# Table of Contents

Getting started with crewCONNECT ................................................................. 5
Creating a User Account ............................................................................... 6
Purchasing the User License .......................................................................... 6
**How does crewCONNECT work** ................................................................. 8
Event Types .................................................................................................... 9
Time Zones ..................................................................................................... 11
Time Modes .................................................................................................... 13
Side Menu ....................................................................................................... 15

**Settings** .................................................................................................... 16
  Settings – Airline .......................................................................................... 17
  Settings – My Profile ................................................................................... 18
  Settings – User Account .............................................................................. 19
  **Settings – Privacy Settings** .................................................................... 20
  Export to Calendar ....................................................................................... 21
  Settings – Other .......................................................................................... 23
  Settings – Maintenance ................................................................................ 24

How to configure the Widget ........................................................................ 25

**Download your Roster** ............................................................................ 27
  View your Roster .......................................................................................... 31
  Month View .................................................................................................. 32
  Week View .................................................................................................... 33
  List View ....................................................................................................... 34
  HTML View .................................................................................................. 35
  Roster Codes ................................................................................................. 36
  Print, Email & Share your roster ................................................................. 37
  Event Details ................................................................................................ 39
  Direct Login .................................................................................................. 41

**Sharing your roster with Friends** ............................................................. 42
  Quick Memo .................................................................................................. 45
  Pickup Time ................................................................................................... 46
  HeadCount .................................................................................................... 47

**Chat** .......................................................................................................... 48

**Meet People** ............................................................................................. 49
  Find Places ................................................................................................... 51
  Picture of the Week ...................................................................................... 52
  In-Flight Rest ............................................................................................... 53

**History** ...................................................................................................... 54

**Carpool** ..................................................................................................... 55
Disclaimer

By using CrewLounge CONNECT you accept the Terms and Conditions, the Privacy Policy and the Refund Policy as published on our website CrewLounge AERO.

The author of CrewLounge CONNECT cannot be held responsible for any errors with the app and for any consequences caused by these errors, such as late check-in or no show for a duty! Use the app at own risk!

Should you notice any bug, please contact the CrewLounge SUPPORT straight from the app Menu – Help page.

Privacy Policy

The privacy policy is EU GDPR compliant. Review the Privacy Policy as published on our website CrewLounge AERO.

It is very important that you understand how CrewLounge CONNECT, as part of the CrewLounge AERO suite, manages your privacy. Your name, airline, function, employee ID and your picture are shared with all other users of CrewLounge AERO.

Other profile data, like your email address or Facebook account, are shared or not shared with colleagues inside or outside your airline company, as per your preferences that you set on the Privacy page. Verify and manage your preferences in the app on the Settings – Privacy Settings page, or through the portal my.crewlounge.center.

We do not share, sell or distribute your personal data with any external party for commercial or other purposes.
Author

CrewLounge CONNECT replaces the following apps, previously available in the app stores:

- **Airline Roster** (by Ron WONDAAL – the Netherlands)
- **mccROSTER** (by MCC bvba - Belgium)
- **crewCONNECT** (by crewCONNECT bv – the Netherlands)

If you are still using any of the above applications, you should switch to CrewLounge CONNECT straight away. Your subscriptions for those applications is carried-over.
Getting started with CrewLounge CONNECT

CrewLounge CONNECT is available for iOS, Android and Blackberry. Screenshots in this User Guide may show minor differences in design and in functionality with your phone or tablet.

On initial start CrewLounge CONNECT runs with a free DEMO Account. The Demo account only shows a few functions.

Read more in CrewLounge Online Support :

NOTE

CrewLounge CONNECT and PILOTLOG download rosters from more than 300 airline crew portals, using more than 90 different crew management software systems.

Any change in any of those websites or software systems, may cause a breakdown in the connection (when downloading your roster) or return a parsing error (when interpreting your roster).

Our team is continuously updating the interfaces for more than 300 airlines, every day, year round !
Kindly bear with us when the connection to your company is broken, typically when the company made changes to the crew portal. Our team will have it fixed in a matter of days.
Creating a User Account

We recommend to first test the application with the free DEMO. You do not need to register or pay to run the trial demo. Download your roster without registering and give it a try.

If you like to join us, and tens of thousands of other crew members worldwide, create your free account with CrewLounge AERO. If you are already using any of the other Crewlounge apps, such as CrewLounge PILOTLOG, you can start using CrewLounge CONNECT with the same account.

Register your account from the Settings – User Account page in the app, or online on the portal my.crewlounge.center. You’ll receive a confirmation email as to verify your email address.

After confirmation, your account initially shows as Non-Verified User. In that mode, you cannot access pages with company sensitive information, such as viewing your colleagues or look-up information on layovers.

Purchasing a User License

You can purchase the license from the Apple iTunes store or Google Play store, inside the app on the Settings – User Account page. You can use the license on a maximum of 5 devices, in any combination (iOS, Android, Blackberry, Amazon).

The license is valid for a period of 12 months. Subscriptions are not automatically renewed, and thus not automatically debited from your credit card.

As per Terms and Conditions, subscriptions cannot be refunded.

Should you decide to stop using the app, you can deactivate and /or delete your account with CrewLounge AERO via the portal my.crewlounge.center.

