LADR AND OPS CONTROL USER MANUAL

V.1.3

LADR RELEASE.5.0.0

Contents

1. Introduction

The Location of an Aircraft in Distress Repository (LADR) serves as a central location for storing and accessing the last known position of an aircraft in distress. The LADR will provide a single point of access to operational users registered in the Operational Control (OPS CTRL) application. OPS CTRL aims to enable:

- access rights to LADR based on organisation user belongs to, and;
- operators, ATS units and SRR units to obtain operational contact details in order to facilitate contact in situations where the safety of the aircraft is in doubt.

The application is developed and hosted by EUROCONTROL, on behalf of ICAO. The URL to the LADR application is https://ladr.eurocontrol.int/ops/frontend

The application allows connecting of users representing operational stakeholders, ICAO and EUROCONTROL. Operational stakeholders must belong to one of the below described groups:

- Airline Operator;
- Air Navigation Service Provider (in LADR are represented via FIRs);
- Search and Rescue Unit;
- LADR Contributor.

Other stakeholders must contact ICAO to express their interest in connecting to the LADR. Currently, access for other organizations is technically not possible, but it may be considered in later releases. State representatives may request necessary data for their State by contacting ICAO Aircraft Tracking (aircrafttracking@icao.int).

The current version of the manual describes LADR version 5.0.0.

2. Prerequisites for Using Application

2.1. ICAO DNA Account

All users must have an ICAO Date Network Aviation (DNA) account to log in to the application. The DNA platform is a centralized gateway to a variety of online services and tools offered to States and the aviation community by ICAO.

The DNA uses a single authentication process to access multiple services, i.e. OPS CTRL, Three-Letter and telephony designator (3LTD), and the website of aeronautical agreements and arrangements (WAGMAR). Each user needs to be authenticated and authorized to have access to the above-mentioned services respectively.

Access to the LADR and authorization of users is managed by the OPS CTRL Directory, therefore an ICAO DNA account will be needed to access LADR through OPS CTRL.

The DNA can be accessed at the following link: https://www.icao.int/safety/OPS/OPS-Tools/Pages/DNA.aspx

2.2. Operating System

For LADR application it is recommended to use:

- Microsoft Windows.

2.3. Browser

The following browser is supported:

- Google Chrome – *Recommended.*

For the recommended browser brand, EUROCONTROL undertakes to investigate and attempt to resolve problems that can be reproduced on the latest stable version of that brand – for any other browser brand or version, issues will be analysed and attempted to resolve on a best effort basis.

2.4. Screen Resolution

The Application will be best used on displays with a minimum screen resolution of 1920x1080 pixels - higher resolutions allowing more space.

Note: The application being web-based, it provides all the services and features brought forth by the Browser, such as *screen refresh*, *printing*, managing views in *windows* and/or *tabs*, etc.

3. Requesting Access to Application

ICAO only authorizes one focal point account for each organisation; the focal point of each organisation will have the right to authorise multiple users within their organisation to access the OPS CTRL.

There are two methods to access the OPS CTRL application:

- Focal point: If you are the administrator of your organisation, you can request to become the focal point of OPS CTRL and receive the rights to update your organisation's information and authorize multiple users within your organisation to view the OPS CTRL directory.
- Authorised users: If you have an organisation focal point and require access to **view** the information in LADR, you may contact your organisation focal point and request access to the directory.

To become a focal point of OPS CTRL a DNA account is required. Once the account has been created, please follow the instructions below:

- To become a focal point of an ANSP, please provide the following information to aircrafttracking@icao.int
  - FIR Name;
  - FIR Location Indicator;
  - Focal point email, last and first name.
- To become a focal point of an Air Operator, please provide the following information to aircrafttracking@icao.int
  - The ICAO Three Letter Designator (3LD);
  - Your official Agency Name;
  - Your radiotelephony call sign;
  - Focal point email, last and first name.
- To become a focal point of an SRR, please provide the following information to aircrafttracking@icao.int
  - SRR Name;
  - FIR Name and 4-letter Location indicator (if available)
  - Focal point email, last and first name

- To become a focal point of a LADR Contributor, please provide the following information to aircrafttracking@icao.int
    - Contributor Name;
    - Contributor Code;
    - Focal point email, last and first name.

4. Procedure to Reach Help Desk for Technical Issues

For the user experiencing technical issues with the LADR application you may contact EUROCONTROL NM CSO Support. Please use the contact details below:

- Phone number: 003227451997
- Email address: nm.cso.help-desk@eurocontrol.int

5. Procedure to Reach Helpdesk for DNA Account, OPS CTRL or Procedural Issues

For the user experiencing technical or procedural issues with DNA you may contact ICAO DNA Support. Please use the contact details below:

- aircrafttracking@icao.int

6. LADR Log In and Log Out

6.1. User name and Organisation Display

You start by entering your credentials on the ICAO DNA login page and clicking on the Login button.

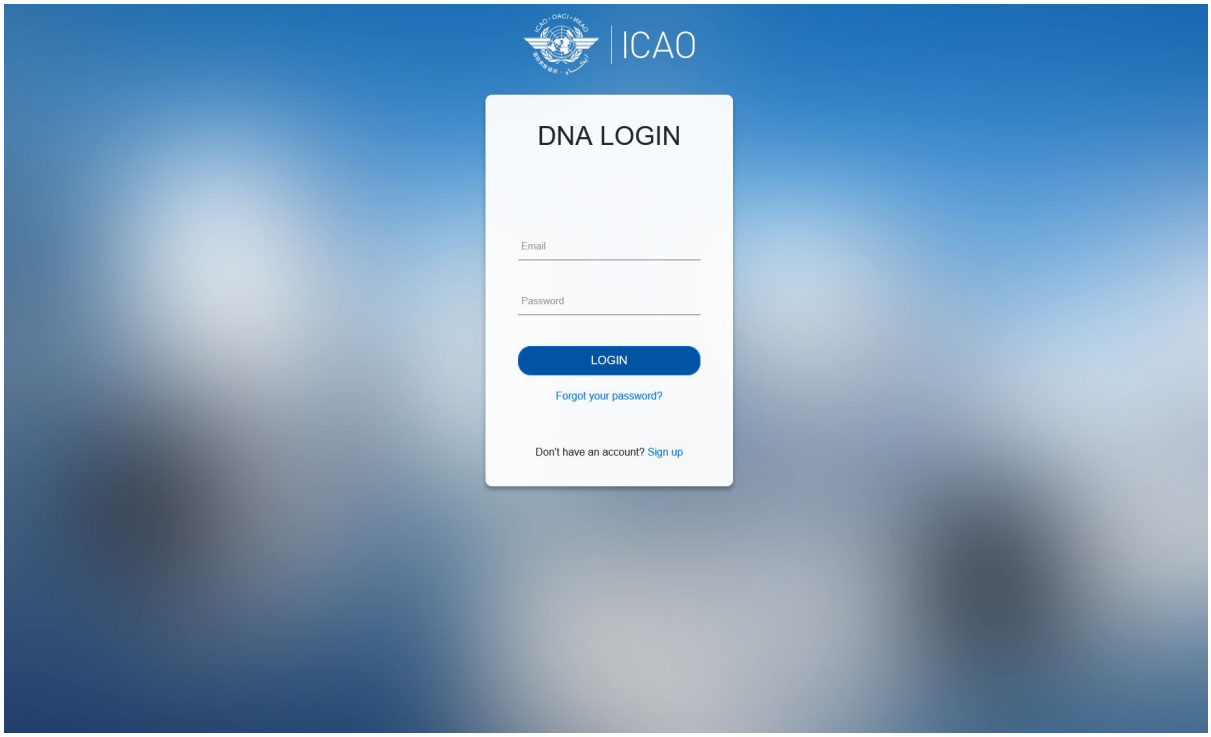

Figure 1. ICAO DNA Login Page

Note. If you do not have account in the ICAO DNA, please refer to Section **ICAO DNA Account**.

