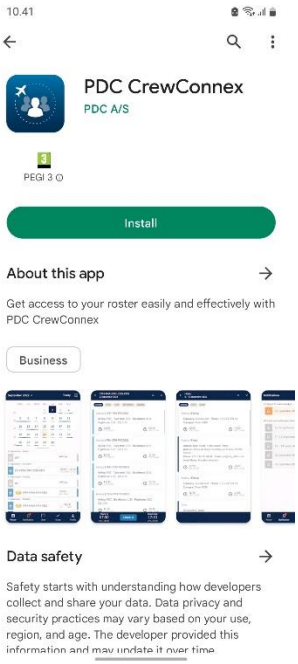
# PDC CrewConnex App

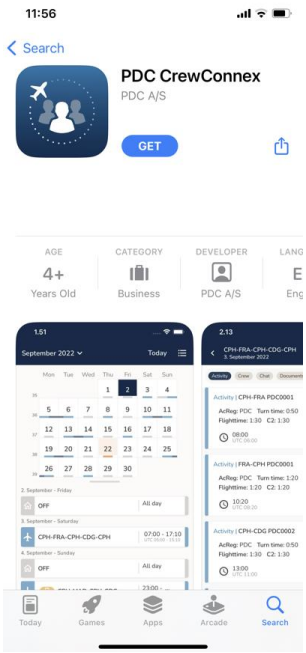
## INTRODUCTION

PDC CrewConnex is available on the web and in the new PDC CrewConnex app. It enables crewmembers to log on and view their roster, briefing documents and hotel information. It is also possible for crew to accept notifications, check in, chat and swap duties with other crewmembers.

## ACCESS VIA THE APP

Download the app from Google Play or the Apple App Store. In both stores you should search for "PDC CrewConnex".

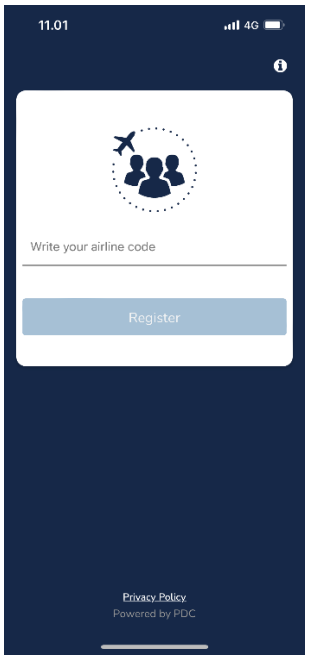



When the PDC CrewConnex app is installed, you will find a CrewConnex icon on your screen.

The number in the red circle on the app icon indicates the sum of unread message threads, unacknowledged notifications, forced acknowledgement notifications, and swap notifications.

When opening the app for the first time you will be asked to enter your Airline code. It will in most cases be your ICAO code, but please ask your employer for the right code.



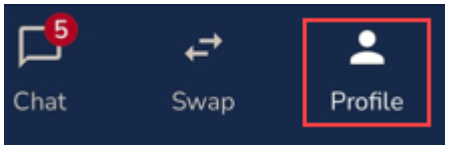

## DESKTOP VERSION

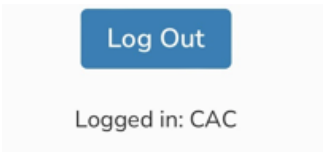
Log on using the URL provided by your employer.

## LOG ON TO CREWCONNEX

**Log On**: Type the User Id and password provided by your System Administrator and tap the Login button. If you have forgotten your password, please contact your System Administrator. It is still possible to change your password using the desktop version of CrewConnex.

