CrewPadPRO (iPadOS)

User Guide

Version 1.6.1

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Contact Information

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Introduction

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CrewPadPRO is our iPadOS training application developed specifically for the needs of the aviation industry. Flight crew, cabin crew and other airline personnel can use CrewPadPRO to access a rich variety of media-based learning content and documentation where and when they need it. CrewPadPRO's flexible synchronization allows users to learn either online or offline from an iPad.

This User Guide provides a description of the CrewPadPRO functionality. It has four chapters:

1. installing and logging in to CrewPadPRO

2. navigating CrewPadPRO including an introduction to each of the different pages within CrewPadPRO

3. working with courses in CrewPadPRO

4. synchronizing progress to a Pelesys Training Management and Deployment System (TMDS) account.

Installing and accessing **CrewPad**PRO

2

2.1 Prerequisites

The below table outlines the minimum hardware and operating system requirements to use **CrewPad**PRO. Newer iPadOS, iOS and Devices are also compatible with **CrewPad**PRO.

CrewPadPRO Version	Minimum iPadOS Requirement	Minimum iOS Requirement	Minimum Device Requirement
1.6.1	iPadOS 14.2	iOS 12	iPad Air

Before installing **CrewPad**PRO, you will need to have an account with your organization's TMDS. You will need an activation code when logging in to **CrewPad**PRO for the first time. Please contact your system administrator to make sure your account is active and to receive your activation code.

> ⚠️ You must be online to install and log in to **CrewPad**PRO.

2.2 Installing **CrewPad**PRO

> ℹ️ If you are using an enterprise version of **CrewPad**PRO, it will be installed on your device and does not need activation. You can log in directly following the instructions in the next section.

Before installing **CrewPad**PRO, you must first delete our previous iPadOS application, **CrewPad**Manager. Having both **CrewPad**PRO and **CrewPad**Manager installed on your iPad can result in errors in your learning status record.

The first two steps below explain how to remove **CrewPad**Manager without losing any of your previous learning history. If you do not have **CrewPad**Manager installed, you can go directly to step three.

1. Make sure your training progress has been saved and your CrewPadManager **has been synced**

   a. Open **CrewPad**Manager and make sure that you are online.

   b. Select the Sync button from the top right of your screen.

   c. **CrewPad**Manager will display Sync in Progress. Once this pop-up disappears, the sync is complete, and you can close **CrewPad**Manager.
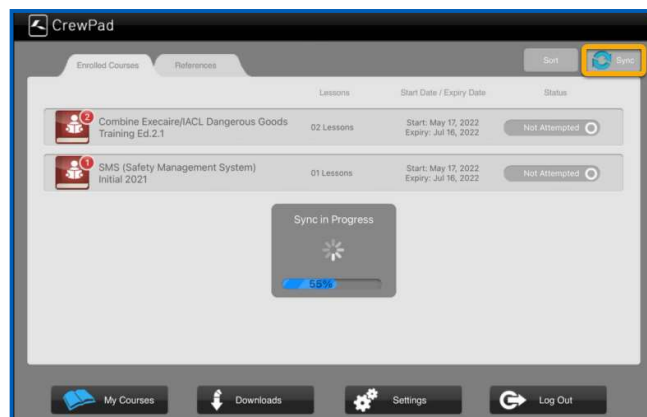
2. Remove CrewPadManager from your iPad

a. Tap and hold the CrewPadManager icon on your iPad home screen.

b. A menu pop-up will appear. Select Remove App. Confirm that you wish to delete CrewPadManager.

c. The CrewPadManager icon and application will be deleted from your homescreen.

3. Now you are ready to install CrewPadPRO on your iPad. The process is the same as when you install any other application on your iPad.

a. Select the following link: CrewPadPRO in the App Store.

Alternatively, open the App Store on your iPad and search for CrewPadPRO.

b. Select Get to download CrewPadPRO. You may need to enter your iPad verification depending on your security settings.

c. Once downloaded, Open will appear on the top right for CrewPadPRO.

d. Select Open. A warning message will appear, checking that you have completed step one and step two from the previous page. Select OK to confirm that this has been completed.
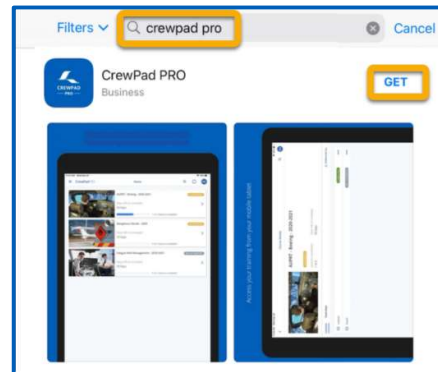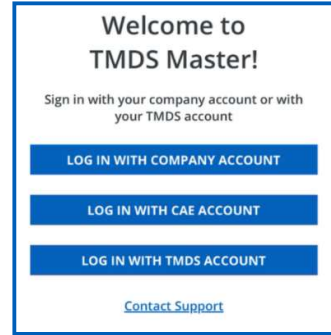
4. When you open CrewPadPRO for the first time, you will need to enter an activation code. Your system administrator will provide you with your personal activation code.

a. Enter your code in the free-text field and select Activate.
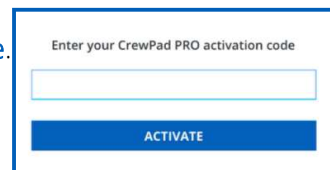
5. The last step is to enter your login details.

 a. Select the account for your login and follow the prompts to enter your username and password. Please see the next section for more information about **CrewPad**PRO login.

Welcome to
TMDS Master!

Sign in with your company account or with your TMDS account

LOG IN WITH COMPANY ACCOUNT

LOG IN WITH CAE ACCOUNT

LOG IN WITH TMDS ACCOUNT

Contact Support

2.3 Logging in to **CrewPad**PRO

There are three different types of login accounts for **CrewPad**PRO:

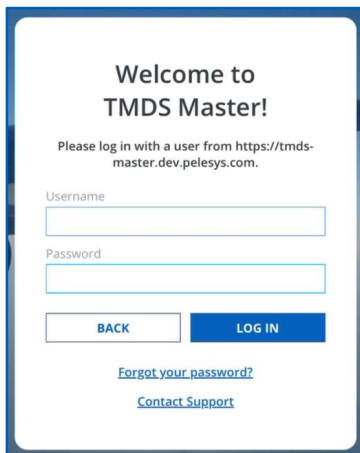|	
LOG IN WITH COMPANY ACCOUNT	Using the same username and password as if you were accessing another of your company's applications.
LOG IN WITH CAE ACCOUNT	For CAE employees only: you can log in using your email as your username and your system password.
LOG IN WITH TMDS ACCOUNT	You can use the same username and password as if you were accessing TMDS through a web browser

If you are not sure which account to select, please contact your system administrator.