After successful validation of the credentials on the ICAO DNA account login page, the LADR application is loaded - allowing to use the pages and information available based on users access rights.

Users typically receive the LADR personal data privacy note link, which is sent by ICAO, before connecting to LADR. Additionally, the privacy note is accessible in the menu of the LADR application (please refer to the Privacy section in the Menu).

Each time you connect to the LADR application, you will be directed to a page displaying the available LADR services and the map view.

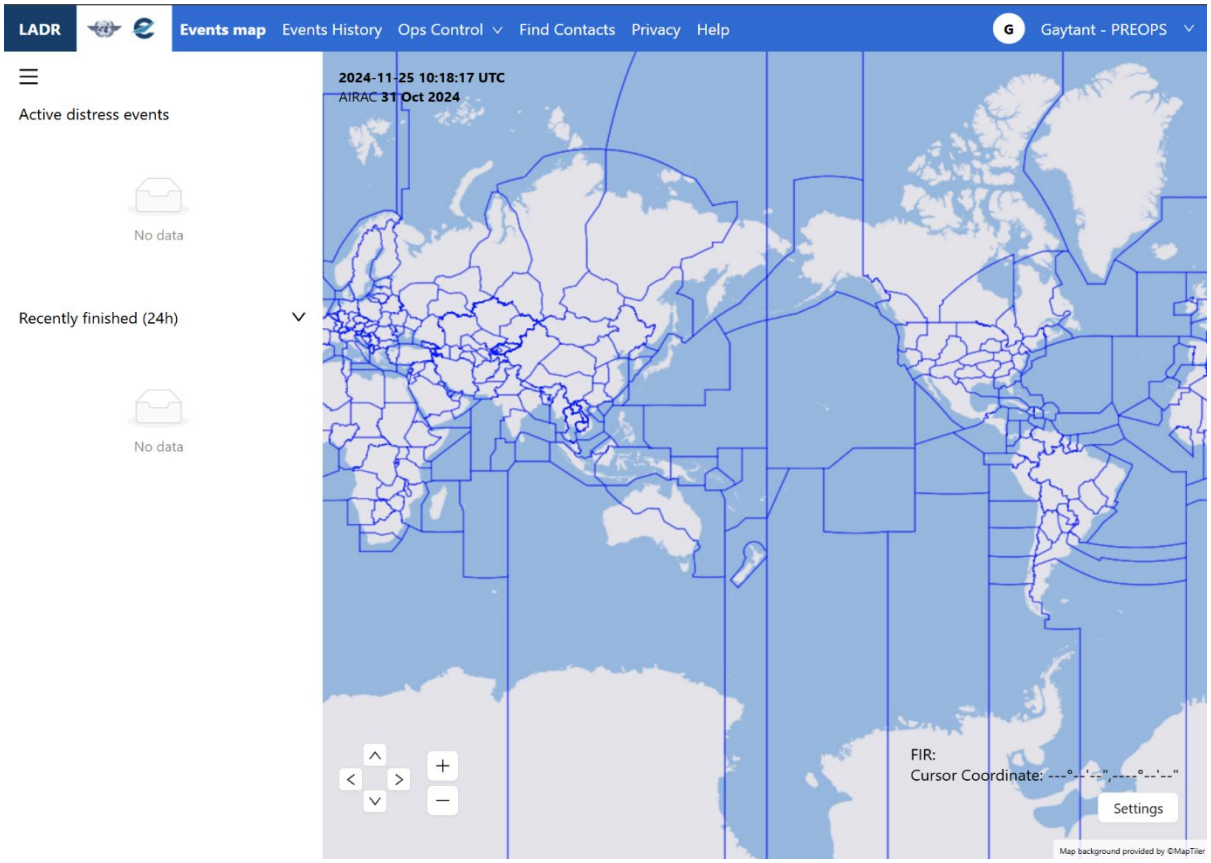

Figure 2. Example of LADR Events Map view

7. LADR Menu Bar

The top LADR Menu bar includes:

- Application menu giving access to available LADR and OPS CTRL services;
- Currently selected page is displayed in **Bold;**
- **User** name;
- Option to sign out.

The figure below shows a screenshot of the LADR menu.

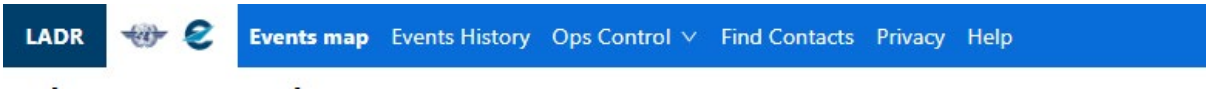

Figure 3. Example of LADR Menu

In the current version of LADR, the functions of the Ops Control have been grouped in the Top Bar Menu. This includes the ICAO Super User Dashboard, Organisation Management, and User Management.

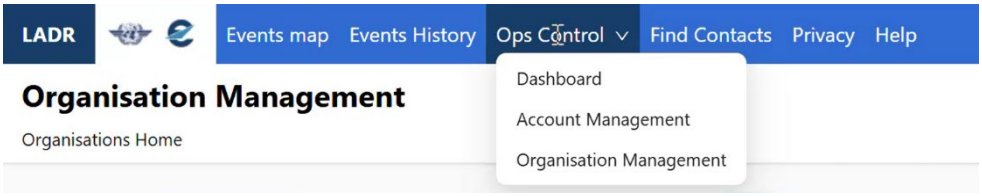

Figure 4. Example of LADR Ops Control Drop-Down Menu

You can see your user credentials as part of the LADR header.

Note. Please note that credentials are displayed based on the information submitted to the ICAO DNA system.

Figure 5. Example of ICAO DNA Credentials in LADR

8. Application Functionality Modules

All users who have valid ICAO DNA account and are assigned to organization shall have access to below screen by default.

- Event Map;
- Event History;
- Ops Control (only visible to Organizations Focal Point)
- Find Contacts;
- Privacy;
- Help;
- User Credentials;
- Log Out.

8.1. Event Map Screen Layout

Event map is the default screen upon launching the application.