**Log Out:** Tap the Profile icon at the bottom of the screen > Log Out

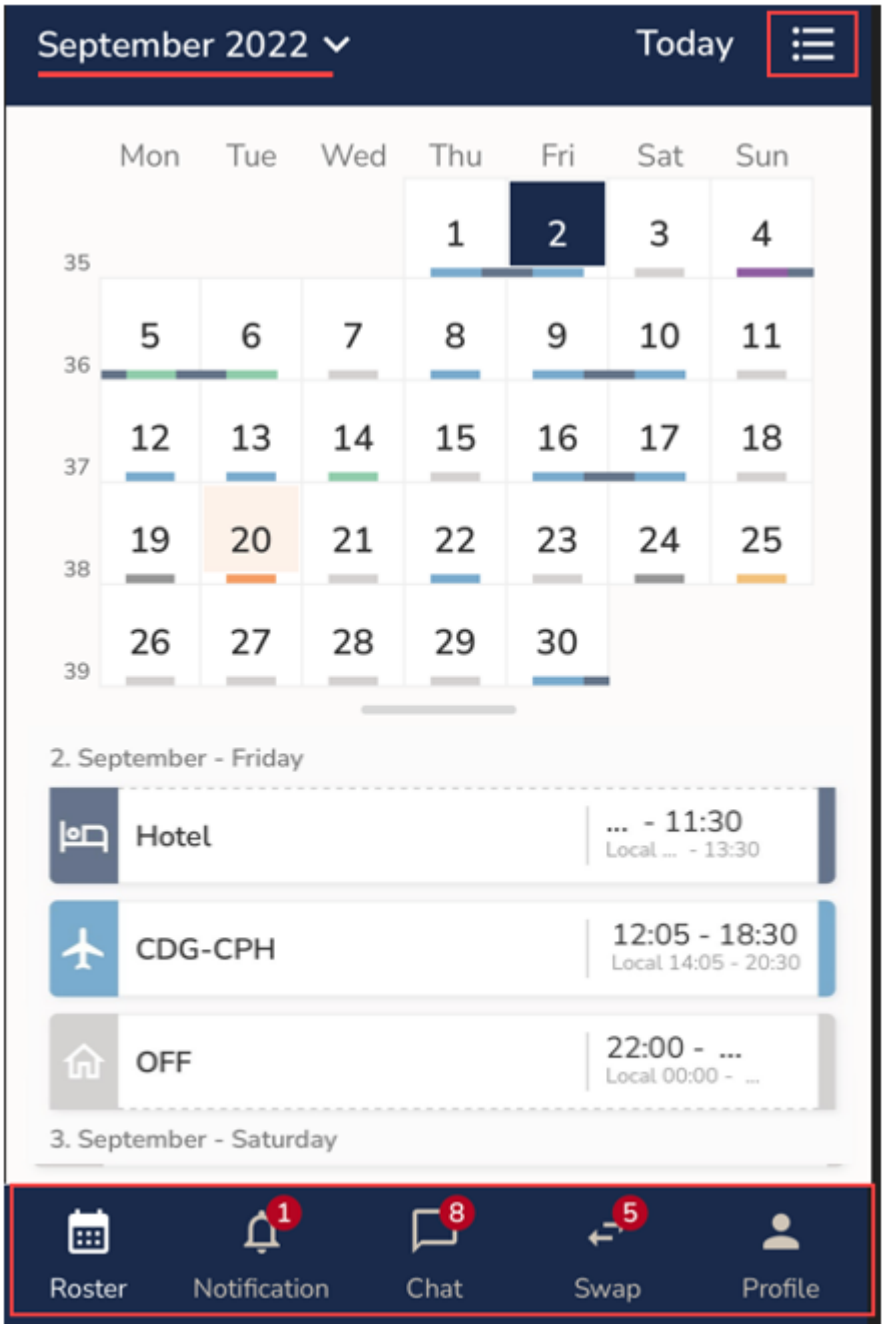



*You will still receive push message notifications on your phone whilst logged out.

## ROSTER

CrewConnex opens on the Roster page which shows the updated roster for the current Control (published) period. A calendar is displayed at the top of the screen with a list of duties underneath.




Icons which access the four main areas of CCX show at the bottom of the page.

Red notification circles show on the app icon when actions are required. Tap the icon to navigate to the relevant page.

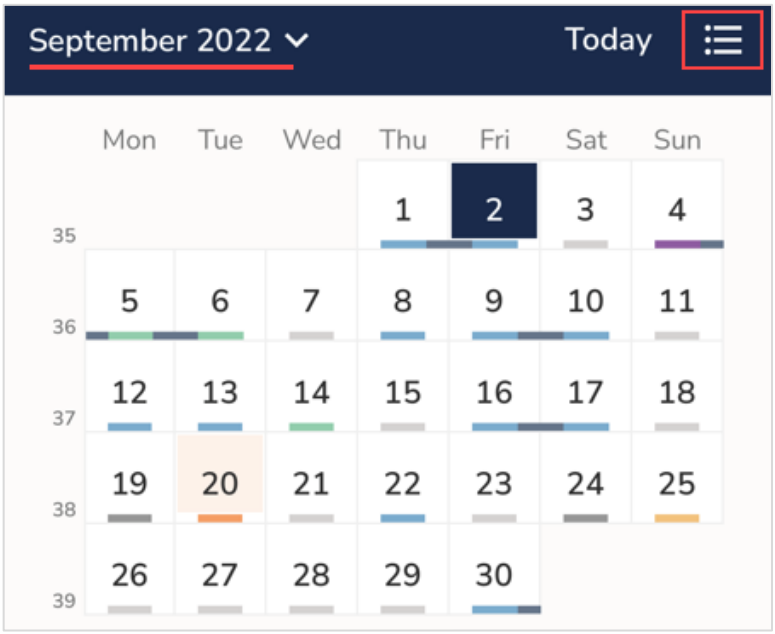
**Profile**: includes user details and the [**Log Out**] button.

## CALENDAR ON THE ROSTER PAGE

Tap on a date on the calendar to bring the duty to the top of the list.

Tap on a duty in the list to view more details.

Tap the arrow to change the month viewed.



Hide the calendar.

Show the calendar.