Once you have selected the account, the sign-in window will appear. The title for the window will depend on your account selection. In the below screenshot, we are logging in using a TMDS account. However, the rest of the sign-in window will be the same regardless of the account.

Welcome to
TMDS Master!

Please log in with a user from https://tmds-master.dev.pelesys.com.

Username

Password

BACK LOG IN

Forgot your password?

Contact Support

To log in:

1. Tap the Username field and type in your username.

2. Tap the Password field and type in your password.
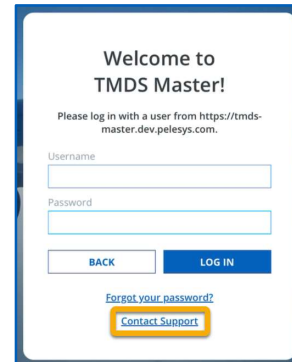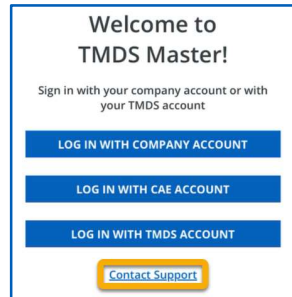
3. Tap the LOG IN button.

Sync started...

On successful login, **CrewPad**PRO will automatically sync to ensure that your courses and progress are displayed correctly.
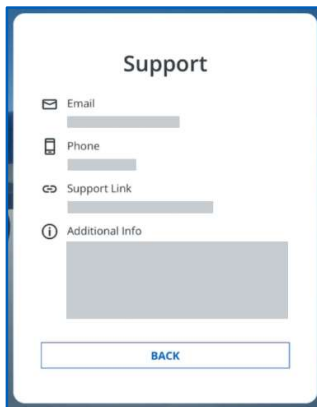
Once the sync is completed, your home page will display.

2.4 Login support

You can find a support link on both the account selection and sign-in window.

When you select either of these links and support information window will appear that provides you with the best contact details for issues when logging in.

The Support window displays the best contact details for support including:

- email address
- phone number
- web link

Additional support information that is specific to your company will also be provided at the bottom of the Support window.

Select BACK to return to the previous screen.
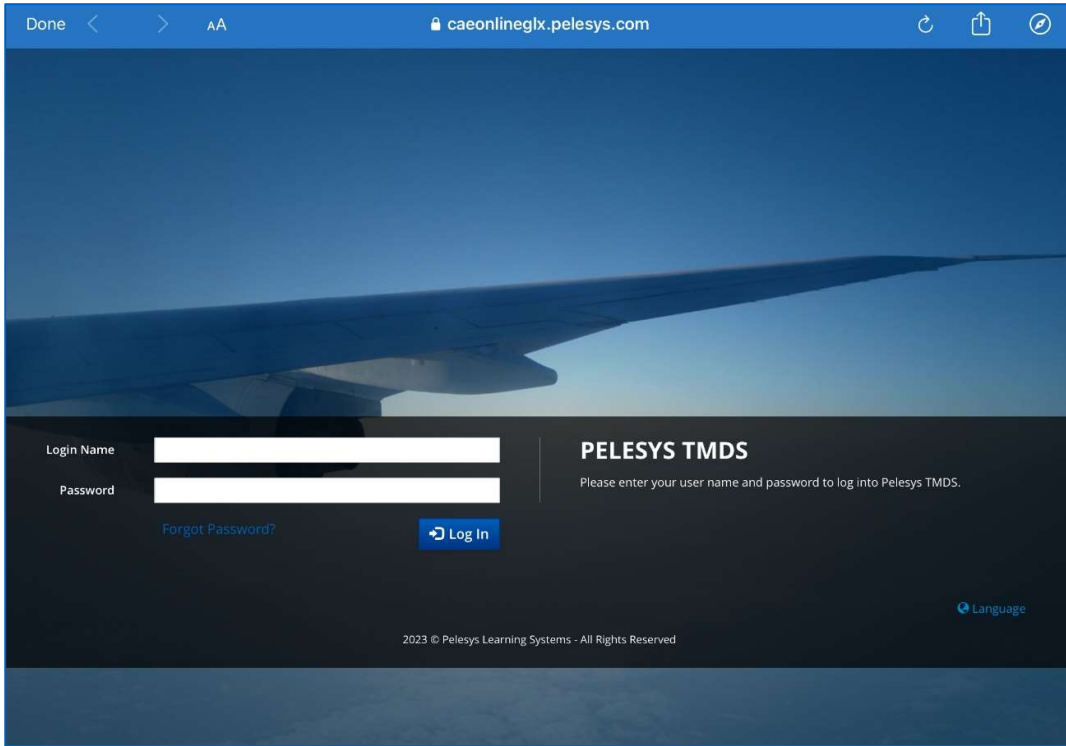
2.5 Forgot your password?

From the sign-in window (after you have selected your account type), there is a link to select if you have forgotten your password.
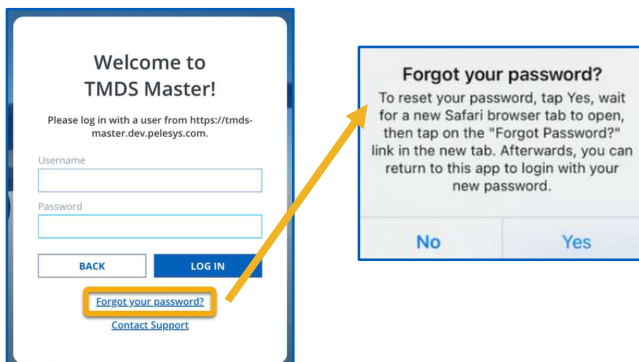
When you select this link, an information window will open asking you to confirm that you wish to reset your password.
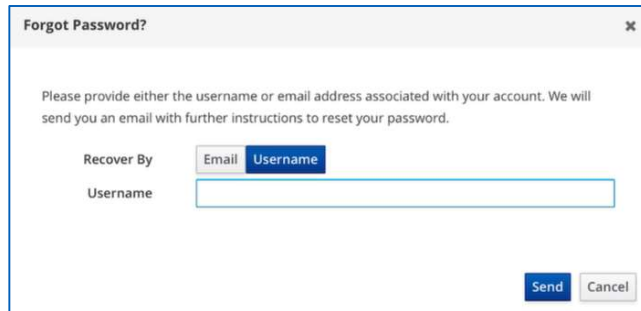
- Select No to return to the sign-in window.
- Select Yes to reset your password.

Selecting Yes will open the web login page for TMDS.

Select Forgot Password? and the password reset page will open.
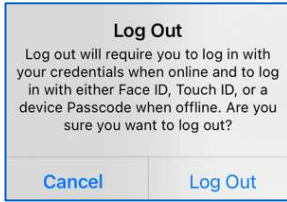
Follow the instructions to reset your password.