Online Support How do I become a Verified User

Online FAQ I want to terminate my Subscription
Understanding the app

MIA
How does CrewLounge CONNECT work

As soon as you hit the Get my Roster button on the Download page, CrewLounge CONNECT connects straight to your company’s Crew Web Portal, such as AIMS, Sabre, FLiCA and Netline. The app connects to the portal and navigates to the page that contains your roster.

A copy of your roster is downloaded to your phone and is stored as HTML file. [1] The HTML file remains available for off-line use, allowing you to review the roster when you are not connected to the internet.

The HTML file is then uploaded to the CrewLounge Cloud Server. The server reads (parses) data from the file. Parsed roster events are stored in the Cloud Server Database and are returned to CrewLounge CONNECT for display inside the app. [2]

Your flight schedule is displayed in several formats, such as HTML View, List View, Week View and (tablets only) Month View.

The Cloud Server is used to link crew members on the same flight and to share your roster with friends.

Optionally, CrewLounge CONNECT exports your flight schedule to any external Calendar. [3]
Event Types

Events are grouped in 9 different **Event Types**:

- **Flight**
  Any flight *(not including deadheading)* with Check-In and Check-Out

- **Simulator**
  Simulator training (for pilots)

- **Ground Duty**
  Any event with published hours (meeting, course, airport standby, …)

- **Day Marker**
  Any event without published hours, that is not an OFF day (all-day standby, blank day, …)

- **Hotel Overnight**
  Any overnight in outstation with or without published hours

- **Day OFF**
  OFF days (weekend, annual leave, part-time, …)
Transport

Positioning as crew member, such as TX (taxi), DH (deadhead), CAR (own means), TR (train), FR (Ferry), POS (positioning), PAX (passenger), IT (International Travel), etc.

Flight Duty Period

Flights and deadheading are encapsulated into a Flight Duty Period (FDP) block. Tap on the icon to expand the FDP and view the flights.

Note: select "full expand" for List View Display on the Settings – Other Settings page to show the FDP blocks always in the expanded mode.

CrewLounge CONNECT supports more than 300 airlines, all of them using their own set of roster codes. A code like "P90" can be "part-time 90%" in your airline, while the same code indicates "Prof Check Simulator E190" in another airline...

CrewLounge CONNECT keeps track of more than 15,000 rosters codes! These roster codes are used to understand your roster and to categorize the duties on your roster into one of the eight Event Types.

Your help is needed to keep that list up-to-date! If you notice any error with roster codes, you can submit the correct roster code straight from your app through the Roster Codes page. (see further)

Or, contact CrewLounge SUPPORT immediately!
Understanding Time Zones

It goes without any doubt that, as a professional airline crew member, you are familiar with the different time zones around the world. Nevertheless, we strongly recommend to read the following pages and understand how this app deals with time zones while you travel the world!

**UTC Time**

Events are logged with Start and End time referenced to UTC Time.

Info: UTC (Universal Time Coordinated), GMT (Greenwich Mean Time / Greenwich is a small town in the UK near the zero degrees meridian) and Z (Zulu) are all the same!

**Home Base Time**

Events are logged with reference to Local Time at your Home Base. The Home Base is taken from the Settings - Airline page.

NOTE: Should you change the Home Base on the Settings - Airline page, events in the database remain stored with reference to the previous Home Base! Download your roster to update the hours!

**Airlines with a Home Base in different time-zones (AIMS eCrews)**

e.g. you fly EasyJet and you are based in France - Paris

you fly Sunwings and you are based in Canada - Vancouver

Local Base hours shown by AIMS eCrews are referenced to the Headquarters of the airline (e.g. Lutton for EasyJet, Toronto for Sunwings) and not Local Time at your home base airfield, even with your home base is listed in the header of the HTML file! CrewLounge CONNECT applies a correction (for the above listed companies) while parsing the HTML roster, however the HTML roster remains unchanged.

**Station Local Time**

Flights are logged with Start and Landing times referenced to Local Time at departure and Local Time at destination. These airfields can be in the same Time Zone or in different Time Zones. Station LOCAL Time mode can be selected for HTML roster download / display, but not for app display. Station Local time is always displayed between brackets.
**Current Device Time**

Depending on your OS settings, your phone and tablet may or may not switch to local time when you travel around the world.

You can configure CrewLounge CONNECT to follow that time zone.

Events other than flights, such as meetings or simulator training, are referenced to Local Time at airport of event.

If the HTML roster does not mention the location (airport code) where the duty event is planned, CrewLounge CONNECT will use your Home Base airfield as reference! Should the duty occur in another time zone than your Home Base, **Local Time displayed by the app is invalid**!

**IMPORTANT NOTE**

Handling local time across the world is no exact science! **Last minute DST (daylight savings time - summer time) changes for political, economic or religious reasons may cause your phone operating system and CrewLounge CONNECT to show invalid hours.**

CrewLounge CONNECT is taking care of these issues to the best extent. However, errors cannot be excluded.

**Should you notice any error with Time Zones contact CrewLounge SUPPORT immediately!**
Select the app Time Mode

Select the time Modes on the Settings – Airline page:

**Download Roster In**

You can **download the HTML Roster** in the following time modes:

UTC / Home BASE / Station LOCAL

Only a few portals allow the user to select the time mode in which the schedule is viewed (e.g. AIMS eCrews). Most crew portals display the roster in a preset time mode, either fixed by the airline, either configurable in the portal settings page (e.g. Sabre CWP). In that case, your selection in CrewLounge CONNECT is overruled by the crew web portal. A contradictory time mode selection in CrewLounge CONNECT will not result in invalid hours, since CrewLounge CONNECT confirms the time mode straight from the HTML Roster file.

