AVISTRATA
AVIATION BUSINESS PLATFORM

Avistrata Mobile Apps Guide

Pilot, Mechanic, Admin, FAA and Student: install the right app, sign in, and get the everyday jobs done on your phone or tablet



Avistrata User Guide

Leesburg Aviation, LLC • www.mrotracker.com • 703.520.5040

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Welcome

Avistrata now has native apps for iPhone, iPad and Android. They use the same account, the same data and the same sign-offs as the web app at **login.mrotracker.com**, so work you do at the aircraft shows up on the desk straight away, and the other way round.

There are five apps. Install the one that matches your job; you can install more than one.

Which app is for you?

	App	For	What you do with it
	**MRO Tracker Pilot**	Pilots, instructors and crew	My Flights, flight briefings, releases and release amendments, FRAT, load manifest and W&B (with dangerous goods), finger sign-offs, post-flight check-in, the flight recorder (with automatic recording), squawks with photos, trip expenses, Messages and MRO Insight.
	**MRO Tracker Mechanic**	Mechanics, inspectors and QC	Task cards, sign-offs with PIN and signature, QC and RII, clock on and off, tool check-out, parts, new work orders and task cards, Messages and MRO Insight.
	**MRO Tracker Admin**	Admins and managers only	A **Today** home with the fleet at a glance, an **Aircraft** screen for status and discrepancies, a **Flights** tab with every flight and a calendar, **Approvals** for expenses and recorded flight times, everything in Mechanic and Pilot in **Maintenance** and **Operations**, and **Business Development**.
	**Avistrata FAA**	Anyone. Free, no account needed	Classify a repair as major or minor under 14 CFR Part 43 Appendix A, offline. Save inquiries, then print or email the result.
	**MRO Tracker Student**	Flight-school students and renters	Book planes and lessons, **I'm here** on arrival, training progress, graded lessons, endorsements, account balance and payments, logbook, Messages, and your next flight on the Lock Screen (section 18).

> The web app has five workspaces: Maintenance, Operations, Engineering, Program Management and Business Development. The mobile apps cover the everyday jobs of Maintenance and Operations. Set-up, reports, billing and administration stay in the web app (section 6 lists what is still web-only), and **Account → Open Avistrata** takes you there from any app.

1. Install the app

1. On your iPhone or iPad open the **App Store**; on Android open **Google Play**.
2. Search for **Avistrata** and pick the app for your job: **MRO Tracker Pilot**, **MRO Tracker Mechanic**, **MRO Tracker Admin**, **Avistrata FAA** or **MRO Tracker Student**. All five come from Leesburg Aviation, LLC.
3. Tap **Get** (iPhone) or **Install** (Android), then open the app.

> If your app isn't in your store yet, use the web app on your phone in the meantime: open **login.mrotracker.com** in Safari or Chrome and add it to your Home Screen (the **?** menu in the web app has the steps under **Install**). Everything you do there carries over when you switch to the app. MRO Tracker Student 1.5.2 is submitted to the App Store and waiting for review; the Android version will follow on Google Play.

2. Sign in and two-step sign-in

1. Enter the **email or username** and **password** you use for Avistrata on the web, and tap **Sign in**. Forgot it? Tap **Forgot password?**
2. If your organization uses two-step sign-in, **Confirm it's you** appears. Enter the code from your **authenticator app**, or choose **Email code** or **Text message code** and tap **Send code**. Lost your phone? Tap **Use a recovery code**.
3. Not set up yet but your organization requires it? The app walks you through it and shows your recovery codes once. Save them, then tap **I've saved them, continue**.

The first time you sign in on a phone, a short **welcome tour** (under a minute) shows what the app does. Tap **Skip** to leave it, or see it again later from **Account → Help & feedback → Show the welcome tour**. You stay signed in until you tap **Account → Sign out**. After a password sign-in the app offers **Face ID**, **Touch ID** or **fingerprint** sign-in for next time (section 21). New to Avistrata? Your organization or school invites you by email, and the link in it lets you set up your own login.

3. Notifications

After you sign in, the app asks to send you notifications. Tap **Allow**: it is how you hear about work that is waiting on you, even when the app is closed. Tapping a notification opens the flight, card or message it is about. Notifications work the same way on Android as on iPhone.

App	You hear about
Pilot	FRAT approvals, releases, grounded aircraft, overdue flights and new messages. With automatic recording on: a reminder before a booked departure, “Takeoff detected”, or that recording has started.
Mechanic	A card ready for your QC or inspection, and new messages.
Admin	Approvals waiting on you, AOG and grounded aircraft, overdue flights and new messages.
Student	Your next booking: 3 hours before, the Lock Screen card appears by itself, even if you haven't opened the app (section 19).

Which events reach you, and whether they also come by email or text, is set in **My Preferences** in the web app (see the Getting Started guide). Said no by mistake? Turn notifications on in your phone's **Settings → Notifications** for the app.

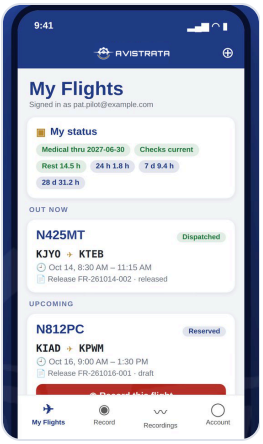
4. MRO Tracker Pilot

Tabs: My Flights · Record · Recordings · Messages · Account

Open a flight

My Flights lists your bookings as pilot or instructor, with **My status** at the top: medical, checks, rest and your 24-hour, 7-day and 28-day flight time. Tap a flight to see everything for it on one screen: the booking, **Flight release**, **Risk assessment (FRAT)**, **Load manifest and W&B**, **Sign-offs**, open squawks, trip notes, recordings and expenses.

Above your flights, the **Airport weather & NOTAMs** card looks up any airport, flight or no flight (section 7).



My Flights with My status.

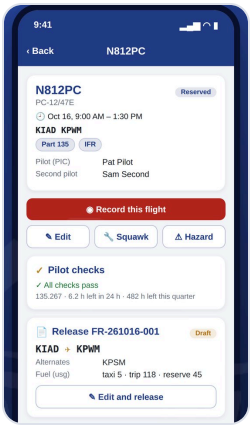
Fill in the FRAT

1. On the flight, under **Risk assessment (FRAT)**, tap **Start FRAT** (or **Answer the FRAT**).
2. Answer each question. Where you can lower a risk, add a **Mitigation** and the points after it.
3. Tap **Finalize FRAT**. If the score needs approval, the approver is notified and approves with **Review and approve → Approve (sign)**.