2.6 Logging out of **CrewPad**PRO

To logout of **CrewPad**PRO, select the Profile icon on the far right of the header. This is circled in the screenshot below (but please note that the initials on your application will reflect your username and will be different). From the profile menu that opens, select Logout.
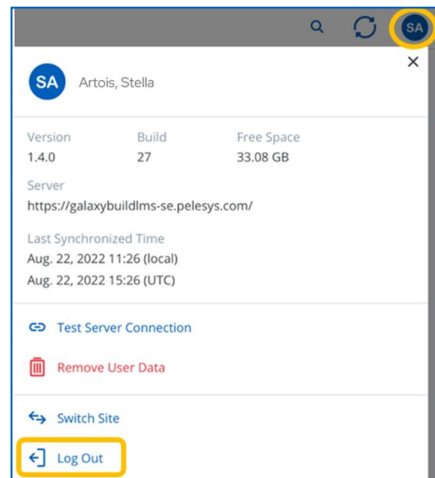
A confirmation message appears to check that you wish to logout and explaining what is required to log back in. Please also see Section 3.7 if you plan to login offline and continue working.

Select Log Out to continue (or select Cancel to return to the profile menu).

2.7   Offline login

CrewPadPRO is available even when your iPad is offline. If you have not logged out of CrewPadPRO when your iPad goes offline, you can continue to access the application as before. However, if you have logged out, you can still access CrewPadPRO offline using local authentication. Local authentication uses either your iPad Passcode or Biometrics to allow offline login to CrewPadPRO.

2.7.1   Login using local authentication

⚠ For security reasons, either Biometrics or Passcode must be enabled in the iOS settings for offline login to be available for CrewPadPRO. If both are disabled on your iPad, you will need to be online to log in to CrewPadPRO.

If you have logged out of CrewPadPRO, and then open the application when you are offline, you will be prompted to log in using local authentication. You will be asked to provide your Touch ID or Passcode depending on which of these security features is configured for your iPad.
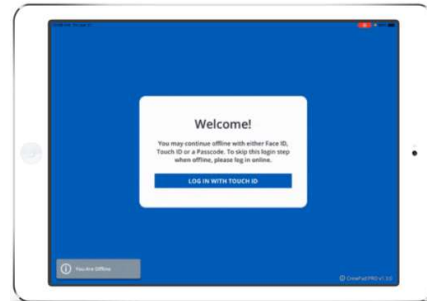
Select the Log In button on the welcome message to enable Touch ID (shown in screenshot) or enter your Passcode.

Once CrewPadPRO opens, you will be able to access any training material that you have downloaded previously.

2.7.2   Returning online after working offline

Online actions such as sync or course download, will not be available when you are working offline, regardless of whether you logged in while online or offline. When your iPad moves from offline to online, you can simply continue with your training. However, when you select an online action for the first time after returning online:

- if you logged in to CrewPadPRO prior to going offline, you will not need to log in again – the online action will continue as per usual.
- if you logged in to CrewPadPRO using local authentication (i.e. after you went offline), you will need to complete the standard online login (as described in Section 2.3). Online login is prompted after local authentication to ensure data security.

2.8 **CrewPad**PRO Versions

CrewPadPRO is displayed in your iPad's Settings application. Here you find which version is installed on your iPad and manage your device settings for the application.
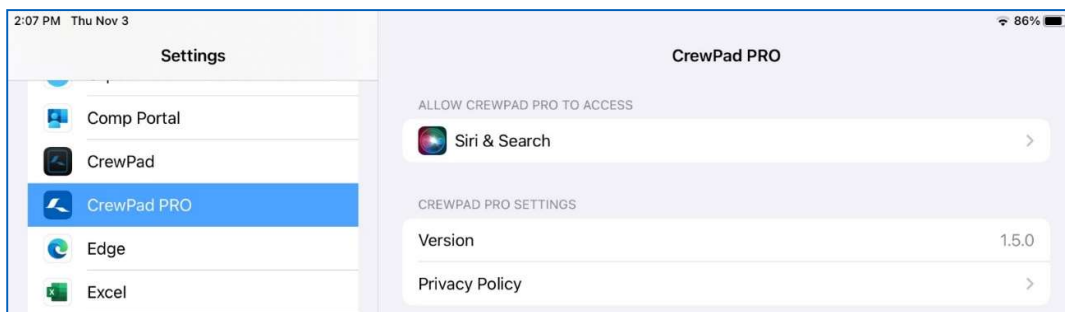
When a new version of **CrewPad**PRO is available in the App Store, an UPDATE button will appear in the header next to **CrewPad**PRO title.
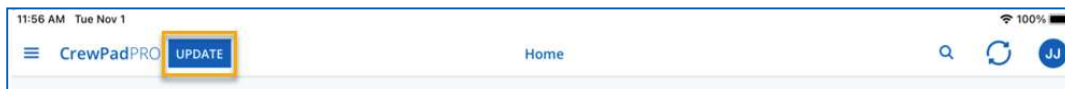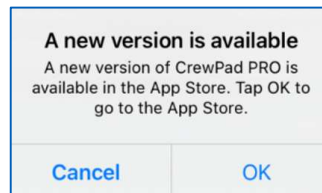

When you select the Update button, a message will appear to check that you wish to navigate to the App Store.


Select OK to navigate to the App Store and to install the new version of **CrewPad**PRO.

- We recommend that you complete a sync prior to installing a new version of **CrewPad**PRO.

Select Cancel if you wish to install later.

2.9   Switching Sites

⚠️ Switch Site is only available if you are using the App Store version of CrewPadPRO. If CrewPadPRO was installed by your administrator, Switch Site may have been disabled.
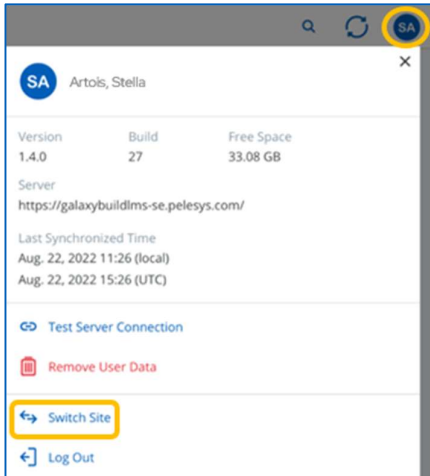
CrewPadPRO allows you to switch sites (version 1.4.0 and above). This allows you to activate to a new site without having to delete and reinstall the app. Previously activated sites are also stored to memory so you can switch without having to put in the activation code more than once.

To switch sites, select the Profile icon on the far right of the header. This is circled in the screenshot. From the profile menu that opens, select Switch Site.
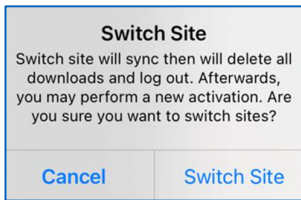
A confirmation message appears to check that you wish to switch sites and explaining what will happen.

