



CrewLounge  
CONNECT

# User Guide

June 26, 2023

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## Terms of Use

When you download, install and use **CrewLounge CONNECT** you agree with the **Terms of Use**. The Terms of Use include the **General License Terms** (describing our liability in case of bugs), the **Refund Policy**, the **Privacy Policy** and the **Cookie Policy**.

You find the **Terms of Use** on our website:

Website

[CrewLounge AERO - Terms of Use](#)

## Privacy Policy

**CrewLounge CONNECT** is a mobile app from the **CrewLounge AERO** software suite. Except for running the app in the free trial mode, you must register a User Account to use this app. It is important that you understand how we protect your privacy. Read our **Privacy Policy** (as Controller and as Processor) above.

Verify and manage your privacy preferences in the app on the **Settings – Privacy Settings** page, or through the portal [My CrewLounge](#).

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

## Author

**CrewLounge CONNECT** is an electronic app from **AvioBook**, a Belgian aviation software company. **AvioBook** is based in Hasselt (BE), with offices in Singapore (SG), Cebu (PH), Hanoi (VN) and Dallas (US).

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## Getting started

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

Read the following online solution article:

Online Support

[Getting started with CrewLounge CONNECT](#)

### Roster Import



**CrewLounge CONNECT** imports rosters from more than **600** airline **Crew Web Portals**, and connects with **150** different **Crew Resource Management (CRM)** and **Electronic Flight Bag (EFB)** systems.

Any change in these systems or web portals may cause a failure of the roster download or EFB import. Our developers update all interfaces **7 on 7 days**. Bear with us when there is a breakdown for your company. We will have it fixed in a matter of days.

While we make every effort to support the connection to your company, **we can never guarantee such import in the future!** Roster import for your company can be removed from the CrewLounge app in the event that your airline switches to another system that we do not support, when the airline blocks access, or for any other technical, legal or strategic reason. You must understand that we cannot be held responsible for this and therefore we do not refund your subscription. Review our **Return Policy** ([here](#)).

## Creating a User Account

We recommend to first test the application with the **FREE TRIAL**. You do not need to create an account, and you do not need any credit card or payment. Download your roster fully anonymously.

If you like what you see, then sign-up with **CrewLounge AERO**. Register your User Account from the **Settings – User Account** page in the app, or online:

Website

[CrewLounge AERO - Register](#)

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.

Read the following online solution article:

Online Support

[How do I become a Verified User](#)

## Purchasing a User License

You can purchase the license from the **Apple iTunes** store or **Google Play** store, from inside the app on the **Settings – User Account** page. The license is valid for 12 months. Subscriptions are **not** automatically renewed.

You can also order online through our website, and receive discounts for 3 and 5 year plans.

Website

[CrewLounge AERO – Order Page](#)

# App Tools



## 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. For some airlines, like Lufthansa, we have a direct API integration.

A copy of your roster is downloaded to your phone and is stored as HTML or PDF file. [1] The HTML or PDF 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 retrieves the data from the file. Your roster events are stored in the Cloud Server Database and are returned to **CrewLounge CONNECT** for display inside the app. [2]

Optionally, **CrewLounge CONNECT** exports your flight schedule to any external Calendar, such as iOS Calendar, Google Calendar and Outlook. [3]





# Event Types

Events are grouped in 8 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, ...)



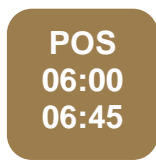
## Hotel Layover

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. Select "full expand" for List View Display on the **Settings - Other Settings** page to show the FDP blocks always in the expanded mode.

# Understanding Time Zones

Even though you are familiar with time zones, we strongly recommend to read the following two pages to understand how the app deals with time zones while you travel the world!

## UTC TIME

Events are logged with Start and End time referenced to **UTC Time**. 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! You must download your roster again to update the hours!

### Airlines with a Home Base in different time zones



e.g. you fly **EasyJet** and you are based in France - Paris  
you fly **Sunwing** and you are based in Canada - Vancouver

Local Base hours shown by AIMS eCrew are referenced to the Headquarters of the airline (e.g. Luton for EasyJet, Toronto for Sunwing) 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.

## DEVICE CURRENT 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 indicate that time zone.

## GROUND DUTIES

Duties, such as classroom meetings and simulator, are referenced to Local Time at airport of event.

If the location is not mentioned in the roster file, CrewLounge CONNECT will use your Home Base airfield as reference! If the duty occurs in another time zone than your Home Base, **Local Time displayed by the app is invalid!**



## WRONG TIME ZONE

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!

We are monitoring these changes to our best extent. Errors can however never be excluded. If you notice any error in local time or time zone, please do contact the Helpdesk as soon as possible!

