Crew-Member Guide

Accessing IOCC Workspace

Crew members should access the IOCC Workspace to view their official schedules, submit ADD, DROP and SWAP requests and to see changes in their official schedules.

To do this you must visit info.compassairline.com

This web page will list links for the most frequently used applications that our crew-members need to function out on the line.

To access the IOCC Workspace - Click the link for MyBriefing/Crewlink - it opens https://tsh.iocc.lhsystems.com

NOTE: It may take several minutes to open.
To log into the IOCC Workspace, you will need your Netline credentials.

Your username will be your employee number with “CP” as the prefix. (Note the period after CP)

EXAMPLE: CP.11111
Accessing IOCC Workspace

First time users: You must utilize the “Forgot Your Password” option. Users should receive an email from Netline in your personal email with instructions on how to reset/create your password.

You will receive an email from workspaceadmin@tsholdings.us

Be sure to check your email’s JUNK/SPAM folder for the password reset email.

After you complete the process of the password reset, be sure to close the web browser for the IOCC Workspace and clear the history and cache of your internet browser.

If you fail to receive a password reset email from Netline, you must contact the scheduling department via email or phone and request the Netline administrator to reset your IOCC Workspace password. You may also ask them to verify what email address they have in Netline.

After clicking “Send Password Reset”, you will receive a link in email, please click on the link to set your new password.

User Name: [Input Field]

Cancel | Send Password Reset
Netline Applications

Once you have successfully logged into Netline, you will be presented with “My Applications.”

- My Briefing - Where pilots access the OFP - dispatch releases.
- Crew Information - To check official schedules, update information, and notifications.
- Trip Trading and Open Time Management - For trading, adding, swapping, and dropping.
- Crew Check In - To officially check in for a trip.
Notifications:

By clicking on NOTIFICATION you instruct CrewLink to check for the availability of a new notification for you. If there is no notification, or if there are still changes going on, you will be informed about that circumstance. Otherwise, the notification will be delivered.

It is required that all users first check their notifications prior to checking their official schedules on the DUTY PLAN.
Notifications:
If changes have occurred, you will see an option to confirm the changes to your schedule.

An existing notification is converted into a PDF document, which is presented on screen. Compare the notification ID, which is displayed beside the big CONFIRM button. Click the CONFIRM button if the notification IDs are identical. By doing so, you confirm that you have received the notification.

These ID’s should match!
Notifications:

Once you click the CONFIRM button, the confirmation process will occur and the CONFIRM button will disappear and “Notification Confirmed” will be shown.
Crew Information Application

Things Crews Should Note:

Notifications are automatically checked and can be printed at check-in.

Finished, as well as unfinished, notification items (duty changes) may exist. The notification, which is delivered via CrewLink, contains only finished notification items. Accordingly, the acknowledgment refers only to the finished items, while unfinished items remain in the system.

When the duty plan is retrieved, CrewLink checks automatically for duty changes. If changes have occurred, you may be required to CONFIRM changes before viewing your schedule.

When the duty plan is retrieved, they may be reported as ongoing changes.

(Presently, our system is configured so that notifications and duty plans will not be displayed until all changes have been marked as FINISHED by crew scheduling, and then FIXED CHANGES - checking for legalities, etc.)
Notifications:

The process of making changes is very labor intensive on the scheduling department and takes a lot of time. Typically, any changes to a schedule have to be built for the pilots, then for the flight attendants.

Once a proposed change has been created, an analysis is done by the system to verify if the changes meet the requirements of FAR 117. Once all the changes have been made, and verified to be legal, the scheduling department then publishes the changes to crews. If deadheads or hotels are needed because of the changes, they are then arranged. The process takes time.
Notifications:

The information that is transmitted from the scheduling department to the server takes time. If you receive this message, chances are that your changes have been finalized from the scheduling department, but the server needs to refresh. Wait approximately 3-5 minutes for the changes to take effect, then try to self-notify again. If self-notification has failed, contact the scheduling departments to determine your assignments.
Notifications:
An example of when a duty has been removed from your schedule.

Old Schedule / New Schedule
Individual Duty Plan

To view your official schedule, you must first check for notifications and then select the Individual Duty Plan from within the Crew Information Application.