**Display Hours In**

You can **run and display hours inside the app** in the following time modes:

UTC / a fixed time zone / current Device time zone

Station Local time cannot be selected as a specific time mode, simply because Station Local time is always listed on the Event Detail page between brackets.

**Export to Calendar**

How the HTML file is downloaded and how hours are displayed inside the app does not affect **export to an external Calendar**. CrewLounge CONNECT exports all events with reference to your machine device time, wherever you are. The wake-up alert is therefore always reliable, whatever time zone your phone shows in!
Side Menu

Use the main Side menu for to access all pages of the app.

Pages that are under development are greyed out. There may be some differences between the iOS app and the Android app.

The best place to start are the Settings pages. Configure your app to your personal preferences!
**Settings**

Configure your **CrewLounge CONNECT** through the **Settings** pages.

<table>
<thead>
<tr>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Airline</strong></td>
</tr>
<tr>
<td>Your company, crew portal login credentials and</td>
</tr>
<tr>
<td>preferred time zone</td>
</tr>
<tr>
<td><strong>My Profile</strong></td>
</tr>
<tr>
<td>Share your name, picture, phone and email with</td>
</tr>
<tr>
<td>other users</td>
</tr>
<tr>
<td><strong>User Account</strong></td>
</tr>
<tr>
<td>Register your account and purchase a</td>
</tr>
<tr>
<td>subscription</td>
</tr>
<tr>
<td><strong>Export to Calendar</strong></td>
</tr>
<tr>
<td>Export roster events to an external calendar</td>
</tr>
<tr>
<td><strong>Privacy Settings</strong></td>
</tr>
<tr>
<td>Define how your Profile is shared with</td>
</tr>
<tr>
<td>other users</td>
</tr>
<tr>
<td><strong>Other Settings</strong></td>
</tr>
<tr>
<td>Printing and e-mailing, weekday, data storage</td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
</tr>
<tr>
<td>Manage Database, delete records</td>
</tr>
</tbody>
</table>

**Export to Logbook**

The iOS app has an additional item in the **Settings Menu** to export records from **CrewLounge CONNECT** app to Coradine's **LogTen Pro**. The item will only appear in the menu, if you have installed Logten Pro on the same iOS device.

**CrewLounge CONNECT** does not export to other logbooks.

Export to **CrewLounge PILOTLOG** is inherent to the app. Whenever you download your roster with **CrewLounge CONNECT**, the flight, simulator and duty records will automatically show in the **PILOTLOG** logbook.
### Settings – Airline

#### Company
- TUI fly Belgium
- IDPS OpsMan

#### Home Base Airfield
- Brussels National - Belgium

#### Crew Portal Login
- hlf.de Username
- pboone-jaf

#### Other

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-In (minutes prior Flight)</td>
<td>0</td>
</tr>
<tr>
<td>Check-Out (minutes prior Flight)</td>
<td>0</td>
</tr>
</tbody>
</table>

Insert the IATA code for the Home Base. If the app is set to run in the **BASE Time mode**, all hours are referenced to local time at this airfield.

Insert the login credentials for your crew web portal, and (if applicable) additional login for the company extranet (remote access) portal. **These are not your CrewLounge AERO login / password**!

This option may not be available for your crew web portal. Refer to **Time Modes** on page 13 for more information about these options.

Check-In / Out times are taken straight from your original roster. In case the C/I and C/O times are not published on your flight roster, **CrewLounge CONNECT** will use these values to build your Flight Duty period.

---

**Note:** Check-In/Out values from the Settings page are fixed. They cannot be changed with different types of operation (medium haul, long haul, training flights) or different type of aircraft (narrow body, wide body)

**Note:** Check-In/Out is not added to ground duties, such as Simulator!

**Note:** Records in the database are **NOT** updated when you modify the Check-In/Out values on the Settings page! Download your roster again for the changes to take effect!
Settings – My Profile

Gender
Male

Last Name
Boone

First Name
Pat

Function
Flight Crew Member

Birthday

Country of Residence

City of Residence

Contact
Contact Email

Cell Phone

Facebook

LinkedIn

More info
My interests
Airplanes, Beach, Camping

More about me

Car Pool
I am interested in carpooling

A picture says more than a thousand words. Share your picture with your friends.

If you do not want to divulge your exact age, you can hide the Year and share DD/MM only.

The Contact Email address is not used by CrewLounge CONNECT and may be different from your User Account Email address.

When inserted, the number must start with + or 00

Your account on Facebook, allowing others to find you on Facebook. CrewLounge CONNECT will not send or share any friendship requests.

These interests enable the app to team-up other airline crew in out-station! (read further)

Any additional info you want to share about yourself

Enable Carpooling here (read further)
Settings – User Account

CrewLounge CONNECT is part of the CrewLounge AERO software suite. A single user account gives access to all modules of CrewLounge AERO and the CrewLounge SHOP.

Your CrewLounge user account email address is different (unless you choose the same) from your App Store account (iTunes, Google Play, Blackberry, etc). It is also different from your airline company mail address.