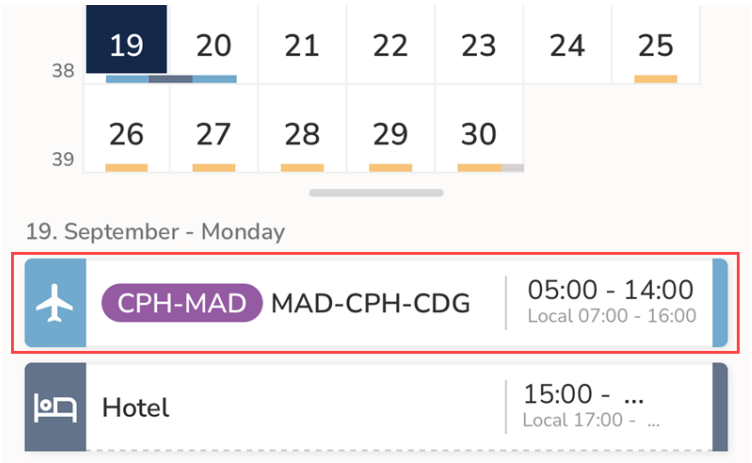
Days with pending notification show with an orange background.

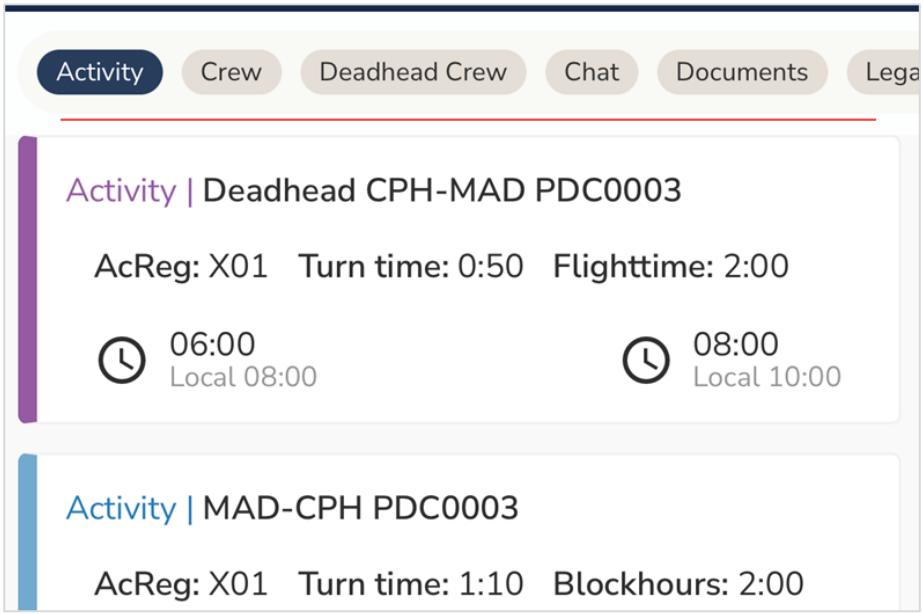
The days are coloured according to the duty assignment as follows:

- Blue: Flight duty
- Dark blue: Night stop
- Purple: Deadhead
- Green: Training
- Orange: Standby
- Red: Sickness
- Grey: OFF, VAC and other rest
- Dark grey: Activities belonging to all other activity categories.

## DUTIES ON THE ROSTER PAGE

Tap a duty to view more details.




**Activity**: shows the activities within the duty, aircraft type, registration, seat, and crew meal allocation. Notes inserted by Planning or Crew Control are also displayed.

**Crew**: Lists the other crewmembers on the activity.

**Deadhead Crew**: Shows additional deadhead crew on the activity

**Chat**: View chat messages related to this particular activity.

**Documents**: View the Journey Log, General Declaration & Trip Sheet.

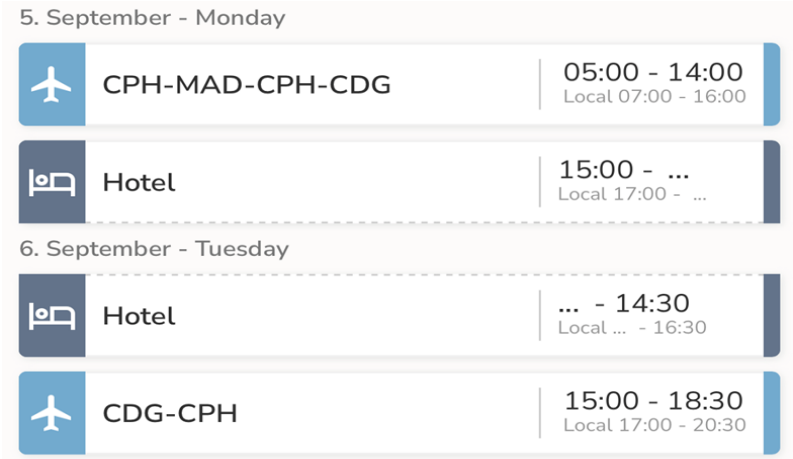
**Legality:** View legality calculations for this duty, to include rest requirement.

