



AVIATION

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C L A I M S L T D

# **Aviation Insurance Admin Guide**

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## Home Page Guide

The screenshot shows the Aviation Claims Ltd Home Page. On the left is the 'Aviation Insurance Menu' with links: Archive List (1), Update Passwords (2), Uploaded Files (3), Delete Files (4), and Logout (5). The top right features the 'Aviation Claims Ltd' logo. Below it is the 'Claim Form:' section with a dropdown menu (6) labeled 'Please select a Claim Form' and a 'Create Claim' button (7). The 'Claims List:' section (8) contains a table with columns: Entry ID, Insurer Name, First Name, Last Name, Form ID, Last Updated By, Date Created, Link to Page (9), and Archive (10). The table has one row with Entry ID 32, Insurer Name Aircraft, and a 'Link' button (9) and 'Archive' button (10).

Aviation Insurance Menu

- Archive List (1)
- Update Passwords (2)
- Uploaded Files (3)
- Delete Files (4)
- Logout (5)

Aviation Claims Ltd

Claim Form:

Please select a Claim Form (6)

Create Claim (7)

Claims List:

Entry ID	Insurer Name	First Name	Last Name	Form ID	Last Updated By	Date Created	Link to Page (9)	Archive (10)
32 (8)	Aircraft			Aircraft	CLIENT Opened Form 2018-11-08 17:05:07	2018-11-05 14:25:38	Link (9)	Archive (10)

- 1) Archive or Unarchive Old Claim Forms
- 2) Update User Passwords for Admin, Client, Maint
- 3) Any Files Uploaded Through a Claim Form can be downloaded from this directory
- 4) Delete Any Files from the storage Directory
- 5) Logout of the Webpage
- 6) Select a claim form from the dropdown list
- 7) Creates the claim form that was selected in dropdown list above this button
- 8) List of Claim forms created
- 9) The Link Button Will Direct the Admin to the claim form to view the information
- 10) Archive button, archive old claim forms

## 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.

## Claim Form:

Aircraft

Create Claim

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.

Please select a Claim Form

Aircraft

Equipment

Hangar Keepers

Helicopter

Liability

Spray Liability

SUV

Third Party Liability

Claim Form:

Aircraft

Create Claim

## 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	<a href="#">Link</a>	<a href="#">Archive</a>
33	Aircraft			Aircraft	ADMIN Created Claim form: aircraft	2018-11-11 23:01:05	<a href="#">Link</a>	<a href="#">Archive</a>

## 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.



### Update Users Passwords

**Username:**  

**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.

<b>Client URL</b>	<input type="text" value="http://kate.ict.op.ac.nz/~se17group1/Development/AlbertTesting/NewACL/AviationInsurance/ACL/clientForm.php?id=01d420a9686ff052e19b0db31b9f40f63bea8a38"/>	<input type="button" value="Copy"/>
<b>Maintenance Uri</b>	<input type="text" value="http://kate.ict.op.ac.nz/~se17group1/Development/AlbertTesting/NewACL/AviationInsurance/ACL/maintenanceForm.php"/>	<input type="button" value="Copy"/>

kate.ict.op.ac.nz says  
Your path has been copied: http://kate.ict.op.ac.nz/~se17group1/Development/AlbertTesting/NewACL/AviationInsurance/ACL/clientForm.php?id=01d420a9686ff052e19b0db31b9f40f63bea8a38

OK

## 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.

Total Amount of Crew / Passengers Selected: 2

Select Total Amount

### Crew / Passengers

Provide contact details for crew / passengers and details of injuries sustained if any

Crew / passenger #1

First Name

Last name

Mobile number

Landline Number

Email address

Injury details (if any)

### Extra Crew / Passengers

Provide contact details for crew / passengers and details of injuries sustained if any

Crew / passenger #2

First Name

Last name



## 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.

**Contact Details**

<b>Insured</b>	<input type="text" value="Flight Insurance"/>	
<b>Contact person for claim details</b>		
<b>First Name</b>	<input type="text" value="James"/>	<b>Last name</b> <input type="text" value="Example"/>
<b>Contact phone (landline)</b>	<input type="text" value="Enter landline number"/>	