## 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 eCrew). 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!

# App Configuration

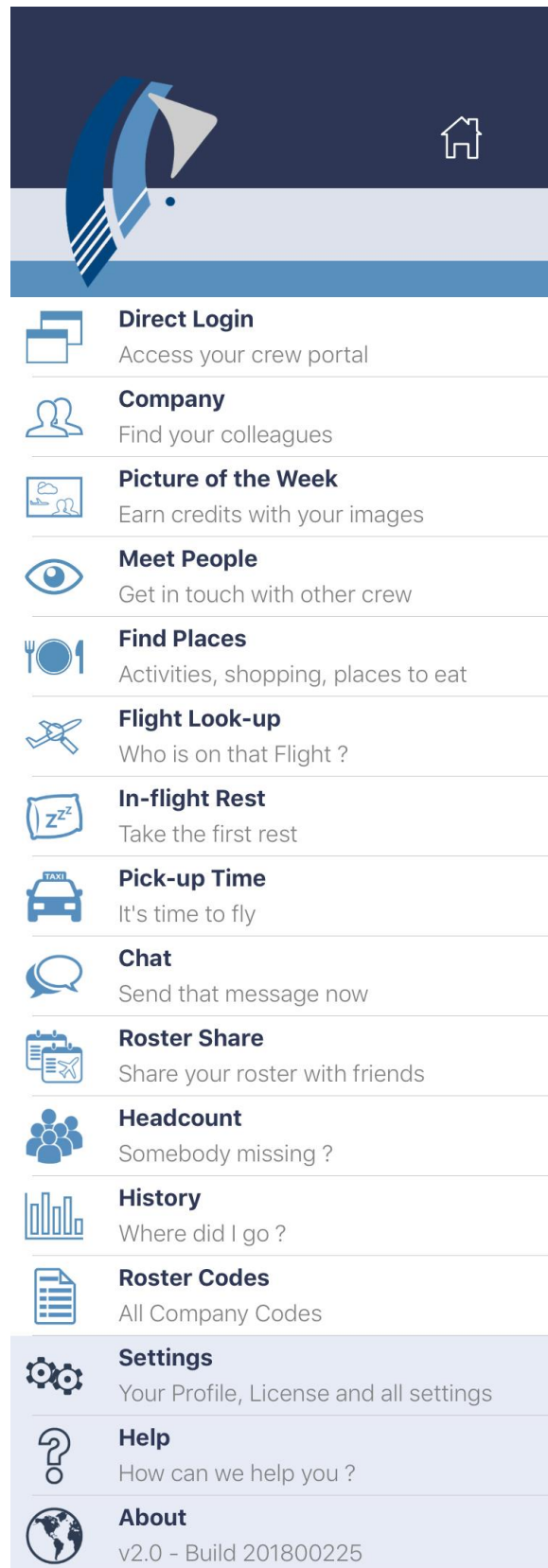


## Side Menu

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

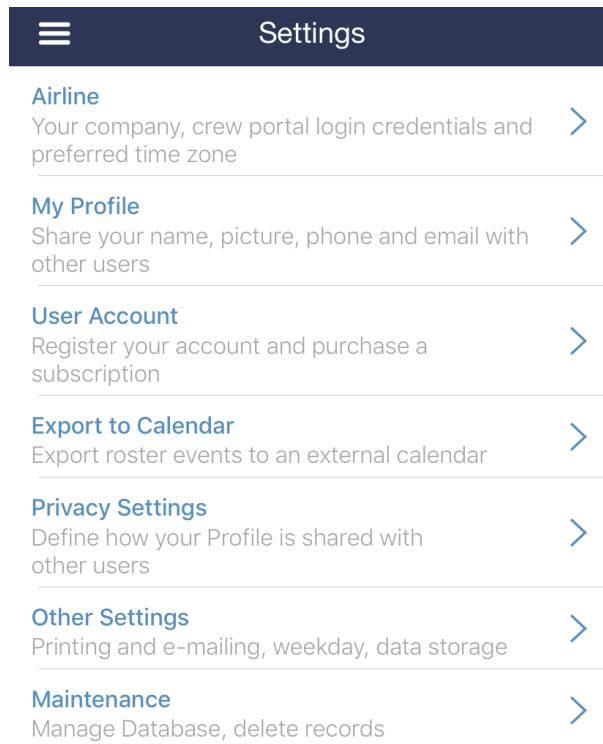
Pages that are under development are greyed out. There may be some differences between the iOS app and the Android app.

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.



## 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

| <div>← Settings      Airline</div>  |  |
|---|--|
| <div>Company</div> <div>TUI fly Belgium</div> <div>IDPS OpsMan</div>                |  |
| <div>Home Base Airfield</div> <div>BRU</div> <div>Brussels National - Belgium</div> | →<br>Insert the IATA code for the Home Base. If the app is set to run in the <b>BASE Time mode</b> , all hours are referenced to local time at this airfield.  |
| <div>Crew Portal Login</div>  |  |
| <div>hlf.de Username</div> <div>pboone-jaf</div>                                    | →<br>Insert the login credentials for your crew web portal, and (if applicable) additional login for the company extranet (remote access) portal.  |
| <div>hlf.de Password</div> <div>●●●●●●</div>  | <b>These are not your CrewLounge AERO login / password!</b>  |
| <div>Time Zone</div>  |  |
| <div>Download Roster from</div> <div>Current Date</div>                             | →<br>This option may not be available for your crew web portal. Refer to <b>Time Modes</b> on page 13 for more information about these options.  |
| <div>Display Hours in</div> <div>UTC</div>  |  |
| <div>Other</div>  |  |
| <div>Check-In (minutes prior Flight)</div> <div>0</div>                             | →<br>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, <b>CrewLounge CONNECT</b> will use these values to build your Flight Duty period. |
| <div>Check-Out (minutes prior Flight)</div> <div>0</div>                            |  |

### 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

| My Profile                                       |   |  |
|--|---|--|
| <b>Gender</b><br>Male                            |    | A picture says more than a thousand words. Share your picture with your friends.   |
| <b>Last Name</b><br>Boone                        |   |  |
| <b>First Name</b><br>Pat                         |   |  |
| <b>Function</b><br>Flight Crew Member            |   |  |
| <b>Birthday</b>                                  |   | If you do not want to divulge your exact age, you can hide the Year and share DD/MM only   |
| <b>Country of Residence</b>                      | >   |  |
| <b>City of Residence</b>                         |   |  |
| <b>Contact</b>                                   |   |  |
| <b>Contact Email</b>                             |  | The Contact Email address is <u>not used</u> by <b>CrewLounge CONNECT</b> and may be different from your User Account Email address.         |
| <b>Cell Phone</b>                                |  | When inserted, the number must start with + or 00  |
| <b>Facebook</b>                                  |  | Your account on Facebook, allowing others to find you on Facebook. <b>CrewLounge CONNECT</b> will not send or share any friendship requests. |
| <b>Linked-In</b>                                 |  |  |
| <b>More info</b>                                 |   |  |
| <b>My interests</b><br>Airplanes, Beach, Camping | >   | <b>These interests enable the app to team-up other airline crew in out-station!</b> (read further)   |
| <b>More about me</b>                             |   | Any additional info you want to share about yourself   |
| <b>Car Pool</b>                                  |   |  |
| <b>I am interested in carpooling</b>             |  | Enable Carpooling here (read further)  |

## Settings – User Account

The screenshot shows the 'User Account' settings page. At the top, there's a dark blue header with a back arrow and the text 'Settings' and 'User Account'. Below this, the page is divided into three main sections, each with an icon on the left and text on the right. The first section has a person icon and shows 'my Account ID' with the email 'tuquaitkkg@gmail.com' and a 'Verified User' status. The second section has a padlock icon and is titled 'Change Password', with a description: 'To change the password of your user account. Not the password for your airline roster !'. The third section has a shopping cart icon and is titled 'User License', showing 'Valid until 30 AUG 2019' and a green checkmark icon. Red arrows point from each section to explanatory text on the right.

| Section  | Annotation  |
|--|---|
| my Account ID<br>tuquaitkkg@gmail.com<br>Verified User   | Your <b>CrewLounge AERO</b> account email address. (read further) |
| Change Password<br>To change the password of your user account. Not the password for your airline roster ! | You can update your <b>CrewLounge AERO</b> password here .        |
| User License<br>Valid until 30 AUG 2019  | Purchase your license for <b>CrewLounge CONNECT</b> .             |

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

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:

### COMPANY & CREW 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.

### CREW SEARCH

**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 :

|                  |  |
|------------------|--|
| <u>All Users</u> | Share this item with ALL users of <b>CrewLounge AERO</b>   |
| <u>Company</u>   | Share this item only with people working for the same company (verified users)   |
| <u>Function</u>  | Share this item only with people working for the same company (verified users) having the same function (flight crew, cabin crew, other) |
| <u>Nobody</u>    | Do not share this item with other users of <b>CrewLounge AERO</b>  |

## 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.

Read the following online solution article:

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

## Export

[Export to Calendar](#)

Do not export duties to System Calendar



Enable / Disable export to an external calendar

## Default Calendar

Calendar



### Select your favorite calendar

## Options

## Flight Duty Period

Group flights into a single event



## Choose export mode for flights

## Flights

Each flight creates a separate event



## Check-In/Out

Create a mini-event at C/I



## Event Header

#FN DEP-ARR

## Crew & Notes

Export Crew List and other Notes



## OFF Days

Export OFF Days



## Hotel Days

Export Hotel overnight



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

## Options

## Wake-Up Alert




No wake-up alert



Set a reminder prior to start of event.