## TIME INFORMATION

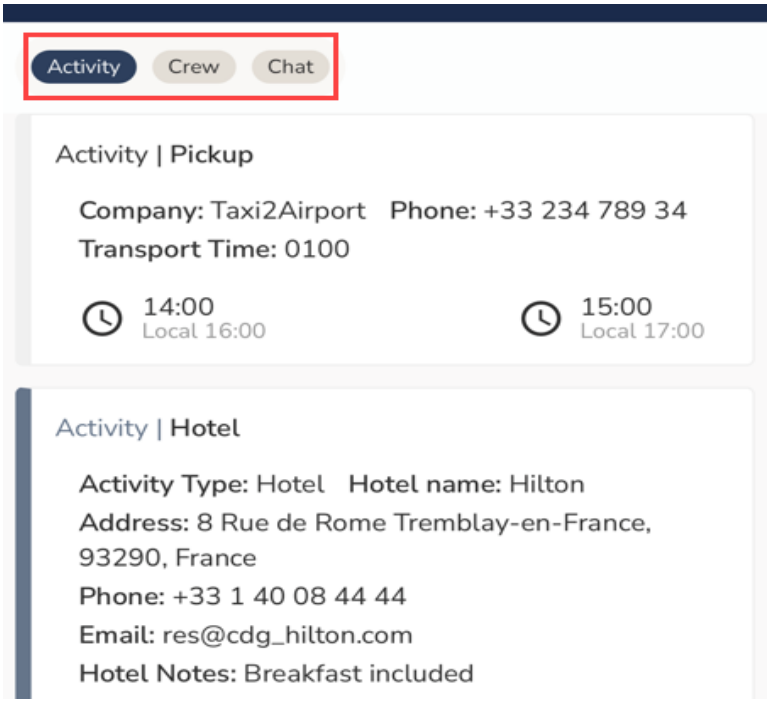
The times shown are configured by your airline. Our screenshots show UTC with local time below.

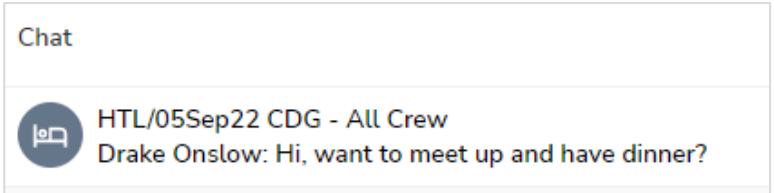
## NIGHT STOP

Night stop activities are split at midnight.



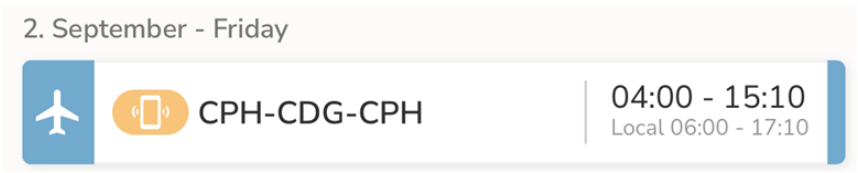

Tap the hotel activity to view hotel and pickup information, other crew and chats related to this activity.



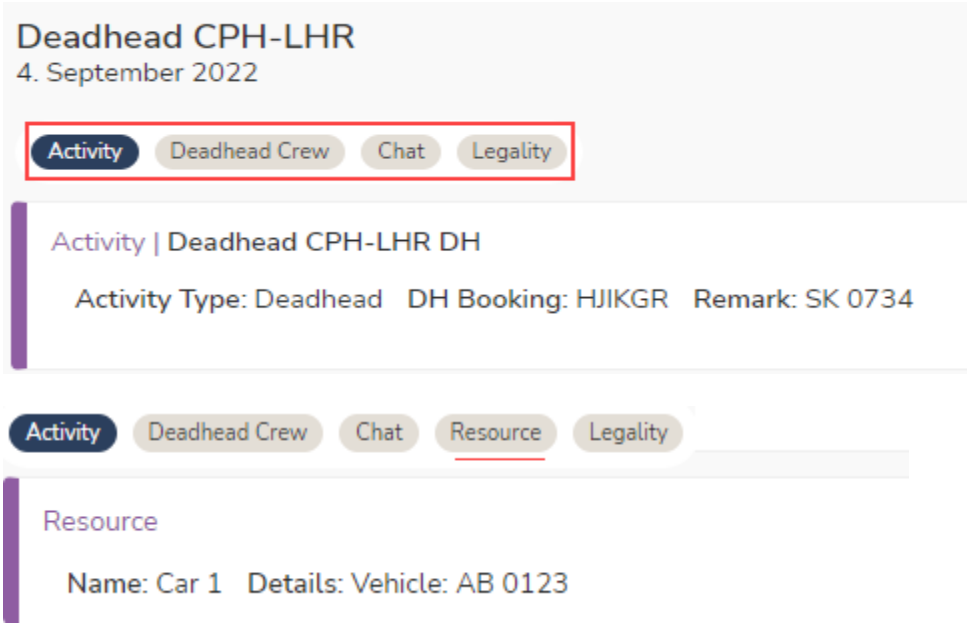
## CALLOUT FROM STANDBY

The standby icon will show before the duty and legality calculations will reflect this:



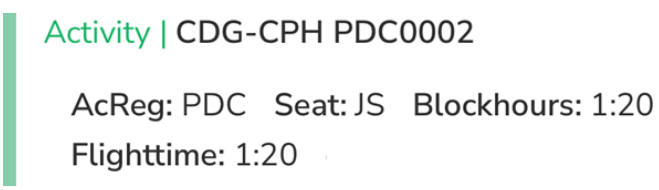

## DEADHEAD IN A FLIGHT DUTY

Flight ID and booking reference is shown when deadheading with other carriers and when applicable, company resource information will be shown.