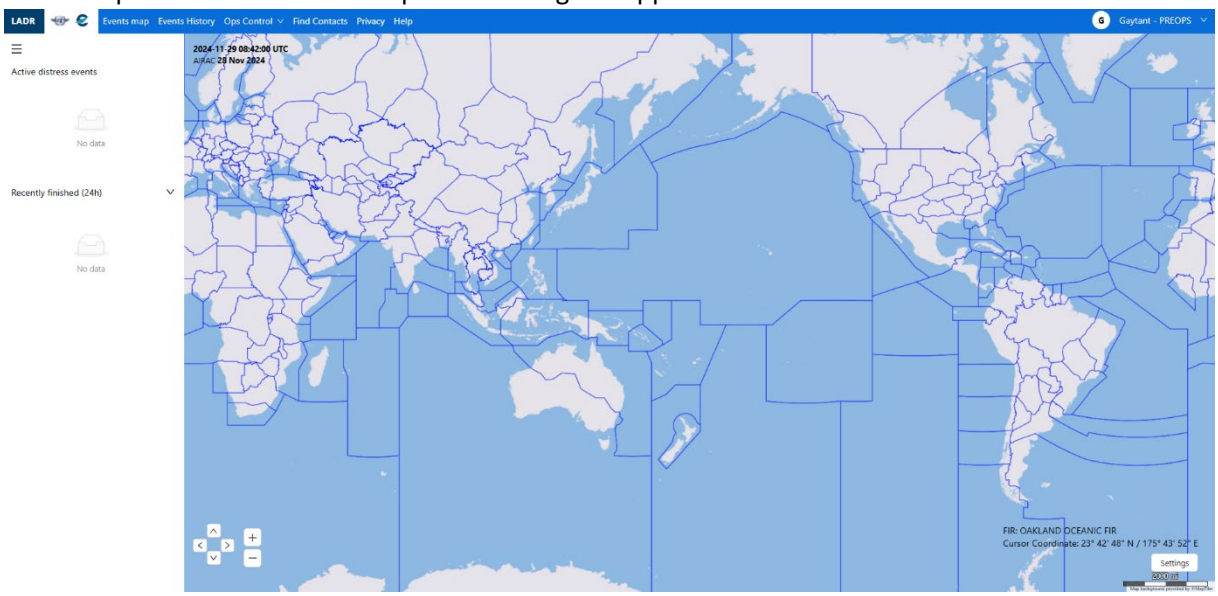

Figure 6. Example of LADR Events Map, with No Active Events

Example of the screen when, there are active events.

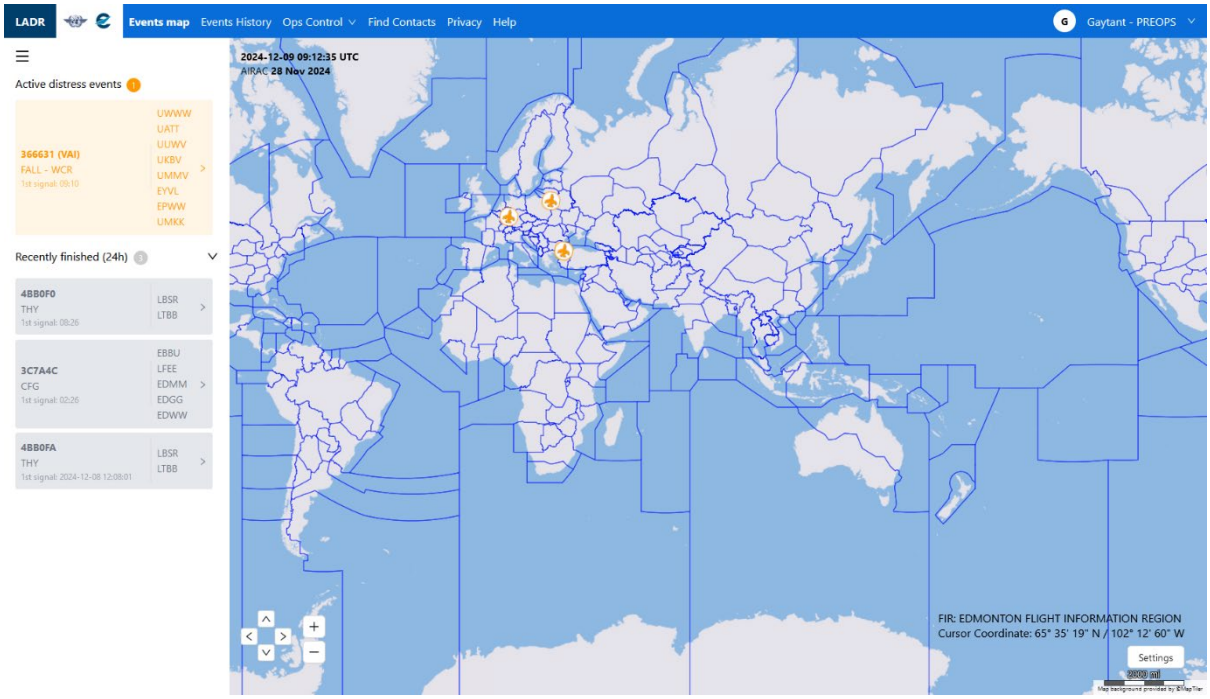

Figure 7. Example of LADR Events Map, with Active Events

The event map consists of three main parts:

- Map view with zoom menu, settings, time display and AIRAC cycle, scale indicator;
- Panel with the list of distress events;
- Panel with the detailed Last Know Position information available.

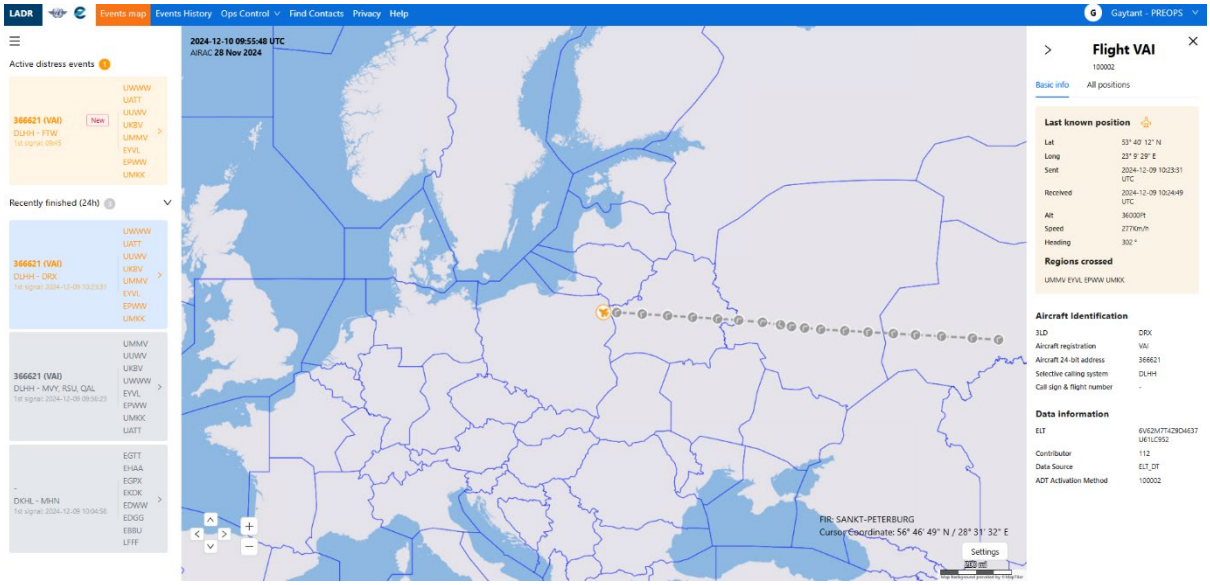

Figure 8. Example of LADR Events Map View

More details about each part are provides in Sections 8.2, 8.3 and 8.4.