The CrewLounge user account email address is not shared with other users. Other users only get to see your "Contact Email" address that you insert on the My Profile page.

Non-Verified User

To avoid that someone pretends to fly for your company and gets access to sensitive data, each new account with CrewLounge CONNECT is default a Non-Verified User.

The user must first successfully login to the airline crew web portal and download your first roster in order to (automatically) become a Verified User. Only Verified Users get access to any data that you share through this app, further taking into account your privacy settings.
**Settings – Privacy Settings**

*CrewLounge CONNECT* is used by tens of thousands of pilots and flight attendants around the world. It is important that you review and configure your privacy settings.

As part of registering with *CrewLounge AERO* you agree that your name, function, company and picture are shared with all other users of *CrewLounge AERO*, whether they use *CrewLounge CONNECT* or another module.

Your name, company and picture appear on the following two places:

1. **Company List**: The company list shows all crew members and ground staff within your airline, registered with *CrewLounge AERO*. The list is accessible only to colleagues within your company. When you change to another airline, your name is removed from the company list on the phone of your ex-colleagues.

2. **Search Functions**:
   - *CrewLounge CONNECT* has several search functions, like *Meet People* (to meet and date other crew in outstation) and *Flight Look-up* (find the crew on a specific flight of any airline). When you meet the search criteria, your name appears in the search results. The other user can then contact you through the *Chat* function to pass a message.

   You can hide your name from search functions, by selecting "**Hide my Name**" on the *Settings – Privacy Settings* page. Based on the give-and-take principle, you cannot use the search functions yourself, when hiding your name to others.

You can tailor-configure the privacy of all other profile data, such as your residence, birthday, interests, etc. For each item, choose any of the following four levels:

- **All Users**: Share this item with ALL users of *CrewLounge AERO*
- **Company**: Share this item only with people working for the same company (verified users)
- **Company + Function**: Share this item only with people working for the same company (verified users) having the same function (flight crew, cabin crew, other)
- **Nobody**: Do not share this item with other users of *CrewLounge AERO*
Settings – Export to Calendar

You can export your roster to an external calendar. Events are exported each time you download the roster from your crew web portal on the Download page.

Make sure CrewLounge CONNECT is granted access rights to the external calendar and verify that the calendar is not read-only.

Should you encounter any issues with the export, continue with CrewLounge Online Support:

Events do not export to Mobile Calendar

Events can be exported to the external calendar in different modes. Both modes can be selected simultaneously, should you really want that.

Grouped:

- a series of flights is exported as a single DUTY event
- the event starts at C/I (Check-In) and extends until C/O (Check-Out)
- details about each individual flight can be found inside the event body

Non-Grouped:

- each FLIGHT creates a separate event in the external Calendar
- the flight events run from STD (Scheduled Time of Departure) until STA (Scheduled Time of Arrival)
- for the purpose of setting the Wake-Up Alert and to enable Calendar Traffic Services, you can additionally export a mini-event at C/I (Check-In)
- C/O (Check-Out) is not exported in this mode

Currently, we do not provide Location info (in view of Calendar Traffic Services), but this may be added in future updates.
Choose export mode for flights

Enable / Disable export to an external calendar

Select your favorite calendar

Hotel Days are exported as all-day events, per calendar day

Set a reminder prior to start of event.
Another bunch of settings that enable you to make this app really **yours**!

### Settings - Other

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>List View Display</strong></td>
<td>Default display for the List View page (read more on page 33)</td>
</tr>
<tr>
<td><strong>Print Roster</strong></td>
<td>The Print – Email page will print on this paper size</td>
</tr>
<tr>
<td><strong>Time Zone for Email/Print</strong></td>
<td>The Print – Email page will print on this selected time zone</td>
</tr>
<tr>
<td><strong>First Weekday</strong></td>
<td>Choose Monday or Sunday as your first day of the week</td>
</tr>
<tr>
<td><strong>Dashboard Picture</strong></td>
<td>Enable / disable Picture of the Week or display your own picture</td>
</tr>
<tr>
<td><strong>On Start of App</strong></td>
<td>On start of app, display the dashboard or go straight to My Roster</td>
</tr>
</tbody>
</table>

#### App Widget

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Widget Text Color</strong></td>
<td>Pick your preferred Widget color</td>
</tr>
<tr>
<td><strong>Widget Alarm</strong></td>
<td>Time set for alarms prior to C/I.</td>
</tr>
</tbody>
</table>
**Settings – Maintenance**

You don’t have to be a qualified aircraft engineer to accomplish any of the following maintenance actions.

Select the period at the top and continue with any of the actions.

<table>
<thead>
<tr>
<th>Maintenance Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flights &amp; Duties</td>
</tr>
<tr>
<td>DELETE all records in the above window from the application local database</td>
</tr>
<tr>
<td>External Calendar</td>
</tr>
<tr>
<td>CLEAR all events in the above window from the external calendar</td>
</tr>
<tr>
<td>HTML - PDF Rosters</td>
</tr>
<tr>
<td>DELETE all rosters that start in the above window</td>
</tr>
<tr>
<td>Delete my Account</td>
</tr>
<tr>
<td>I do no longer want to use this account</td>
</tr>
</tbody>
</table>
How to configure the Widget

_CrewLounge CONNECT_ can display a widget for all events. Enable your widget today!

