


Flight Operations Briefing Note

SUBJECT: Flight Operations Support “Crew Help Desk”.

For the attention of	
	

AIRCRAFT CONCERNED	Version(s)	
	Civil	Military
EC120	B	
AS350	B, BA, BB, B1, B2, B3, D	L1
AS550		A2, C2, C3, U2
AS355	E, F, F1, F2, N, NP	
AS555		AF, AN, SN, UF, UN
EC130	B4, T2	
AS365	N, N1, N2, N3	F, Fs, Fi, K, K2
AS565		MA, MB, SA, SB, UB
AS366	G1	GA
EC155	B, B1	
EC225	LP	
EC725		AP
AS332	C, C1, L, L1, L2	B, B1, F1, M, M1
AS532		A2, AC, AL, UE, UL, U2
EC175	B	
MBB-BK117	A-1, A-3, A-4, B-1, B-2, C-1, C-2, C-2 ^e , D-2	D-2m
EC135	T1, T2, T2+, T3, P1, P2, P2+, P3, 635 T1, 635 T2+, 635 T3, 635 P2+, 635 P3	

The support function “Crew Help Desk” dedicated to Customers’ aircrew(s) & Flight Operations manager(s) is aimed at reinforcing Flight Safety and operational efficiency.

The Crew Help Desk provides answers to queries relative to best knowledge and operation of the helicopter among the following non-exhaustive list:

- Aircrew publications [Rotorcraft Flight Manual (RFM), Flight Crew Operating Manual (FCOM), Flight Ops Briefing Note (FOBN), Quick Reference Handbook (QRH), Master Minimum Equipment List (MMEL)...].
- Aircraft limitations.
- Aircraft performance.
- Aircraft procedures/operations: use of systems and mission equipment items.
- Aircraft systems: capacities/functionalities of systems.
- OPS regulation.

The Crew Help Desk support is free of charge.

CREW HELP DESK

Coverage

The Crew Help Desk activity is available for the complete AIRBUS HELICOPTERS range of commercialized aircraft.

Contact

The Crew Help Desk support is part of the AIRBUS HELICOPTERS HCare Worldwide Customer Support (Refer to Information Notice IN 3041-I-00 for detailed Hcare information).

To facilitate relations with your Flight OPS Support, Airbus Helicopters has designed a new web application enabling you to submit requests to your Technical & OPS Support. With this new service, you will be able to place your request, track its progress, communicate with your Support correspondent and keep a general overview of your pending requests in full transparency and with user-friendly graphics.

This new service is now fully available on Keycopter.

We kindly ask you to process all your requests through this new tool, and to avoid e-mail exchanges as much as possible.

To submit requests on technical topics, Technical Publications, Flight Ops and Maintenance Operations, please select the category 'Technical Support' on Keycopter > My Requests OR go to the 'Fleet Management' tab and click on the 'Technical Request Management' link.

Your Keycopter portal is upgraded to reflect this change.

You will find appended to this Flight Operation Briefing Note an introduction to this new service and how to access and use it through your Keycopter portal.

If you have no Keycopter access (freelance pilot, ...) you may as alternate way address your query to the following email:

technicalsupport.helicopters@airbus.com

In this case, in order to facilitate the understanding and the resolution of the Flight OPS request, you are kindly requested to specify the following information with your question:

- Category(ies):
 - o Aircrew publications.
 - o Aircraft limitations.
 - o Aircraft performance.
 - o Aircraft procedures/operations.
 - o Aircraft system(s).
 - o OPS regulation.
 - o Others: xxx
- Aircraft information:
 - o Type, version and variant.
 - o Serial number(s).
 - o Place of operations.
- Contact information:
 - o Company.
 - o Contact function, name and email.
- All detailed information necessary to home in on the query.

TECHNICAL REQUIREMENT

The application requires an up-to-date Internet Browser. Minimum requirement:
Internet Explorer 11 / Mozilla Firefox / Google Chrome (recommended)

1 - ACCESS TO **Keycopter**

<https://keycopter.airbushelicopters.com>

Access rights are usually managed by a person of your company. If you do not know this person, you can sign up on the Keycopter page.