Select Switch Site to continue (or select Cancel to return to the profile menu).

After confirming Switch Site, an activation page is shown that displays:
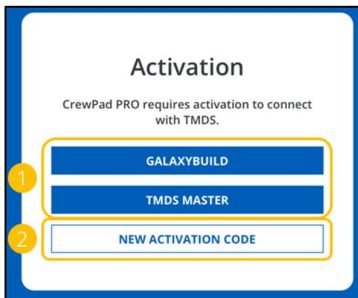
1.   All previously activated sites as buttons

2.   A button allowing you to activate to a new site

If a previously activated site is selected, then the login page for that site is shown.

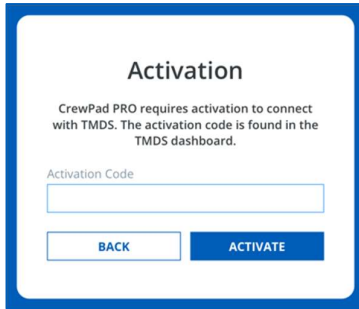Selecting New Activation Code, on the other hand, displays a new page where a new activation code may be entered. After the valid activation code is provided and Activate is selected, that site's login screen is shown. The Back button allows you to go back to the previous page.

CrewPadPRO cannot sync to multiple sites at the same time. If you don't see enrollments that should be available, make sure you are activated to the correct site. You can check what site you are connected to by opening the user profile menu.
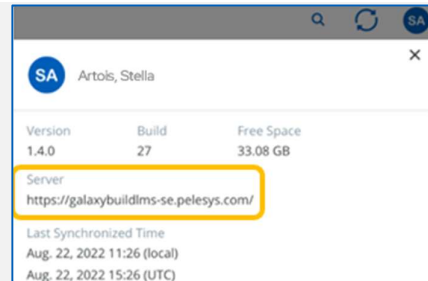
CrewPadPRO navigation

CrewPadPRO pages have two key sections:

(1) header

(2) work area

The screenshot below shows the home page: the header is across the top of the screen in blue, the work area is underneath and shows a list of the courses that you are currently enrolled in.
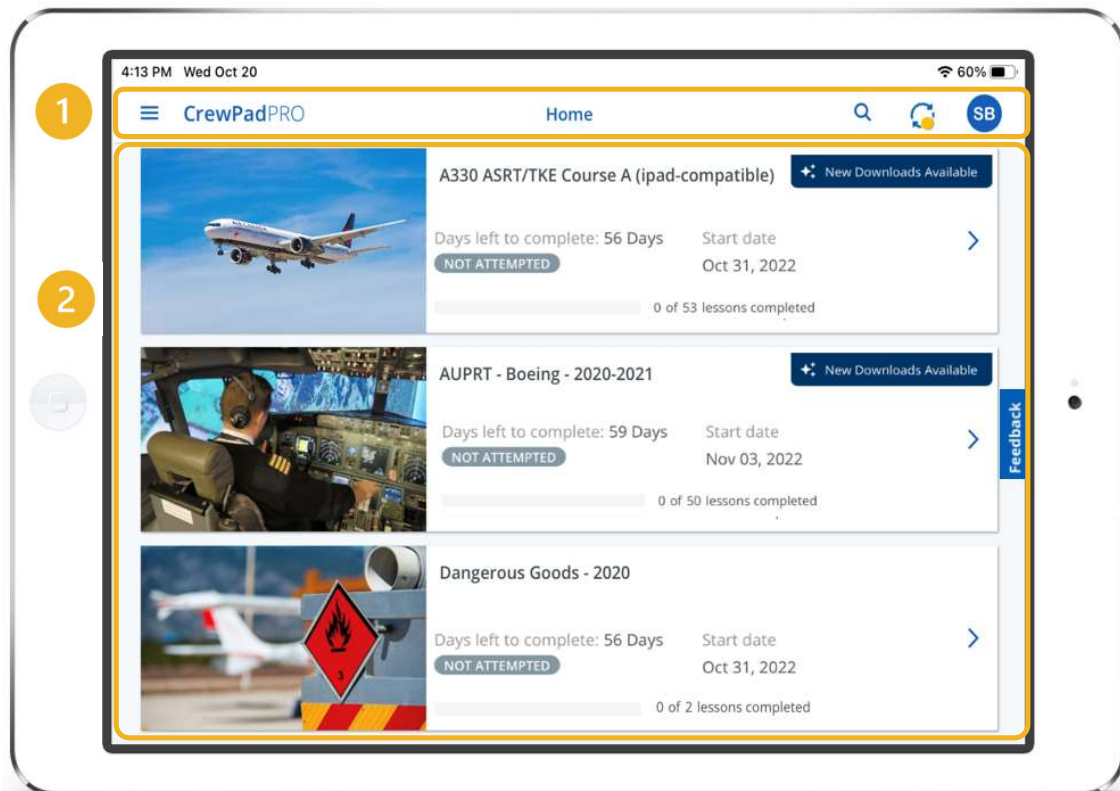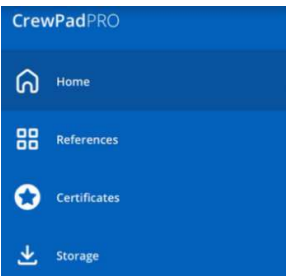
What is displayed in the work area will depend on the **CrewPad**PRO page. We will look at each page in more detail in the sections below. The header is the same for each page.

3.1 Header

The header appears at the top of every page in **CrewPad**PRO.

Along with letting you know exactly where you are (in the below screenshot, we can see that we are on the **Home** page), the header provides navigation and action icons.

Icon	Description
≡	**Main Menu** (sometimes referred to as the hamburger icon): tapping the menu icon will expand and collapse the menu. The main menu displays a list of the pages within **CrewPad**PRO. There are four pages: • **Home** (current page shown by the darker blue highlight) • **References** • **Certificates** • **Storage** We will look at each of these pages in more detail in the below sections of this chapter. ℹ️ When you move forward within CrewPadPRO, the Main Menu will be replaced with the **back chevron (<)**. Select this to navigate back to your previous page.
🔍	**Search:** tap this icon to search within **CrewPad**PRO. Search will be conducted on the page that you select the icon. For example, if you type "Dangerous Goods" in the search field on the certificate page, **CrewPad**PRO will search for any certificate that has Dangerous Goods within its title.
🔄	**Sync:** tapping this icon will initiate a manual sync of **CrewPad**PRO. The Sync icon is slightly different depending on the sync status. 🔄 Sync is available but your data is current (that is, you have no data to sync). 🔄 Sync is available and you have data to sync. 🔄 The last sync failed, and you still have data to sync. Please select the Sync icon again to restart the sync process. 🔄 Sync is not available as the app is currently offline. Note that when the app moves to an online state, **CrewPad**PRO will sync automatically. You can tap this icon to synchronize **CrewPad**PRO and TMDS. Please see Chapter 5 for more information on synchronization.