The widget shows 18 hours prior start of the next event.

Configure the _CrewLounge CONNECT_ widget from the _Settings – Other_ page. Select your preferred color and set up alarm time prior to check in.

Add the widget to your home screen as follows:

1. go to the phone Home Screen where you want to view the widget
2. tap and hold on the empty area
3. at the bottom, select widgets
4. scroll through the list to find CONNECT or CrewLounge CONNECT
5. drag and drop the CONNECT widget to your Home Screen

The widget will not show if there is no duty in the next 18 hours.
Roster functions

HAN

CEB
Download your Roster

The Download page connects straight to your airline crew web portal and downloads your planned roster in one or more HTML or PDF files. Refer to page 8 - “How CrewLounge CONNECT works”.

From the dashboard page, tap MY ROSTER and continue to open the Download page as shown here.

Hit the Get My Roster button to download your roster! For some portals, like AIMS, you can choose a Quick 7 days.

Insert your Airline credentials here, including your home base airfield, time zone, C/I and C/O options.

If there is no reply from the crew portal within 20 seconds, the app cancels the connection. Select to Slow Connectivity to ON to extend the waiting time to 60 seconds, typically when you have poor internet connection (hotel rooms) or when the company web server is responding slowly.

In case you encounter issues with the download, review the Report page and do contact CrewLounge SUPPORT for assistance.
Roster Download

We aim for maximum ease of use. For most airlines, you can download your roster with a single tap of the button. Simply hit the Get My Roster button on the dashboard page and CrewLounge CONNECT takes care of the rest!

Some airline crew web portals are too complex for direct login, or have technical limitations that do not allow for fully automatic download. For these airlines, we offer an off-line import.

Depending on the crew portal used by your company, the interface works:

- **on-line interface**: the app connects straight to your crew web portal with a single push of the button. Depending on the crew management system used by your airline, the app halts when your roster is displayed. You can then choose between CONVERT or CANCEL.

- **off-line file import**: for some airlines, we do not support a direct connection to the crew rostering management system. For these airlines, you must first manually download your roster from the crew portal (or you may receive your roster via email). Next, login to My Crewlounge and drop your roster in the Upload Roster section. The events will the show inside CrewLounge CONNECT.

We created a set of videos, available online in CrewLounge Online Support:

Video Tutorial | How to Download your Roster
**Roster Changes**

(as installed) If there are changes on your roster, **CrewLounge CONNECT will prompt you with the roster change** bar, as shown on the right. You must then choose to accept or ignore the change, or cancel the download process. When you press the "Confirm Roster Change" button, the confirmation is sent directly to your company.

Press the "**Skip !"** button to ignore the company message and continue with the roster download. The Skip button is not available for airlines that do not allow to view the roster without confirmation.

**Note:** we are implementing this function for as many as possible airlines. Contact us if the function is not yet active for your airline.

---

**IMPORTANT NOTE**

**CrewLounge CONNECT does never acknowledge company messages, new documents or roster changes !**

For other notifications, like new documents, **CrewLounge CONNECT will attempt to step-over the message.** Some portals do technically not allow to by-pass compulsory messages, in which case the app aborts the download process. Use the **Direct Login** feature to manually review and acknowledge changes and other messages.

Roster changes are listed inside the app with a red "**CHANGE**" label. This label does not indicate the changes on your roster. The label simply indicates a change compared with the last download.
Automatically check my roster every 30 minutes

You cannot configure the app to check your roster every X minutes or hours. While technically possible, there are two reasons for which we do not implement this feature:

- First, there is a limitation set by iOS and Android, that any background process should not run longer than 20 seconds (such as synching your mailbox or new social media messages). Depending on the type of roster system used by your airline and depending on the internet connection, downloading your roster may take more than 20 seconds...

- Secondly, your airline company doesn't want that thousands of crew members check their roster every 30 minutes or so. You understand this would cause an overload on the company server. We do respect the policy of your airline to not poll for roster changes automatically.
View your Roster

There are 4 ways to view your roster:

- Month View
- Week View
- List View
- HTML View

Press the MY ROSTER button on the dashboard to open the Roster pages. Your last opened view (Month, Week, List or Download Roster) will show.

You can also use the Direct To shortcuts:

- press MY DUTY to jump straight to your next Duty (other than Day Off)
- press HTML to jump straight to the current HTML (if available for your airline)
- press LAYOVER to jump straight to your next Layover (if any)
- press DOWNLOAD to initiate a new download, without further options

On start-up, the app will display the dashboard. You can direct the app to immediately display My Roster, by selecting that option from the Settings – Other Settings page.
Month View

Click the Share icon to Print your roster, post a Map on social media or export to your Calendar app. (see further)

Tap on the Month to select another period

Week starts with Monday or Sunday, according to your selection on the Settings – Other Settings page

Tap any duty to open the Event Info page with more details

Swipe the screen to display the next or previous month (or tap the Month in the header bar)
**Week View**

Click the Share icon to **Print** your roster, post a **Map** on social media or export to your **Calendar** app. (see further)

Tap on the **Month** to select another period

Week starts with Monday or Sunday, according to the **Settings – Other** page

Tap any duty to open the **Event Info** page with more details

**C/I** = Check-In  
**C/O** = Check-Out

**C/In and C/Out** show for flights only, not for other Event Types

Swipe the screen to display the next or previous week

Tap the Month frame to jump to a specific Date.