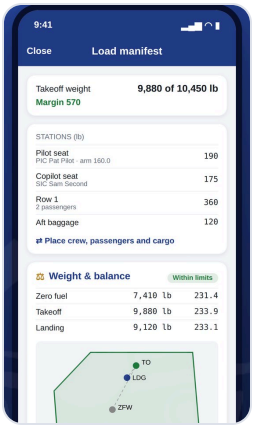
Every flight that needs a release needs a finalized FRAT first.

Release, load manifest and sign-offs

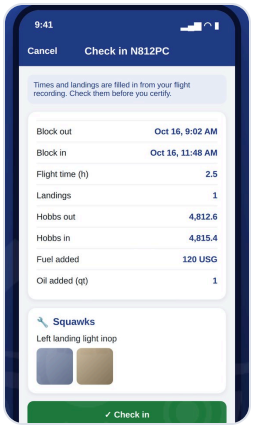
- **Release** (Part 135, 91K and 121): tap **Create release** or **Edit and release**. Fill in the header, fuel, alternates and crew. **Before it can be released** lists anything still missing; when it's clear, tap **Release flight**. Part 91 flights are dispatched from the flight screen by staff who are allowed to. To amend, close or cancel a release, see section 9.
- **Load manifest and W&B**: tap **Open load manifest**, place crew, passengers, cargo and fuel, then **Save and recalculate**. The CG envelope shows where you are; tap **Finalize manifest** when it's right.
- **Sign-offs**: tap **Sign**, sign with your finger and tap **Sign** again. Signed items lock.



The flight screen.



Load manifest and W&B.



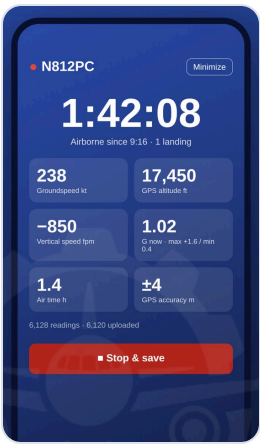
Post-flight check-in.

Check in after the flight

On the flight, tap **Check in (post-flight)**. If you recorded the flight, block times, flight time and landings are already filled in from the recording; check them. Add Hobbs and tach, route flown, fuel and oil, any squawks, crew duty and remarks, then tap **Check in**. The aircraft's hours and the flight log update, and squawks go to maintenance.

Record a flight

1. Before taxi, tap **Record this flight** on the flight (or the **Record** tab). Check the **Aircraft** and **Booking**.
2. Mount the phone (not in a pocket or hand) so the g-load is right; it calibrates while you're stopped. Tap **Start recording**.
3. Fly. The app logs your GPS track, altitude, groundspeed and g-load once a second. It **keeps recording with the screen locked** and **without signal**, and uploads every minute whenever it has a connection. **Minimize** lets you use the rest of the app; tap the bar at the bottom to come back.
4. After shutdown, tap **Stop & save**. The times go to maintenance for approval, and any exceedance (for example a hard landing) becomes a squawk automatically.



Recording, screen locked or not.

The **Recordings** tab shows each recorded flight with its map, times, maxima and maintenance status.

Report a squawk

1. On the flight, tap **Squawk** (or add one during check-in).
2. Describe **What's wrong?**, choose a category and add **Photos** (**Take photo** or **Library**).
3. If it isn't safe to fly, turn on **Grounds the aircraft**; it can't be dispatched again until maintenance clears it. Tap **Send to maintenance**.

Safety concerns go under **Hazard**, and can be filed confidentially.

Trip expenses

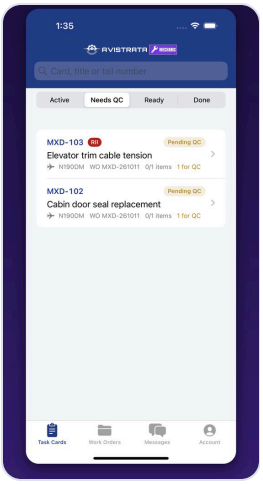
On the flight, tap **Trip expenses and receipts**. Add fuel, FBO, hotel and other costs with a photo of the receipt: type, amount, merchant, airport, how you paid and whether to bill the customer. Tap **Save as draft** to finish later, or **Submit for approval**.

Messages

The **Messages** tab is direct messaging with anyone in your organization: mechanics, dispatch and other pilots. Tap **New message** and search by name or email. Section 10 has more, including profile photos and the popup when a message arrives.

5. MRO Tracker Mechanic

Tabs: Task Cards · Work Orders · Messages · Account



Task Cards: Active, Needs QC, Ready, Done.

Find your card

Task Cards opens on the cards that need you. Switch between **Active**, **Needs QC**, **Ready** (for final sign-off) and **Done**, or search by card number, title or tail number. Tap a card to see its discrepancy, work items, parts, tools and history.

Clock on and off

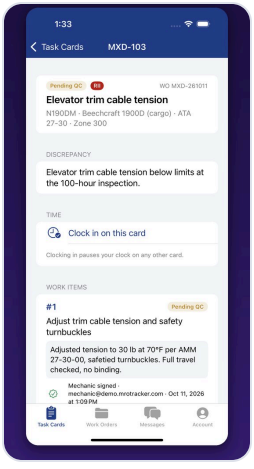
On the card, tap **Clock in on this card**. Use **Pause**, **Resume** and **Clock out** as you go. Clocking in on a card pauses your clock on any other card, so you can never be on two at once.

Sign off a work item

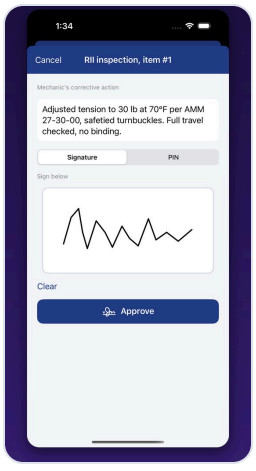
1. Open the item and tap **Sign off**.
2. Enter the **Corrective action — what you did** and, if you like, the hours spent.
3. Choose **Signature** (sign with your finger) or **PIN** (your signing PIN from My Preferences) and confirm.

QC and RII

If you're on your organization's QC or RII list, items waiting for you appear under **Needs QC** (and you get a notification). Open the item, read the mechanic's corrective action, then tap **Approve** and sign, or **Reject** with the reason so it goes back to the mechanic. Required inspection items use **Inspect (RII)** the same way.