## Settings – Other

Another bunch of settings that enable you to make this app really **yours**!

| Settings - Other  |   |   |
|---|---|---|
| <b>List View Display</b><br>Auto  | →   | Default display for the <b>List View</b> page (read more on page 32 )     |
| <b>Print Roster</b><br>DIN A4   | →    | The <b>Print – Email</b> page will print on this paper size               |
| <b>Time Zone for Email/Print</b><br>Default App Time  | →   | The <b>Print – Email</b> page will print on this selected time zone       |
| <b>First Weekday</b><br>Monday  | →   | Choose Monday or Sunday as your first day of the week                     |
| <b>Dashboard Picture</b><br>Picture of the Week   | →   | Enable / disable <b>Picture of the Week</b> or display your own picture   |
| <b>On Start of App</b><br>Display Dashboard   | →   | On start of app, display the dashboard or go straight to <b>My Roster</b> |
| App Widget  |   |   |
| <b>Widget Text Color</b><br>Enable the CrewLounge CONNECT widget from your Android OS Settings<br>White | →  | Pick your preferred Widget color  |
| <b>Widget Alarm</b>   | →   | Time set for alarms prior to C/I.   |

## 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.

Settings

Maintenance

1-31

1-31

From : **21 November 2018**

Until : **21 November 2018**

**Maintenance Action**

**Flights & Duties**

DELETE all records in the above window  
from the application local database

>

**External Calendar**

CLEAR all events in the above window  
from the external calendar

>

**HTML - PDF Rosters**

DELETE all rosters that start in the  
above window

>

**Delete my Account**

I do no longer want to use this account

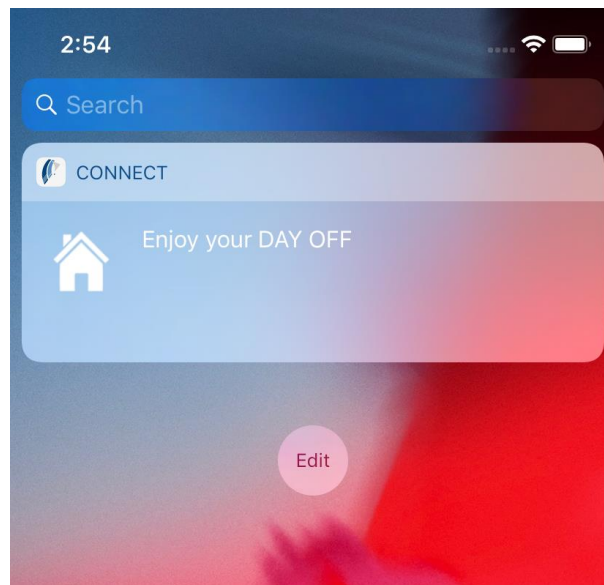
>



## 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.

[Online Support](#)

[Displaying the CONNECT widget](#)

# Roster functions

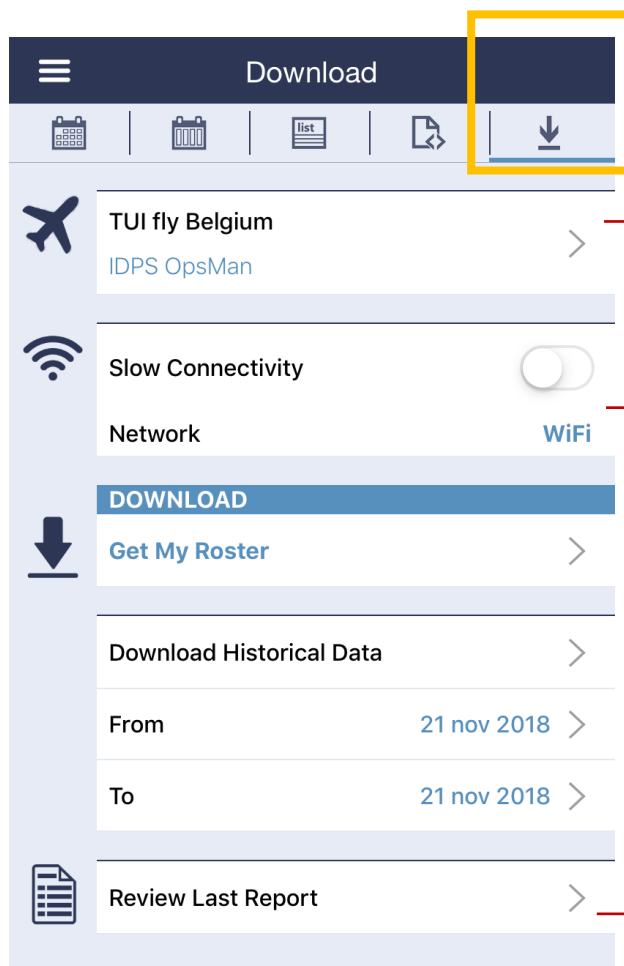


## Download your Roster

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:


Download Roster

Choose CONVERT or CANCEL

50%

CONVERT

CANCEL

 67.1 12.11.2018 9:21 737,78 2018-11-12T16:04 CHANGE

| Tue 6.<br>Nov 2018                         | Wed 7.<br>Nov 2018   | Thur 8.<br>Nov 2018      | Fri 9.<br>Nov 2018       | Sat 10.<br>Nov 2018           | Sun 11.<br>Nov 2018                               | Mon 12.<br>Nov 2018                                     |
|--|--|--------------------------|--------------------------|-------------------------------|---|---|
|  |  |                          |                          | HT                            | MIA   |   |
| 241<br>MIA<br>C1 09:50-06.11.2018<br>10:30 | HT<br>MIA<br>21:30   | MIA<br>08:35             | MIA<br>08:55             | HT<br>MIA<br>54:18            | MIA<br>252<br>MIA<br>C1 20:35 10.11.2018<br>21:47 | HT<br>MIA<br>27:39 19:30 100-45<br>21:39 43:41 102<br>4 |
| HT<br>9:40<br>11:32<br>20:58               | MIA<br>56:05 124:28  | HT<br>17:32 45:24 115:28 | HT<br>17:52 40:24 108:08 | MIA<br>8:15<br>10:07<br>20:17 | MIA<br>40:28<br>9:57<br>97:25                     |   |
| 6.11 Tue                                   | 251 : (FLE) L'Ecluse (IRE) Reunbrouck (SHE) Degryse (EHE) Hendrickx (NBA) Ba |                          |                          |                               |   |   |
| 7.11 Wed                                   | -- CAPTAIN EVENT -- Hotel Sherry Frontenac --                                |                          |                          |                               |   |   |
| 8.11 Thur                                  | -- Captain's event -- Hotel Sherry Frontenac --                              |                          |                          |                               |   |   |
| 9.11 Fri                                   | -- -- Hotel Sherry Frontenac --  |                          |                          |                               |   |   |
| 10.11 Sat                                  | 252 : (FLE) L'Ecluse (NBA) Badrani (SHE) Degryse (EHE) Hendrickx (KVG) Van C |                          |                          |                               |   |   |
| 11.11 Sun                                  | -- -- --   |                          |                          |                               |   |   |
| 12.11 Mon                                  | -- -- --   |                          |                          |                               |   |   |
| 13.11 Tue                                  | -- -- --   |                          |                          |                               |   |   |
| 14.11 Wed                                  | -- -- --   |                          |                          |                               |   |   |
| 15.11 Thur                                 | SIM : (FJA) Jacqumain (JAM) Middelkamp -- CSA 3 CPT UPGRADE -- -- CAE BRU    |                          |                          |                               |   |   |
| 16.11 Fri                                  | -- -- --   |                          |                          |                               |   |   |
| 17.11 Sat                                  | -- -- --   |                          |                          |                               |   |   |
| 18.11 Sun                                  | -- IF POSSIBLE PERFORM AUTOLAND AND REPORT IN ATL -- --                      |                          |                          |                               |   |   |
| 19.11 Mon                                  | -- -- --   |                          |                          |                               |   |   |
| 20.11 Tue                                  | -- -- --   |                          |                          |                               |   |   |

confirmed at ..... by .....

## ONLINE 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 then show inside **CrewLounge CONNECT**.

Watch the following online demo video:

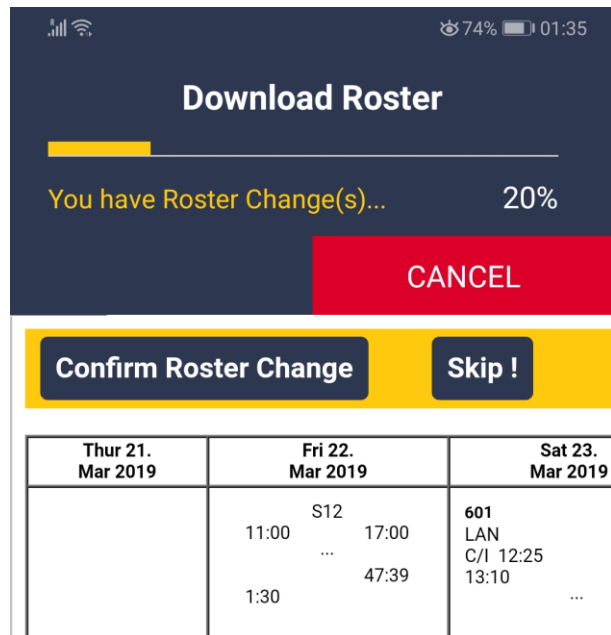
[Video Tutorial](#)

[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

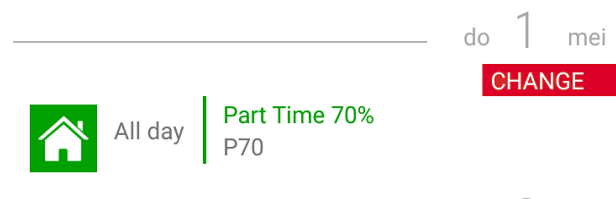
We are in the process of implementing this feature for as many as possible airlines. Contact us if the function is not yet active for your airline.

## IMPORTANT NOTICE

**CrewLounge CONNECT does never acknowledge company messages 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.



## AUTOMATIC ROSTER CHANGE MONITORING

For supported airlines, **CrewLounge CONNECT** can monitor roster changes through a background process. When enabled, **CrewLounge CONNECT** will automatically login to your company crew web portal and check your roster. The background process runs at regular intervals.

Read the following online solution article:

Online Support

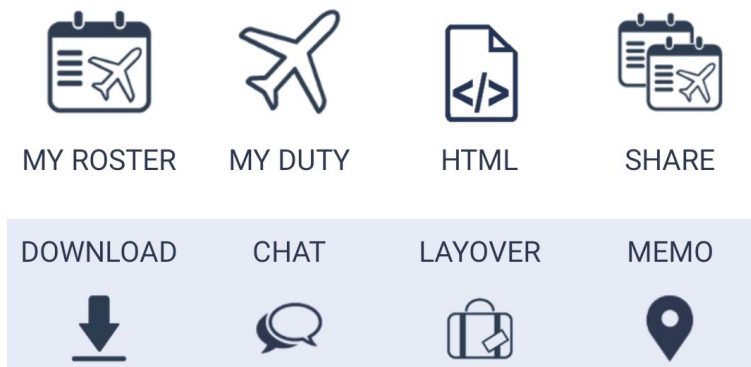
[Automatic Roster Change Monitoring](#)

**Automatic Roster Change Monitoring** is available to a limited number of airlines. We cannot activate this feature for all companies, for the following reasons:

- There is a limitation set by iOS and Android, that any background process should not run longer than 20 seconds. Depending on the type of crew resource management system that is used by your airline, downloading your roster may take more than 20 seconds...
- Your airline company doesn't want that thousands of crew members check their roster every hour. 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

On the app dashboard, press **MY ROSTER** to open the Roster View page.



**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

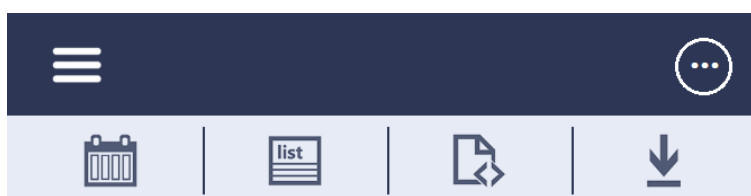
## LANDING PAGE

When you launch the app, the dashboard is displayed. On the **Settings – Other Settings** page, you can configure the app to immediately display **My Roster** on start of app.

