was fitted at each and why the old blades came off. Records: for a T50, the Components card keeps one record for each motor and each propeller blade and works out each part's time in service from the flights flown while it was fitted; other aircraft types have no component records.

Appendices A to E

Operations Manual	In Ops	What Ops does
Appendix A, Copy of RPA Operator's Certificate (p. 38)	Staff & Credentials. See Staff, credentials and training records .	Records: the Company Documents tab can hold an entry of category CASA ReOC Certificate with the document's name, a web link to where it is kept and its issue and expiry dates. Ops keeps the link and not the certificate itself, and the tab describes its purpose as evidence for client packs.
Appendix B, List of RPAS types operated (p. 39)	Flight Log, Add / Edit Aircraft. See Flight Log, Aircraft, accessories and the Ops Dashboard .	Records: the aircraft register on Add / Edit Aircraft holds each aircraft's type, manufacturer, model, serial number, MTOW, status and a ReOC Status of Authorised, Pending Approval or Excluded from ReOC; the type is free text. Shows: when the pilot chooses an aircraft, Flight Log shows its ReOC status from the register.
C1.3, Maintenance schedule (p. 40)	Maintenance Status, Technical Log. See Maintenance Status and Maintenance Override, Technical Log .	Records: on Technical Log, a scheduled sign-off can be made only against an item on the schedule for that aircraft's type, and Ops takes the interval from the schedule. Shows: Maintenance Status labels each item Manufacturer schedule or Company standard; the T50 list that Ops was first set up with has six items taken from the DJI user manual's maintenance cycle and four company-standard items.

Operations Manual	In Ops	What Ops does
C2.3, Maintenance schedule (p. 41)	Maintenance Status, Technical Log. See Maintenance Status and Maintenance Override , Technical Log .	Records: scheduled sign-offs on Technical Log are held to the type's schedule, as for C1.3, Maintenance schedule (p. 40). Shows: the M3M list that Ops was first set up with has three items, all labelled Company standard and none Manufacturer schedule .
D1, Operations in controlled airspace (p. 42)	JSA, JSA Approval Queue. See JSA (Job Safety Assessment) , JSA approval , the JSA Register and the JSA Report .	Enforces: with any of the four triggers under Form 101-09 determination ticked (within 3 NM of a controlled aerodrome, inside controlled airspace or an approach or departure path, above 400 ft AGL, automated approval unavailable), Ops refuses to submit the JSA without an official authorisation reference and refuses the CRP's approval without one. The pilot ticks the triggers that apply.
D1.1.1, Civil airspace controlled by Airservices Australia (p. 42)	JSA. See JSA (Job Safety Assessment) .	Records: the JSA stores the text typed in Form 101-09 reference or automated approval ID and shows it again on the JSA report and the JSA PDF. Ops holds the reference as typed, not the approval itself.
D1.2, General operating requirements in controlled airspace (p. 42)	JSA Approval Queue, Pre-Flight. See JSA approval , the JSA Register and the JSA Report , Pre-Flight .	Records: Pre-Flight stores whether RTH / failsafe settings confirmed was ticked (an optional tick, the same for every job) and shows it on the Preflight Register as RTH . Shows: Show hazards on JSA Approval Queue opens the submitted JSA's airspace details, any Form 101-09 triggers ticked and the authorisation reference beside the Approve and Reject buttons; it is the same for every job, with no separate step or record for a controlled-airspace operation.
D2, Operations within the relevant airspace of a non-controlled aerodrome or HLS (p. 43)	JSA, Pre-Flight. See JSA (Job Safety Assessment) , Pre-Flight .	Records: the JSA has optional boxes Nearby aerodromes / notes and Aeronautical radio frequencies , kept with the JSA and shown to the CRP on the approval queue, and Pre-Flight stores whether RTH / failsafe settings confirmed was ticked; all three are optional.
D3, Night operations (p. 44)	JSA. See JSA (Job Safety Assessment) .	Shows: under Hazards & Controls the JSA has a tick Night operation with the reminder "Tick if any flight segment is at night. Additional lighting and crew briefing required."; the tick is kept with the JSA, and Ops asks nothing about the lighting itself.
D5, Indoor Operations (p. 46)	Person Consent. See Person Consent .	Records: Person Consent saves a non-company person's typed name and signature, with a fixed consent statement, against the job selected on the device. The statement is a summary of the wording on the screen, not the wording itself. It is worded for a drone operating for agricultural purposes within 30 metres (no closer than 15 metres) of the person; Ops has nothing specific to indoor operations.