2 - CHECK USER ROLE ASSIGNMENT ON **Keycopter**

1

My PROFILE My REQUES

My Contacts

My Information

My Company Fleet

My Alerts

Check role assignment under 'My Profile' / 'My Information'

2

My Roles

- ✓ WebHealth for EC175
- ✓ Portal's Manager
- ✓ WebUsage
- ✓ Helionix Functions
- ✓ Repair And Overhaul EC/ECD
- ✓ Technical Publication
- ✓ Maintenance Stats.
- ✓ Technical Requests Management

The 'Technical Request Management' role must be assigned to your user account.

IF THE ROLE IS NOT ASSIGNED

Contact your 'Keycopter Focal Point' indicated in 'My Profile' / 'My Contact'

1

My PROFILE My REQUES

My Contacts

My Information

My Company Fleet

My Alerts

2

Focal Point
Contact
Mail :
Phone:
Fax :

3 - ENTER 'TECHNICAL REQUESTS MANAGEMENT'

The 'Technical Requests Management' service can be accessed by opening the 'Fleet Management' tab and selecting 'Technical Requests Management' in the group 'Technical Support'.

1

FLYING OPS

FLEET MANAGEMENT

INTERNAL ACCESS

REPAIR AND OVERHAUL

WARRANTY

2

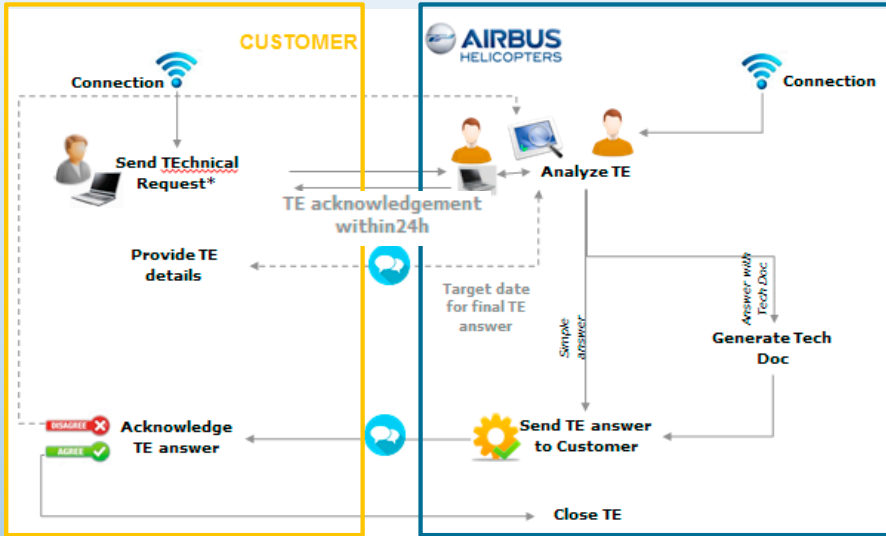
TECHNICAL SUPPORT

- WebUsage
- WebHealth for EC175
- Technical Requests Management

TECHNICAL SUPPORT

TECHNICAL REQUESTS MANAGEMENT

PROCESS OVERVIEW



TECHNICAL REQUESTS NAVIGATION

The menu is designed as a sliding bar on the LH side of the window. A gray bar is always visible. If the mouse pointer is moved over it, the menu slides in.

1 - DASHBOARD

A- PIE CHART

'Breaking news' are displayed at the top of your Dashboard.

An 'Auto Refresh' OFF / ON button is available to configure the refresh time slot.

How to proceed?

- Click 'OFF' to move to 'ON'
- Enter the time for Dashboard table refresh
- Click outside of the field
- Check the automatic refresh of the page

By clicking on one part of the Pie Charts, the 'Open TE' and 'New Messages' tables are filtered according to the selection.