SB	**Profile:** the far right of the header displays a circle with user initials. It is useful to check this to ensure that you are in the correct account, particularly if you are sharing a device with colleagues.
	
	Tapping the Profile icon will expand and collapse the profile menu. The profile menu displays:
	
	• **User information:** who is logged in to **CrewPad**PRO
	• **System information:**
	  o <u>Ve</u>rsion and <u>Bu</u>ild information
	  o <u>Free Space</u> on the iPad to download courses
	  o <u>Server</u> URL
	• **Test Server Connection:** tap this icon to check your connection with the TMDS server.
	• **Remove User Data:** tap this icon to remove all your personal data and downloads from **CrewPad**PRO.
	• **Switch Site:** tap this icon to switch sites
	• **Logout:** tap this icon to log out of **CrewPad**PRO
	
	⚠️ If you tap **Remove User Data** before synchronizing **CrewPad**PRO, you will lose any learning progress you have made.

	Offline (not shown above): the offline icon is displayed to the left of the search button to indicate you are not currently connected to the internet. The icon will remain on the header until you reconnect to the internet.
	A momentary message will also display on the bottom left of **CrewPad**PRO when you go offline.

3.2 Home
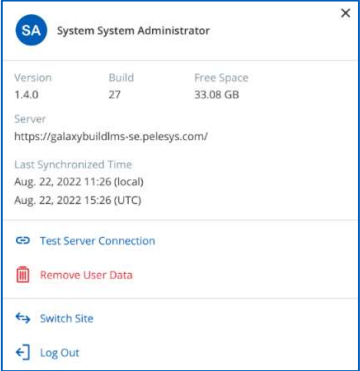

The Home page shows a list of all courses that you are enrolled in. This is the home page for **CrewPad**PRO and is also the page that will open when you tap the home icon from the main menu.

Note The Home page does not include Reference courses which are displayed on the References page – see [Section 3.3](#) below.

The courses are displayed in a list of "tiles" and are sorted alphabetically by course title. You can search for specific courses by selecting the search icon on the top right. **CrewPad**PRO will search for the text you enter in the search field in the course title.

An example of a course tile is shown in the below screenshot:
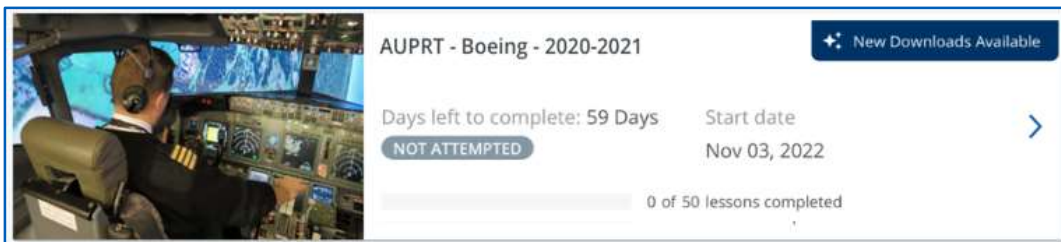
Each tile displays the course title and image (if available) along with the following information:

- If the course has new downloads available, a badge will also be displayed on the top right of the tile

- Days left to complete the course

- Start date

- Course completion status:

  Not yet started the lesson or exam

  Started but not yet finished the lesson or exam

  Finished all requirements for a lesson

  Completed an exam and successfully met the minimum requirements

  Completed an exam but did not meet the minimum requirements

- Percentage completed (indicated by a progress bar)

- Total number of lessons within the course and the number of lessons completed

To open a course, you simply need to tap anywhere on the course tile. For more information about working with courses, please see Chapter 4.

A **Feedback** button is provided on the right side of the Home page. Tapping it opens a new window where you can provide feedback about **CrewPad**PRO.
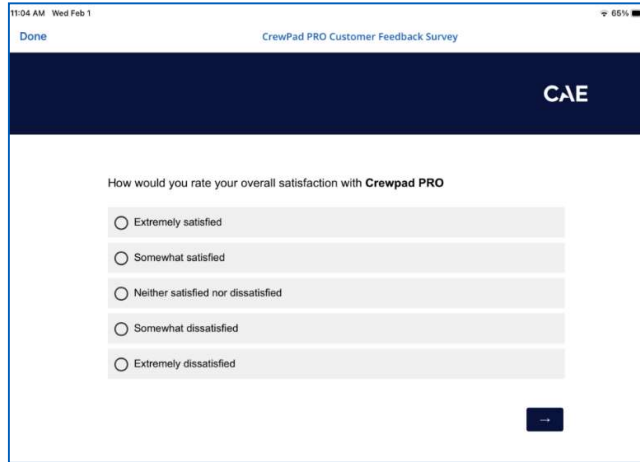
3.3 References

The **References** page shows a list of additional study materials that are packaged into "reference courses". Reference courses may include lessons, documents, pictures, videos, or practice exams. You can open the References page by selecting the reference icon from the main menu.

You will note that when you open the References page, a banner notification (under the header) explains that references courses are not tracked. You can close the notification by tapping the cross on the far right of the banner notification.

Because reference courses are not tracked there is no sync button on the header when you are on the References page. There is also no sync option available when you open individual reference courses.

Like the Home page, the References page is organized as a list of course tiles that are arranged alphabetically. You can search for specific Reference courses by selecting the search icon on the top right. **CrewPad**PRO will search for the text you enter in the search field in the Reference course title.
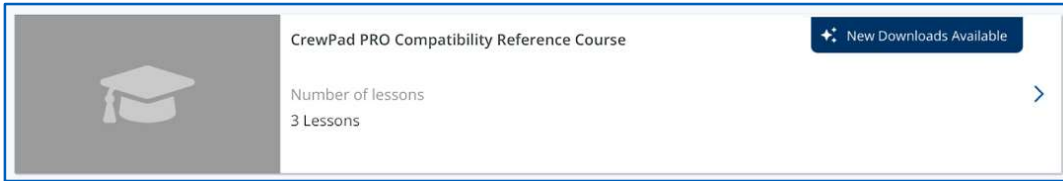
Reference courses behave the same way as other courses (except that progress is not tracked). Each course tile displays the Reference course title and image (if available) as well as the number of lessons (materials) within the course. If new downloads are available for the course, a badge will be displayed on the top right of the tile.

To open the course, you can tap anywhere on the course tile. For more information on working with courses, please see Chapter 4.

3.4 Certificates

 The Certificates page is also accessed from the main menu. When you tap on Certificates, a list of all your certificates will display.