## TRAINING ACTIVITY

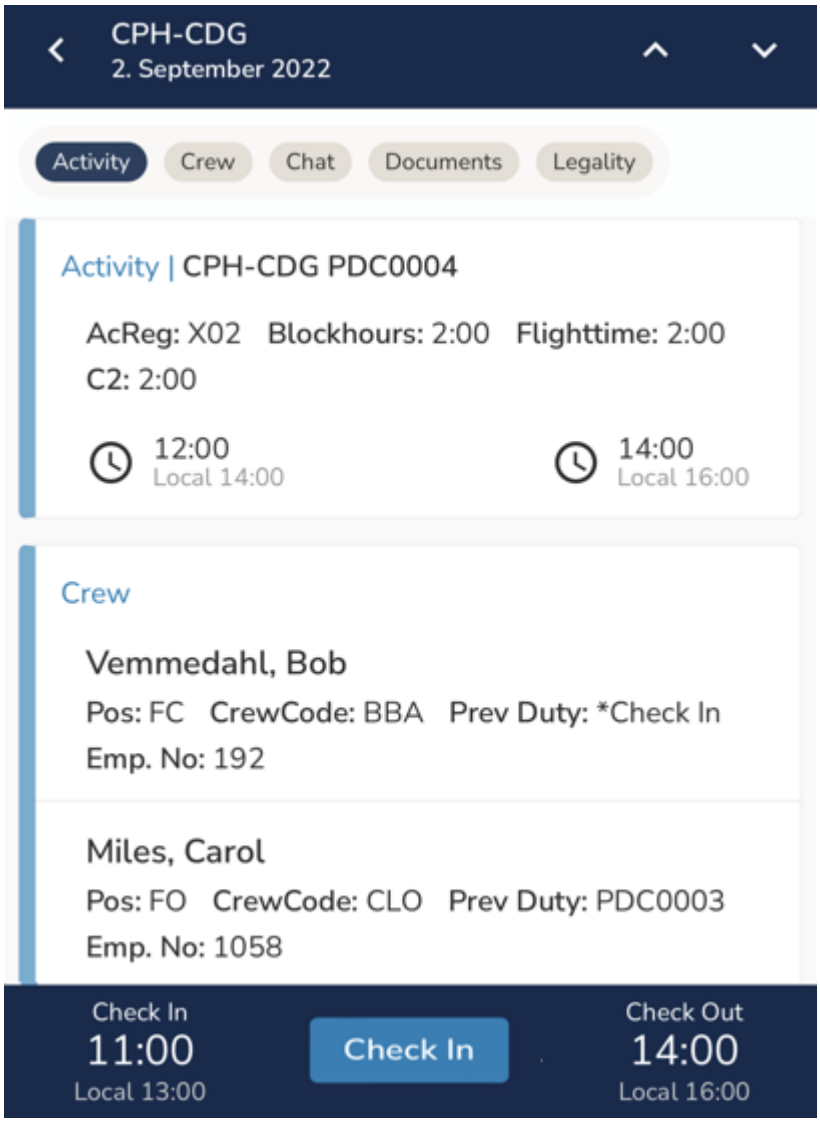
Duties including training activities are shown in green. Details include training notes and resource information.



## CHECK IN

Tap the duty on the list.

Tap the [**Check In**] button at the bottom of the page.

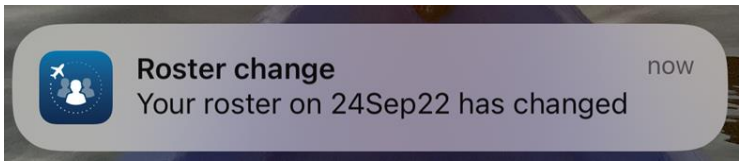



Late check in is not permitted:

## PUSH MESSAGES

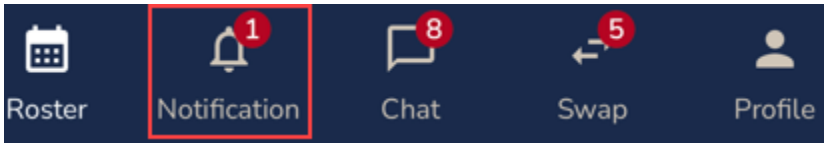
Notifications are presented in the following ways:

**App push message:** the message is automatically sent as soon as the roster change has been released by Crew Control/Planning.




The push messages can be switched on/off in the setting on your device.

**App icon:** a red circle on the icon shows the number of notifications requiring acknowledgement. Tap the icon to navigate to the Notifications page.