## ROSTER VIEWS

There are **6 ways** to display your roster in the app:

- **User View** (choose from 4 different designs)
- **List View**
- **HTML View**



The “**User View**” button (on the left) is programmable. Tap the icon with 3-dots in the right upper corner and set your preferred roster view:

- **Month View**
- **Week View**
- **Day View**
- **Slider View**

## BUTTONS AND FUNCTIONS

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

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

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

Today is highlighted in cyan color



|   |                |                                  |
|---|----------------|----------------------------------|
|  | DUTY           | BRU-MIA<br>C/I 09:30 - C/O 21:10 |
|  | 10:30<br>21:10 | BRU-MIA<br>251                   |
|  | 21:10<br>20:15 | Hotel - MIA<br>Miami, Florida    |

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



Tap on any event to display the **Event Details** page



## List View

The **List View** shows all events from your roster in sequential order, sorted down. Tap the **MONTH** at the top of the page to jump to another month / year.

Flights are grouped into **DUTY** blocks. Tap on the **DUTY** to hide or show the flights. You can set the behavior of the DUTY blocks from the **Settings – Other Settings** page:

- **AUTO** = **Today** and **Tomorrow** are deployed, other DUTY are collapsed
- **FULL expand** = all DUTY are deployed
- **FULL collapse** = all DUTY are collapsed

The screenshot shows the 'List View' for November 2018. The header includes a menu icon, the month 'NOVEMBER 2018', and a share icon. Below the header is a navigation bar with icons for calendar, list, and other views. The main content area displays a list of events grouped by day. Annotations with red arrows point to specific elements:

- An arrow points to a 'DUTY' block for Tuesday, Nov 06, with the text: 'Tap on any event in the list to display the **Event Details** page'.
- An arrow points to the 'DUTY' label for Sunday, Nov 11, with the text: 'Tap on the **DUTY** to show or i the flights'.

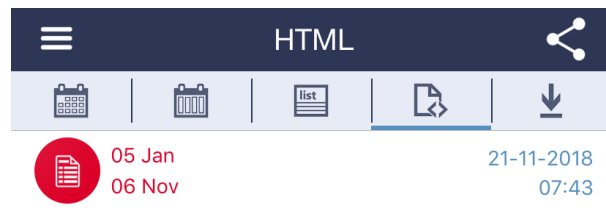
The events listed are:

- Today (Tue 06 Nov):** DUTY BRU-MIA (C/I 09:30 - C/O 21:10), Hotel - MIA (21:10, Miami, Florida).
- Tomorrow (Wed 07 Nov):** Hotel - MIA (Miami, Florida).
- Thu 08 Nov:** Hotel - MIA (Miami, Florida).
- Fri 09 Nov:** Hotel - MIA (Miami, Florida).
- Sat 10 Nov:** Hotel - MIA (Miami, Florida).
- Sun 11 Nov:** DUTY MIA-BRU (C/I 20:15 - C/O 06:20), MIA-BRU (05:50, 252).
- Mon 12 Nov:** All day (W, W).

## 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.



### 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!

| Roster Codes                      |   |
|-----------------------------------|---|
| Q Search                          |   |
| AGA                               | > |
| Malaga                            |   |
| AIS                               | > |
| ATQP Interim Session              |   |
| Simulator                         |   |
| AMS                               | > |
| Amsterdam                         |   |
| ANR                               | > |
| Antwerp                           |   |
| AO                                | > |
| Arbeidsongeval (Incident at Work) |   |
| Day Off                           |   |
| AS1                               | > |
| ASC Entry Exam                    |   |
| AS2                               | > |
| ASC Ground Course                 |   |

### ROSTER CODES

**CrewLounge CONNECT** supports more than **600 airlines**, all of them using their own set of roster codes. For example, roster code "PC75" can be "*Parttime Contract 75%*" in your airline, and stand for "*Proficiency Check Boeing 757*" in another company.

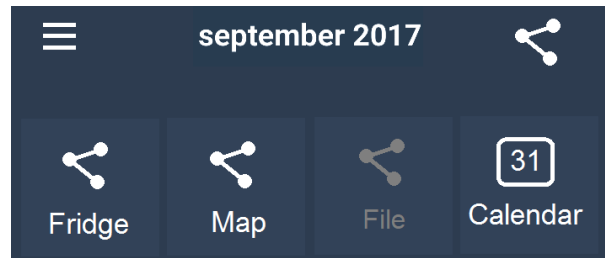
**CrewLounge CONNECT keeps track of more than 20.000 rosters codes!** These roster codes are used to understand and process your schedule and to categorize all duties into one of the eight Event Types (see page 7-8).

**In CrewLounge, roster codes are managed by [the user community](#) through an open Wiki system. If you spot any issue with a code on your roster, submit the correct event type and translation!**

You can review and update all codes on the **Roster Code** page in your mobile app, or via [My CrewLounge](#).

## 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.



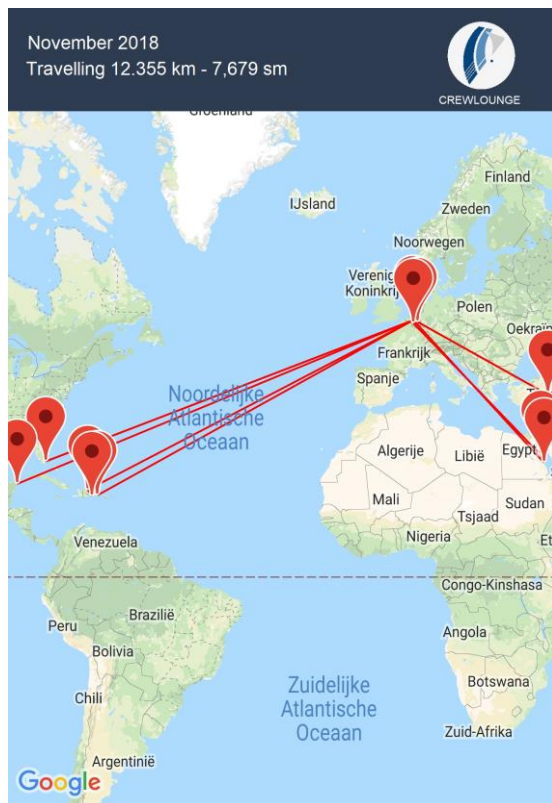
### FRIDGE

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.