The certificates for your courses will automatically display once you have met the course requirements.

 Certificates are only available to **CrewPad**PRO users who also have a license for our Qualification Management System (QMS). If you are unable to view your certificates it may be that you do not have a QMS license. Please check with your system administrator.
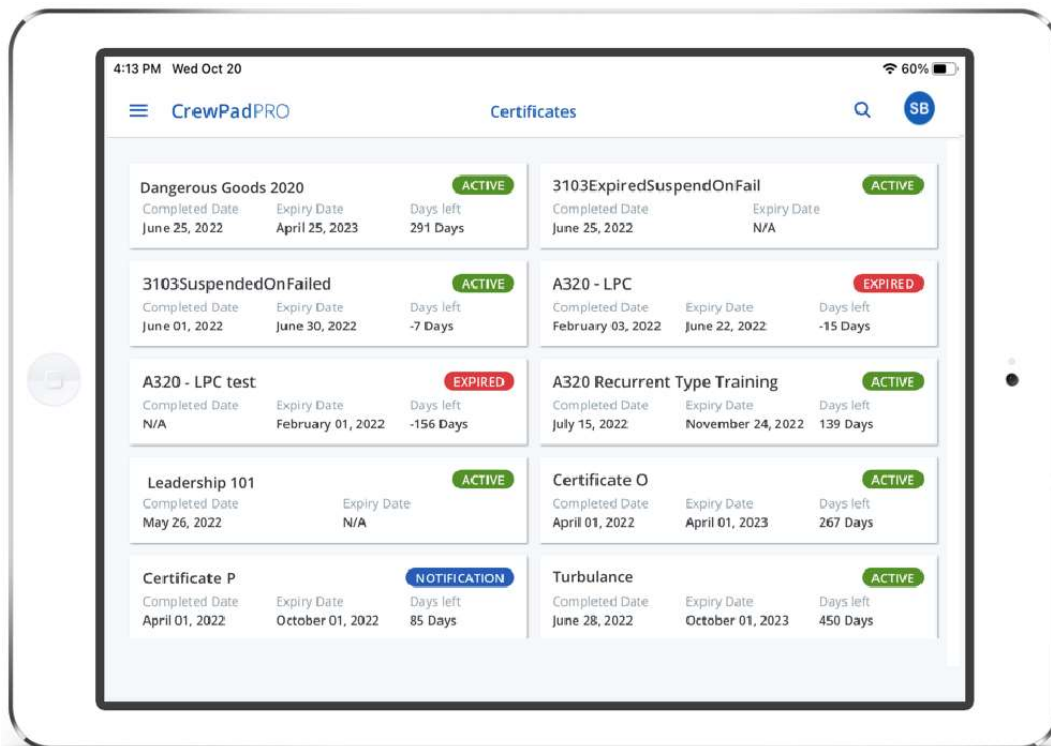
Your certificates and their status will automatically update in **CrewPad**PRO when you sync your application. Please check that you are online and select Sync Updates from the main menu. If your certificates do not update as expected, please contact your system administrator.

Your certificates are organized as tiles that are listed alphabetically. You can search for specific certificates by selecting the search icon on the top right. **CrewPad**PRO will search for the text you enter in the search field in the certificate name.

Each tile displays the certificate names as well as:

- Certificate Status:

 Certificate is valid

 Certificate is no longer valid

 Certificates may display the notification status when they are about to expire. Notification will depend on the certificate and your organizations settings.

- Completed Date

- Expiry Date

- Days left (Before expiry. A negative number indicates days since expiry.)

Tapping on a certificate tile opens the Certificate Details.

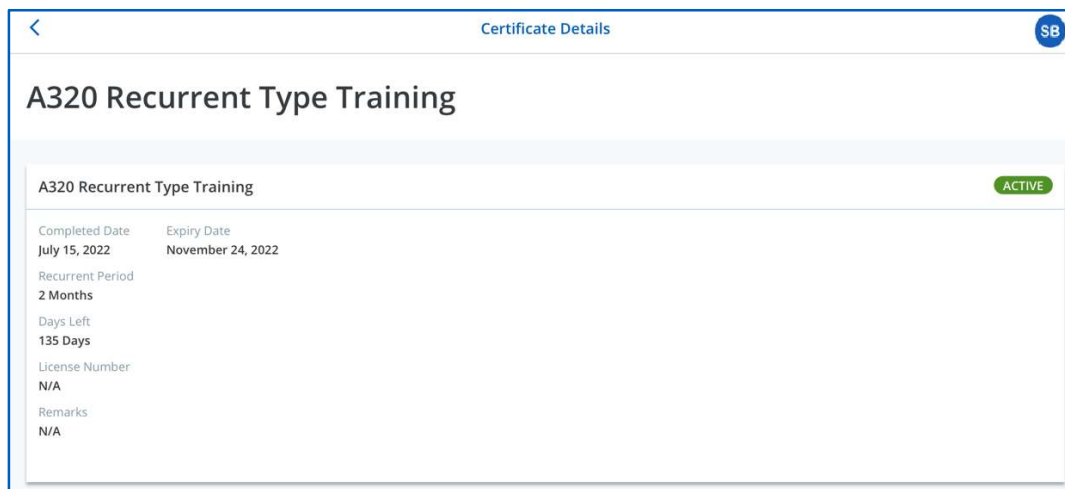Along with the information from above, the Certificate Details displays:

- Recurrent period - how often you need to complete training for this certificate to remain valid

- License number (if applicable)

- Remarks (if applicable) – added by the system administration

3.5 Storage

Storage The final page that you can access from the main menu is the Storage page. The Storage page displays the courses that you have downloaded to access when you are offline.
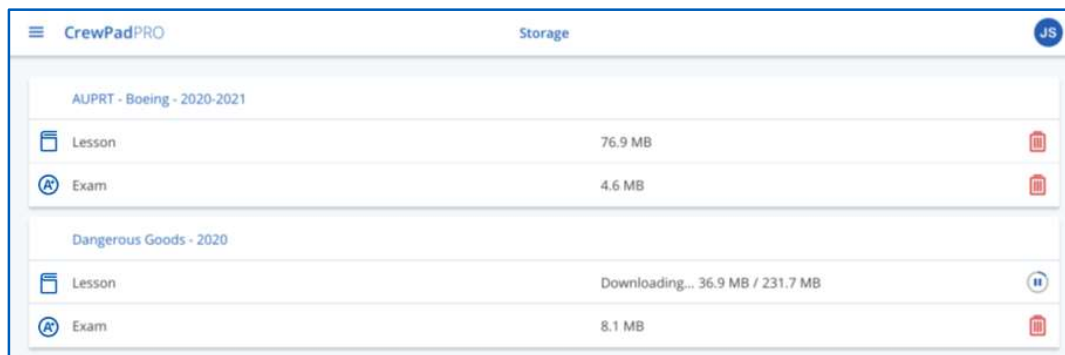
In the screenshot above, there are two courses displayed on the Storage page:

- AUPRT – Boeing – 2020-2021 (download has been completed)

- Dangerous Goods – 2020 (currently download is in progress)

We will explain how to download courses for working offline in the next chapter. However, you can see from the above screenshot that the Storage page displays the course name and the different lessons that have been downloaded. You can also see the file size of the downloaded course lessons.

