Aviation Insurance Admin Guide

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Create a Claim Form

Under the heading "Claim form", the admin can select a form from a dropdown list. Click on the required form, then below the drop-down click on the button that says create claim. The Admin user will be redirected to the form immediately.

The admin can use the home link in the navigation menu to navigate back to the home page

Create Claim on Mobile

Under the heading "Claim form", the admin can select a form from a dropdown list. Click on the required form, then below the drop-down click on the button that says create claim. The Admin user will be redirected to the form immediately.

Link to Claim Form

When the admin creates a claim, the form will automatically appear on the home page under the heading of claim list. This list will display some brief information about the form, who the Insurance company is and when the document was created etc. The admin can select the Link button to open a claim form at any time, this will allow the admin to inspect the document.

Claims List:

Entry ID	Insurer Name	First Name	Last Name	Form ID	Last Updated By	Date Created	Link to Page	Archive
34	Aircraft			Aircraft	ADMIN Updated Form 2018-11-11 23:20:43	2018-11-11 23:01:30	Link	Archive
33	Aircraft			Aircraft	ADMIN Created Claim form: aircraft	2018-11-11 23:01:05	Link	Archive

Update Password

The admin user can change the password for all 3 users at any time. The 3 users are the following:

1) admin
2) client
3) maint

These users are recognised to sign in. If the admin changes the password for the client and has not notified his users, they will not be able to log in. The admin can select a name from the dropdown list, then type the new password in the password field, once entered select the update password button and the website will notify the admin that the password is updated.

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Update Users Passwords

Username: admin

Password: Password

Update Password

kate.ict.op.ac.nz says

User password updated

OK

Uploaded Files

The admin can use the uploaded directory to view all the files uploaded by the clients or maintenance users. The admin can search for any file by using the search function, the admin can search by NZ1835 (ACL number) or by the file name or even both for example 1835-ara.

Once the admin has found the file he is looking for, the file can be downloaded by clicking on the file and depending on the browser most files should be saved in the downloads directory for Windows.

Delete Files

When the admin has no more use for the files or images stored on the server, he can delete them. Same as the upload section, the admin can search for files and when the file is located, click on the file and it will be deleted from the server.

Link to the Client Users

The admin can forward a link to either the client or the maintenance provider of the client, or just forward both links to the client and the client can forward it on to a maintenance provider.

When the admin has created a claim form he will see the two links, called client and maintenance URL. Right of the URL link, there is a copy button, this button will copy the link to what is called a clipboard, which will allow the admin to paste the link in an email and forward it onto his users. Once the copy button is pressed, the website will notify the admin what was copied.

Creating Extra Passengers

If the client had extra crew/passengers on the plane, he can notify the admin and the admin can add extra crew up to a maximum of 10 people. The admin selects from a drop-down menu how many passengers is required to be added, then clicks the submit button below the declaration of the form.

When the form is opened by the admin Link or the client opens the form the extra passenger's requirements will be populated.

Completing a Claim form

When the user has successfully logged in, they can start completing the claim form that was forwarded to them. The different users have different visibility rights, for example, a client's insurance details are not visible to anyone but himself and the Admin of the website.

 What makes these forms very convenient is the forms will autosave on their own, the user does not need to press any buttons for it to save. The user will never have to worry about losing a connection and the information completed on a form has not saved.

How to use the autosave function. Demonstrated below the user completes the first field called First Name, as soon as they click onto the next field called the Last Name the form has automatically saved.

Using the Navigation

The user can Navigate through the form using the navigation bar, the user can click on the section name in the navigation bar that they are looking for, then they are moved to that section of the form.

Using the Navigation with a Mobile

The user can Navigate through the form using the navigation bar, the user can click on the section name on the navigation bar that they are looking for, then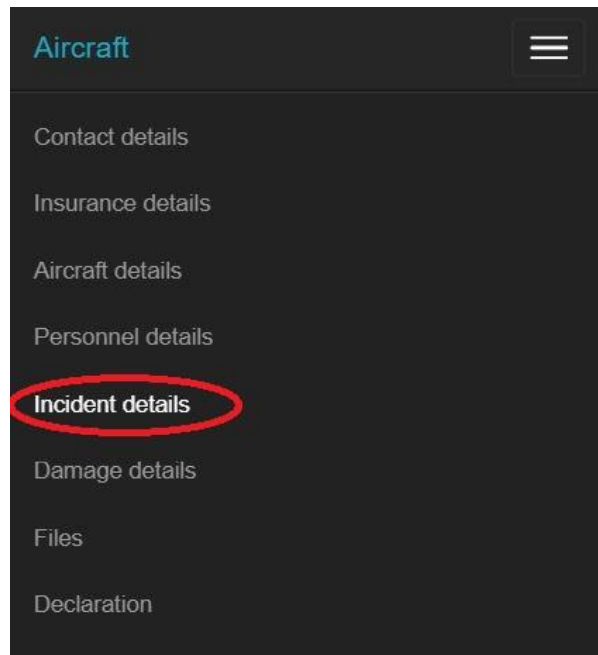 they are moved to that section of the form. The user will see 3 lines on the top right of the phone, select it to drop the menu down.