Tap the Today button to jump straight back to **Today**. You can move the position of this button up and down, should it hinder your view.
List View

The **List View** list shows all events from the roster in sequential order, sorted per calendar day and per month.

Flights are grouped into **DUTY** blocks. Tap on the **DUTY** to hide or display the underlying flights. Select your preference from the **Settings - Other Settings** page, as follows:

- **AUTO** (Today and Tomorrow are deployed, other duties are collapsed)
- **FULL expand**
- **FULL collapse**

Tap on the **Month** to select another month.

Click the Share icon to **Print** your roster, post a **Map** on social media or export to your **Calendar** app. (see further)

Tap any event, such as this Hotel overnight, to open the **Event Info** page with more details.

**Today** and **Tomorrow** are highlighted.

Tap on the **DUTY** to collapse or deploy the flights.

Tap on the **TODAY** icon to jump straight back to today.
**HTML View**

The **HTML View** page displays the original roster as downloaded from the web portal. The HTML or PDF page works completely off-line.

The list shows all files downloaded to the device, enabling you to track historical roster changes. The list is sorted per roster start date. The current active period is highlighted. Tap on the cell to open the **HTML View** page.

![HTML View Image]

**Note:** When displayed off-line the HTML roster may look somewhat different (ugly, distorted) from the layout that you are used to view on-line.

Distortions may occur due to missing web-components that take care of the display, and that are not available in off-line mode.

**Delete**

Swipe the record from right to left in the list and press the Delete icon. Or, press the Delete icon on the **HTML View** page.

You can also mass-delete HTML & PDF files from the **Settings – Maintenance** page.
Roster Codes

You can review, add and edit roster codes directly in the application.

Press the plus (+) icon to add a new roster code.

Changes to your airline roster codes can easily be amended through the application. Navigate to the Roster Codes page, search for the specific roster code, add the correct duty type and submit the code!

We keep track of more than 15,000 codes for more than 300 airlines worldwide. We need your help to maintain the list up-to-date!

The Roster Code list is an open wiki-system; all participants take responsibility in the correctness and quality of the information.

Any incorrect code that you submit affects all crew members of your company. Make sure to post only official and correct data. We track all users that make changes.

We take no responsibility on wrong codes posted by other users, that cause your roster to show corrupted.

If you notice any error in this list, you may fix the code yourself and/or contact the CrewLounge Online Support for assistance. If you notice any abuse or inappropriate changes, please report immediately.

IMPORTANT NOTE
Print, Email & Share your roster

Sharing roster with your family is much better with CrewLounge CONNECT!

Press the share button, then select any of the options displayed at the top section. Buttons are enabled or disabled according to the displayed view.

Fridge

If you like to have your roster pasted against the fridge, then click the Fridge button to generate a PDF. Use your phone to Print, Email or Share your PDF roster:

If you want the PDF to be printed in another time zone than the time zone your run the app in, choose the other time zone from the Settings - Other page. You can also select the paper size US Letter or DIN A4.
Route Map

Generate a visual representation of your flight routes with a simple tap of the button.

Share the map with your friends on social media.

File

The File button is only available on the HTML View page. Use this function to share the original file with friends or your partner.

Re-Sync Calendar

Whenever the app synchronizes with the CrewLounge AERO cloud server, all new events or changes are also exported to your external calendar (as configured). This function is fully automatic.

If ever needed, you can force a re-sync of your flight schedules from the local app database to your external calendar depending on the current displayed view.

  e.g. If the currently displayed month is today or a future date, app will sync events from today onward.

  If displayed is any month in the past, the app will export events for that month only
Event Detail

Each Event has its dedicated Event Details page, showing all details about the event. The color of the page matches the Type of Event.

Hours are displayed in the time zone shown here. You can change the reference "Display Hours in" through the Settings – Airline page. Hours between brackets always show Local Time at the place of the event.

Tap to view information on the flight route.

Swipe the screen to display the next or previous event.

How was your Flight today? Share some pictures of the flight and the crew! @crewlounge.aero #crewlounge
Hotel Layover

The **HOTEL layover** page may show a bit differently, depending on what information is available for your hotel and your company.

You can store your WiFi Code on the **Quick Memo** page.

The **Room List** shares your room to other crew on the same location.

The **Find & Visit** page displays places to eat, drink, sport, shop and visit at your location. Share places with other users and earn an extension on your subscription!

The **Find & Meet** page displays crews from the same and other airlines that stay at the same location (airfield) in the same period.
Direct Login

The **Direct Login** page opens the crew web portal and hands-over control to you after successful login.

Make sure to **manually log-out** from the airline portal when done! Keeping the portal open may cause connections issues on the **Download** page.

**Note:**

The app built-in web browser has limited functionality. The browser may get stuck on some pop-up pages.

Read more about this online in **CrewLounge Online Support**:

[Online Support | I get stuck while browsing through Direct Login]
Sharing your roster with Friends

You can share your roster with other crew members that use CrewLounge CONNECT, within the same company and also with your friends from other airlines.