In the above screenshot, the lesson for the Dangerous Goods – 2020 course is currently downloading. The downloading progress is shown in the lesson row.

While the download process is underway you can *Pause* and *Resume* the download by tapping anywhere on the row

For courses that are already downloaded, you can select the trash can icon on the right side to *Delete* the download. Note that this does not delete the course from your home page. It just removes the course from Storage so you will not be able to access the course when you are offline.

When you tap the delete icon, you will be prompted to confirm the deletion.

Delete

Are you sure you want to delete the downloaded content for "Area Navigation, RNAV 1 and RNAV 2 Training"? Your learning progress is unaffected and the content can be downloaded again later.

Cancel   Delete

Working with courses in **CrewPad**PRO

4
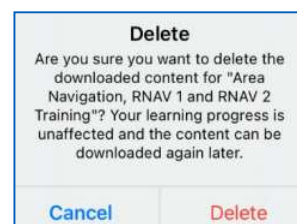
4.1 Opening a course

To open a course, simply tap on the course tile from either the Home or References page. Tapping on the course tile opens the Course Details.
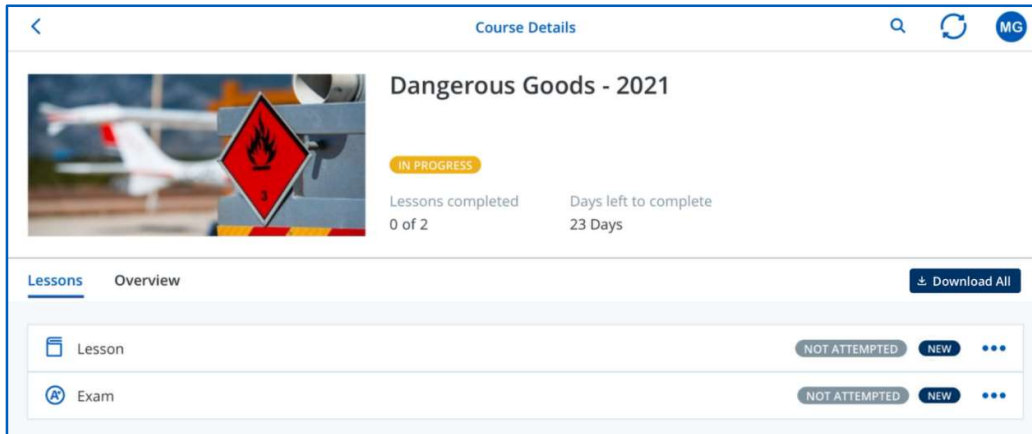
At the top of the course details, the information from the course tile remains:

- Title and image
- Course completion status

    Not yet started the lesson or exam

    Started but not yet finished the lesson or exam

    Finished all requirements for a lesson

    Completed an exam and successfully met the minimum requirements

    Completed an exam but did not meet the minimum requirements

Note that the status will depend on the course completion rules. For example, for some courses you will need to complete all units and for other courses, you may only have to complete one unit. These differences will be reflected in the course completion status.

- Total number of lessons within the course and the number of lessons completed
- Days left to complete the course

Underneath this section are two tabs that you can move between by selecting the tab:

Lessons This tab shows a hierarchical view of the course units. For example, in the above screenshot the lessons tab is displayed. You can see that the Dangerous Goods – 2021 course has two units: a lesson and an exam.

There are three different types of units:

	Lesson	the learning materials for the course. Lessons can include a variety of different materials such as documents, videos, and online learning courses.
	Quiz	used to check comprehension of the material. Quizzes may be compulsory for course completion. However, quizzes do not determine course pass or fail.
	Exam	used to determine course pass or fail.

Some courses may have additional components and these will be displayed in the Lessons tab. For example, the below screenshot shows a different course with three separate components.
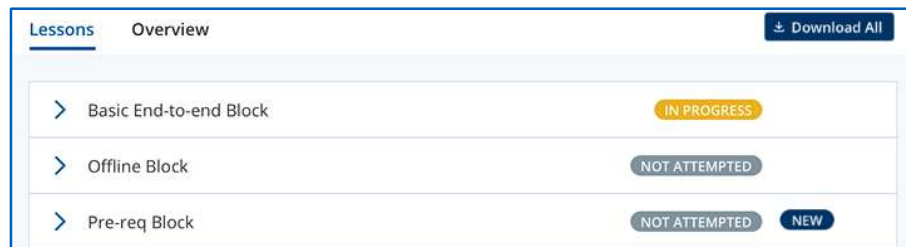
The new badge on the row of the last component indicates that this component has new material for download.

If I select the chevron icon (>), next to one of the titles (the first component in the above example), the units within that component will display.

Overview This tab shows the course description as provided by the course author. You can use the course overview tab to find out more about the course. The below screenshot shows an example of a course overview tab:
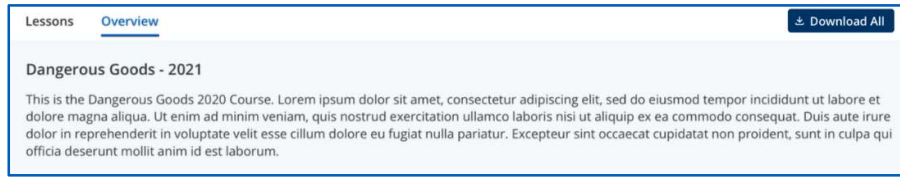
To the far right of the tabs, there is an option to Download All. Selecting this option will download all components or units (depending on your current view) so that you can learn offline. Please see Section 4.2.1 for more information on downloading courses and units.

4.2   Working with lessons

Regardless of whether you are working online or offline, the first step is to download the course or unit. Once you have downloaded the course and/or units, you can then open them and start your learning.