Everything on the card.



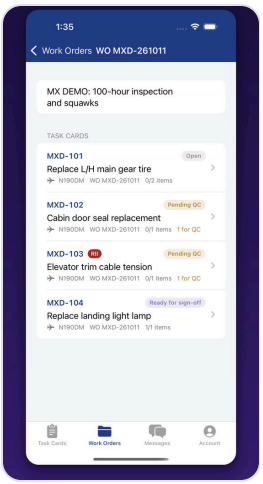
Sign with signature or PIN.

Tools, parts and more work

- **Tools**: under **Tools out on this card**, tap **Check out a tool**, enter the tool number and tap **Check out**. Tap **Check in** when you return it.
- **Parts**: under **Parts issued to this card**, tap **Issue a part**, search by part number or description, pick one in stock, set the quantity and tap **Issue**.
- **Found something else?** Tap **Add a work item**, describe the work to be done and tap **Add**.
- **Final sign-off**: when every item is approved, the card moves to **Ready**. Open it and tap **Sign off card**.
- **Void**: an item or a whole card raised in error can be voided with **Void item** or **Void this card**. It stays on record as voided.

Open a new work order or task card

1. On **Work Orders**, tap **+** (**New work order**).
2. Enter the **Scope of work** and choose the **Department** (Airframe, Powerplant, Radio and Instrument, NDT, Landing Gear Component or Accessories).
3. Pick the **aircraft** (search by tail, type or S/N) and the **Customer**: type a name to search the customer directory, or add a new customer. Add the customer's W/O number if they have one.
4. Sign and tap **Sign and open**. The work order is open in Avistrata straight away.
5. To add a card, open the work order and tap **New task card on this work order** (or **+** on Task Cards). Enter the card description, discrepancy, first work item, ATA, zone and estimated hours; turn on **Required Inspection Item (RII)** if it applies; tap **Create**.



A work order and its cards.

Work Orders also lists every open work order with its cards, so you can see where each job stands.

6. MRO Tracker Admin

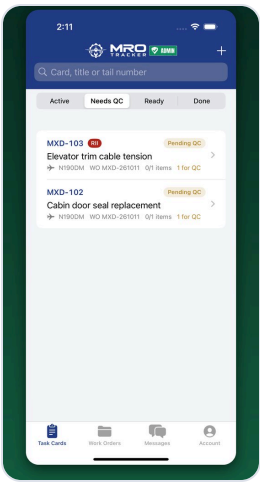
For admins and managers. A Today home, the Aircraft screen, and everything in Mechanic and Pilot

MRO Tracker Admin signs in only for people with an admin or manager role in Avistrata. Anyone else sees “MRO Tracker Admin is for admins and managers” and should use Pilot or Mechanic.

Switch workspaces

Tap the workspace menu at the **top left** of any tab and choose **Maintenance**, **Operations** or **Business Development** (section 17). The app remembers your choice.

- **Maintenance**: Task Cards, Work Orders, Messages and Account. Everything in section 5 works the same, across the whole shop.
- **Operations**: Flights, Record, Recordings, Messages and Account. Everything in section 4, plus every aircraft's maintenance status, and **My expenses** under Account. The **Flights** tab can show every flight, not only yours (below).



Maintenance workspace: Needs QC.

Approvals waiting on you

- **QC and card approvals**: Maintenance → Task Cards → **Needs QC**. Open the item, then **Approve** and sign, or **Reject** with a reason.
- **FRAT approvals**: Operations → Flights → the flight → **Review and approve**, then **Approve (sign)**.
- **Releases**: on the flight, **Edit and release** shows what's still blocking it; release when it's clear. Amendments are approved on the flight too (section 9).
- **Expenses and recorded flight times**: **Approvals**, opened from Home (below).

A notification for an approval opens the right screen directly.

Today: your Home tab

Home opens on **Today**, the fleet and the day at a glance. The card at the top shows the date, a greeting (“Good morning, Sam”), how many aircraft are ready to fly out of the total (for example **7 / 9 aircraft ready to fly**) and how many flights are on today. Under it are three chips:

Chip	What it shows	Tap it to
N AOG	Aircraft on the ground.	Show only those aircraft in **Fleet**.
N in mx	Aircraft in maintenance.	Show only those aircraft in **Fleet**.
N to do	Things waiting on you.	Open **To do**.

When a chip has filtered the list, a bar reads **Showing …**; tap **Show all** to see the whole fleet again. When something is waiting for you, Home also shows a line such as **3 approvals waiting · 2 expenses, 1 flight time**; tap it to open **Approvals**. Below the card, switch between **To do**, **Flights** and **Fleet**. **Fleet** has a search box: type a tail number, type or serial number. In the **Operations** workspace, Home also has the **Airport weather & NOTAMs** card if you can see flights (section 7); it is on the **Flights** tab under **My flights** too.

> **Which aircraft appear?** Every aircraft in your own organization and in every organization where you are an admin or a member, plus any aircraft you are booked on as pilot or instructor in the 30 days before or after today, even if another operator owns it. **Flights** includes your own flights in any organization.

The Aircraft screen

Tap an aircraft in **Fleet** to open its **Aircraft** screen. From top to bottom:

- **Header**: tail number, type, serial number and organization, with a status pill (**AOG** red, **In maintenance** amber, **Available** green) and the reason. An open AOG shows as a banner.
- **Change status**: tap it, pick one of your organization's statuses, add a note if you like and save. The change and the note go into the aircraft's **Status history**. If your role isn't allowed to change status, Avistrata won't save it.
- **Open discrepancies**, with their task card and W/O numbers. Tap **Report discrepancy** to write up a new one.
- **Details**: location, maintenance program, MEL, Hobbs, tach, total time, time since inspection, seats and ICAO type.
- **Maintenance due**: overdue items first; anything that **blocks dispatch** is marked.
- **Upcoming flights** for the next 14 days, and the **Status history**.
- **Open in web portal** takes you to the same aircraft in the web app.

> In the web app you can change status the same way: in the aircraft window, in any workspace (including the view-only window in Operations), the status pill at the top is a button. Pick a status, add an optional note and save; it is logged to Status History.

The Flights tab: your flights or every flight

In the **Operations** workspace, the **Flights** tab has a switch at the top: **My flights** or **All flights**. The app remembers which you picked. (MRO Tracker Pilot keeps **My Flights** only.)