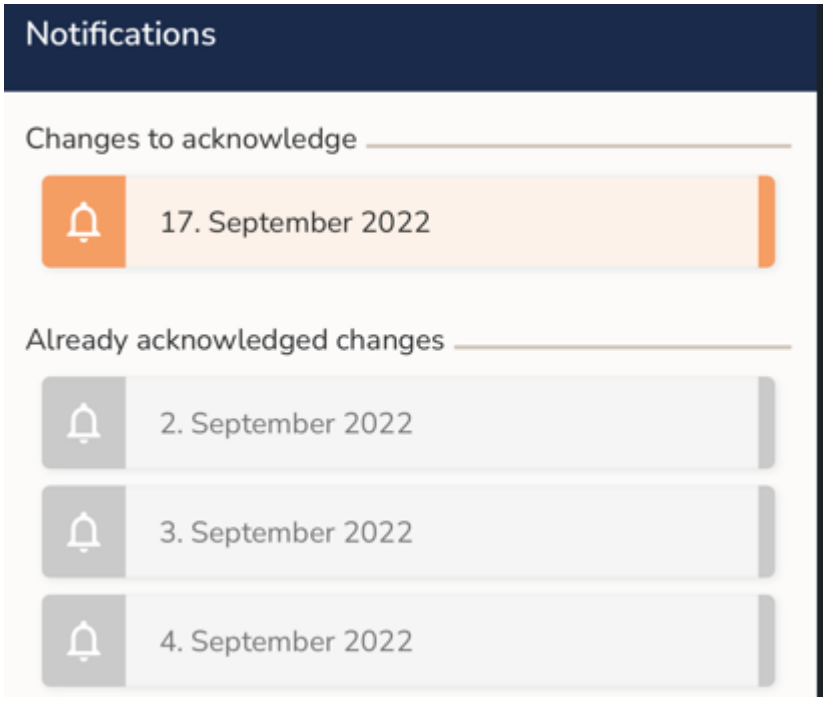


# NOTIFICATIONS

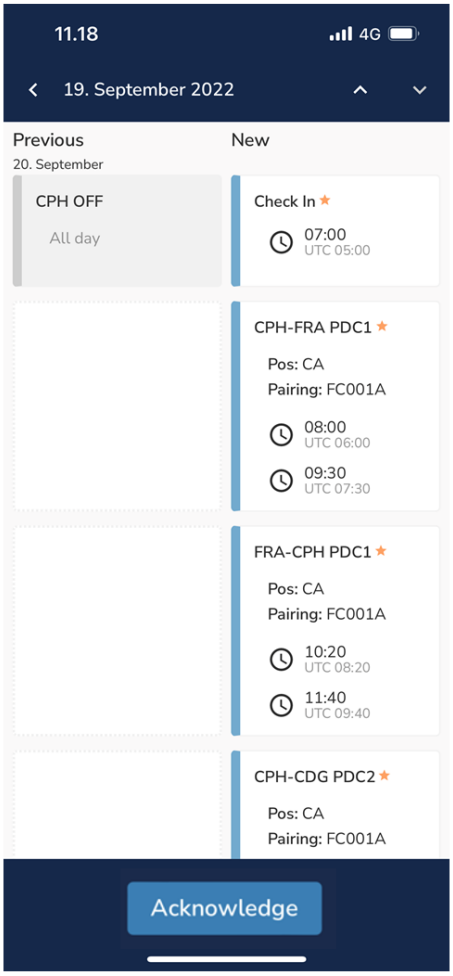
**Notification Page**

This area lists:

- Notifications requiring acknowledgement.
- Already acknowledged notifications.



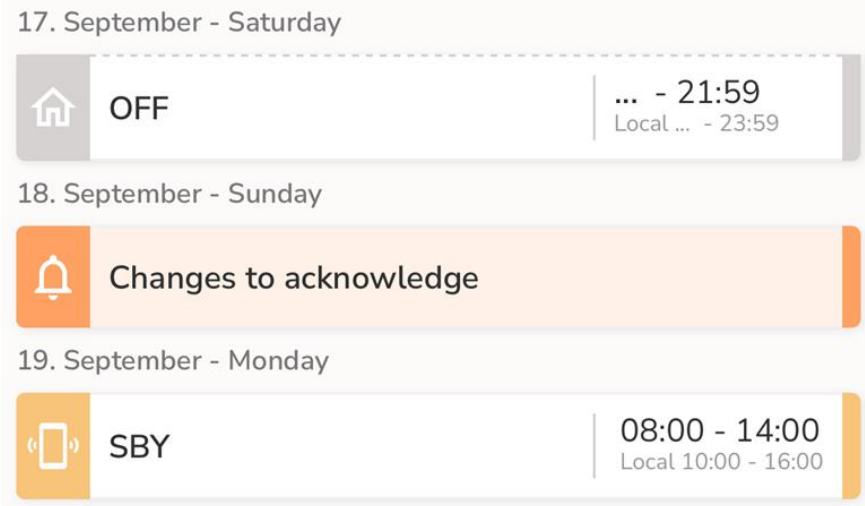

When clicking on a notification the screen will show you Previous roster and your new roster next to each other. An orange start will indicate the changes.