The user can now select where on the form they would like to go. When the user has selected the section, the required name will be highlighted white.

The user can select the lines in the top right again, the menu will move away, and the user will be on the section they required.

Attaching Files using a Web Browser

The attach file section allows the user to upload Images such as JPG, PNG, GIF, it also allows documents such as PDF or word documents to be uploaded. How this works is the user selects choose files button.

Then a window will pop up and the user will need to navigate to where they have stored the files to be uploaded if the user wants to upload multiple files for a one upload section, they need to hold down the **Ctrl** button on the keyboard, then **Click** the files required. The files selected will be highlight blue. The user will need to select the open button at the bottom right of the window screen and this will select the files to be uploaded.
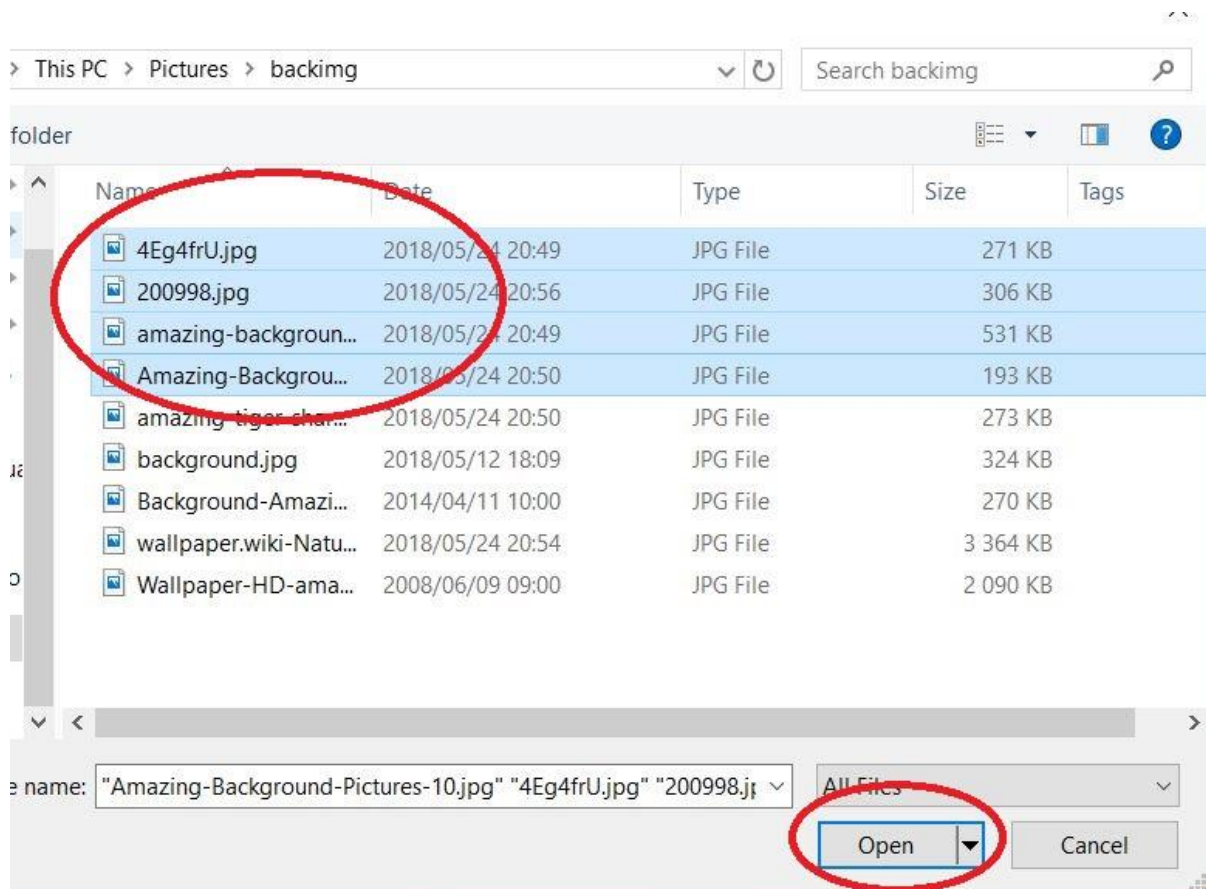
The Upload files section will indicate to the user how many files were selected. If the incorrect number of files were selected, the user can click on the choose files button again and select the correct files. The user can click on the upload files button which will be blue on the screen.