8.1.1. Map View

8.1.1.1. AIRAC Cycle and Time Menu

In the event map page of the application, you shall see the time stamp which is the last refresh time by application to bring the latest distress event data. The displayed time shown is in UTM format.

Below the UTC time, you'll find the current AIRAC cycle information applied to LADR. FIR boundaries are displayed based on the AIRAC cycle, and you'll be able to view the specific AIRAC cycle used within the application. Additionally, you can click on any of the FIR zones to view the FIR zone location indicator.

Figure 9. Examples of AIRAC Cycle, UTC Time and FIR Data

8.1.1.2. Settings Menu

At the bottom left part of the Events Map page, all users will find the Settings option. This feature has been developed to support customization for users.

Settings menu allows users to:

- Change FIR boundaries to State boundaries and to Satellite view;
- Map Projection, 2D or 3D map.

8.1.1.3. FIR Boundaries, State Boundaries and Satellite View

By default, the application displays FIR boundaries. Users can switch between FIR boundaries and State boundaries (UN map) and Satellite view using the toggle.

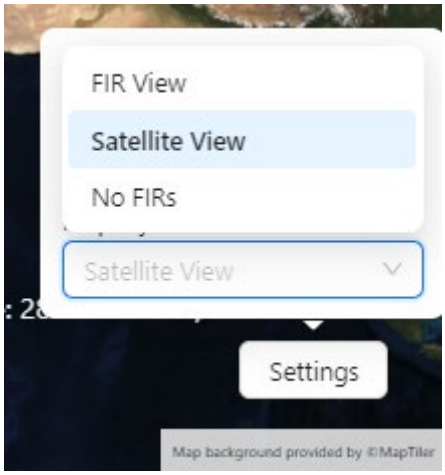

Figure 10. LADR Toggle to switch Map's Background

8.1.2. Map Projection, 2D or 3D Map

The LADR application offers multiple viewing modes. The default mode is 'Centred 0', which means the map displays with the Equator in the centre. Users have the option to change their display by selecting a projection from the menu. Users may also use 3D map (refer to 3D Globe).

Note: Users may save their preferences permanently for the viewing model. Please refer to Section 12 to save changes.

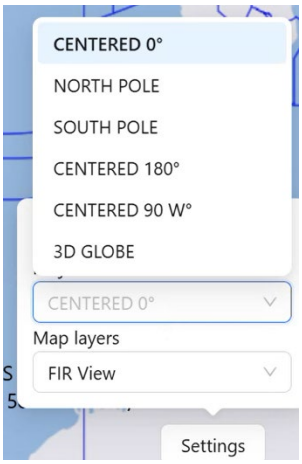

Figure 11. Example of Map Projection Menu

8.1.3. Map Zoom

In order for users to enhance their interaction with the application using the mouse, there is an option to zoom in, zoom out, or move the map. By utilizing these options, users can engage more effectively with specific geographical locations and events, allowing them to view finer details. Additionally, in 2D maps, users can scroll infinitely.

Another option is to utilise the buttons displayed below.

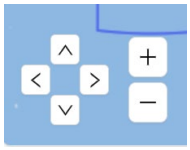

Figure 12. Example of Map Zoom

The scale of the map is indicated on the right side of the screen.

8.2. Distress Event Menu

In the Distress event section (shown on the left side of the event map screen) you will be able to view distress events for your organisation as per below:

- Aircraft Operators - view Distress events associated to their organisation. This is achieved through 3 Letter Designator (3LD);
- ANSP/ FIR - view distress events that occur in the airspace that the organisation represent. Additionally, if a distress event is happening in buffer zone (80 nautical miles) around your organisation's boundaries, you would still be able to view the distress event;
- SRR/ RCC - view distress events from around the world
- Contributor - view Distress events associated to their Contributor Code.

Note – If you are part of more than one organisation, you will be able to see events that qualify for all organizations you are part of.

If there are no active events, no events will be displayed to the user.

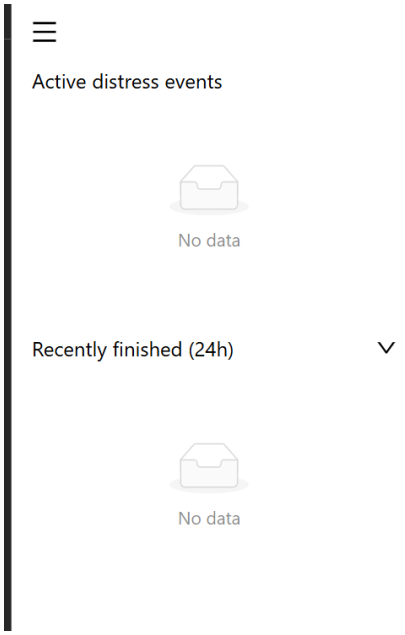

Figure 13: Example of Distress Events Menu When There Are No Events

The Distress Events menu serves as a list of events, providing a quick overview of aircrafts in distress. It includes information about the time of the first signal (the initial distress message received) and the last signal (the most recent distress message received). Additionally, it displays the FIRs that each aircraft has passed through, as well as FIRs within an 80-nautical-mile radius. In this section, you will find all distress events that you are eligible for, which occurred within the last 24 hours (the total number of active events is indicated in the top right corner).

Figure 14: Example of Displaying the Number of Events

An active event is highlighted in orange and indicates that the LADR application has received a message at least once in the last 10 minutes.

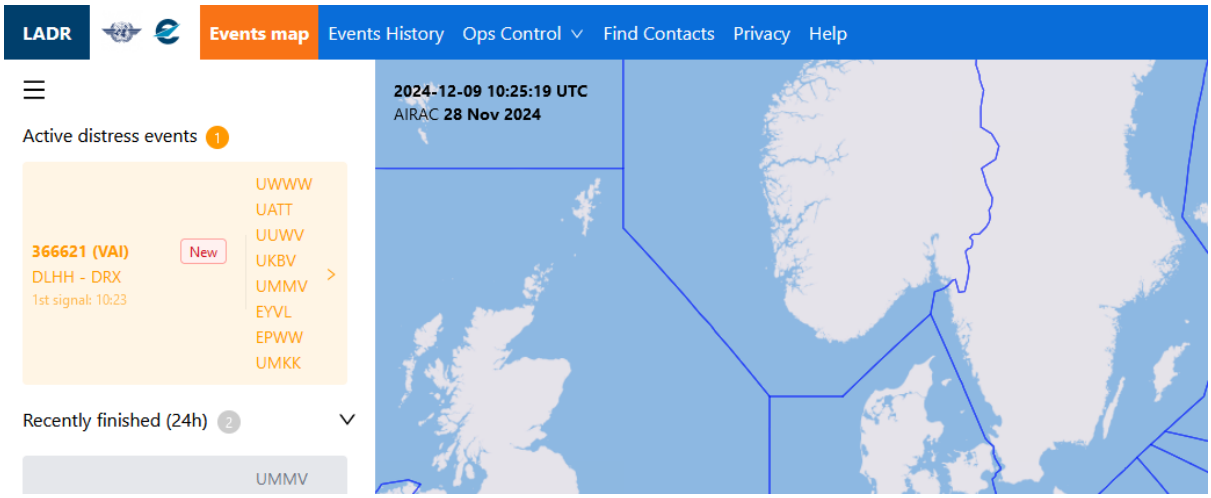

Figure 15: Example of Active Distress Event

Events in the list shown in grey indicate that the LADR system has not received a distress event message from the aircraft in the last 10 minutes and, therefore, are deemed inactive in the system.