## 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.



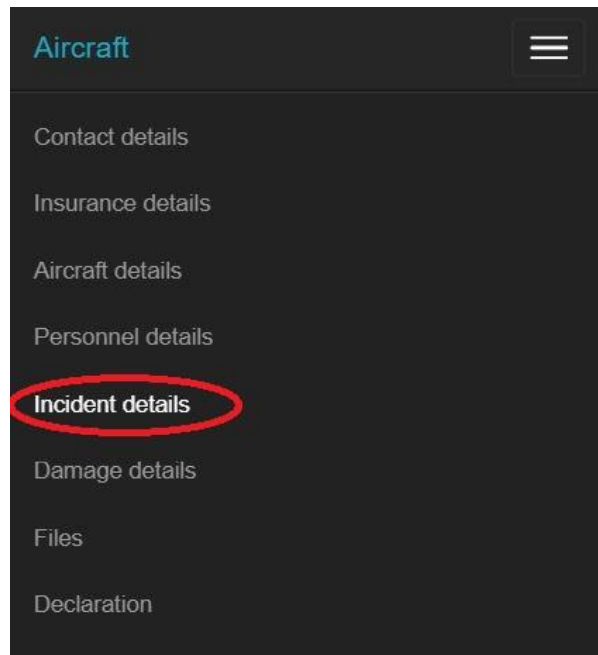
The screenshot shows a dark navigation bar at the top with the following links: Contact details, Insurance details, Aircraft details, Personnel details, Incident details (circled in red), Damage details, Files, Declaration, and Contact Us. Below the navigation bar, the title 'Incident Details' is displayed and circled in red. The form contains two input fields: 'Date of the incident' with a placeholder 'yyyy/mm/dd' and 'Time of the incident' with a placeholder '--:--'.

## 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 screenshot shows a mobile application interface. At the top, there is a dark header with the word 'Aircraft' in teal and a hamburger menu icon (three horizontal lines) circled in red. Below the header, the title 'Contact Details' is displayed. Underneath, there is a section labeled 'Insured' with a text input field containing 'Flight Insurance'. Below this, there is a section labeled 'Contact person for claim details' with a sub-label 'First Name' and a text input field containing 'Enter first name'.

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.

A screenshot of the 'Incident Details' form in the application. The top dark header bar contains the word 'Aircraft' in teal and a white hamburger menu icon circled in red. Below the header, the text 'Injury details (if any)' is partially visible. There is a text input field with the placeholder 'Enter injury details'. The main title 'Incident Details' is centered. Below it, the label 'Date of the incident' is followed by a date input field with the placeholder 'yyyy/mm/dd'. Then, the label 'Time of the incident' is followed by a time input field with the placeholder '--:--'.

## 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.

Airworthiness certificate  
category

Tesy

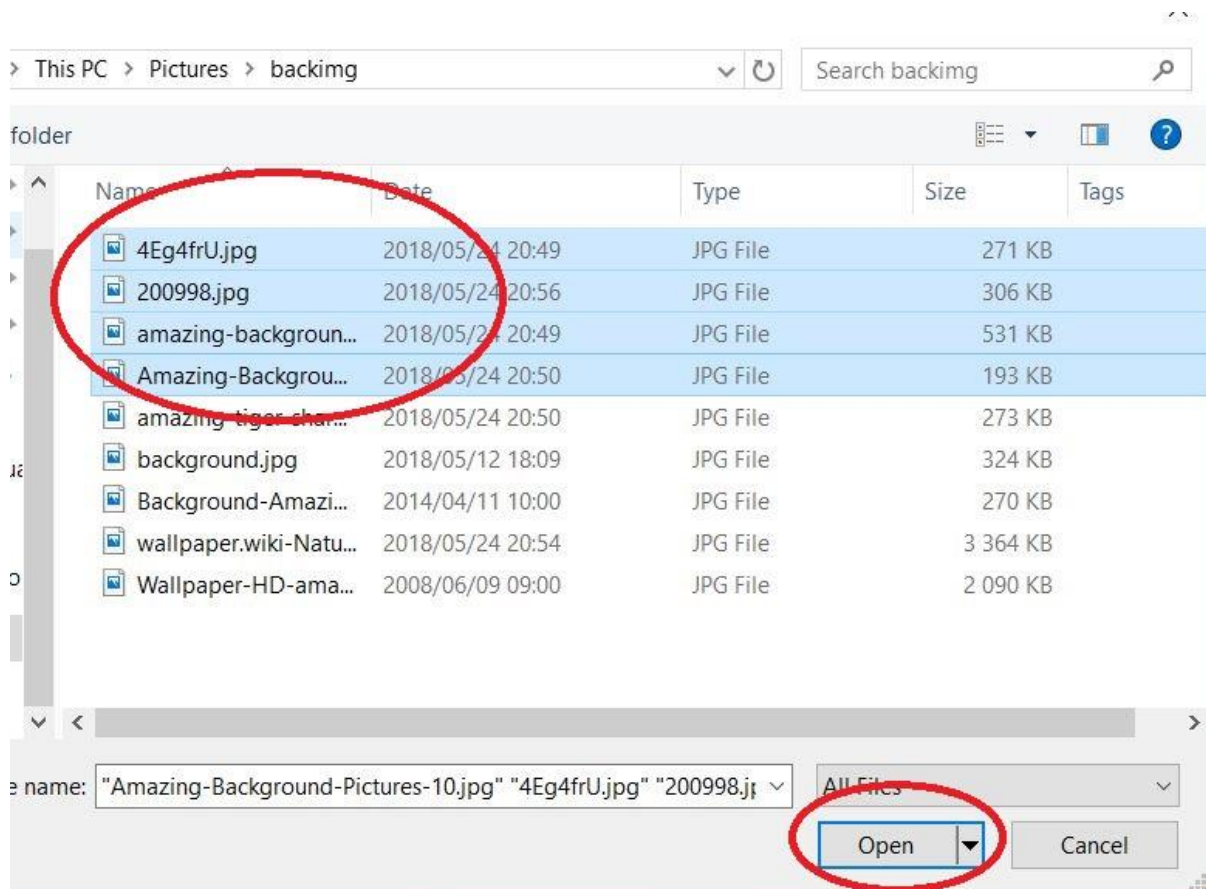
Attach ARA or Annual  
flight permit (Max file  
size 2Mb)