THE DUTY PLAN IS THE ONLY OFFICIAL SCHEDULE.

Note: Any Schedule viewed from the Trip Trade / Open Time Management Application is NOT official.

Clicking on the Duty Plan opens a dialog which allows you to retrieve your individual duty plan. It consists of two pages.
Individual Duty Plan

To view your official schedule, you must first check for notifications and then select the Individual Duty Plan from within the Crew Information Application.

The Duty Plan is the Only Official Schedule.

Note: Any Schedule viewed from the Trip Trade / Open Time Management Application is NOT official.

Crew Information

Clicking on the Duty Plan opens a dialog which allows you to retrieve your individual duty plan. It consists of two pages.
Crew Information Application

Individual Duty Plan:

You must choose a predefined block month from the option menu.

When you click the GENERATE REPORT button below the BLOCK MONTH option, CrewLink generates the duty plan. If it can be generated, it is delivered on the report page.

Some Special Considerations:

A notification for the period may hinder generation of the DUTY PLAN, which requires the crew member to first view NOTIFICATIONS before the DUTY PLAN can be generated.

If there is an incomplete roster change for the period which you want to get the duty plan, an according message will inform you about this circumstance. In this case, you cannot retrieve the duty plan for this period. You will have to wait until crew control has completed the change.
Individual Duty Plan:

Here is a look at a DEC 2016 INDIVIDUAL DUTY PLAN for a FA line holder based out of STL. You can roll over the image to get more information about each section.
Individual Duty Plan:

Here is a look at a DEC 2016 INDIVIDUAL DUTY PLAN for a FA line holder based out of STL.

Trip - Detailed View

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Individual Duty Plan:
Below is a look at a NOV 2016 INDIVIDUAL DUTY PLAN for a FA line holder based out of MSP.

G) Pay Report - Current projected pay totals as well as any additional credits, such as CBTs, JR MAN pay, and VOLUNTARY OPEN TIME additions.

See More Next Slide:
## Individual Duty Plan:

<table>
<thead>
<tr>
<th>Block Type</th>
<th>Block</th>
<th>Regular</th>
<th>Assigned</th>
<th>Design</th>
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**Additional Summary**

- Projection: 76.00
- Assigned: 0.00
- Design: 0.00
- Payroll: 0.00
- Store: 0.00
- Sick: 0.00
- Vac: 0.00
- Add: 0.00
- Aka: 0.00
- Ave: 0.00

- **GT Add**: FA's only since their OF is at a value of 1.0
- **GT DROP**: Drop calculations that drop below goal limits
- **SWAP DIFF**: Difference due to swaps
- **TRADE DIFF**: Difference due to trades w/ crewmembers

- **Ground Act**: Includes credits for training
- **Soft Cred**: Adjustments to bring reserve daily credits up to the min of 4.00 per day

- **Total Taxed PerDay**
- **Total Net Tax PerDay**
- ** maid Bank as of 07MAR16**
- **Vacation Bank as of 07MAR16**

Adjustments made by crew payroll for additional pay.
Individual Duty Plan:

Special codes will be displayed within the INDIVIDUAL DUTY PLAN. They will be displayed when they have been coded by scheduling, or when they have been received by the system.

- Voluntary
- Landings (Landings that are registered to your account)
- OFC - Office
- TAXI - Taxi Credit
- TVL - Travel Days for Training
- RGS - Recurrent Ground School
Trip Trading and Open Time Management Application

From the IOCC main web page, users should select the “Trip Trading and Open Time Management” Application.

Selecting the APP opens the following application portal.
Trip Trading and Open Time Management Application

Users should perform the following steps to request a trip be added to their schedule from open-time.

1. From within Trip Trading and Open Time Management, switch from the default view of TRIP TRADE to OPEN TIME MANAGEMENT by clicking the symbol in the top left hand corner of the screen.
2. Adjust the calendar view from the default of 2-weeks to 1-month view.
3. Adjust the calendar range to view the proper time period.
4. Minimize the INFO panel.
5. Minimize the MY TRADES panel.
6. Click the drop down icon to open the filter specification area.

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Trip Trading and Open Time Management Application

Users should perform the following steps to request a trip be added to their schedule from open-time.

