



## Frequently Asked Questions

# NINOX DRONE - FAQs

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### Managing your records

#### How do I add an aircraft?


Click on 'Aircraft' under 'My Records' and select 'Add an Aircraft'. Then complete the form and save. Saved aircraft will be available to select in your Drone Plan.

#### How do I update an aircraft?

Click 'Aircraft' (under 'My Records') and select 'Manage my Aircraft'. All your saved aircraft will be listed with the option to update or delete each one. Click the update icon () , edit as required and save.

Note! Updating aircraft details will only take effect with new Drone Plans.

#### How do I delete an aircraft?


Click 'Aircraft' (under 'My Records') and select 'Manage my Aircraft'. Find the aircraft in the table that you wish to delete and click on the waste bin icon () then confirm you wish to delete the aircraft. This will not affect Drone Plans that have already been submitted.

Note! This action cannot be undone.

#### How do I add a Drone Operator to my organization?

Click 'Drone Operators' (under 'My Records'), then 'Manage my Drone Operators', then 'Add a Drone Operator'. On the 'Invite a user' screen select the 'Drone Operator' role and click 'Create invite code'. A unique, time-limited (24hrs) invite code will be displayed, along with a link. You will need to share that link with the Drone Operator and ask them to sign in and click on the link or paste it into their browser address bar. To copy the link, just click on the copy icon (to the right of the link).

#### How do I remove a Drone Operator from my organization?

Click 'Drone Operators' (under 'My Records') and select 'Manage my Drone Operators'. Find the Drone Operator in the table that you wish to un-link from your organization and click on the waste bin icon () then confirm you wish to remove the Drone Operator. Removing a Drone Operator will not affect any Drone Plans that have already been submitted.

Note! This action cannot be undone, however if you need to re-link the Drone Operator later, you can simply issue them a new invite.

#### How do I add myself as a Drone Operator?

Click 'Drone Operator s' (under 'My Records') and then 'Update my Drone Operator details'. Complete the additional Drone Operator details and then you can be invited into the role of Drone Operator from other organizations.

If you are setting up your own organization, then you will have the option to declare yourself as a Drone Operator with that organization on the 'Add organization' page. If you have already created the organization without registering as a Drone Operator, then simply follow the 'How do I add a Drone Operator to my organization' instructions above and click on the invite link that is created (you must still be logged in).

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Drone Plans that are assigned to you will be allocated to your 'Personal' Organization context. Make sure you have selected 'Personal' in the organization drop-down in the main menu, and then view the Drone Plans list.

### [I can't find an aircraft/Drone Operator/Drone Plan I created?](#)

If you are unable to see the correct details you are looking for, please check you are viewing the correct organization context in the organization drop-down in the main menu. If the record isn't listed there, or under any other organization to which you have access, then please get in touch with us via the 'Contact us' details under the 'Support' menu.

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### Managing users


#### How do I add another user to my organization?

Click 'Organization' (under 'My records') and select 'Manage Users'. From the 'Manager my users' page, click 'Add User' and then select the role(s) you'd like the user to fulfil:


**Fleet Manager** - Manages Drone Plans within the organization, including maintaining aircraft and Drone Operator information.

**Org Manager** - Can manage some aspects of the organization, including organization details and users.

**Drone Operator** – Linked Drone Operator s that will be assigned and responsible for flying Drone Plans on behalf of an organization.

Having selected one or more roles, click 'Create invite code' and a unique time-limited (24hrs) invite code will be displayed, along with a link. You will need to share that link with the user and ask them to sign in and paste it into their browser address bar. To copy the link for sharing, just click on the copy icon (  ).

#### How do I remove a user from my organization?

Click 'Organization (under 'My Records') and select 'Manage users'. Find the user in the table that you wish to delete from your organization and click on the waste bin icon (  ) then confirm you wish to remove the user.

Note! This action cannot be undone, however if you need to re-invite the user later, you can simply issue them a new invite link.

#### I/another user has lost the invite link – what do we do?

Just follow the instructions above under 'How do add another user to my organization' and re-start the process.

#### I created an invite by mistake – what do I do?

If you shared an invite link by mistake, then we would recommend you contact that person and ask that they ignore the link. It is time-limited and so will automatically expire after 24hrs.

If the recipient should accept the link, then you can remove them from the organization by following the 'How do I remove a user from my organization' instructions above.

#### I invited a user to the wrong organization – what do I do?

Firstly, remove the user from the mistaken organization by following the 'How do I remove a user from my organization' instructions above. Then, re-invite the user following the 'How do I add another user to my organization' instructions.

#### My invite link is not working.

Please contact the user who distributed your link and ask them to recreate and resend link. If you continue to have problems then please get in touch with us by going to 'Contact us' under the 'Support' menu.

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### Organizations

#### What are organizations?

Creating an organization allows a professional operator to manage a fleet of aircraft and/or Drone Operators and submit Drone Plans on behalf of that Organization. A user can be a member of multiple organizations and have different roles within each one.

The system allows you to view one organization context at a time (i.e., it will filter the Drone Operators, aircraft, users and Drone Plans to the currently selected Organization). This context is set via the organization drop-down in the main menu.