Choose Files

No file chosen

Upload File

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

Attach ARA or Annual flight permit (Max file size 2Mb)  4 files

ARA issued by

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



## 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.

Year of manufacture

Airworthiness certificate category

Attach ARA or Annual flight permit (Max file size 2Mb)

Choose Files No file chosen

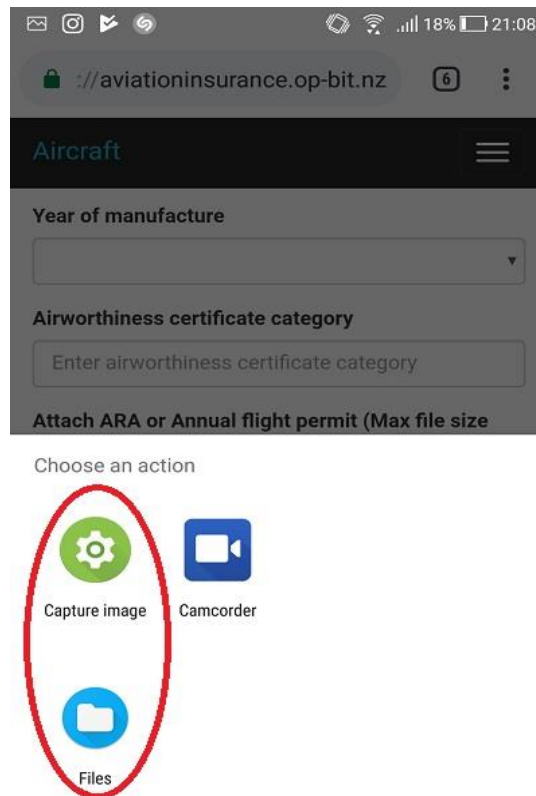
Upload File

ARA issued by

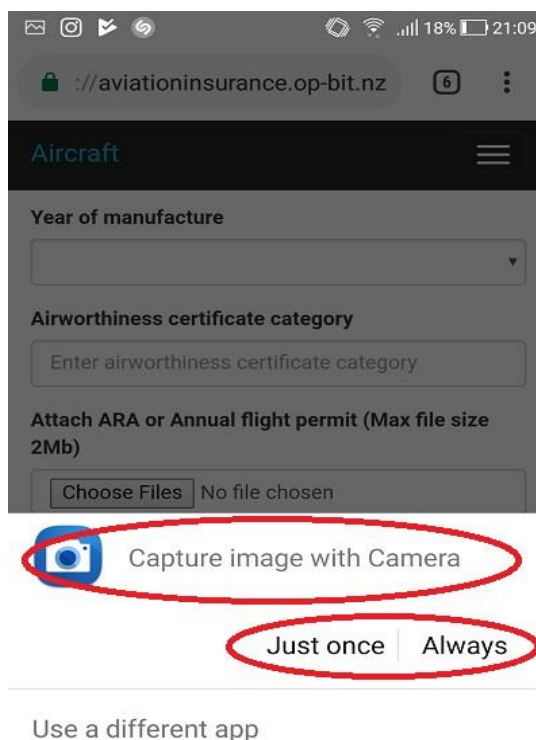
ARA issued date

ARA Valid until

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.