| december 2018   |   |   |                       |            |             |           |  |
|---|---|---|-----------------------|------------|-------------|-----------|--|
| All times are Greenwich Mean Time - UTC<br>Printed 19-11-2018 at 04:48 PM |   |   |                       |            |             |           |  |
| maandag 26  | dinsdag 27  | woensdag 28   | donderdag 29          | vrijdag 30 | zaterdag 1  | zondag 2  |  |
|   | LWP   | LWP   | LWP                   | LWP        | WSA         | WSA       |  |
| maandag 3   | dinsdag 4   | woensdag 5  | donderdag 6           | vrijdag 7  | zaterdag 8  | zondag 9  |  |
| WSA   | WSA   | WSA   | WSA                   | WSA        | WSA         | WSA       |  |
| maandag 10  | dinsdag 11  | woensdag 12   | donderdag 13          | vrijdag 14 | zaterdag 15 | zondag 16 |  |
| WSA   | DUTY 08:00 - 19:45<br>BRU-PUJ 07:00 - 18:30<br>PUJ-SDQ 18:50 - 19:45<br>Layover | Layover<br>DUTY 17:05 - 04:30<br>SDQ-POP 17:45 - 18:30<br>POP-BRU 18:30 - 04:00 | POP-BRU 19:30 - 04:00 | V          | V           | V         |  |
| maandag 17  | dinsdag 18  | woensdag 19   | donderdag 20          | vrijdag 21 | zaterdag 22 | zondag 23 |  |
| V   | V   | V   | V                     | C          | C           | C         |  |
| maandag 24  | dinsdag 25  | woensdag 26   | donderdag 27          | vrijdag 28 | zaterdag 29 | zondag 30 |  |
| C   | C   | C   | C                     | C          | C           | C         |  |

## 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.

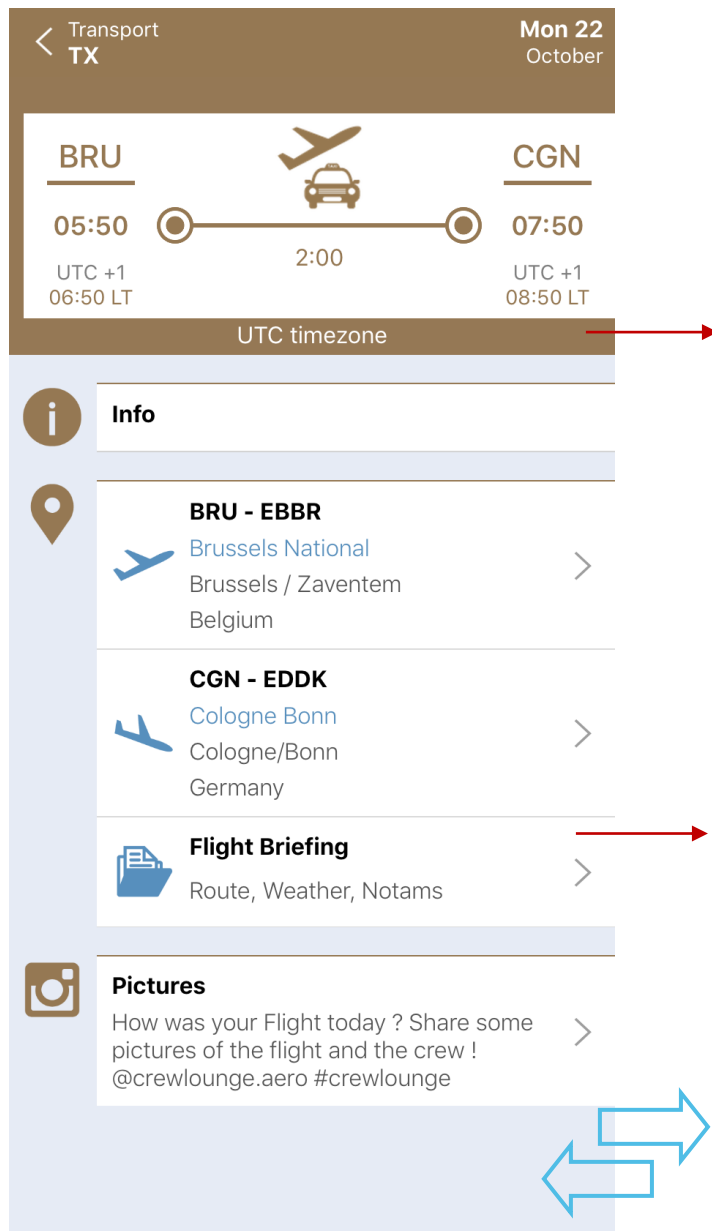
If ever needed, you can force a re-sync of your flight schedules from the local app database to your external calendar depending on the current displayed view.

- 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

## 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.

<

Hotel Layover  
Layover

Sun 10  
February

 MBJ 

11 feb.

23:00

UTC -5


18:00 LT


14 feb.



20:30



UTC -5



15:30 LT



**Info**  
-- Royalton White Sands Resort


**Room List**  
Insert your room number on the dashboard Memo


**John McClare**  
 403


**Saif Arbahin**  
 438

**Janna Lloyd**  
 217


**Kelly Vanden Berghe**  
 309

**Chat**  
Start a Group Chat with entire Crew

**Who Else is Here ?**  
Meet with other crew for a pleasant day, happy evening or a long night

**MBJ - MKJS**  
Sangster International  
Montego Bay  
Jamaica

**Find Places**  
Cool Bars, Restaurant, Shopping Places, Activities, Sports and places to visit

**Pictures**  
Going downtown today, or heading for

39

## 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 the following online solution article:

Online Support

[I get stuck while browsing through Direct Login](#)



## Sharing your roster with Friends

You can share your roster with colleagues in **your company**, with crew members in **other airlines** and with family & friends **at home**.

Watch the following online demo video:

Video Tutorial

[How to share your roster with Colleagues](#)

Use the same function to share you roster with crew members that work for another airline company!

### Discrete Roster Sharing (with colleagues)

In the event you like to share your roster with a colleague, but you want to hide the name from the list, you can use a PIN Code.

Read the following online solution article:

Online Support

[Hiding functions with a PIN Code](#)

## SHARE YOUR ROSTER WITH FRIENDS & FAMILY

Friends and family that are **no airline crew** can follow you in five different ways. We list all options here:

- 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. (this method is not recommended)
- **CrewLounge CONNECT** can export your roster to any external calendar, that you share with your family. (e.g. iOS calendar, google calendar, outlook)
- E-Mail your roster straight from the **CrewLounge CONNECT** app to your family. (press the Export/Share icon at the top of the page)
- If you prefer the good old style, then print the roster and hang it out on the **Fridge!** You can also share the PDF via Mail, Facebook, WhatsApp, etc!

- The best way to share your roster is through the **CrewLounge FRIENDS** app. This app has a simplified user interface and it does not require any installation! Each time you download your roster through **CrewLounge CONNECT**, your friends and family see the new roster in **CrewLounge FRIENDS**. They can track your flights with live radar data. It's super easy and totally free!