Operations Manual	In Ops	What Ops does
D6, Agricultural Operations (p. 47)	JSA Approval Queue, Staff & Credentials. See JSA approval , the JSA Register and the JSA Report , Staff , credentials and training records .	Enforces: every job, Spraying and Spreading jobs included, must be approved on JSA Approval Queue by a CRP sign-in before Ops accepts its pre-flight or a flight logged by hand against it; Ops has no separate authorisation step for agricultural operations. Records: the Credentials tab of a staff record keeps that person's spray licences and chemical accreditations, with issue and expiry dates; Ops has no step that uses them when a job is started, approved or pre-flighted.
Appendix E, Risk rating criteria and risk register template (p. 48) (risk rating tables)	JSA, JSA Approval Queue. See JSA (Job Safety Assessment) , JSA approval , the JSA Register and the JSA Report .	Enforces: Ops refuses the CRP's approval of a JSA that has any hazard with a High residual rating, or a Medium residual hazard with no ALARP note; it has no step that records a CEO's acceptance, so a JSA with a High residual hazard cannot be approved until it is amended. Records: for each hazard the pilot picks a likelihood and a consequence, before and after additional controls, and Ops works out the level High, Medium or Low from a table whose 25 cells match the risk rating matrix and stores both ratings with the JSA; at approval Ops records the approver's sign-in identity and the time.
E1, Risk register (p. 50)	JSA. See JSA (Job Safety Assessment) .	Records: the Risk Register card on the JSA keeps, for each hazard of that job, the hazard, risk description, existing controls, a manual or legislative reference, the initial and residual likelihood, consequence and rating, additional controls and the risk owner. It is one list for each JSA, not a standing register across operations.

Forms (Appendix F)

For how Ops stands in place of the forms in Appendix F of the Operations Manual, see [About this manual](#). This table shows which Ops page holds each record, and how far.

How far	What it means
In full	Ops saves a counterpart for every group of entries on the form. It does not mean that every single entry has one, or that every saved entry can be shown again on a page.
In part	Ops does not hold the whole of that record.

The chapter for each page says what that page saves and where it can be read again.

Form	Ops page	How far
F1 Section 1, Operations overview and preliminary assessment (p. 51)	Start Job, Preliminary Assessment	In full
F1 Section 2, Job safety assessment (p. 52)	JSA, JSA Register, JSA Report	In part
F1 Section 3, Approval (p. 53)	JSA Approval Queue, JSA, Preliminary Assessment, Pre-Flight, Flight Log	In part

Form	Ops page	How far
F1 Section 4, Flight log (p. 54)	Pre-Flight, Preflight Register, Flight Log	In part
F1 Part B (p. 54)	Complete Job	In full
F1 Part C (p. 54)	Complete Job, Technical Log	In full
F2.1, Part 1 - Maintenance schedule and log (p. 55)	Maintenance Status, Technical Log, Add / Edit Aircraft, Flight Log, Aircraft Logbook	In part
F2.2, Part 2 - Defect log (p. 56)	Technical Log, Flight Log, Complete Job, Pre-Flight, Maintenance Status	In full
F2.3, Part 3 - Daily inspection and time in service log (p. 57)	Flight Log, Flight Log Review, Flight Corrections & Voids, Aircraft Logbook, Flights Register, Maintenance Status, Technical Log	In part
F2.4, Part 4 - Component history card (p. 58)	Technical Log	In part
F3, Initial remote pilot employee record (p. 60)	Staff & Credentials, Training Records	In part
F4, Induction training record (p. 61)	Training Records	In part
F5, Continuation training record (p. 62)	Training Records	In part
F7, Safety occurrence reporting form (p. 64)	Incident Report, Incident Register	In full
F8, Safety occurrence register (p. 67)	Incident Register	In part
F10, Consent to operate within 30m of non-company personnel (p. 69)	Person Consent	In full
E1, Risk register (p. 50) (risk register template)	JSA, JSA Approval Queue, JSA Report	In part

One function serves the Technical Log form as a whole, not one part of it.

Operations Manual	In Ops	What Ops does
F2, RPAS Technical Log (p. 55)	Technical Log. See Technical Log .	Shows: the Technical Log of an aircraft that is no longer active in the aircraft register stays in the aircraft list on Technical Log , marked retired , and can be read but not added to. A voided entry stays listed, and Ops has no action that deletes a Technical Log entry. Ops does not count or track how long a log has been kept.