7. Specify a base to filter (if desired)
8. Specify a time value. (We recommend that if you're looking for trips with value to set the following parameters "0:01 - REMAIN BLANK", if you're looking for a reserve window set the window to "0:00 - 0:01".
9. Select the tower to FILTER your selections
10. Select whichever trip you would like to ADD.
11. Finalize your request by selecting the request to ADD DUTY, and then confirm your selections.

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Trip Trading and Open Time Management Application

Users should perform the following steps to request a trip be added to their schedule from open-time.

NOTE: Only one request can be made for a particular day, multiple requests are not allowed. To delete your submitted request, simply expand the MY OPEN TIME panel.

Select the TRASH CAN icon to delete your request, and confirm the action.
Trip Trading and Open Time Management Application

Viewing Trip Details from within Trip Trade/Open Management

Making a selection on a particular trip will provide an expanded view within the detail options. Selecting the Aircraft Icon expands the trip details below. Double-clicking the trip data will expand the trip details into the DETAILS PANEL directly above.
Trip Trading and Open Time Management Application

Making a selection on a particular trip will provide an expanded view and detail options.

Selecting the Aircraft icon expands the trip details in the AVAILABLE DUTIES PANEL.

Double-Clicking the Trip detail in the AVAILABLE DUTIES PANEL expands the trip details into the DETAILS PANEL directly above.

To toggle between the CALENDAR INFO and the DETAILS INFO, use these buttons.

The options to view trip details are present on the LEFT and the RIGHT side of the management portal.
One is contained within the CALENDAR panel (LEFT side), another within the INFO panel (RIGHT side).
Trip Trading and Open Time Management Application

Requesting a SWAP from within Open Time Management

To submit a request to SWAP an assigned trip for a trip that is available with the OPEN TIME, select the trip that you are currently assigned from within the DUTIES portal.

Then Select a trip that you are requesting to SWAP into from the AVAILABLE DUTIES portal.

Once BOTH trips have been selected, simply submit the request by clicking on the SWAP icon.
Trip Trading and Open Time Management Application

Open Time & Trip Trade - Adding Only Selected Segments

To request only selected segments be added to your schedule, select the aircraft icon from within the AVAILABLE DUTIES portal to expand the trip details. This will reveal the option to select only the segments you wish to add, remove, or swap.

Example of ADDING only 2 segments RDU - JFK - YQB.
Trip Trading and Open Time Management Application

Example of Swapping Segments
Once you have successfully logged into Netline, you will be presented with “My Applications.” To officially check in for your pairing, you will select the “Crew Check-In” Application, or in the crew information window, a selection to “Check-In” will be available.

By clicking the Check-In Application, it is understood you are trying to check in for your pairing.
If it is too early or late to check-in, a denial message will be generated.

If you are within the check-in window, you will see this under the C/I Info tab:
Your name, the crew member's names you are flying with, and status on their check-in.

<table>
<thead>
<tr>
<th>Check-In Time</th>
<th>Check-In State</th>
<th>Departure Time</th>
<th>Airport</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>02Apr 1029 (1629 UTC)</td>
<td>Checked in</td>
<td>02Apr 1314 (1914 UTC)</td>
<td>DEN</td>
<td>3618</td>
</tr>
<tr>
<td>03Apr 1440 (1840 UTC)</td>
<td>Checked in</td>
<td>03Apr 1525 (1925 UTC)</td>
<td>ATL</td>
<td>3684</td>
</tr>
</tbody>
</table>
If it is too early or late to check-in, a denial message will be generated.

If you are within the check-in window, you will see this under the C/I Info Tab:
Your name, the crew member’s names you are flying with, and status on their check-in.
Crew Check-In Application

If it is too early or late to check-in, a denial message will be generated.

If you are within the check-in window, you will see this under the C/I Info Tab:
Your name, the crew member’s names you are flying with, and status on their check-in.

Click “Confirm Check-In” to complete the check-in process.

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After completing the check-in, you can receive a cockpit briefing under the Self Briefing Tab. This briefing will include:

- Flight information (Flight number, Departure Time, Arrival Time)
- Daily Summary
- Crew Information
- Aircraft Information (Including any MEL's at the time of the report)
- Airport Information