**Roster View**

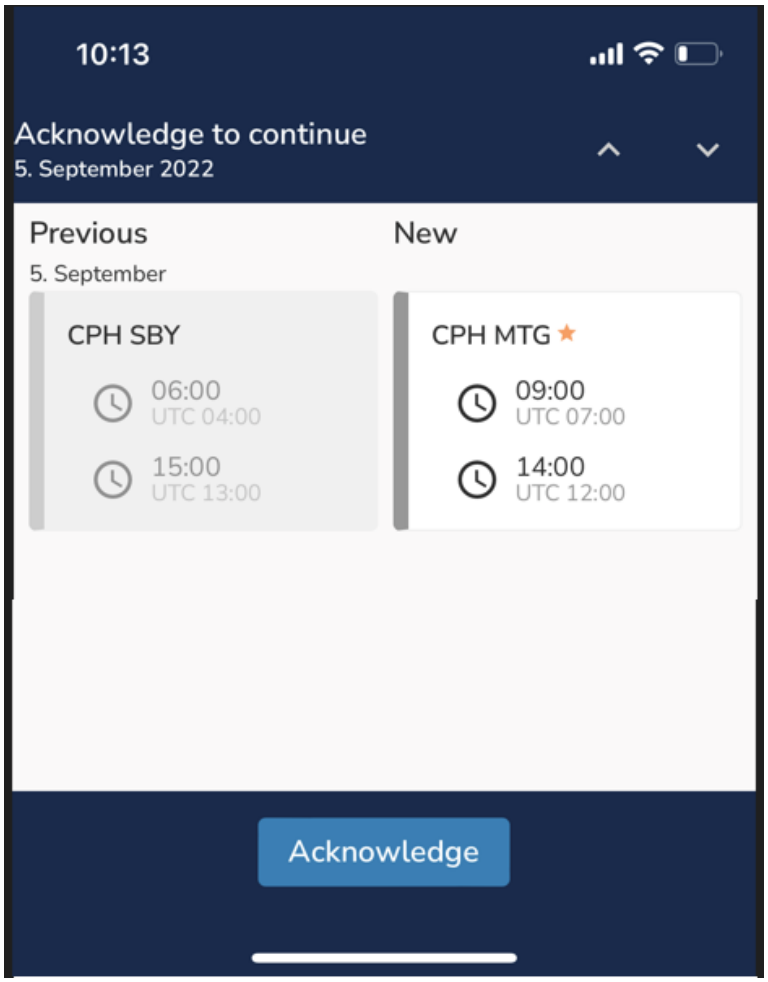
Notifications will block the roster view with an orange box.

Tap the box to view the notification:



## FORCE ACKNOWLEDGEMENT OF NOTIFICATION

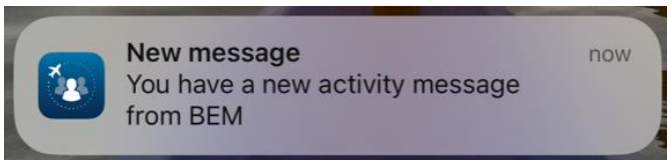
When force acknowledgment has been activated in CrewConnex Configuration, if you have a pending notification within the time frame set, the notification will show on the front screen and must be acknowledged before anything else can be viewed on CrewConnex.



## CHAT

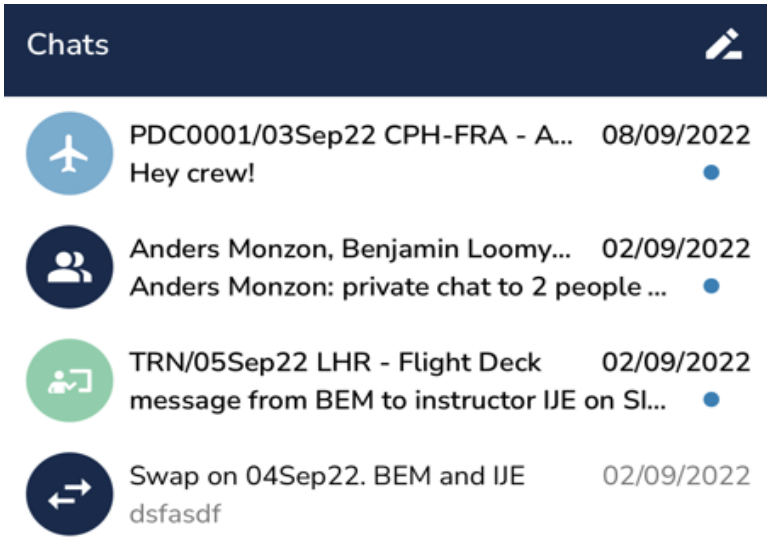
New, unread messages are indicated in the following ways:

**App push message**




**App icon:** A red circle on the app icon shows the number of new chat messages.

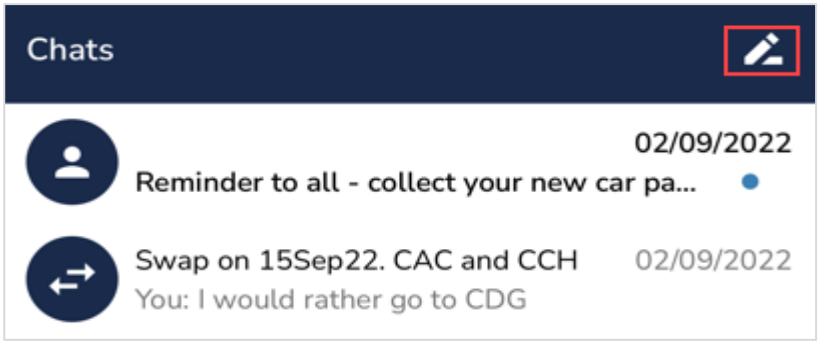
Tap the icon to navigate to the Chat page which shows unread and historic messages. The icons and description indicate the type of message received.