B- LIST OF IN-PROGRESS TE

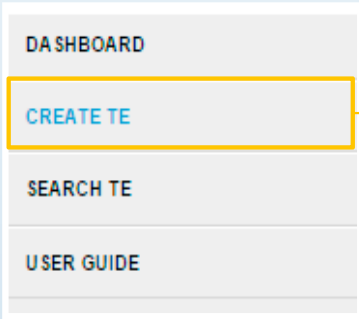
TE ID	Open date	A/C	S/N	ATA	Topic	Status	Company contact
TE-2016-AS 332-00321	11 Mar 2016	AS 332	2608	67. Rotor Flight Cont.	test	In Progress	Gaetan Geels
TE-2016-AS 332-00326	11 Mar 2016	AS 332	2608	G3A. Train. Devices-Automation	test	In Progress	Gaetan Geels
TE-2016-AS 332-00215	24 Feb 2016	AS 332		General	test	In Progress	Gaetan Geels
TE-2016-AS 332-00195	23 Feb 2016	AS 332		G1A. Ground Tests	create	In Progress	Gaetan Geels

C- LIST OF NEW MESSAGES

TE/ID	Date	Message	Author
TE-2016-AS 332-00326	11 Mar 2016 05:18:11 PM	test	Stephanie Gabry
TE-2016-AS 332-00321	11 Mar 2016 10:45:43 AM	test	Stephanie Gabry
TE-2016-AS 332-00195	06 Mar 2016 04:43:32 PM	create	Bastien Pesce

2.1 - TE CREATION: MAIN INFORMATION

1 In the Menu, Select 'Create TE'.



Fill in all mandatory fields* (Topic, A/C Type, Company Contact)

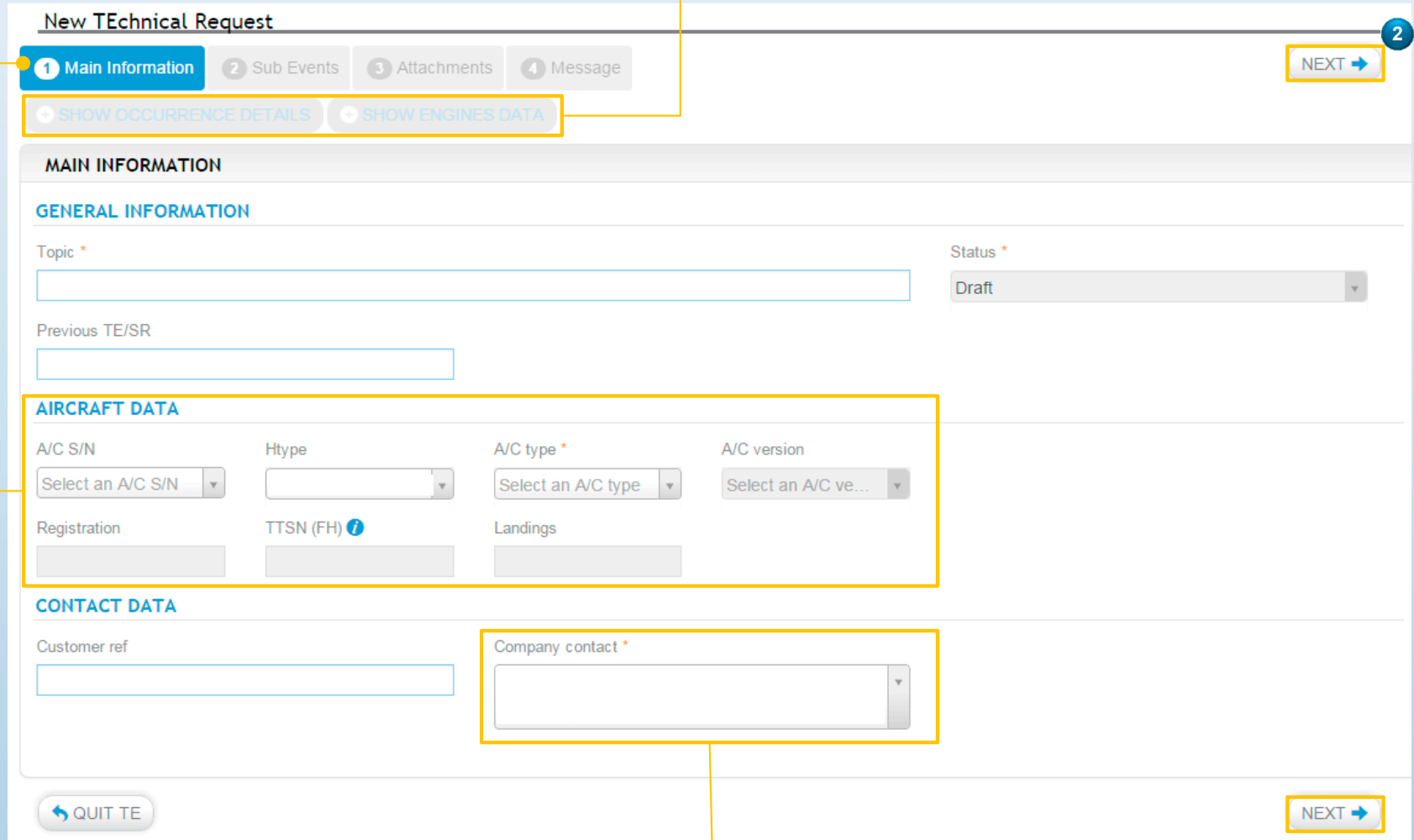
A/C Data fields: type some characters to reduce the drop down list (auto-completion fields) and select the desired value.