If you are a user with multiple organizations then it is important to make sure that the correct one is set when creating/editing records and submitting Drone Plans. You will also note that there is a 'Personal' option in the drop-down. This is where you will find Drone Plans that have been assigned to you as a Drone Operator.

#### How do I change my organization?

The system allows you to view one organization context at a time (i.e., the Drone Operators, aircraft, users and Drone Plans per organization). This context is set via the organization drop-down in the main menu.

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### Drone Plans

#### How do I create a Drone Plan?

Click 'Drone Plans' under 'My Records' and select 'Add a Drone Plan'. You will need to complete the Drone Plan details form and then submit.

#### I've submitted my Drone Plan – do I have clearance to fly?

Once you have submitted the Drone Plan, the system will review your flight area and Drone Plan data to assess whether an approval is required or not. If flight approval *is* required then a warning will be displayed that you do not have approval to proceed with this Drone Plan. A digital Drone Plan request is created on your behalf and you can track the progress of the approval from your list of Drone Plans.

#### Can I edit a submitted Drone Plan?

Click 'Drone Plans' under 'My Records' and select 'Manage my Drone Plans'. A table will be presented with your list of Drone Plans. Select the Drone Plan you wish to change and click on the edit (✎) icon. Note that if your Drone Plan start time has already lapsed then you will not be able to edit the Drone Plan details, but you can cancel it. Please note that changes will require the Drone Plan to be resubmitted and any approval state is reset.

#### How do I/the Drone Operator request take-off approval?

Ninox Drone provides a mobile application for the Drone Operator in the field to request and receive take-off approval.

When a Drone Plan is submitted, the assigned Drone Operator will be able to view that Drone Plan from within the Ninox Drone mobile application (iOS and Android), under the list of 'Drone Plans'.

Note! The Drone Operator must be logged in to the app with the same user account (email address) to which the Drone Plan was assigned.

Once ready to start the flight, click on the appropriate flight in the list of 'Drone Plans', or tap on the flight area on the map, and then request take-off. A digital take-off request will be generated for you and the response will be received via push notification within the app.

#### How will ATC contact me during the Drone Plan?

Once take-off approval has been issued, ATC can issue instructions and messages to you directly through the app, received via push notification. If you receive an instruction or message then tap on the push notification to view the detail and issue an acknowledgement back to ATC. You will then be expected to adhere to the message/instruction.

#### If I have an operational emergency during flight, what can I do?

The mobile application allows the Drone Operator to notify ATC that a serious situation has occurred that may have resulted in a partial or complete loss of control of the aircraft. If this scenario occurs then – from the map - tap on the exclamation mark icon in the top bar and select the type of emergency. You can also activate an emergency from within the Drone Plan details page by tapping on 'I have an emergency'. If you resolve the situation, then follow the same steps to enter the emergency declaration page and tap 'End emergency' to clear the state.



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[My Drone Plan has been declined and I'd like to know more.](#)

Please use the 'Contact us' details under the 'Support' menu.

### Using the map

#### How do I Zoom in and out?

To Zoom in and out simply use the mouse scroll or the + and – buttons on the bottom right of map. Or if using the mobile app simply pinch the screen.

#### Viewing airspace descriptors?

When using the map simply click/tap on the area /object of interest. This will bring up and airspace information relevant to the area/object you have chosen.

#### Map Filters?

The map allows you to filter by the layers and types of map feature. Click/tap on the filter icon to adjust the filtering. Note the layering in the map (as you zoom in and out) will mean that different filters are available depending on the current zoom scale.

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### Mobile app

#### My Drone Plan isn't listed.

The mobile app will list the Drone Plans that have been assigned to your Drone Operator account. If you have more than one account it's important to make sure you that you are logged into the mobile app with the same account that was assigned to the Drone Plan. You can log out and back in by opening the main menu and tapping 'Settings' and then 'Logout'. You will then be asked to log back in.

If the problem persists then it's worth getting in touch with the organization or fleet manager that scheduled the Drone Plan and checking that you are still the assigned Drone Operator.

If you still require assistance then please get in touch via the 'Contact us' details under 'Support'.

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### Help and support

#### How do I get technical support?

You can use our Drone Operators forum to share experiences and knowledge and request further technical assistance. The link will be available within the Operator Portal from the 'Contact us' details under 'Support', or from the 'Contact us' link on <https://NinoxDrone.no>.

#### How do I get operational assistance?

Operational support details will be listed within the Operator Portal from the 'Contact us' details under 'Support'.

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### Your profile and account

#### How do I update my user profile details?

Click on your username in the main menu and select 'Profile'. Then update the required details and save.

#### How do I update my sign in email and/or password?

To reset your password, please use the 'Forgotten password' link on the sign-in page (note you will need to log out first to do this).

If you need to change your email address then please get in touch with us through the Drone Operator's forum, available under 'Contact us' in the 'Support' menu.

#### How do I delete my account?

If you need to change your email address then please get in touch with us through the Drone Operator's forum, available under 'Contact us' in the 'Support' menu.

#### I have a new device; how can I access my account without MFA?

If you have a new phone/device you may need to re-register for MFA, you will need to reset your MFA. This can be done by contacting [ninox.support@altitudeangel.com](mailto:ninox.support@altitudeangel.com)