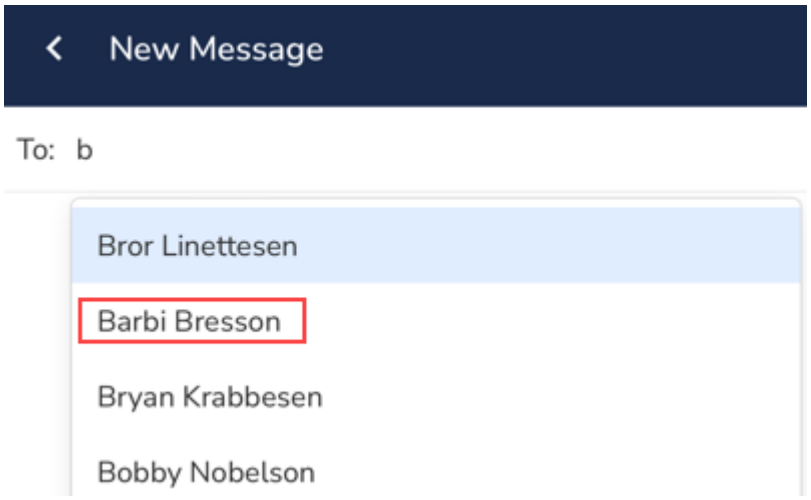


## CREATE A NEW CHAT

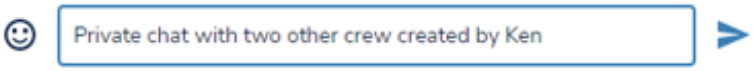
**Direct chat between two crew in the app**

Tap the pencil icon and search for the crewmember(s) that you wish to chat with.



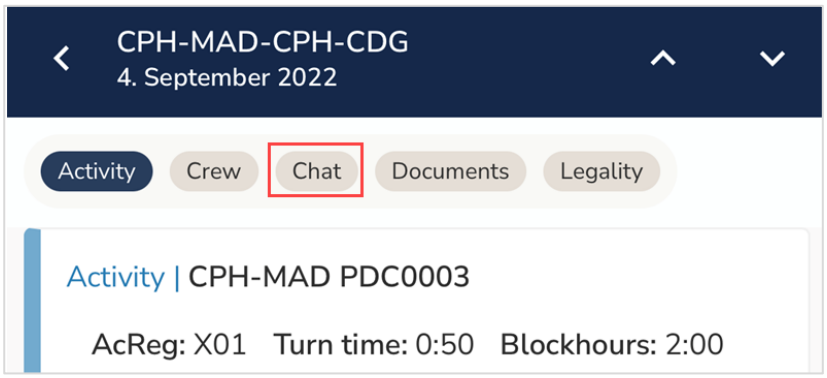




Type your message and tap the arrow [>] to send.

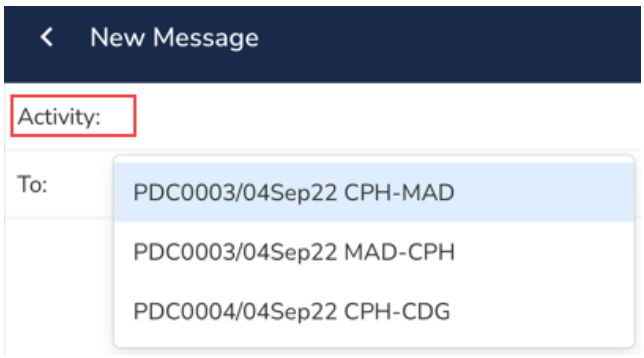


**Chat with crew who are assigned on the same activity**.

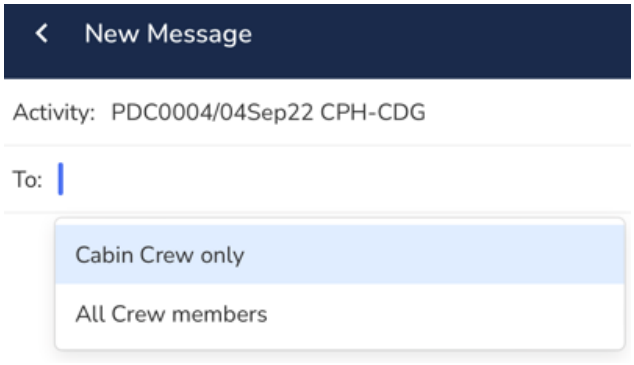
Select the activity on the roster list and tap the [Chat] button.




When more than one activity is contained within the duty you will be prompted to select the activity. Tap on the empty field to view the list.




Select the recipients who can be members of your own crew category or all crew.




Type your message and tap the arrow [>] to send.

Replies will be read by all.