24. Glossary

The words and abbreviations you meet on the screens of Ops and in this manual, and what each means in Ops. For the steps on a page, go to that page's chapter.

Term	What it means in Ops
Access	The tick boxes on your staff record that decide which cards and tiles you see.
Active job	The open job a page has loaded and saves against. Check the job strip and the job shown on the page are yours before you save anything.
Administrator	Whoever looks after the Ops software and its set-up, for a fault nothing in Ops can fix. If you do not know who that is, ask the CRP. Where a sign-in message says "Contact your administrator", start with the CRP.
AGL, AMSL	Above ground level, and above mean sea level. Heights are in feet.
Aircraft type	T50 , M3M or Air 3 . A job names a type, not one aircraft.
Aircraft's own log	The flight records a T50 keeps itself. Ops copies them from DJI for approval on Flight Log Review .
Airframe time	The running total of flight time for an aircraft. Also called time in service.
ALARP	As low as reasonably practicable. The JSA page will not submit until each hazard with a Medium residual risk has an ALARP justification.
Amended JSA	A new version of a JSA, submitted with a reason. The earlier one is kept as superseded.
ARN	Aviation reference number, held on your staff record.
ATSB	Australian Transport Safety Bureau, named on Incident Report and the Incident Register .
Audit log	The Flight Audit Log and the Operations Audit Log . Each entry shows who saved or changed a record, and when. See Audit logs and flight corrections .
AWST	Perth time, 8 hours ahead of UTC.
Badge	The number on a home screen tile: how many items are waiting.
Battery cycle	One flight on a battery. Ops counts them for each battery.
CASA	Civil Aviation Safety Authority, named on Incident Report , the Incident Register and other pages.
Certify	The MC's confirmation that the work on a maintenance entry is complete. It cannot be undone.
Check flight	The flight the MC requires after maintenance, authorised by the CRP. See Technical Log .
Check-flight job	A Test job started from a Technical Log entry, to fly a check flight.
Chief access	Chief Pilot sections access, or the role Chief Pilot or Admin . It does not make you the CRP.
ClearVine	The separate spray records site that the Spray Records tile opens.
Close-out	Closing a job on Complete Job : outcome, products applied, Part B, Part C and any defect.

Term	What it means in Ops
Component records	A record for each motor and propeller blade of a T50, with its time in service.
Correction	A change to a saved flight record, with a reason. See Audit logs and flight corrections .
CRP	Chief Remote Pilot. The screen often says "Chief Pilot". Some actions are kept for the sign-in Ops recognises as the CRP: chief access is not enough for them.
CW, CCW	Clockwise and counter-clockwise propeller blades, on the Technical Log .
DJI download	The service that copies flight records from DJI for Ops, every 30 minutes.
DPIRD	The WA Department of Primary Industries and Regional Development. Its nearest online weather station supplies Live Conditions on Pre-Flight , unless the card reads "open-meteo".
Due soon, overdue	DUE SOON: a scheduled maintenance item within 60 flying minutes or 14 days of the Next Due that Ops shows for it. OVERDUE: past it.
F1 to F11	Form numbers from Appendix F of the Operations Manual, shown on some screens. Where Ops has a page for a form, that page is the record. See Operations Manual cross-reference .
Flight Log Review	The page where flights from the aircraft's own log are approved onto a job, or rejected.
Hold	Ops refusing to close a job and saying why, for example while flights from the aircraft's own log are waiting for approval. See Complete Job .
IAW	In accordance with, as in Part B on Complete Job .
Job	The record the JSA, the pre-flight and the flights are saved against.
Job number	The reference Ops gives each job. Also shown as Job code and Display Job ID .
Job picker	The list of open jobs that opens from Switch job or Choose job .
Job strip	The strip on the home screen, and at the top of the job pages, that reads Working on and your job.
JobId	A box on some pages holding the job's internal code. It is not the job number. Do not type in it.
JSA	Job Safety Assessment. Ops accepts a pre-flight only once the CRP has approved it.
Maintenance entry	One record of work in the Technical Log .
Maintenance override	Approved By and Override Reason , which Flight Log asks for while its maintenance banner says an item is OVERDUE. It covers one flight.
Major defect	A defect entered with the class Major. It makes the aircraft unserviceable at once.
MC	Maintenance Controller, marked on the person's staff record. The MC certifies maintenance and releases aircraft to service.
Minor defect	A defect entered with the class Minor. It does not make the aircraft unserviceable.
MTOW	Maximum take-off weight, in kilograms, on Add / Edit Aircraft .