Take a look at this video in CrewLounge Online Support:

Video Tutorial

How to share your roster with Friends

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>My Roster</strong></td>
<td><strong>Pat Boone</strong></td>
<td></td>
</tr>
<tr>
<td>06:30 - 09:00</td>
<td>05:00</td>
<td></td>
</tr>
<tr>
<td>09:00 - 11:30</td>
<td>08:15</td>
<td></td>
</tr>
<tr>
<td>11:30 - 14:00</td>
<td>07:30 - 11:00</td>
<td></td>
</tr>
<tr>
<td>14:00 - 17:30</td>
<td>11:30 - 15:30</td>
<td></td>
</tr>
<tr>
<td>15:30 - 19:00</td>
<td>19:30 - 14:00</td>
<td></td>
</tr>
<tr>
<td>19:00 - 24:00</td>
<td>14:00 - 14:10</td>
<td></td>
</tr>
</tbody>
</table>

Tap on any event to look-up the details.

Swipe the screen to display the next friend, should there be more.
Share your roster with Family

Family that is no airline crew can follow you in 4 different ways:

- a single user license for CrewLounge CONNECT can be installed on a maximum of 5 devices. So, you can install the app on the mobile phone / tablet of your partner using the same license.

- CrewLounge CONNECT can export your roster to any external calendar, that you share with your family.

- E-Mail your roster straight from the CrewLounge CONNECT app to your family.

- And finally, the good old fashion way of living, print the roster and hang it out on the Fridge! You can even share the PDF via Mail, Facebook, WhatsApp, etc!

Our team is working on a light app version for friends.
Quick Memo

The Dashboard shows:

- **3 Wall Clocks**

  LOCAL time is taken from your Device. If your device does not change time zones while you travel, then LOCAL time does not update either.

Tap the **MEMO** icon to deploy the **Quick Memo** tab, giving you immediate access to:

- your **car parking** location
- your **hotel room**
- your **hotel WiFi Code**
- the **Currency Converter**

### Showing LOCAL time at the Base.

The Home Base airfield is taken from the **Settings – Airline** page.

### Insert your hotel WiFi Code and use the icons to copy the code to your clipboard.

### Tap the icons to select another currency. The rates are updated on a daily basis. The date in indicated on the left.

### Insert your parking position (e.g. P28-2) or tap the icon to grab your current GPS position.

### Insert your room. Your room will then show on the **Hotel Event** page. There is no need to clear the room after your layover, it will not show on the next layover, until you insert a new room number here.
**Pickup Time**

Use the **Pickup Time & Wake-up Time** calculator at home, or during a hotel layover.

Insert some basic values and calculate your pickup time and the wake-up time. Set your phone’s alarm straight from the **CrewLounge CONNECT** app. Configure your preferences for the alarm on the **Settings – Export** page.

During your layover, you can notify the entire crew (that are using the **CrewLounge CONNECT** app) about the hotel pickup time. Each crew member can they confirm the receipt of your message through the Chat channel.

![Calculator interface](image)

Press here to set your phone alarm (wake-up call)

Press the button to notify the entire crew about the hotel pickup time. The crew receives a Chat message to confirm.
HeadCount

A completely new way to count the number of passengers.

You do no longer add-up the numbers yourself, you do no longer need clicking your thumb a hundred times using that hand tally counter...

**Just hit the + button for the number of seats occupied on a row!**

Configure the app for the aircraft model(s) you are flying. You can configure a maximum of 4 aircraft models, variants or classes, like the "A320", or the "B787 ECON" class. Also, the same aircraft type may have different number of seats, e.g. a Boeing 767 with 250 seats and a Boeing 767 with 279 seats.

**Enable** the buttons for your aircraft class. For instance, the B737 and A320 have only 3 seats on a single row, so remove the +4 and +5 buttons.

While you walk through the aircraft cabin, simply hit the +1, +2, ... buttons according to the number of pax seated on that row. There is a separate button for infants.

The last headcount remains stored in the app, for each of the 4 tabs. Press the **RESET** button to start a new count.

If the aircraft is almost full, you may want to **calculate "empty seats"** instead of "occupied seats". Enable **Empty Seat** calculation at the bottom and the app will **countdown** from full seat capacity downwards.
Chat

You need to contact a colleague, but you do not have any contact details. You spend a lot of time searching that person on social media, or you need to call two other friends that perhaps might have a phone number. That's all history with the Chat function in CrewLounge CONNECT!

CrewLounge CONNECT comes with an unlimited and full-featured Chat function.

Contact any crew member in the company, or contact the entire crew on your next duty.

Just hit the Chat button on today's flight and reach out to all crew members. CrewLounge CONNECT automatically creates a new group for your flight, or your layover in out-station.

To contact a particular colleague, look-up your friend in the Company list and continue further with the Chat.

Your messages are encrypted end-to-end to guarantee your privacy. We have no access to your writing. Messages remain stored for about 100 days. You can delete messages yourself, if needed.

Note: as for any communication channel, this Chat function should be used with respect. We will act promptly if any crew member reports stalking, or when a crew member reports unacceptable content.
Meet People

Meet with other crews in outstation or at the Home base!

This page displays airline crew members from the same and other airlines that stay at the same location (airfield) in the same period.

This page will not work if you have selected "Hide my name in Search functions" on the Settings – Privacy page. You cannot search other people and have yourself hidden for others.

