

Phoenix Flyers, Inc.

Automated Aircraft Scheduling

Phoenix Flyers uses a Scheduling System hosted and supported by AircraftClubs.com, providing both phone and Internet accesses. The best way to use this system however is with Internet access.

Internet Access

The Scheduling System may be accessed from the club web site by clicking on the [Reservations](#) link, available in the MEMBERS AREA on any of the index pages. This link will open a new browser window and take you to the AircraftClubs.com Calendar page. From here you still have to log into the system. **DO NOT LOG INTO THE DEMO SITE!** Use the [Login](#) link in the upper left corner of the page to go to the [Calendar Login](#) page for the club. You can also access the Scheduling System directly through the AircraftClubs.com home page (www.aircraftclubs.com) and following the Club Calendar links.

Enter the information you received when you were added to the Scheduling System into the appropriate fields of the login screen. The entries are not case sensitive but ALL of the fields are required. You may check the selection box to have your login information retained within a cookie on your PC. **NEVER CHECK THIS OPTION IF YOU ARE LOGGING IN FROM SOMEWHERE OTHER THAN YOUR HOME PC.**

Club ID:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Password:	<input type="text"/>

You can look at aircraft reservations with four different views:

- [Calendar View](#) - view each aircraft in the club inventory by month
- [List View](#) - same information as the calendar view in list format
- [Day View](#) - view the schedule for all the aircraft by day
- [Pilot View](#) - view reservations by pilot member name

New reservations may be made from any of the views. You can edit any of your own reservations by clicking on the appropriate link. Navigating the web site is fairly intuitive. New reservations are initiated by clicking on the desired start date in the [Calendar View](#), or clicking on one of the *calendar icons* in the remaining views.

The Board has authorized certain scheduling rules be electronically enforced on the system to assure a reasonable amount of preferred availability for all pilot members. The Board may modify these rules at any time. The following rules currently apply:

- No more than three active reservations at any one time
- No single reservation greater than 16 days duration
- No more than 20 total reservation days at any one time

Updating your Internet Profile

You can update your personal information by clicking on the [My Profile](#) link. You can update all information except your assigned Pilot ID. Use the profile page to:

- change your Voice PIN for phone access
- change your password for internet access
- prevent other members from seeing your contact information
- request a reminder of BFR and medical expiration dates
- request scheduling notifications for each aircraft in the club inventory
- select the starting view when you log in

After you are finished on the web site, please be sure to [logout](#).

Phone Access

The phone system allows you to call toll-free from any phone and access the same schedules that are available on the Internet. A unique Pilot ID and PIN are required to access the phone system. This information is generated at the time a member name is added to the scheduling system and delivered to the member by email or included in the new-member packet.

The phone system does NOT belong to AircraftClubs.com. It is operated and supported by a company called Tellme. The phone system is free to the club, however you will receive a short message or advertisement when you first access the system. Following the message, you will be taken to the Tellme Main Menu.

From the Main Menu say "extensions" to go to the Extensions Menu and then use your number keypad to enter the AircraftClubs extension for Phoenix Flyers. Use the number keypad to enter your Pilot ID and PIN when prompted.

The system supports barge-in responses. This means as soon as the voice begins asking you for a response, you can barge-in with your answer. Although the system supports both voice and keyed responses, keyed responses may be more effective. If you choose to use voice responses, speak clearly in a normal voice.

The system has three options:

- [1] "Read Schedule" - reads the schedule for a resource for a given date range
- [2] "Reserve a Resource" - make a reservation
- [3] "Cancel a Reservation" - deletes a reservation

To select an option, simply say the option, like "Read Schedule" or use the numbered keypad and enter the appropriate number. You also may say only "Read", "Reserve", or "Cancel"

Whenever you are presented with a list of club aircraft, they will always be presented in the following order, and you may barge-in with the "list number" at any time to select the aircraft.

- N9014P - press or say "One"
- N31386 - press or say "Two"
- N30749(DVT) - press or say "Three"
- N47601(CHD) - press or say "Four"

When entering a date, you may say the month and day, like "December tenth", or you can use the keypad and enter "one, two, one, zero" for December 10. You can also say "today", "tomorrow", or days of the week, like "Tuesday". The system will always interpret these on a forward basis. Date selections can be up to one year ahead. If it's currently November and you enter February fifteenth, the system will interpret the February date as being the following year.

When entering a time, say the hour, minute, and AM or PM, like "eight thirty AM". If you forget the AM or PM, you will be prompted for it.

You may say "help" at anytime for more assistance.

AircraftClubs.com Phone Access	
Phone #:	
Extension:	
Pilot ID:	
PIN:	

Please direct your comments and feedback to the Board of Directors.