Airworthiness certificate category	Tesy
Attach ARA or Annual flight permit (Max file size 2Mb)	Choose Files 4 files Upload File
ARA issued by	

If the files have been successfully uploaded, an alert box will appear and say Files Uploaded.

kate.ict.op.ac.nz says

Files Uploaded

OK

Attaching Files using a Mobile

The attach file section allows the user to upload Images such as JPG, PNG, GIF, it also allows documents such as PDF or word documents to be uploaded. How this works is the user selects choose files button.

The phone app will ask the user to Choose an action, the user can use Capture image, this allows the user to use the phone's camera and take photos of anything that is needed to be uploaded. The second option is the user can select files from the phone and upload them.
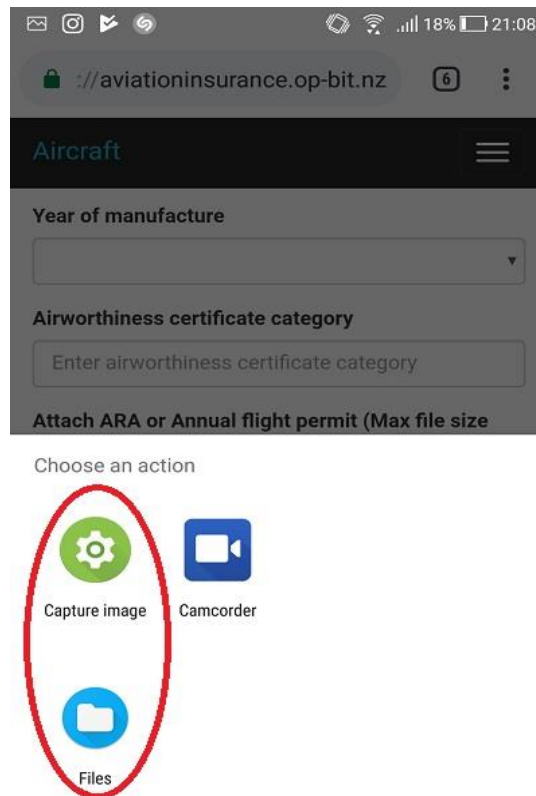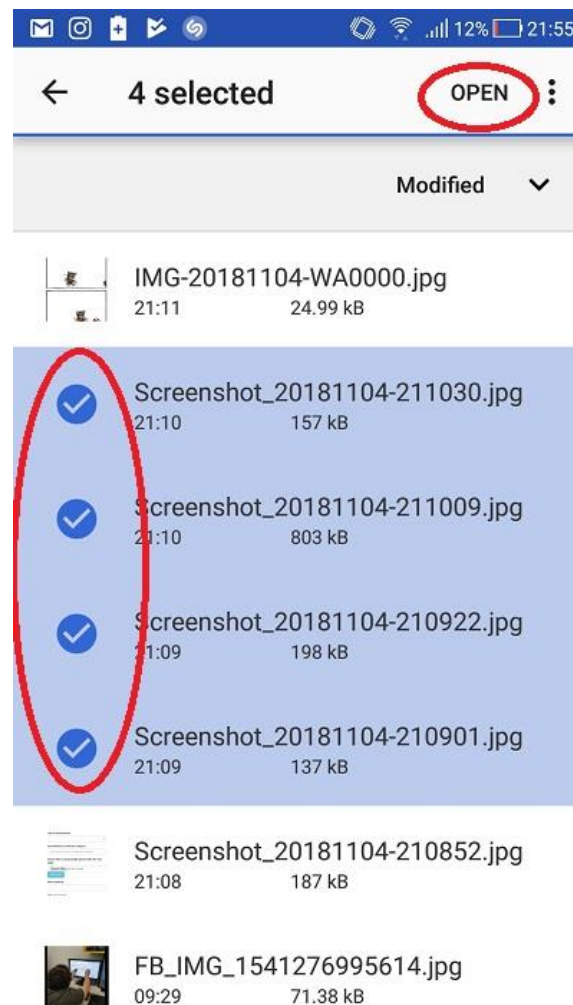
If the user selects the capture image option, then the phone might ask the user for the right to use the camera of the phone or use a different app, the best selection here is to use the phone camera.
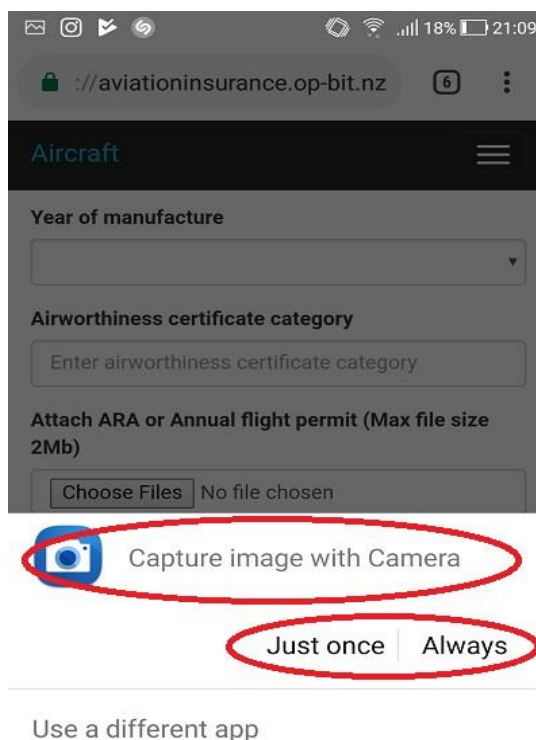
The user can then take a photo and upload the photo, but please note, if the phone camera is used only one photo can be uploaded this way.
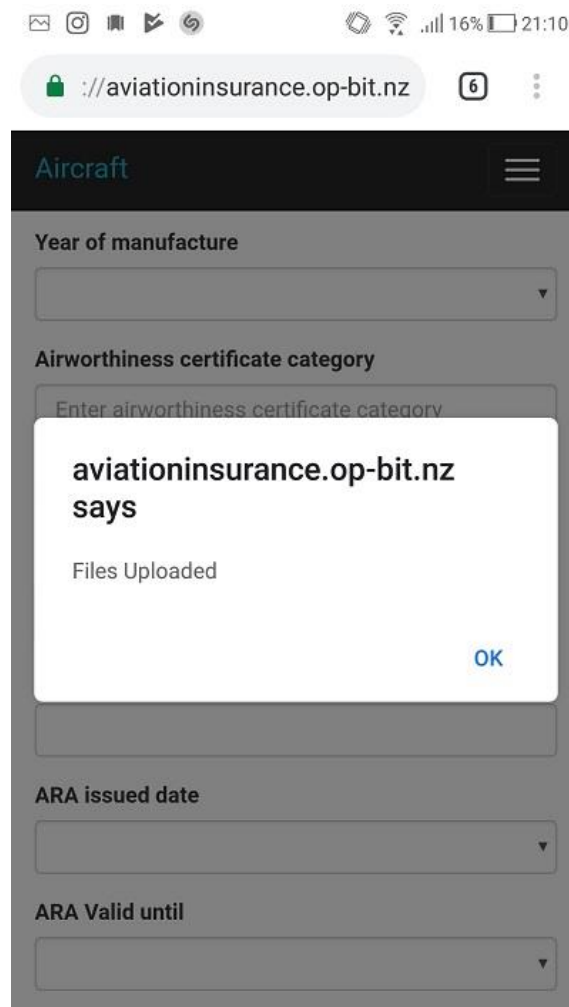
The file option is selectively the best option, you can take multiple photos with the camera and then upload all the photos within a certain size limit. In order to select multiple images or files from the phone, the user must navigate to where the images are stored and if they want to select more than one image or file, press and hold over the image it will highlight blue and then select the number required. Depending on the phone make, on the top right, the user then can select open or select and this will upload the files.

The Upload files section will indicate to the user how many files were selected. If the incorrect number of files were selected, the user can click on the choose files button again and select the correct files. The user can click on the upload files button which will be blue on the screen.

If the files have been successfully uploaded, an alert box will appear and say Files Uploaded.

Submit the Claim Form

Once the user has completed the required sections and uploaded the required images or files, the user can click on the blue submit button at the end of the claim form. This is a very important procedure for the user to do because this will notify the Admin that form was completed, and the document is ready to be processed.

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