While the app sets up the location and date to the next planned layover, you can manually override this by entering the airfield, the dates and your interests.
**Dating with other Crew**

Use **CrewLounge CONNECT** to meet crew members from the same, or other, airlines during your next layover in outstation.

You must first set your own gender and own birthday (age) on the **Settings - My Profile** page, before you can use any of the Men-Women search options in the lower section.

Notice that for options “Men-Women”, the interest may or may show differently.

e.g. You are a Man at age 43 and you select to meet “Women (range 20-40)”, this will only return results if there is another crew member that fits the following criteria:

- crew member is at the same location and same date window
- crew member gender is set to Female
- crew member age is in the range of 20-40
- crew member is searching for “Men (35-55)” (because your age 43 is in that range)

Tick the "Hide the following to people from my own company" checkbox to exclude any matches within your own company / crew during this layover. Your name will not appear on the screen of your colleagues, should there be a match.

**CrewLounge CONNECT** respects your privacy, all communications and contacts are encrypted and are private.
Find Places

The **Find Places** page displays places to eat, drink, sport, shop and visit at your location. The application considers your next duty and provides you with the available places to visit near the next airfield duty.

Press the location icon in the right upper corner to change the reference airfield.

---

**Recommend a new Place**

Did you visit a nice place in outstation that you’d like to recommend to other crew?

Submit the place through the app and **get rewarded with 1 month extra subscription free of charge!** You will be notified via email when your submission is approved (or rejected).
Picture of the Week

Share your favorite photos and **earn free app credits!** We select a **winning picture every week.**

To take part in the weekly contest, upload your picture(s) to Instagram, tag us with [@crewlounge.aero](https://www.instagram.com/crewlounge.aero) and add the hashtags **#crewLounge** and **#mylifeinthesky**

If your picture is selected as the winner, we add a **1 month free subscription** to your account! The winning picture is featured inside the app and shared with thousands of other crew members around the world! You get famous with a simple click!

So, what are you waiting for?

You do not have to be an top-level photographer! We are after simple and pleasant pictures that illustrate **my life in the sky**!

That picture with yourself in your uniform in front of the mirror, or that fabulous sunset on the beach, crew fun at the pool, the city by night or your recent gym work out!

You will be notified via email when your picture is selected as the winner for the week.

Notes:

Featured pictures may be subject to copyright!

You can turn-off the picture of the week function from the **Settings** – **Other Settings** page, or upload your own photo.

---

**Picture of the Week**

By **Thưận Nguyên**

Flight Crew

VietNam Airlines

**Share your Photo now and earn app credits!**

While you travel the world and fly the sky, you make beautiful pictures. Share a picture of your today’s crew, or make a nice selfie! Catch that sunset on the beach, the city by night, or your work-out in the gym! Or the sky, your airplane or that special landing site!

Post your picture on Instagram with **#crewlounge.aero** and win free app credits!
In-Flight Rest

Who takes the first rest? Calculate your rest shifts during a flight.

<table>
<thead>
<tr>
<th>Start time</th>
<th>14:25</th>
</tr>
</thead>
<tbody>
<tr>
<td>End time</td>
<td>19:50</td>
</tr>
<tr>
<td>Number of rest shifts</td>
<td>3</td>
</tr>
<tr>
<td>Crew Switch (minutes between shifts)</td>
<td>5</td>
</tr>
</tbody>
</table>

**Let's take some Sleep**

Insert the Start and End time in 4 digits, without a colon. Use the **Phone device time** as reference; your phone may still be in the **time zone** from where you departed!

**CALCULATE**

- **Rest 1**: 14:25 - 16:08
- **Rest 2**: 16:13 - 17:56
- **Rest 3**: 18:01 - 19:45

**SET MY ALARM button. The alarm is set to 5 minutes prior the end of your rest shift. (e.g. here 17:51)**
History

How many Weekend Days do I still get this year? How many simulator sessions did I perform in the last 3 months?

The History page gives the answer to all of your questions.

<table>
<thead>
<tr>
<th>My History</th>
</tr>
</thead>
<tbody>
<tr>
<td>From: 01 October 2018</td>
</tr>
<tr>
<td>Until: 21 November 2018</td>
</tr>
<tr>
<td>Total events: 15</td>
</tr>
<tr>
<td>Total working time: 29:45</td>
</tr>
<tr>
<td>Total flights: 2</td>
</tr>
<tr>
<td>Total flight time: 18:43</td>
</tr>
<tr>
<td>Total flight duty: 21:45</td>
</tr>
</tbody>
</table>

Press the Calendar icon in the right upper corner to set the Start and End Dates.

View on Map
Show my flights on Google maps

Destinations: 2
Countries: 2
Continents: 2
Crossing Time Zones: 2
Carpool

Carpooling (also **car-sharing**, **ride-sharing** and **lift-sharing**) is the sharing of car journeys so that more than one crew member travels in a car, and prevents the need for colleagues to have to drive to the airport themselves.

Enable carpooling for yourself on the **Settings - My Profile** page. Grab your home GPS position as starting point. If you do not want to divulge the geographical location of your home address, then grab a nearby high way access drive as your starting point.

Crew members interested in carpooling have the carpool icon shown in the **Flight Event** page. The app calculates the direct distance between the starting points. If you live nearby, contact your fellow crew member through the **Chat** function, to arrange timing and meeting point.
End of User Guide