- **My flights**: the flights you are booked on as pilot or instructor.
- **All flights**: every flight in the organizations your Home covers (your own organization and those where you are an admin or a member), plus your own flights anywhere. Cancelled bookings are hidden.

Find a flight

- **Search** by tail number, aircraft type, pilot or instructor, airport, release number, organization or status.
- **Date chips**: **Today**, **Next 7 days** (the default), **Past 7 days** and **This month**. A day picked on the calendar shows as its own chip; tap its **×** to remove it.
- **Filters**: **Status** (Needs release or FRAT, Booked, Released / out, Completed) and **Aircraft**.

The list is grouped by day, for example **Today · Tuesday, Oct 13**. Each flight shows its start and end time, tail and type, route, crew (pilot and CFI), organization, release number, and a colored status: **Booked**, **Release pending**, **FRAT pending**, **Released**, **Dispatched**, **Out** or **Completed**. Tap a flight to open the normal flight screen.

The calendar

Tap the **calendar** button in the top bar for a month view. Each day has a colored dot per flight by status (**+N** when there are more than three), with a legend underneath. Tap a day to see its flights, then open a flight or tap **Show in list** to go back to the list for that day. The calendar follows the **My flights** / **All flights** switch.

Approvals: expenses and flight times

Tap the **approvals waiting** line on Home to open **Approvals**. It has two kinds of item, and you see only the kinds your role can approve.

	Expenses	Flight times
What it is	Crew expenses submitted for approval.	Flights from the flight recorder waiting for maintenance.
What you see	Person, date, category, merchant, amount, aircraft, how it was paid, and the receipt.	Tail, route, out / off / on / in times (UTC), any gaps in the recording, and who recorded it.
What you tap	**Approve**; **Reject** (a reason is required and the crew member sees it); or **Approve all**.	Correct the hours if needed, then **Approve**, or **Reject** with an optional note.
Who can approve	Admins, the expense approver, director of operations, chief pilot and director of maintenance.	Admins, director of maintenance, maintenance control and mechanics.

Approving a flight time checks the flight in. It updates the aircraft's hours and landings, adds the flight to the flight log, records crew duty and closes the release, the same as a post-flight check-in.

> **Still in the web app.** These jobs aren't in the mobile apps yet; use **Account → Open Avistrata**:
>
> - Setting up training courses and records, and crew qualification files (**Crew Records**).
> - Duty-limit settings and the week-view schedule.
> - Expense connections (Expensify, Concur, Brex) and marking expenses as reimbursed.

7. Flight briefing

In MRO Tracker Pilot and MRO Tracker Admin

The flight briefing pulls everything about a flight into one scrolling page before you go. Open a flight and tap the **briefing** button. Each section gets its own level, so you can see at a glance where to look:

Go: nothing found that stops the flight | **Caution**: check this before you go | **No-go**: something must be fixed first

Section	What you see
AI summary	A short plain-English summary of the whole briefing, at the top.
Weather	METAR and TAF for the departure, destination and alternates, with the crosswind and headwind for the runways.
Aircraft	AOG, open squawks, MEL items and maintenance due.
Release and crew	Where the release, FRAT, crew and weight and balance stand.
Airspace	TFRs and NOTAMs for your route and time, fetched from the FAA when you open the briefing.
Map	Your route, each airport as a dot colored by flight category (VFR, MVFR, IFR, LIFR), TFR areas and the NEXRAD weather radar. iPhone uses Apple Maps; Android uses Google Maps.

The AI summary

The summary is written by AI from the briefing below it and refreshed at most every 10 minutes; the sections have the details. It's on unless you turn it off: go to **Account** and turn off **AI summary** (this changes it for you only).

> **The briefing helps you prepare; it doesn't replace an official weather briefing** or the aircraft's records. TFRs and NOTAMs are as of when you opened it, so open it again close to departure.

Airport weather & NOTAMs: look up any airport

Want the weather and NOTAMs for an airport without opening a flight? Use the **Airport weather & NOTAMs** card. It is on **My Flights** in MRO Tracker Pilot, and in MRO Tracker Admin on the **Flights** tab under **My flights** and on **Home** in the **Operations** workspace (if you can see flights).

1. Type the airport, ICAO or FAA identifier (**KJYO** or **JYO**), and tap **Go**. Or tap one of your last six airports under the box; they are kept on your phone.
2. Choose **Now**, or **Later** and pick a date and time up to 14 days ahead.
3. Choose the window: **6 h**, **12 h** (the default) or **24 h**. TFRs and NOTAMs are shown for that window.

Section	What you see
Airport	Name, city and state, elevation, tower and its hours, and fuel, from the FAA airport data.
Weather	A VFR, MVFR, IFR or LIFR level with notes, the decoded METAR, the raw METAR and TAF, and the wind components for each runway.
TFRs and NOTAMs	TFRs within 30 nm of the airport (in its state) and the airport's NOTAMs, for the window you chose.
Map	The airport, nearby weather reports and the radar.
Frequencies and runways	The airport's frequencies, and each runway's length × width, surface and lighting.

The weather is always the **current** METAR and TAF. For a later time, a note tells you to read the TAF for that time, or says the time is beyond the TAF so there is no forecast for it yet. The screens are the same as in the flight briefing; only the airport and time are sent to the weather services, nothing about you.

> **Not an official briefing.** Get a standard weather briefing before flight.

8. Automatic flight recording

In MRO Tracker Pilot and MRO Tracker Admin

Forget to tap **Start recording**? Automatic recording can remind you, or start the recorder for you at takeoff. It works only for flights booked in Avistrata.

Turn it on

- **For the organization** (administrators, in the web app): **Flight Ops → Settings → Flight Recording → Automatic recording**. Choose **Off** (the default), **Remind the pilot** or **Start recording automatically**; set how many minutes before departure the reminder comes (15 unless you change it); and choose whether **Pilots can change this for themselves**.
- **For yourself** (in the app): **Account → Automatic recording**. Choose **Use organization setting**, **Off**, **Remind me** or **Start automatically**. If your organization doesn't let pilots change it, the organization's choice applies.

Mode	What happens
Remind	A notification before your booked departure. If the phone notices a takeoff and nothing is recording, you also get **Takeoff detected**; tap it to start recording.
Start automatically	Near the departure airport, when your groundspeed passes the aircraft's takeoff speed (45 knots unless your administrator set another speed for that aircraft) for three GPS readings in a row, the recorder starts and you get a notification. Finish with **Stop & save** as usual.