All events are arranged in descending order based on the last message received.

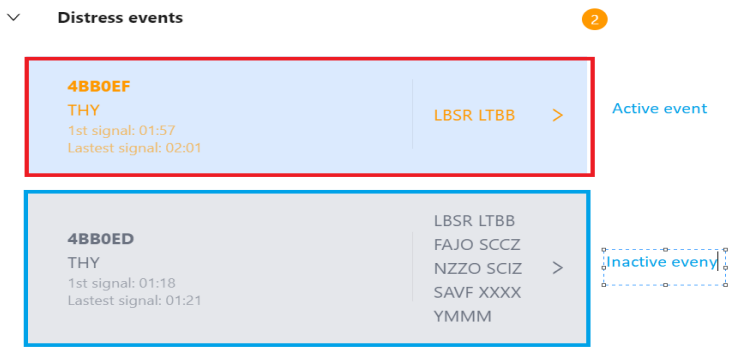

Figure 16: Example of Events with No Signal in the Last 10 Minutes

8.3. Viewing a Distress Event

All messages received by LADR will be correlated to distress events, based on the particular aircraft identification information (aircraft registration, aircraft 24-bit address or other details) received by LADR.

When you open the application, you'll find all distress events listed under the 'Distress Events' menu (ref. Section 8.2), they will also be displayed on the map, represented by Dots (if no heading provided) or Aircraft icon (if heading is available pointing the direction of movement).

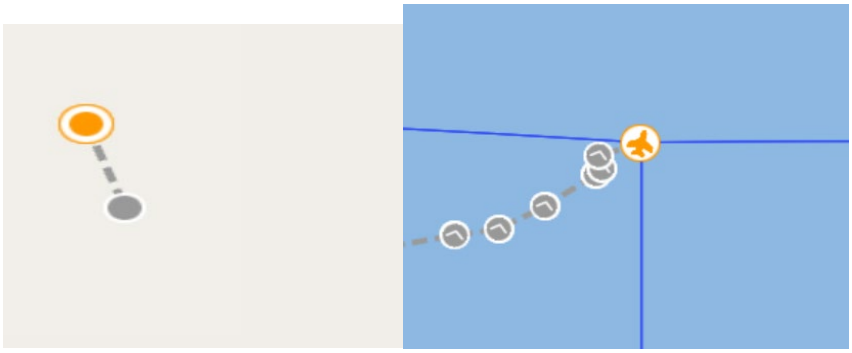

Figure 17: Examples of Last Known Positions Displayed on the Map (1. without heading; 2. with a heading provided)

Clicking on either the event in the menu or its corresponding Dot/Aircraft icon on the map will automatically focus on the event, displaying its distress event path based on received distress messages.

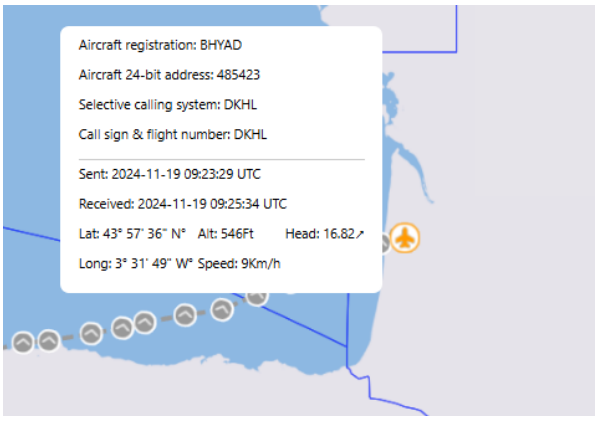

Figure 18: Example of Distress Event Path and Pop-up Message with Details

Note: Additional details, including all information received by LADR on the distress event and each message received, can be viewed in the right-hand menu. For more details, please refer to Section 8.4.

If an event is located near the North or South Poles, a popup message will appear, allowing you to change the projection for better viewing of the distress event.

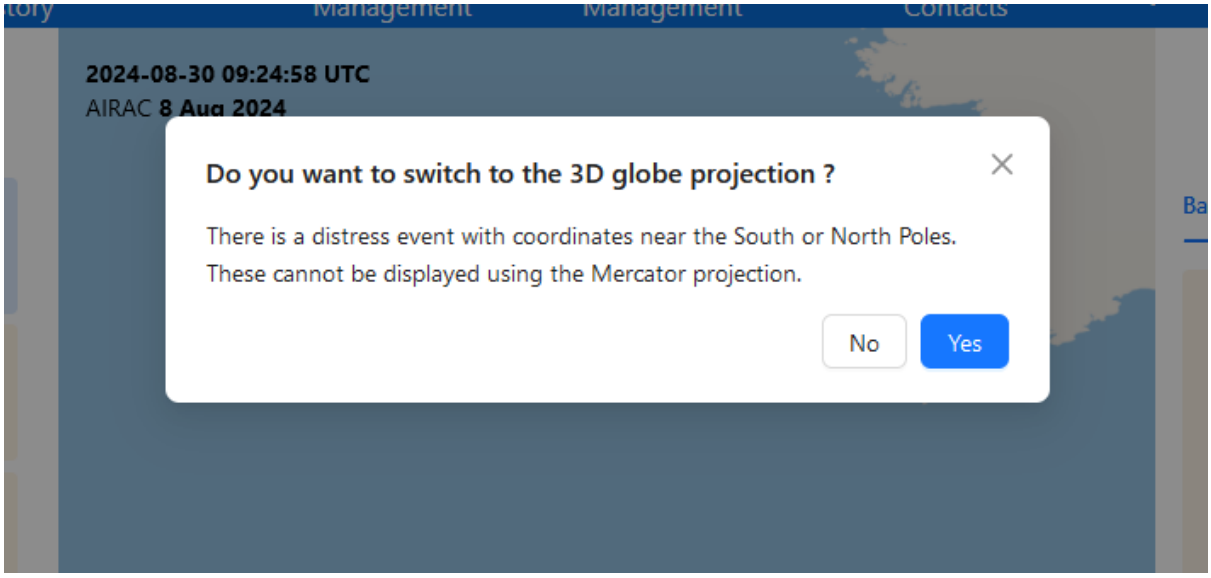

Figure 19: Example of a Pop-up Message for an Event Close to the North or South Poles

8.4. Distress Event Details

The system allows users to view detailed information about the last known position (LKP) in a single panel on the right side of the screen. At the top of the panel, under the LKP section, users can find details of the most recent distress event message, including the geographical position and the time the message was sent by the aircraft and received by the system. The panel displays Altitude, Speed heading and other information when system receives it. As those details are optional, there is possibility that these details are not available in LADR.