Term	What it means in Ops
No flights flown	The CRP's record, on Flight Log Review , that nothing was flown on a job after its pre-flight. No page withdraws it.
NOTAM	Notice to Air Missions, as in NOTAMs checked (if applicable) on Pre-Flight .
Occurrence class	Incident, Serious Incident or Accident , chosen on an incident report.
Open job	A job that is not completed and not cancelled.
Ops	This app. Its home screen is titled Remote Operations Console .
Ops Manual	The RPAS Operations Manual, opened from the Operations Manual tile.
Part B, Part C	The two close-out questions on Complete Job : was the operation to plan, and was the aircraft serviceable at the end.
Phone-logged flight	A flight logged by hand on Flight Log .
Pill	A small rounded label showing a state or a figure, such as SERVICEABLE .
Pre-flight	The on-site record of your checks for a job, with a GPS position. Ops refuses a flight logged on Flight Log for a job that has no pre-flight.
Pre-flight pilot	A pilot who submitted a pre-flight for the job, and so can approve its flights on Flight Log Review .
Preliminary Assessment	The 11 YES or NO questions answered after a job is created. Any NO means a full JSA. See Starting, changing and cancelling a job .
Queued	A flight kept on your phone that has not been saved in Ops. See Flight Log .
Register	A list Ops keeps, such as the aircraft, battery and client registers and the JSA Register .
Release to service	The MC certifying maintenance so that an unserviceable aircraft is serviceable again.
Remote controller	The aircraft's hand controller, which uploads its flight records to DJI.
ReOC	Remotely piloted aircraft operator's certificate. ReOC Status on an aircraft is information only.
RePL	Remote pilot licence, as in Remote pilot (RePL) on the Technical Log .
Risk register	The list of hazards and their ratings on a JSA.
RP	Remote pilot, as in Assigned pilot (RP) on Start Job .
RPA, RPAS	Remotely piloted aircraft, and remotely piloted aircraft system. RPAS is in Part C on Complete Job , and RPA in the Preliminary Assessment questions.
RTH	Return to home, as in RTH / failsafe settings confirmed on Pre-Flight .
Sign-in	Signing in to Ops with your work e-mail, through Microsoft.
Sign-off	The MC's record that a scheduled maintenance item is done. It restarts the item's clock.

Term	What it means in Ops
Simplified path	A job whose Preliminary Assessment was all YES. It goes to the CRP with no JSA form.
SOP	Standard operating procedures, as in The organisation's SOP adequately mitigates all identified hazards on the JSA.
Staff record	Your entry on Staff & Credentials : pilot name, ARN, access and whether you are active.
Stage	How far an open job has got, such as Ready to fly . Check it on the job strip before you fly.
SUA	Special Use Airspace, a tick box on the JSA.
Tile	A button on the home screen, or on Reports & Logbooks , that opens a page.
Unserviceable	An aircraft with an open major defect, or with maintenance recorded that the MC has not certified. Ops refuses a new pre-flight for a job unless an aircraft of the job's type is serviceable. A check-flight job can be the exception: see Technical Log .
UTC	The world time standard, 8 hours behind Perth. Shown on several pages with a "Z".
VLOS, EVLOS, BVLOS	Visual line of sight, extended visual line of sight and beyond visual line of sight, as chosen on the JSA.
Void	Marking a flight record, or a maintenance entry not yet certified, as void, with a reason. It stays on file and cannot be undone. Voiding a flight reduces the aircraft's airframe time and the battery's cycle count.

25. Version history

Each row is one issue of this manual. The newest is first.

Version	Date	What changed
1.0	14 October 2026	First issue. Covers every page that can be reached from the home screen of Ops as it stood on 14 October 2026. Each function is referenced to the section of the RPAS Operations Manual it serves, with a cross-reference chapter.

How versions are numbered

- The second number goes up (1.0 to 1.1) when the manual changes to match a change in Ops, or to correct or clarify a chapter.
- The first number goes up (1.4 to 2.0) when the manual is reorganised or a major part of Ops is added or replaced.
- A version, once issued, is never altered. A correction is a new version with its own row above.