When the app looks for a takeoff (at most 12 hours in all).

> **Taxi-out isn't recorded.** An automatic recording starts at the takeoff roll, so block-out and taxi time before it aren't captured. Check the times at check-in, or tap **Start recording** yourself before taxi.

Location: allow “Always”

To notice a takeoff while the app is closed, the app needs location **Always** (iPhone) or **Allow all the time** (Android). Change it in your phone's **Settings** for the app if you chose something else. Without it, you can still record by hand.

Battery and privacy. The app watches your location only during a booked flight's window and only near its departure airport; at all other times it doesn't. Nothing new is sent to Avistrata until a recording starts, and then it is the normal flight track.

9. Dispatch on the phone

In MRO Tracker Pilot and MRO Tracker Admin, on a flight

Open a flight to change its release after it is released, close or cancel it, record dangerous goods and last-minute changes on the load manifest, and see whether the crew's required training is current. The rules are the same as in the web app.

Amend a release

1. On a released flight, under **Flight release**, tap **Amend release**.
2. Pick one or more fields to change: **Destination**, **Departure**, **Route**, **ETD**, **ETA**, **Minimum fuel**, **Trip fuel**, **Alternate**, **Crew** or **Other**. Each shows the old value; enter the new one.
3. Enter the **reason** (required) and sign.

The release now shows **Amended**. A new ETD or ETA also moves the booking times. The amendment list shows each change (old → new), who added it and who approved it.



A release amendment, from change to approval.

Approve an amendment. An amendment that hasn't been approved yet has an approve button in the list. Tap it and sign; the signature statement reads “I approve this amendment to the release.” Who may amend and approve follows the same rules as the web app.

Close or cancel a release

- **Close release**: for a released or amended release, when the flight is done.
- **Cancel release**: for a draft, released or amended release. This also cancels the booking, so the aircraft is free again.

Pilots, dispatchers, operations control, the director of operations and the chief pilot can close and cancel releases.

Dangerous goods (NOTOC) on the load manifest

While the load manifest is a draft, add any dangerous goods carried. For each item enter the **proper shipping name**, **UN/ID number**, **class or division**, **packing group**, number of **packages**, **net quantity** and **location aboard**, and confirm there is **no damage**. Once the manifest is final, the dangerous goods show read-only.

Mission equipment on the load manifest

If the aircraft has a weight and balance document, the load manifest has a **Mission equipment fitted** section: one line per item with a switch, its name, part number and weight @ arm. Turn on what is fitted for this flight. Underneath is the running total, for example **3 items · 135 lb @ 208.4 in**. After a change it says **Save to update the weight & balance**; save the manifest and the weights and CG are recalculated with the equipment.

- An item that has been retired from the aircraft's list but is still fitted on this manifest stays shown (greyed, “no longer on the aircraft's list”) and stays in the calculation until you turn it off, the same as on the website.
- The equipment list is set up per aircraft on the website: **Aircraft → Weight & Balance → Mission Equipment**.

Last-minute changes

Something changed after the manifest was finalized? On the final manifest, add a **last-minute change**: a short description and the weight added (+) or removed (−). The changes are listed with a running total, for example **Last-minute changes +40 lb → total 3,215 lb**.

Required training in the crew checks

When a flight is booked and when it is released, the crew checks now include **required training**: every required course from the Training module must be current on the flight date. By default an out-of-date course is a **warning**; your organization's dispatch rules decide whether it warns, blocks the flight or is off.

> **Courses and training records are set up in the web app.** The apps show the result of the check; they don't change training records.

10. Messages

In MRO Tracker Pilot, Mechanic and Admin

The **Messages** tab is direct messaging with anyone in your organization. Tap **New message**, search by name or email, and type.

Profile photos

Anyone who has a profile photo set in the web app now shows it instead of their initials: in the conversation list, in people search, in the chat header, next to their messages and in the new-message popup. The Messages list in the web app shows them too. People without a photo still show their initials.

When a message arrives

If a message arrives while the app is open, and you aren't already in that chat, a banner slides in at the top with the sender's photo (or initials), name and the first lines of the message.

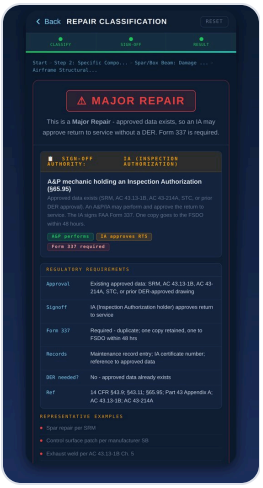
- **Tap** the banner to open the chat.
- **Swipe** it away to dismiss it; otherwise it hides itself after a few seconds.

When the app is in the background or closed, you get a push notification as before.

11. Avistrata FAA

Free · no account · works offline · Tabs: Classify · Saved · About

Avistrata FAA helps anyone classify an aircraft repair as **major or minor** under 14 CFR Part 43 Appendix A, and shows who may sign it off. It needs no account and no signal.



A classification result.

Classify a repair

1. On **Classify**, answer each question: first the component category, then the specific component, then the type of work.
2. The result shows **Major Repair** or **Minor Repair**, the sign-off authority (A&P, IA, DER or repair station), the regulatory requirements (approval, sign-off, Form 337, records) and examples.
3. Tap **Start over** for a new repair.

Save, print or email

1. Tap **Save**, enter what was repaired, the aircraft, who prepared it and any notes, and tap **Save inquiry**.
2. Open it any time from **Saved** (searchable). The number on the **Saved** tab counts only inquiries saved since you last opened it. Tap **Print or email** for **Print**, **Email** or **Share PDF**, a clean PDF record of the inquiry.

> Educational guidance only. Always consult the applicable maintenance manual and a qualified certificated mechanic, inspector or DER. Saved inquiries stay on your device.

Sign it off

A certificated person can sign the classification on the phone. After a classification, tap **Sign**; for a saved one, tap ⋯ → **Sign off**.

1. Fill in **what was repaired** (required), the **aircraft** and any **notes**.
2. Enter your **full name** (required), your **certificate** (A&P mechanic; A&P with Inspection Authorization (IA); Repairman; Repair station; Designated Engineering Representative (DER); or Other) and your **certificate number**.
3. Read the statement: “I reviewed this repair and the decision path shown, and I agree it is a major repair (or minor repair) under 14 CFR Part 43, Appendix A.” Draw your signature with your finger, then tap **Sign and save**.