When typing the A/C Serial Number, the A/C Model, A/C type, A/C version and Registration fields are filled in automatically. You can change the Registration if it is not up-to-date.

The new AH branding is taken into account and available in the 'A/C Model' field.

Possibility to add more information when creating the TE: a new step will be added if you want to give more details on the event occurrence (during a Maintenance or a Flight Operation) or simply record data on engines installed (cf. User guide).

Click 'NEXT' to reach step 2_Sub Event



New TEchnical Request

1 Main Information 2 Sub Events 3 Attachments 4 Message

SHOW OCCURRENCE DETAILS SHOW ENGINES DATA

MAIN INFORMATION

GENERAL INFORMATION

Topic * Status * Draft

Previous TE/SR

AIRCRAFT DATA

A/C S/N Select an A/C S/N Htype A/C type * Select an A/C type A/C version Select an A/C ve...

Registration TTSN (FH) Landings

CONTACT DATA

Customer ref Company contact *

QUIT TE NEXT →

You are the contact person by default. But you can change the contact to another person of your company.

2.2 - TE CREATION: SUB EVENTS

Use a maximum of fields available (ATA Main, ATA sub, Failure Code / warning, Part Number MPN P/N, S/N, TSN, Damage Type, etc.) to detail your request

▶ EVENT DESCRIPTION

Click to expand and display more or less fields.

▶ COMPONENT DESCRIPTION

Please describe your request.

New TEchnical Request -

1 Main Information 2 Sub Events 3 Attachments 4 Message

SHOW OCCURRENCE DETAILS SHOW ENGINES DATA

A/C type AS 365

#1

+ ADD SUB EVENT

Sub-Event owner * Linked TD Sub-Event status *
Sub-event open date Sub-event target date * Sub-event close date
27 Apr 2016

SEARCH SIMILAR EVENT

▶ EVENT DESCRIPTION

ATA main *
Select an ATA main

ATA sub Failure code / warning Fault type / Event
Select an ATA sub

MPN or PN MPN or PN description
Select a MPN or PN

S/N

CSN (FH) TSO (FH) TSI (FH)