Read the following online solution article:

Website

[CrewLounge FRIENDS](#)

Online Support

[How to invite a FRIEND](#)



# Other functions



# Quick Memo

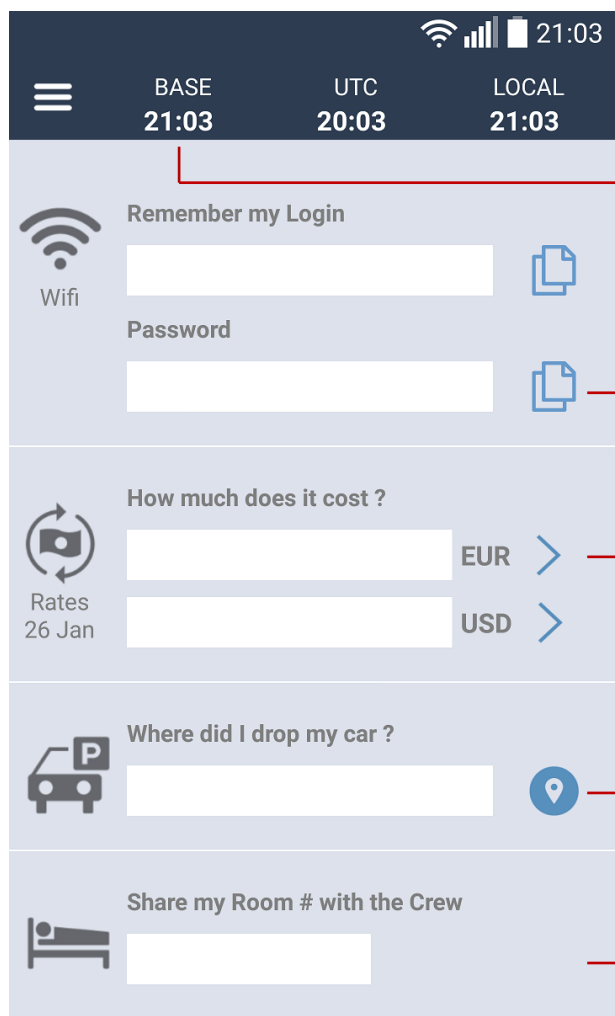
The **Dashboard** shows:

- 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**



The screenshot shows the Quick Memo app interface. At the top, there's a dark blue header with a hamburger menu icon, three clock displays (BASE 21:03, UTC 20:03, LOCAL 21:03), and status icons (Wi-Fi, signal, battery). Below the header, the app is divided into four sections: 1. WiFi section with a 'Remember my Login' checkbox, a text input field, and a 'Password' label with another text input field. 2. Currency Converter section with a circular arrow icon, a text input field, and two currency selection buttons (EUR and USD). 3. Car Parking section with a car icon, a text input field, and a location pin icon. 4. Hotel Room section with a bed icon, a text input field, and a label 'Share my Room # with the Crew'. Red arrows point from the text descriptions on the right to specific elements in the app: from the LOCAL time display to the BASE time display; from the 'Remember my Login' checkbox to the text input field; from the 'Password' label to the text input field; from the EUR/USD buttons to the text input field; from the location pin icon to the text input field; and from the 'Share my Room # with the Crew' label to the text input field.

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 is 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 you message through the Chat channel.

The screenshot shows the 'Pickup Time' app interface. At the top, there is a header with a menu icon and the title 'Pickup Time'. Below the header, a light blue banner reads 'It's time to fly'. A taxi icon is positioned to the left of a list of input fields: 'Flight STD (Local Time)' with value '1350', 'Arriving at the Airport (minutes before STD)' with value '60', 'Taxi Driving time (minutes)' with value '25', and 'Getting Dressed (minutes)' with value '60'. Below these fields are two buttons: 'CALCULATE' and 'RESET'. A clock icon is to the left of a list of calculated times: 'Wake-up' (11:25), 'Pickup' (12:25), 'Arriving at the Airport' (12:50), and 'Flight Departure' (13:50). Below this list are two buttons: 'SET MY ALARM' and 'SHARE'. At the bottom, a speech bubble icon is next to a section titled 'Pick-Up' with the text 'Share the Pick-Up time with this Crew' and a right-pointing arrow. Two red arrows point from external text to the 'SET MY ALARM' and 'SHARE' buttons.

| Category         | Item   | Value |
|------------------|--|-------|
| Inputs           | Flight STD (Local Time)                      | 1350  |
|                  | Arriving at the Airport (minutes before STD) | 60    |
|                  | Taxi Driving time (minutes)                  | 25    |
|                  | Getting Dressed (minutes)                    | 60    |
| Calculated Times | Wake-up                                      | 11:25 |
|                  | Pickup                                       | 12:25 |
|                  | Arriving at the Airport                      | 12:50 |
|                  | Flight Departure                             | 13:50 |

Annotations:

- Press here to set your phone alarm (wake-up call) → SET MY ALARM
- Press the button to notify the entire crew about the hotel pickup time. The crew receives a Chat message to confirm. → SHARE

# 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.

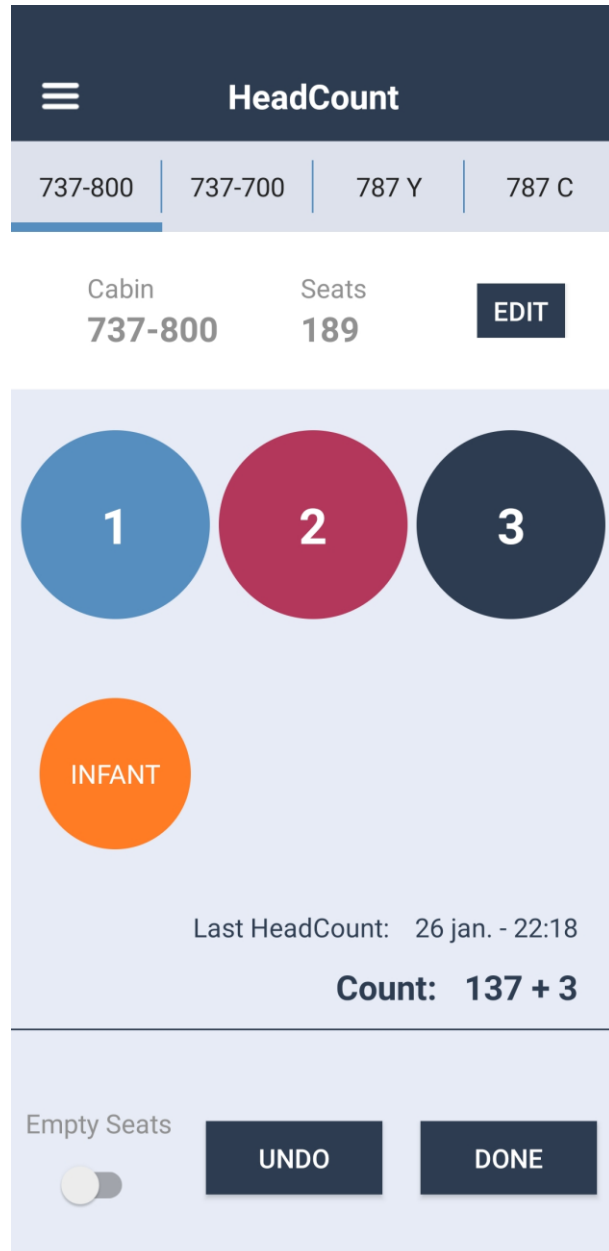
Also, the same aircraft type may have different number of seats, e.g. a Boeing 767 with 250 seats and a Boeing 767 with 279 seats.