- **Locked.** The record shows **Signed by** your name in **Saved**, and its details can't be changed. To start again from it, tap **Make an unsigned copy**; the copy is a new record you can edit.

- **The PDF.** Print, email or share a signed record and the PDF includes the statement, your drawn signature, your name, certificate, the date and time, and a **fingerprint** (SHA-256) of the record as signed, so a changed copy can be told apart from the original.
- **Stays on your phone.** There is no account and nothing is sent anywhere. Your name and certificate are remembered on the phone for next time.

> **What a sign-off is, and isn't.** It records your review of the classification. It is not a maintenance record entry or approval for return to service (14 CFR 43.9), and it does not replace FAA Form 337 where one is required. The app shows this when you sign and prints it on the PDF.

12. Ask MRO Insight

MRO Insight is Avistrata's plain-English assistant, in Pilot, Mechanic and Admin. It looks up your organization's own data (aircraft, work orders, task cards, MEL, discrepancies, flights, crew, hangar, airports and frequencies) and only what you're allowed to see. It reads; it never changes anything.

1. Tap the **sparkle** button in the navy bar at the top of any tab.
2. Type your question in **Ask about your fleet, work and flights**, or tap one of the example questions, and send it.
3. "Looking it up…" shows while it works; answers can take up to about 25 seconds.

Examples

When is my aircraft next due for maintenance? | What's the crosswind at KJYO right now? | Which squawks are open on N541VA? | How many task cards are still open on LM-21? | Which work orders are open for Acme Air? | What's on N541VA's current MEL? | Which aircraft are AOG right now? | Which task cards are waiting for QC? | Which flights are planned for tomorrow?

- **References**: an answer can list the records it used as chips underneath. In Mechanic and Admin a task card chip opens that card.
- **History** shows your last 30 questions and their answers; **Clear** starts a fresh conversation.

> **MRO Insight can make mistakes.** Check important details in Avistrata itself, and never use an answer in place of the aircraft's records, a release or an official weather briefing.

13. Help & feedback

In Pilot, Mechanic and Admin, go to **Account → Help & feedback**:

- **Show the welcome tour** again.
- **Guides**: this Mobile Apps guide, the Getting Started guide and the Text Message alerts guide.
- **Email support** (support@avistrata.com; we usually answer within one business day) and the Avistrata website.
- **Report a bug** or **Request a feature**: describe it and tap **Send**. It goes to the Avistrata team with your email, app version and phone model, so you don't need to explain your setup.

In Avistrata FAA, **About** has **Send feedback** and **Contact support**, which open an email.

14. Working without signal

In MRO Tracker Pilot, Mechanic and Admin (Avistrata FAA always works offline)

In a hangar, on the ramp or out at a remote field you often have no signal. The apps keep working: you can still look things up, and most of the everyday changes are kept on your phone and sent for you when signal comes back.

What you can see

Everything you've opened recently is saved on your phone: your flights and each flight's details, briefings and airport lookups, **My status**, expenses, load manifests, task cards and their details, work orders, aircraft, parts and stock searches, and in Admin the **Home** screen, the **Aircraft** screen, **Flights**, **Approvals** and **Messages**. With no signal you see the saved copy, and a bar reads **Offline · showing saved data** (on iPhone at the top of the screen, on Android just above the tabs). Saved copies are kept for up to 14 days. Something you haven't opened before can't be shown until you have signal.

You stay signed in when you open the app without signal. Once signal returns, the app checks your sign-in again in the background (it may ask for your two-step code).

What you can do

App	Works without signal
Pilot	Squawks and trip reports (with photos), trip expenses with receipts (save, submit, recall, delete), post-flight check-in, FRAT answers and **Finalize FRAT**, last-minute load manifest changes, release amendments, and every sign-off you draw with your finger: release, fitness for duty, FRAT approval, amendment approval and load manifest receipt.
Mechanic	Add a work item, sign off a work item or the whole card with a drawn signature, clock in, pause and clock out, and tool check-out and check-in.
Admin	The Pilot and Mechanic changes above, in the Operations and Maintenance workspaces, and changing an aircraft's status.
All three	Sending messages and marking them read.

When you save one of these without signal, the form closes with **Saved on this phone. It'll be sent when you have signal.** Carry on as normal.

The bar and the Outbox

While changes are waiting, the bar shows **N changes waiting to send**. Tap the bar, or go to **Account → Outbox**, to see each change, when you made it and where it's up to. Changes are sent **in the order you made them**, by themselves: when you open the app, when it comes back to the front, and as soon as the phone gets signal. **Send now** tries straight away.

While something is still waiting, a new change waits behind it, even if you have signal again, so things arrive in the right order. They go out within seconds.

> **In the Outbox**
> **Waiting to send**: kept on the phone, will go when it can.
> **Sending…**: on its way.
> **Needs attention**: Avistrata turned it down; read why, then **Retry** or **Discard**.

Needs attention

A change is checked when it arrives, against Avistrata as it is then. If it can't be saved (for example the work item was already signed by someone else, the release has been pulled back, or a tool needs a calibration override), it shows **Needs attention** with the reason, and a red **Needs attention** tag appears on the bar. Anything that goes with it waits too: a squawk waits with its photo. Tap **Retry** once you've sorted it out, or **Discard** to drop it (and the steps that go with it). Nothing else in the Outbox is held up.

What needs signal

Some jobs have to be checked by Avistrata at the moment you do them. Without signal the app says **You need signal to do this.** These are: bookings, dispatch, building and releasing a flight release, editing or finalizing a load manifest, approvals, creating work orders, task cards and customers, voids, issuing stock, signing off with your **PIN** (the PIN is checked by the server; draw your signature instead), and MRO Insight and AI summaries.

How sign-offs and clock times are recorded

- **Sign-offs** made without signal are checked when they arrive, just like one made with signal. The signature's recorded time is when Avistrata received it; the time you drew it on the phone is kept with it as well.
- **Clock in, pause and clock out** count from the time on your phone when you tapped them (up to 24 hours back), so your hours on the card are right even if they're sent later.
- After a clock change or a FRAT answer made offline, the screen may still show the older saved state until the change has been sent.

Signing out

> If changes are still waiting, **Account → Sign out** warns **N changes haven't been sent and will be lost**. Get signal and let them send first (or tap **Send now** in the Outbox). Signing out also clears what was saved on the phone for you.

15. Your logbook

In MRO Tracker Pilot and MRO Tracker Admin

Flights you fly in Avistrata go to your pilot logbook. On **My Flights**, under My status, the **My logbook** card shows flights waiting for you to confirm, your totals and your currency under 14 CFR 61.57.