Section “Aircraft Identification” shows identification details of the aircraft and airline received as part of the distress event message.

In the “Data Information” section, the user can retrieve the Contributor Name, Data Source, ADT Activation Method, and ELT as provided by contributors. Please note, if the data was not made available to LADR, the field will be left blank.

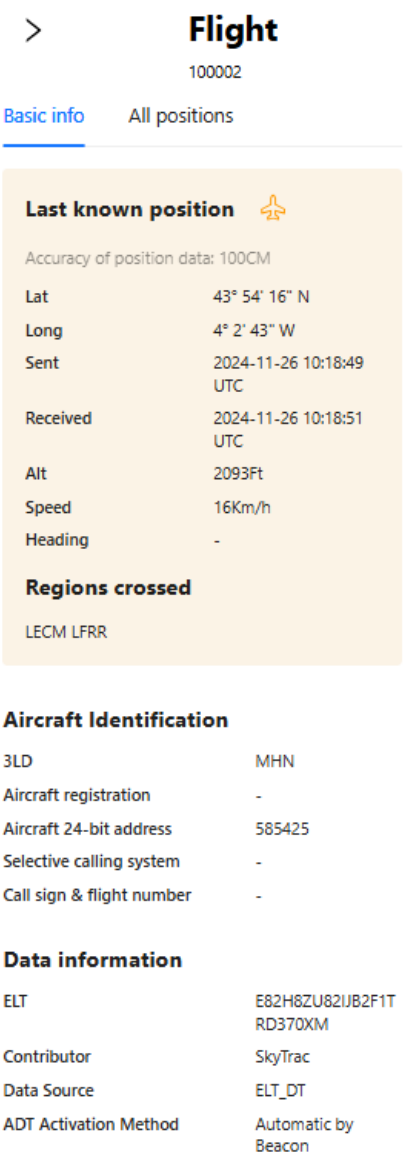

Figure 20: Example of a Distress Event Details

8.1. All Positions

In order to provide additional details related to an event, users are provided with an option to navigate to All Positions tab and view all messages associated with the event:

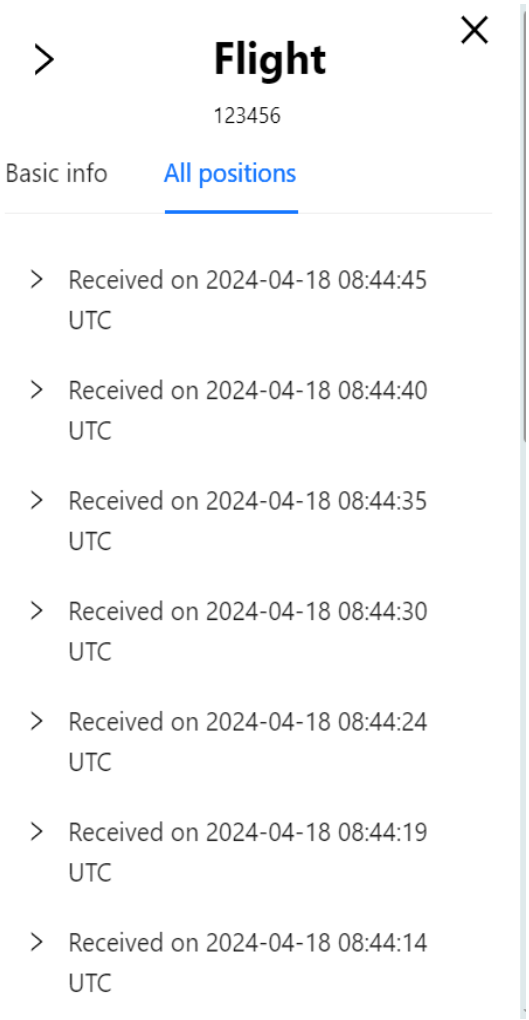

Figure 21: Example of All Positions Tab

8.2. Event History

The Event History menu provides information on current events and those that occurred within the past 30 calendar days (current date minus 30 days), based on your organization assignments. This feature is designed to display only events relevant to you.

When you navigate to the 'Events History' screen, by default, you'll see current ongoing events and those from the last 24 hours. If you wish to view events older than that, you can utilize date range search criteria. Additional criteria can be used such as Aircraft 3LD and LADR Location Indicator.

By clicking on extensive search, you can add up to 3 new filters (Aircraft Registration, Aircraft 24-bit Address, SELCAL).

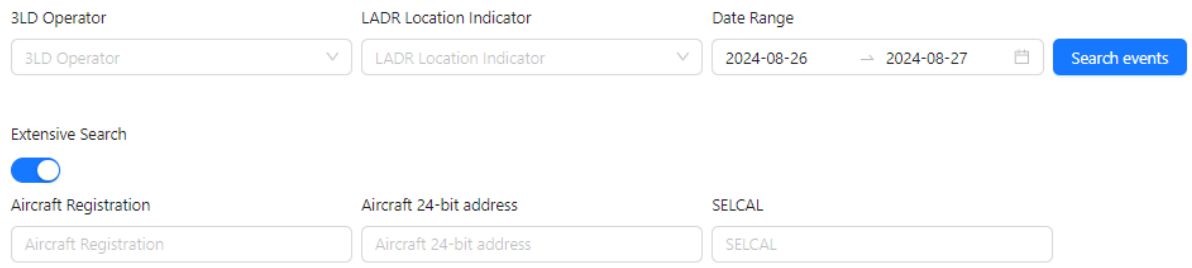

Figure 22: LADR Event History Page Search

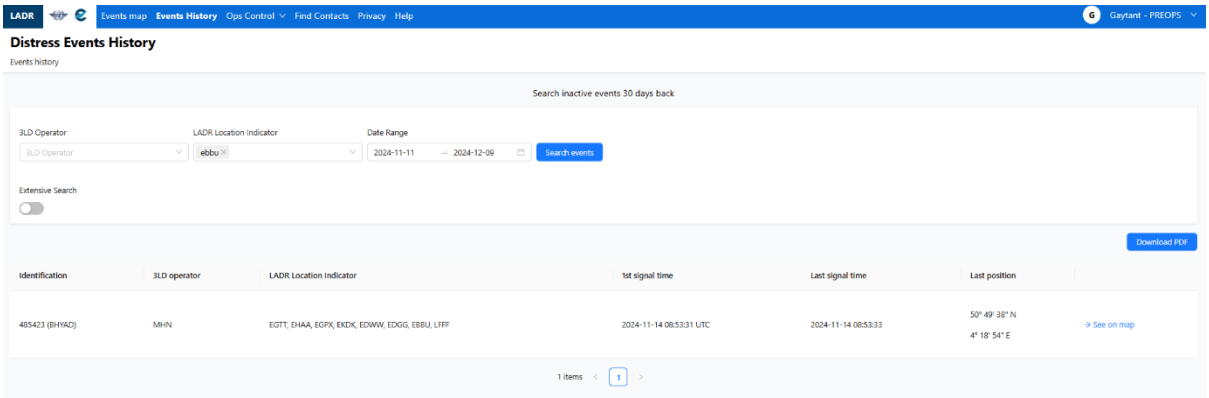

Figure 23: LADR Event History Page Example

In case if the user views the History menu and there is an active event, the event is displayed with the orange background and has a link to the Event map menu (→ See on Map). Unactive events have a white background, they can also be viewed on the map Event map menu (→ See on Map)