TSR (FH) TSN (FH) Damage type / Finding

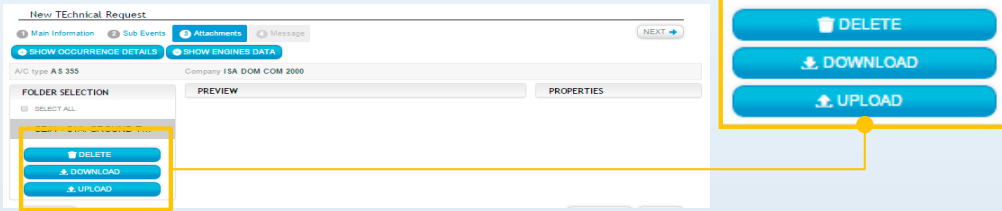
DESCRIPTION / REQUEST

QUIT TE PREVIOUS NEXT

Click 'NEXT' to reach step 3_Attachments

Add as many sub-events as needed per ATA chapter by clicking on the 'Add Sub-event' button

2.3 - TE CREATION: ATTACHMENTS

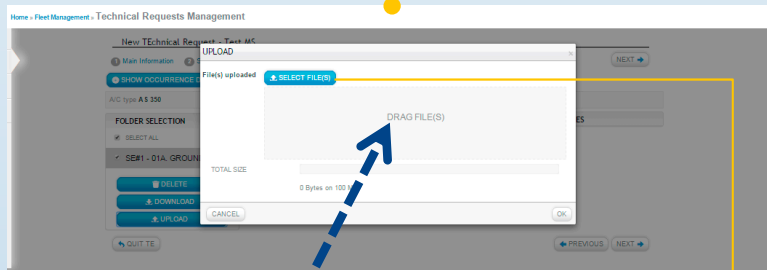


UPLOAD ATTACHMENTS:

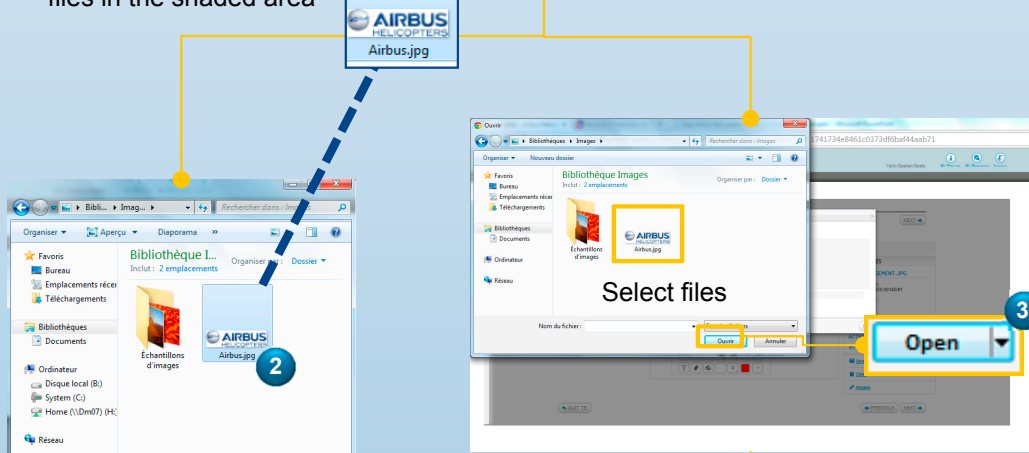
Option 1: Drag and drop



Option 2: Select Files

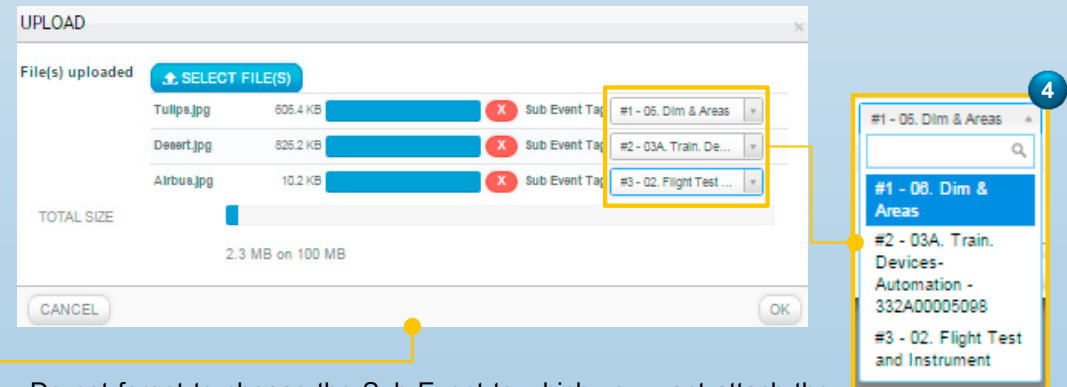


Drag and drop your files in the shaded area



DELETE / DOWNLOAD ATTACHMENTS:

To delete or download one or several file(s) uploaded previously, tick the file's check box and click on the blue action button.



Do not forget to choose the Sub Event to which you want attach the files and Select OK. You can add several attachments up to 100MB.

2.3 - TE CREATION: ATTACHMENTS

Click to expand folders
 Click on the file name: file data are displayed in the 'Properties' area and a picture / 1st page of PDF file is displayed in the 'Preview' area .

Tick the check boxes to delete or download several files at a time

You can draw on a picture and save modifications

To Open, Save as, Delete or Rename a file, click on the action buttons

Select 'NEXT' to reach the last step of TE creation

2.4 - TE CREATION - FINAL STEP: MESSAGE

If you do not know your AHG Technical Support contact, please leave the 'TO' field empty and click 'SEND TE'. In this case, your TE is sent to all your potential AHG contacts.

1 Select your Technical Support Contact address

Add copy contact

You can enlarge the message area by clicking on this button.

3 Write your message

4 Click 'SEND TE'

5 Your TE was correctly sent to your AH contact.

6 You can see your new TE on your Dashboard, in the 'Open TE' table.

3 - UPDATE COMMUNICATION MODULE

From: []
TO: []
CC: []

Pass the mouse over this icon to check the recipients and the sender of the message

By default, select ALL in order to see all Sub events communications. You can also select a specific sub event.

Update Technical Request - Landing Gear Retracted In Hangar
TE-2016-EC 175-00127 / 1-732393261

1 Main Information 2 Sub Events 3 Attachments 4 Communication PDF

SHOW OCCURRENCE DETAILS SHOW ENGINES DATA

A/C type: [] A/C version: B A/C S/N: 6004 Company: []

Sub Event Filter: ALL

#1-32. LANDING GEAR
1 Mar 2016 02:25:58 PM Topic: Landing gear retracted in han... #1-02. Flight Test and Instrument

ADD MESSAGE -
Add message
Reply all

Hi Olivier,
switch was in down position (landing gear extracted) and safety pin was installed

Customer Message

Topic: Landing gear retracted in han... 17 Mar 2016 02:24:55 PM

Kevin could you please confirm the position of the L/G control switch ?
UP or DOWN
Thank's
Olivier

AHG Technical Support Message

If you are in Consulting mode, do not forget to pass to the Updating mode to be able to add message. Please, click **UPDATE TE**

ADD A MESSAGE

TO: Stephanie Saby <stephanie.saby.external@airbus.com>

CC: []

TOPIC: create

SUB EVENT TAG: #1 - 01A. Ground Tests

MESSAGE: []

Attachments: []

FILES ATTACHED: []

TOTAL SIZE: 0 Bytes on 0 MB

CANCEL SAVE AS DRAFT SEND

CANCEL

By clicking 'CANCEL', your message is not saved.

SAVE AS DRAFT

You can save a draft of the message by clicking 'SAVE AS DRAFT'.
Please note that a TE with 'draft' status is not visible by AHG.

SEND

Click on the 'SEND' button

4 - FINAL TE ANSWER

Status: Closure Pending

1 On your Dashboard, select the TE with 'Closure pending' status. This means that the AHG Technical Support has proposed a Final Answer to your TE.