Confirm a flight

1. Under My logbook, **N flights to confirm** lists the flights from your check-ins. Tap **Review** on one.
2. Check the date, aircraft, route, out / in times and your role. Fill in or correct **Time** (total, night, cross-country, actual and simulated instrument), **Approaches and holds** (for example ILS RWY 17 KJYO), **Takeoffs and landings** (day and night full-stop) and **Remarks**.
3. Tap **Confirm**. Not your flight? Tap **Not my flight**, then **Remove from logbook**; the flight stays in the flight records.

Currency (61.57)

The chips under My logbook show each currency, green when you're current and red when you're not. The same currency is shown on your pilot profile and on flight releases in the web app.

> The full logbook is on the Avistrata website (**Logbook**): ForeFlight import without duplicates, CSV export, and the training device used for an entry. Approaches flown in a training device count toward instrument currency; landings in one don't count toward takeoff and landing currency.

16. On the clock and the Lock Screen

In MRO Tracker Mechanic and MRO Tracker Admin

On the clock

While you're clocked in on a task card, an **On the clock** card sits at the top of **Task Cards**, and on **Home** in Avistrata Admin. It shows **You're clocked in on** (or **Paused on**) with the card number and title, the tail number and the work order, and the buttons **Pause**, **Resume** and **Clock out**. Clocking in on another card pauses the one you were on.

The labor clock on your Lock Screen

The card you're clocked onto also shows outside the app, so you can stop or switch without opening it.

Phone	What you see
iPhone	A Live Activity on the Lock Screen and in the Dynamic Island: the card, tail and work order and the time on it, with **Pause** (or **Start** when paused), **Stop**, and **Switch** to another card you have open on the clock.

Phone	What you see
Android	An ongoing notification, **On the clock · card** or **Clock paused · card · time**, with **Pause** (or **Start**), **Stop** and **Switch to** another card.

- **Pause** stops the clock (paused time isn't logged), **Start** resumes it, **Stop** clocks you out, and **Switch** clocks you in on the other card and pauses the running one.
- Without signal the taps wait in the Outbox and are sent in order, like any clock change (section 14).
- Nothing on the Lock Screen on iPhone? Check that Live Activities are allowed for the app in the phone's Settings.

Today summary (MRO Tracker Admin on iPhone)

Managers can keep the day's numbers on the Lock Screen and in the Dynamic Island. Go to **Account → Lock Screen summary**, turn on **Show on the Lock Screen** and pick the counts you want, such as To do, FRATs to approve, Releases to sign, Sign-offs, Approvals, AOG and In maintenance, and Business Development follow-ups, reviews and closes.

- Three counts are shown big, like a scoreboard, with one row of up to three more as pills underneath.
- The worst come first: anything red (such as an AOG), then counts above zero. When you've picked more than fit, the top line says **+N more**.
- The summary updates whenever you open the app, and shows the time it was last updated.

17. Business Development in MRO Tracker Admin

In MRO Tracker Admin, for people with a Business Development role

If your organization uses Business Development, the workspace menu (section 6) offers it next to Maintenance and Operations. Its tabs are Home, Sales, Cases, Messages and Account.

Tab	What you do there
Home	Your pipeline at a glance: weighted pipeline value, open opportunities and leads, what's due this week (follow-ups, expected closes, next steps), signatures waiting and your work on business cases.
Sales	Leads, opportunities, accounts and follow-ups. Open one to **Call**, **Text** or **Email** the contact, **Log activity**, or **Convert to opportunity** (with an optional expected close date).
Cases	Business cases with their items and tasks, the work assigned to you, and reviews waiting for your signature: open one and tap **Review and sign**.

Super admins can choose **All organizations** to see every organization together. Templates and settings stay in the web app.

18. MRO Tracker Student

For flight-school students and renters · Tabs: Home · Book · Training · Messages · Account

MRO Tracker Student is for schools that use the Avistrata Flight School edition. Your school invites you: you get an email from Avistrata with a link to set up your own login. The link works once and for 7 days; after that, ask the school to send a new invitation. Then sign in as in section 2.

> Version 1.5.2 of MRO Tracker Student for iPhone and iPad is submitted to the App Store and waiting for review. The Android version will follow on Google Play. Until then, your school can show you the web app (section 1).

Book a plane or a lesson

1. On **Book**, choose **Book a plane** or **Book a lesson**.
2. **Day** shows every aircraft and instructor for one day. **Week** shows one aircraft or instructor, seven days side by side. Tap a free half hour to start the booking there.
3. Check the times, pick the lesson (or **No particular lesson**) and tap **Book**. While you book, the app checks the school's booking rules, such as currency, checkouts, endorsements (for example for solo), medical, flight review and prepaid balance, and shows anything that stops the booking. Your instructor is told about the booking.

Your bookings are under **Account → My bookings**. Open one to see it or **Cancel this booking**.

"I'm here"

From 3 hours before a booking, **Home** shows **I'm here** on it, and so does the Lock Screen card (section 19). One tap when you arrive tells the school: your instructor gets a notification and the school's schedule on the website shows ✓ **Here**.

Training, account and logbook

Where	What you see
Training	Your course progress (lessons done of the lessons required), graded lessons to read and acknowledge, and your endorsements.
Account	**My account and payments** (balance and payments), **Logbook**, **Endorsements**, **My bookings**, your profile photo and the **Lock Screen card** switch.
Messages	Direct messages, as in section 10.

19. Next flight on the Lock Screen

In MRO Tracker Pilot (iPhone) and MRO Tracker Student (iPhone and Android)

Your next flight can sit on the Lock Screen, so you see what's coming without opening the app. Mechanics and admins already have their own Lock Screen cards (section 16).

App	What you see
Pilot, iPhone	A Lock Screen card and Dynamic Island with your next flight: a countdown, then the time left while you're flying, the tail and the route. Under it, the one next thing to do, such as **Sign release ... as PIC**, **Complete the FRAT** or **Check in N...**, and counts of flight to-dos, logbook entries to confirm, expenses to submit and currency and medical items, red when overdue. It updates when you open the app or My Flights reloads.
Student, iPhone	A Lock Screen card and Dynamic Island with your next booking: a countdown, then the time left while flying, plus lessons to read, your account balance and course progress, and **I'm here**. Avistrata starts it 3 hours before the booking, even if you haven't opened the app. Home Screen and Lock Screen widgets show your next flight too.
Student, Android	An ongoing notification with your next booking and its countdown, and a **Next flight** widget for the home screen.