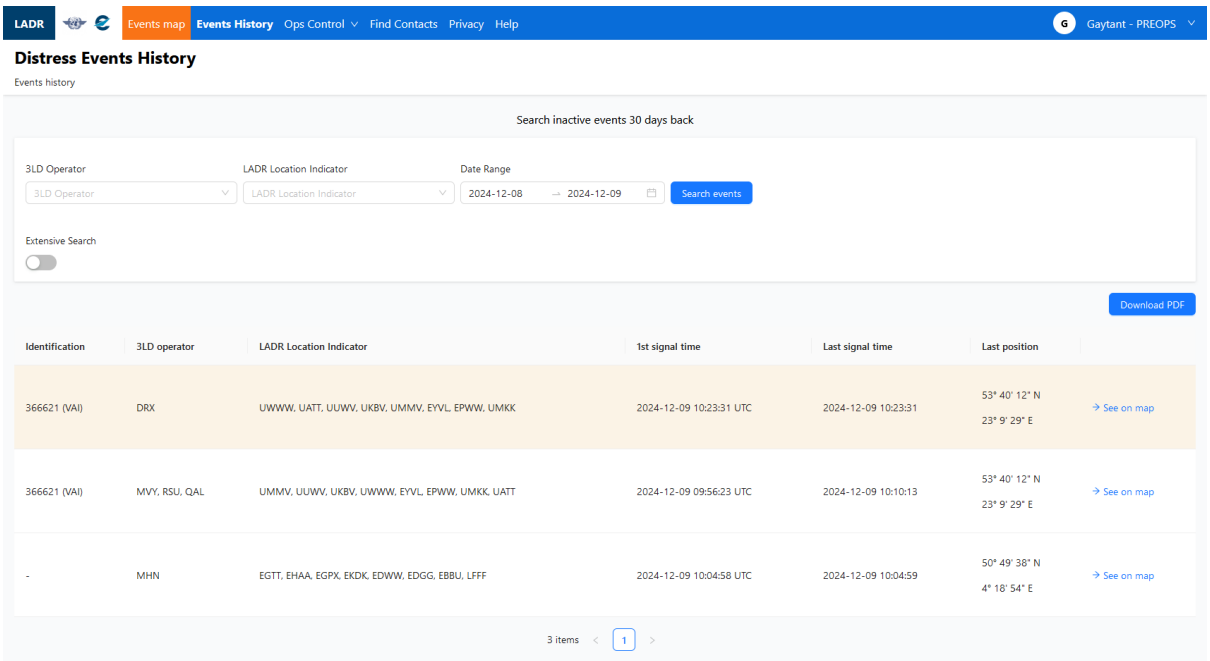

Figure 24: LADR Event History Page Example with Active and Inactive Events

If you wish to download the list of events, please click the "Download PDF" button, which will generate the list for you in PDF format.

9. Notifications

The LADR application offers an option to send notifications for distress events that require your organisation's attention. Organizational contacts subscribed for notifications will receive these alerts via email. Organizational contacts need to be added by the focal point by creating sub-organisations (i.e. OCC, ACC, RCC). Please see the details in the 11.1.1 section of Sub-organization on page 18-19.

Please **Note** that focal points and authorized users will not receive any email notifications to their email addresses for distress events, however, they can view the distress events through event map tab. Notifications will be sent to the Operational Contact Details saved under sub-organisations.

You can receive notifications for events that align with your viewing rights, as established within the Ops Control by the ICAO Super User. These notifications will be sent for each event upon receiving the first distress message to the operational contact details of the organisation.

Note: For organizations based on FIR (Flight Information Region) access, notifications will be sent to your organization when the first messages are received within 80 nautical miles of the FIR or within your FIR border. If the event starts more than 80 nautical miles away from the FIR, the organisation will not receive a notification.

To set up notifications, Focal Points of Organisations can use Organisation Management top bar menu (notification set-up is only available to the Focal Points of Organisations):

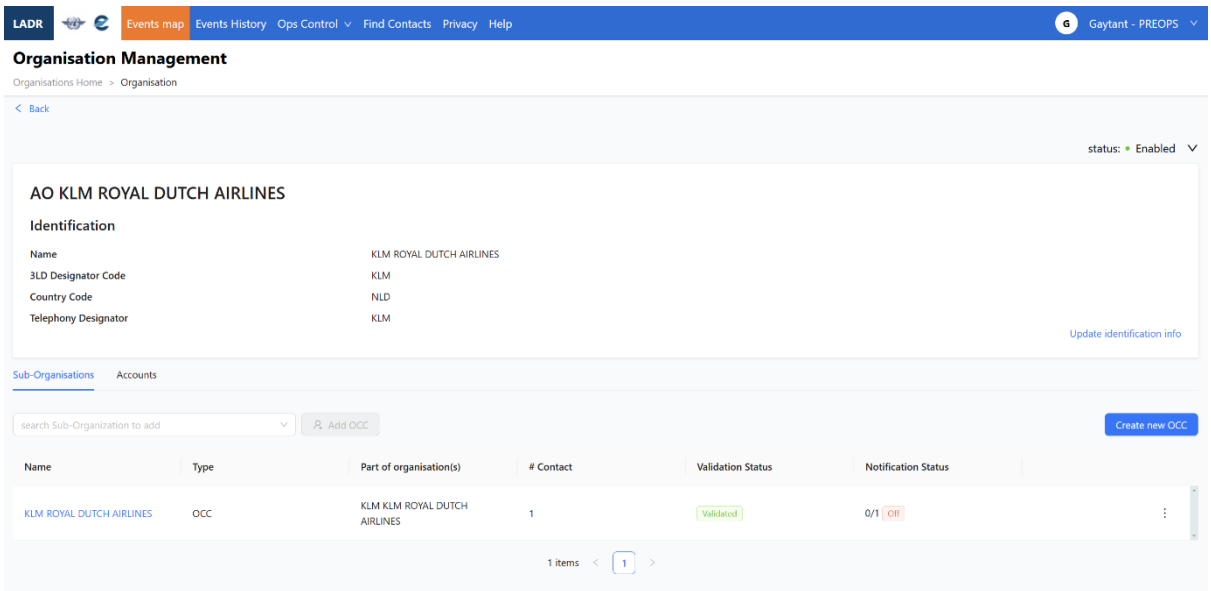

Figure 25: LADR Ops Control Organisation Management Page Example

Email notifications for distress event are sent to contacts that are set up under your organisation in the Sub-Organization section within Ops Control. LADR provides you with an option to receive notifications only when you choose to. You can manually enable this setting in the Notification field by pressing 'Turn On.'