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.



## DISCRETE CHATTING

In the event you need more privacy, you can lock the Chat function in the app with a PIN Code.

Read the following online solution article:

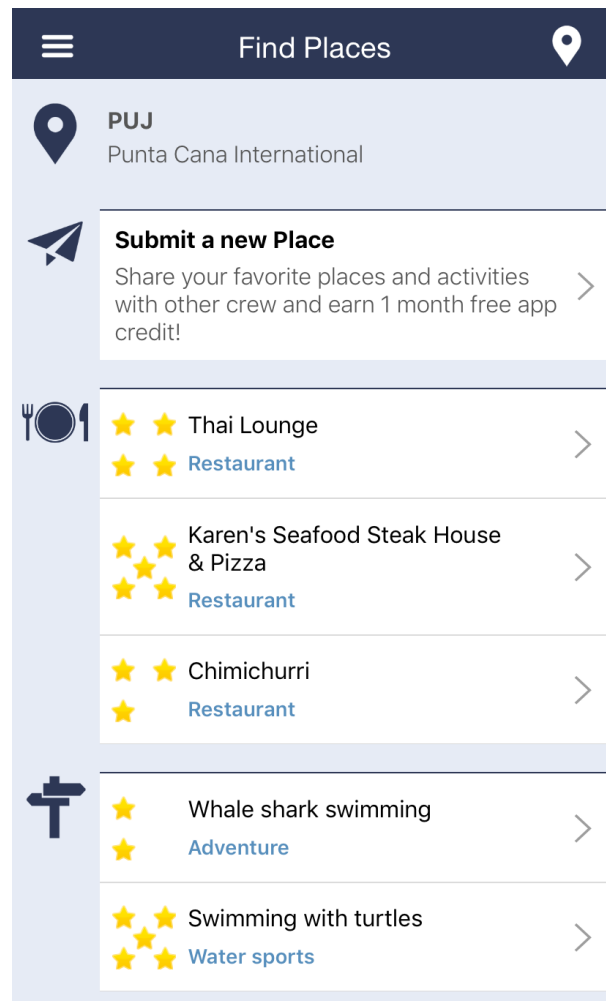
[Online Support](#)

[Hiding functions with a PIN Code](#)

## 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.



### SUBMIT 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](#) 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.


### NOTE

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**





Picture of the Week  
by  
**Thuận Nguyễn**  
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.

| In-flight Rest                          |               |
|---|---------------|
| Let's take some Sleep                   |               |
| Start time                              | 1425          |
| End time                                | 1950          |
| Number of rest shifts                   | 3             |
| Crew Switch<br>(minutes between shifts) | 5             |
| <b>CALCULATE</b> <b>RESET</b>           |               |
| Rest 1                                  | 14:25 - 16:08 |
| Rest 2                                  | 16:13 - 17:56 |
| Rest 3                                  | 18:01 - 19:45 |
| <b>SET MY ALARM</b>                     |               |

Insert the Start and End time in 4 digits, without a colon.

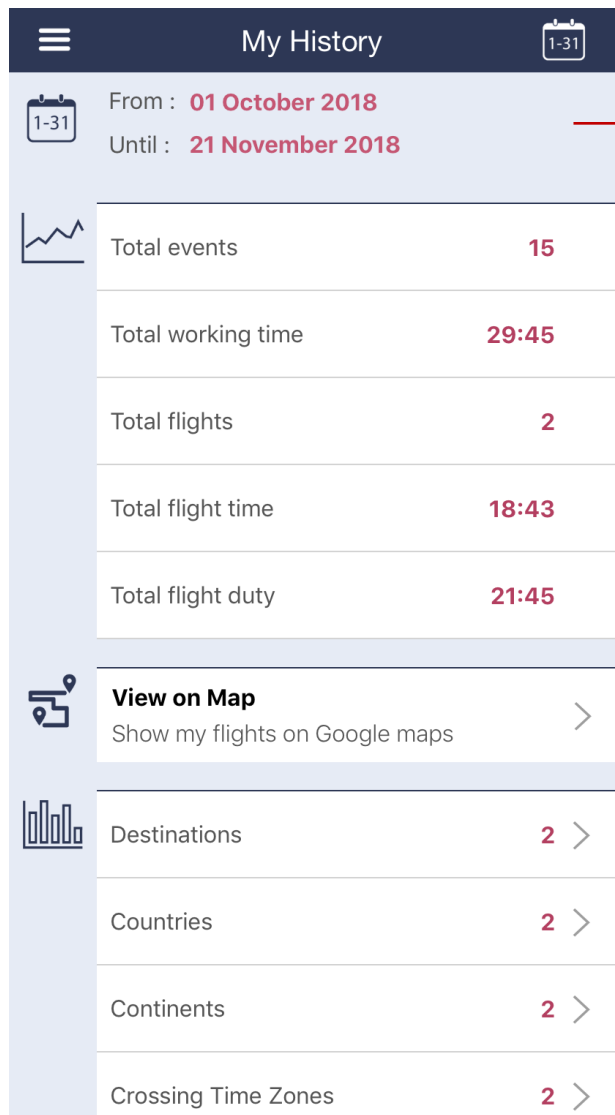
Use the **Phone device time** as reference ; your phone may still be in the **time zone** from where you departed !

Tap your shift to enabled the **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.



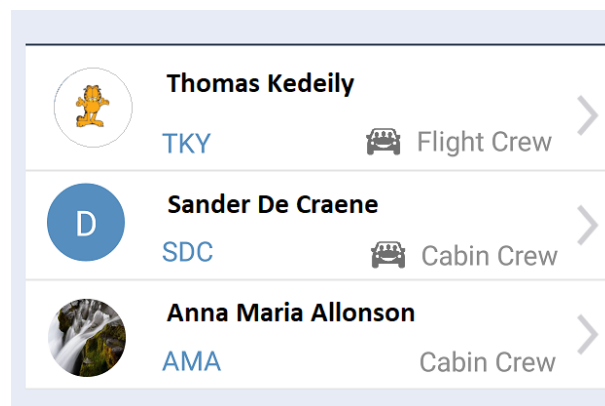
Press the Calendar icon in the right upper corner to set the Start and End Dates.

## 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