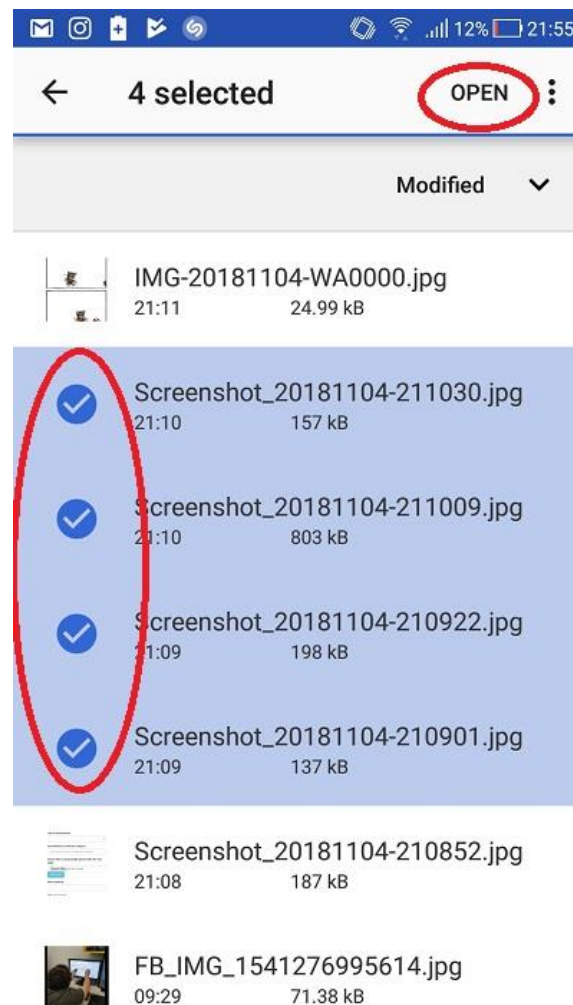


If the user selects the capture image option, then the phone might ask the user for the right to use the camera of the phone or use a different app, the best selection here is to use the phone camera.



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.

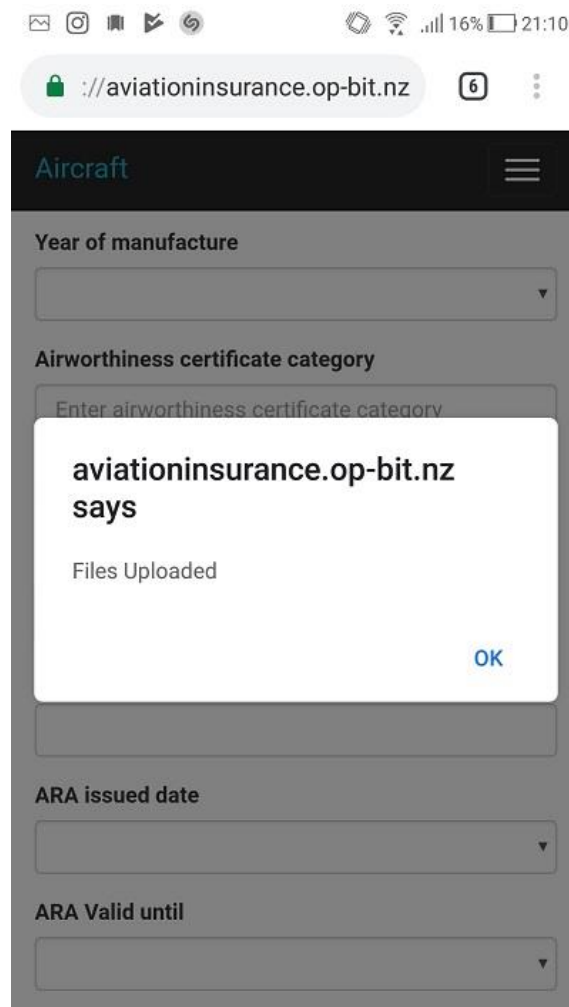
The file option is selectively the best option, you can take multiple photos with the camera and then upload all the photos within a certain size limit. In order to select multiple images or files from the phone, the user must navigate to where the images are stored and if they want to select more than 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.

Airworthiness certificate category	<input type="text" value="Tesy"/>
Attach ARA or Annual flight permit (Max file size 2Mb)	<div><input type="button" value="Choose Files"/> 4 files</div> <div><input type="button" value="Upload File"/></div>
ARA issued by	<input type="text"/>

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.



## Contact Details



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