4.2.1   Downloading courses and units
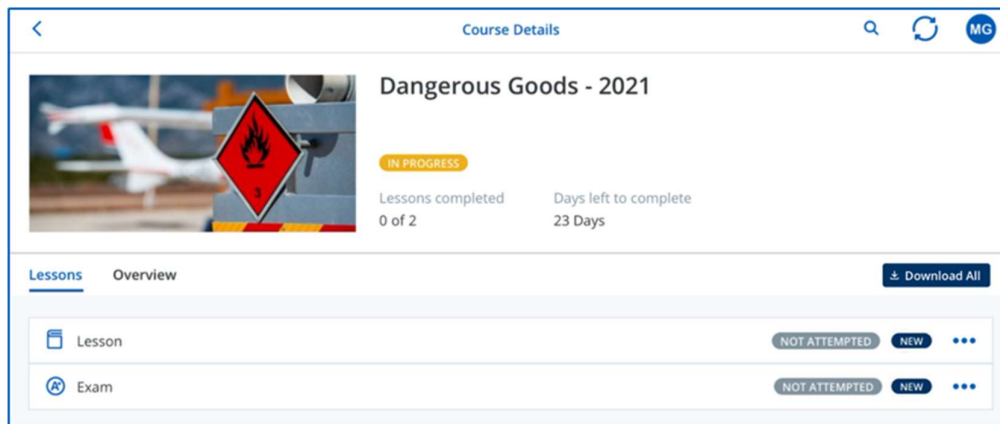
To download a course or unit:

1. Find the course on your Home page and then open the Course Details view (tap on the course tile). Tap on the lessons tab so you can see all course units.

2. Select the units that you wish to download

 Units that have not been downloaded yet are marked with a New button. Tap on the New button icon to start downloading the unit.

 You can download multiple units or if you wish to download the entire course (all lessons) select the Download All button at the top right of the unit list.

The download option next to the unit will not be displayed if it has already been downloaded. For example, in the screenshot below, you can see that the exam has no download option. This indicates that the exam has already been downloaded.
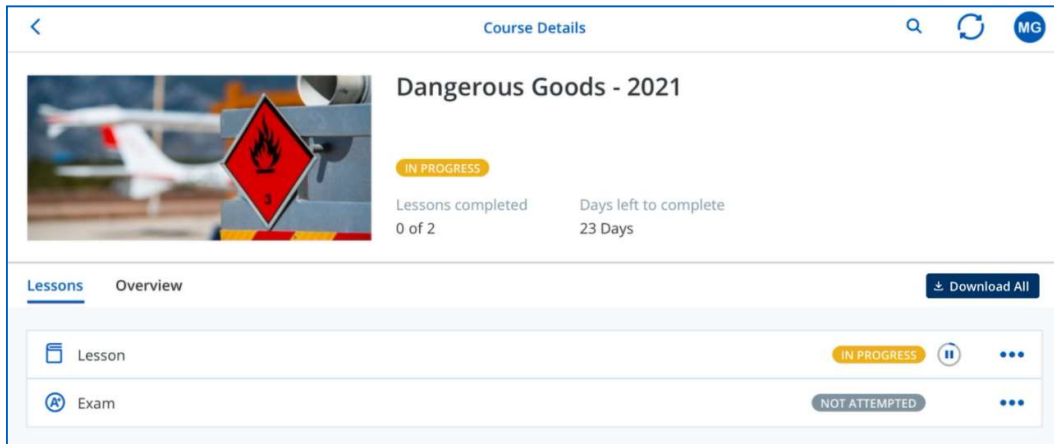
You can **Pause** and **Resume** the download by tapping on the progress icon (between the unit status and the ellipsis). For example, you could tap this icon to pause the download of the unit above. While this may delay your total download time, it can help when you are downloading multiple units, but you want to get started so want a specific unit to download first.

> ℹ️ If the course is updated by the course administrator while you are downloading, your download will be cancelled. Once the course has been updated, the download button will be available for selection again.

3. Once the course or unit has downloaded, you can start work on it immediately.

Please see Section 4.2.2 on how to open a unit to start work. If you are accessing later when you are offline, you will be able to find the downloaded courses and units on the Storage page (see Section 3.5).

4.2.2   Opening and closing lesson units

To open a unit, tap anywhere on the applicable row (excluding the ellipsis icon). Note that you can only open a unit once it has been downloaded.

🔒 You may notice that some units have a **Lock** icon next to their name (instead of the Play icon). The name of locked units will also be "greyed-out" as shown in the below screenshot.
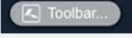

The lock indicates that the prerequisites have not been met so the unit is not yet available. For example, another lesson must be completed prior to starting the locked lesson. Locked courses can still be downloaded for future learning.

| ✕	Most units will have a **Cross** or **Exit** icon to end the unit and return to the Course Details view. Your learning status will be updated, and progress is stored on **CrewPad**PRO (and updated to your TMDS next time you sync).
⬅ Exit	

⚠	Some units may not provide an exit action. To exit, you can **Force Quit**: 1. Tap the **Toolbar** button at the top of your screen. [🖼 Toolbar...] 2. Tap the **Force Quit** button. [Force Quit...] 3. Tap **OK** when the pop-up message asks you to confirm your choice. On confirming you will be returned to the Course Details view.

4.2.3   Lesson unit details

Selecting the **ellipsis (…)** to the far right of the unit title will open the unit details window.

This window provides some summary information about the unit including a score (if applicable, time spent on the unit, how many times you have accessed the unit and when was the last time that you accessed the unit. If there is a description for the unit this will also be displayed.

Synchronization

5
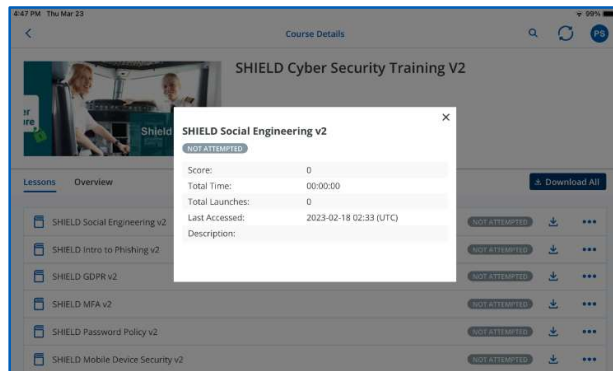
Synchronization (or sync) is the exchange of information between **CrewPad**PRO and TMDS. The exchange updates your learning progress as well as new enrollments and course updates. Through sync you can be sure that both **CrewPad**PRO and TMDS have the same up-to-date information. **An internet connection is required for any sync to occur.**

By default, **CrewPad**PRO synchronizes:

- on every login when there is an internet connection
- every time you exit a unit (lesson, exam, or quiz)
- every time the app detects that it has gone from an offline to an online state

However, you can choose to manually sync your progress at any time when you have an internet connection. Simply tap the Sync icon located in the header to initiate a manual sync of **CrewPad**PRO.

The Sync icon is slightly different depending on the sync status.

Sync is available but your data is current (that is, you have no data to sync).

Sync is available and you have data to sync.

The last sync failed, and you still have data to sync. Please select the Sync icon again to restart the sync process.

Sync is not available as the app is currently offline. Note that when the app moves to an online state, CrewPadPRO will sync automatically.

⚠️ For security purposes, we highly recommend that a secure connection is used when using **CrewPad**PRO.