- Don't want it? Turn off **Account → Lock Screen card**.
- Add a widget the usual way: touch and hold the Home Screen or Lock Screen, then add the Avistrata widget.
- Nothing on the Lock Screen on iPhone? Check that Live Activities are allowed for the app in the phone's Settings.

20. Booking availability and flight replay

In MRO Tracker Pilot and MRO Tracker Admin (Operations), and on the website

See the aircraft's day before you save

When you book a flight or change a booking, the booking form shows the aircraft's day under the times: the times already booked, and your booking outlined green when it's **Free** or red when it overlaps (**Booked**). If the second pilot or instructor is booked elsewhere at that time, that shows too. Tap the bar to move your booking to another time.

- Clash messages give times in local time.
- If a save fails, everything you filled in stays in the form; fix the problem and save again.

Replay a recorded flight

Recordings from the flight recorder (section 4) can be replayed on the Avistrata website. On a recording in the app, tap **Full replay, charts and exports on Avistrata**; on the website, booking and release windows list the flight's recordings as cards with **▶ Replay**.

- Choose **Map**, **Satellite**, **FAA VFR sectional** or **Terrain**. The aircraft symbol moves along the track, pointing where it was heading, with the part flown so far drawn behind it.
- Follow the aircraft, go full screen, and play at 1× to 60×.
- Altitude, groundspeed and g-load charts move in step with the replay, and exceedances are marked on the map.
- The PDF summary of a recording now includes the flight plotted on a map.

21. Face ID sign-in, profile photo and other basics

In every Avistrata app you sign in to: Pilot, Mechanic, Admin and Student

Sign in with Face ID, Touch ID or fingerprint

1. Sign in with your password as usual (section 2). The app asks **Sign in with Face ID?** (or Touch ID, or fingerprint or face on Android 11 and later). Tap **Use Face ID**.
2. Next time, tap **Sign in with Face ID** on the sign-in page and look at the phone or touch the sensor.

- Your login is kept on the phone in the iPhone Keychain or the Android Keystore, and can be read only after the Face ID, Touch ID or fingerprint check.
- If a new face or fingerprint is added to the phone, or your password is changed, the saved login is removed. Sign in with your password once to turn it on again.
- Two-step sign-in and your organization's sign-in time limits still apply.
- To stop using it, turn off **Account → Sign in with Face ID**.

Profile photo

Add a profile photo in **Account**, from the camera or your photo library. It shows next to your name in Messages and in people lists.

Messages and dates

- **Messages** has a new-message button: pick a person and start a conversation.
- Date and time fields open a calendar and a time picker, with **Cancel** and **Done**.

22. Troubleshooting

I can't sign in

- Use the same email or username and password as the web app. Tap **Forgot password?** to reset it.
- No two-step code? Wait a minute and tap **Send code** again, choose another method, or use a recovery code. Your administrator can reset two-step sign-in if you've lost everything.
- “MRO Tracker Admin is for admins and managers”: use MRO Tracker Pilot or Mechanic instead. “Task Cards isn't licensed”: ask your administrator.

I don't get notifications

- Check your phone's **Settings → Notifications**: the app must be allowed. Focus and Do Not Disturb hold them back too.
- Open the app once after changing the setting so it can register your phone. On Android, also check that notifications are allowed for the app in **Settings → Apps**.
- Check which alerts you've chosen in **My Preferences** in the web app.

Recording a flight

- **Location**: when asked, allow location **While Using the App** (Android: **Allow only while using the app**). That is enough to record by hand: the recorder keeps going with the screen locked. For **automatic recording**, choose **Always** (Android: **Allow all the time**). Turn on **Precise Location** for an accurate track. If you said no, change it in **Settings → MRO Tracker Pilot → Location**.
- You **don't need to keep the app open** on long flights. Lock the phone or use other apps; recording continues and catches up uploads once you have signal again. Plug the phone in on long flights to save battery.
- Mount the phone rather than keeping it in a pocket or hand, so g-loads are right.
- **Automatic recording didn't start?** Check that the flight is booked in Avistrata with you on it, that location is set to **Always**, that notifications are allowed, and that you took off within the flight's window (1 hour before to 3 hours after departure) from the booked airport.
- **Signing out is blocked during a recording** (“Finish the recording in progress before signing out”). Tap **Stop & save** (or discard the recording) first, then sign out.

A change says Needs attention

- Open the Outbox (tap the bar, or **Account → Outbox**) and read the reason under the change. It was made without signal and Avistrata couldn't accept it when it arrived, for example because someone else signed the item first.
- Sort out what the message asks for, then tap **Retry**. If the change is no longer needed, tap **Discard**; anything that goes with it (such as its photo) is discarded too.

It says “You need signal to do this”

- That job can't wait on the phone (section 14 lists them). Move to where you have signal or Wi-Fi and try again. For a sign-off, draw your signature instead of using your PIN.
- “You're offline and this hasn't been saved on this phone yet” means you haven't opened that screen before; open it once with signal and it will be there next time.

I can't approve, amend or see all flights

- Approving expenses, flight times and amendments, and closing or cancelling releases, depend on your role in Avistrata. If a button is missing, ask your administrator.
- **All flights** is in MRO Tracker Admin only, and shows the organizations your Home covers.

Something else isn't right

Use **Account → Help & feedback → Report a bug** and tell us what happened and what you expected.

23. Your privacy

- **Location** is used while you're recording a flight, including when the screen is locked. If automatic recording is on, the app also watches for a takeoff, but only during a booked flight's window and near its departure airport, and sends nothing until a recording starts. The apps don't track you at any other time.
- The **motion sensor** is used only during a recording, to measure g-load. The **camera and photos** are used only when you attach a photo to a squawk or a receipt.
- To work without signal, Pilot, Mechanic and Admin keep the screens you've opened and your unsent changes (the Outbox, with any photos) on your phone, separately for each person who signs in. They are cleared when you sign out.
- The apps show and change only what your Avistrata account allows, and MRO Insight answers only from data you can already see.
- Avistrata FAA has no account and sends nothing; saved and signed inquiries, and your name and certificate, stay on your device.
- Full details: **www.mrotracker.com/privacy**.

> ### Need help?
>
> Email support@avistrata.com or call 703.520.5040. Sign in on the web at https://login.mrotracker.com . Your organization's Avistrata administrator can help with access, groups and permissions.