Update Technical Request - TEST AH INDONESIA Training
TE-2016-A5 332-00379 / 1-732810491

1 Main Information 2 Sub Events 3 Attachments 4 Communication PDF

SHOW OCCURRENCE DETAILS SHOW ENGINES DATA

A/C type: A5 332 A/C version: L2 A/C S/N: 2608 Company: OM COM 2000

Sub Event Filter: ALL

#1-06. DIM & AREAS

FINAL TE ANSWER Topic: TEST AH INDONESIA training 21 Mar 2016 11:24:38 AM

ACCEPT Final Technical answer

REJECT Final Technical answer
(New answer, lack of information ...)

ACKNOWLEDGE FINAL TE ANSWER

Does the provided solution effectively meet your need and close the subject?

Yes
 No

Was the response process satisfying in your opinion?

★★★★★

Please, insert your comment

Yes No

CANCEL OK CANCEL OK

If you agree with the Final TE Answer given by your AHG contact, tick 'Yes'. You can add a message and rate your satisfaction with the TE processing.

If you do not agree with the Final TE Answer given by your AHG contact, tick 'No'. A comment is mandatory.

The TE status becomes 'CLOSED'. It disappears from your Dashboard but you can retrieve it via the Search TE function.

Once the message is sent, the TE status becomes 'IN-PROGRESS' and the TE processing continues until the next 'Final TE Answer'.

5 - SEARCH YOUR TECHNICAL REQUESTS

In the Menu, select 'Search TE'. The table lists all TEs processed for your company.

1. DASHBOARD

2. Search TE

CREATE TE

SEARCH TE

USER GUIDE

Search TE

CRITERIA

TE ID: TE-YYYY

SR ID: SR ID

Company: Select a Company

Company contact: Select a Contact Data

A/C type: Select an A/C type

A/C S/N: Select an A/C S/N

ATA Main: Select an ATA Main

MPN: Select an MPN

Start date: 25 Apr 2016

End date: 25 Apr 2016

CLEAR SEARCH

You can search within the list by using several filter criteria. The search is launched by clicking on the 'SEARCH' button.

3. Search TE

CRITERIA

TE ID: TE-YYYY

0004

TE-2016-AS 332-00004

TE-2016-AS 332-00040

TE-2016-AS 332-00041

TE-2016-AS 332-00042

TE-2016-AS 332-00043

TE-2016-AS 332-00044

TE-2016-AS 332-00045

TE-2016-AS 332-00046

SR ID: SR ID

Company: Select a Company

Company contact: Select a Contact Data

A/C S/N: Select an A/C S/N

ATA Main: Select an ATA Main

MPN: Select an MPN

End date: 25 Apr 2016

4. SEARCH

6 - ACCESS THE USER GUIDE

In the Menu, select 'USER GUIDE'.

The user guide describes all the functions of the Technical Requests Management application.

DASHBOARD

CREATE TE

SEARCH TE

USER GUIDE

User Guide

CRITERIA

Category: Select category

Aircraft type: Select aircraft type

Language: Select language

SEARCH

0 RESULT(S)

REFINE

EXCEL EXPORT

ID	Title	Category	Language
----	-------	----------	----------

TRM Service Contacts

ACCESS THROUGH KEYCOPTER

Please contact your 'Keycopter Focal Point' under 'My Profile' / 'My Contact'.

TECHNICAL REQUESTS MANAGEMENT TRAINING

technicalsupport.helicopters@airbus.com

KEYCOPTER SUPPORT

24/7 contact center: customersupport.helicopters@airbus.com

Asia-Pacific: support.keycopter-asia-pacific.ahsa@airbus.com

Latin America: keycopter.mx@eurocopter.com.mx

Europe-Africa-MiddleEast: support.keycopter-europe-africa.ah@airbus.com

North America: keycopter.support@eurocopterusa.com

Welcome to the
'Technical Requests Management'
Service