The Email Notification Function is available to AO, FIR, and SRR types of organisations.

Note. Your organisation will receive emails from <<ladr.notifications@ladr.eurocontrol.int>>, it is possible that your organisation policies and procedures might potentially move these emails to junk. This is a responsibility of organisation to check email settings and make sure it is possible to receive emails from above mentioned email address. Please do check your junk folders in case you don't receive emails.

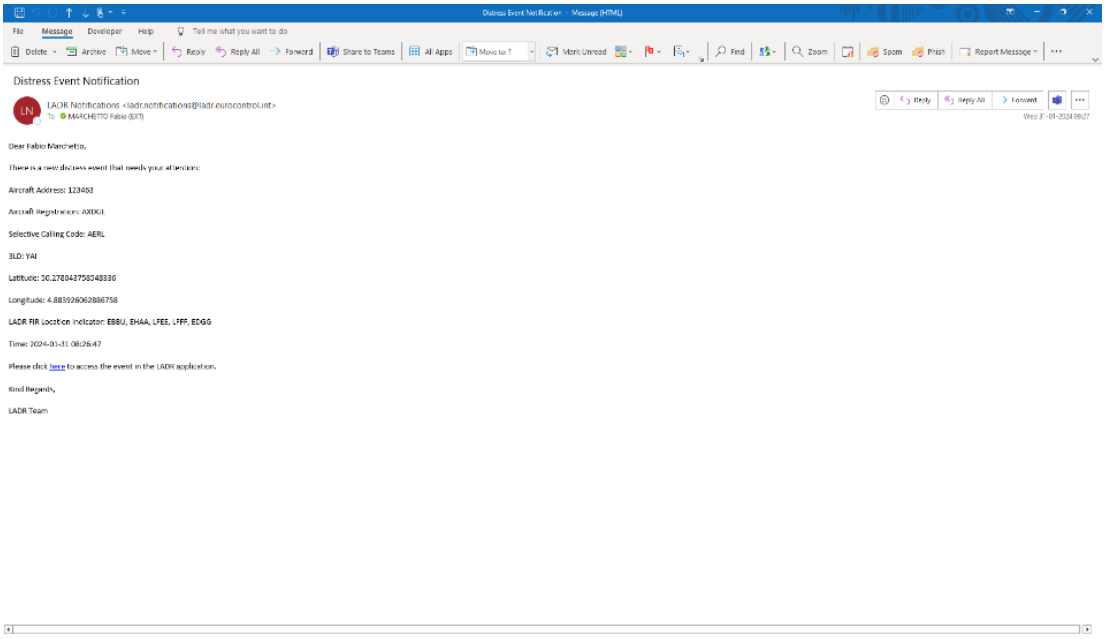

Figure 26: LADR Email Notification Example

Users connected to the LADR application will also receive web-notifications represented by a red dot on the left-side panel in the list of the events.

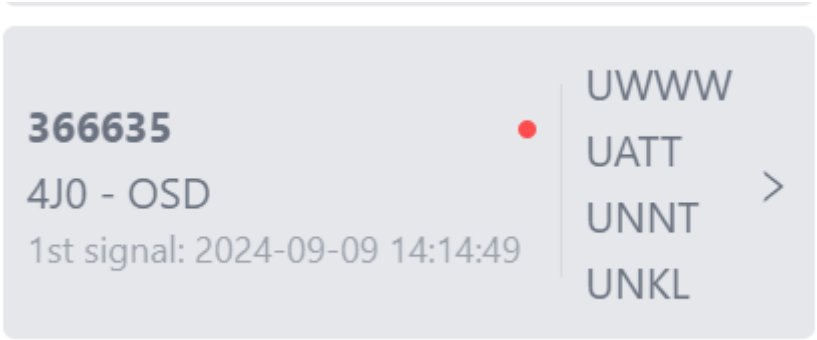

Figure 27: LADR Web-Notification Example

By clicking on the event, the user acknowledges that the event has been seen. Once the event is clicked, the red dot will disappear.

10. Find Contacts

The purpose of the Find my Contacts Module is to provide relevant operational contacts to the users. The search field allows users to search for organisations based on:

- name of organization,

- 3LD code, or
- Location Indicator.

Application also allows users to narrow the search by using filters on organisation types.

By Design system allows users of FIR and SRR organisations to view contacts of every organisation. Operators can view contact information of FIRs and SRR organisations.

Find contact panel also allows users view “their” organisation and to view contact details saved in the OPS CTRL.

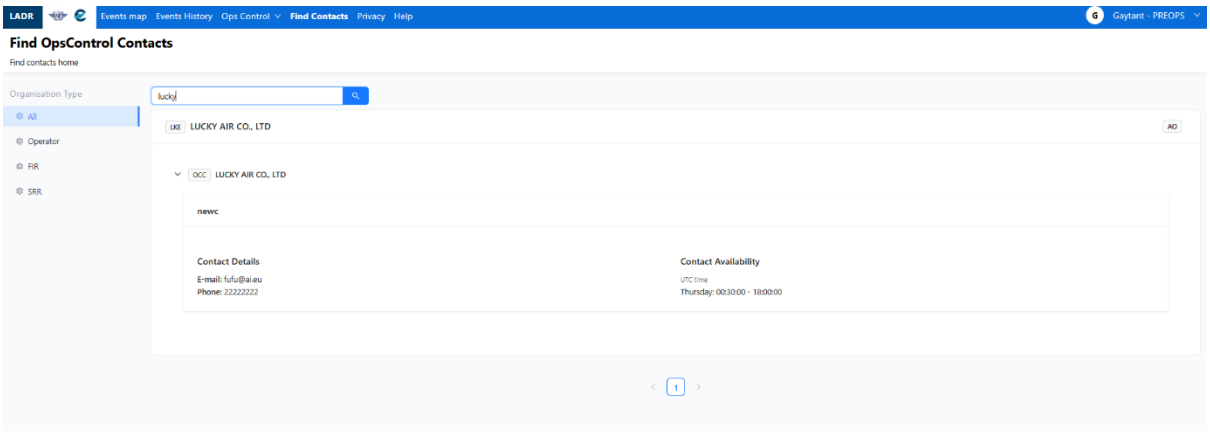

Figure 28: Find Contacts Page Example

11. OPS CTRL Module

OPS CTRL Module is only available for ICAO and Organisation Focal Point.

OPS CTRL acts as access management tool for LADR. It is used to manage users, organisation, sub-organizations and contacts to ensure users of LADR application access the relevant data and necessary contacts associated to distress event messages to notify and display distress events. Since OPS CTRL is crucial, managerial access is limited to one user per organisation who is identified and designated as Focal Point of the organisations.

Focal Point is responsible for managing users and contact information of their organisations, the details of the modules available for Focal Points are described below. Focal Point can manage one or more organisations. Users may also be part of one or more organisations. Each organisation can have maximum one Focal Point. In case if the organisation doesn’t have a Focal Point, the actions required can be performed by ICAO Super User.

When a focal point changes the role of the user or organisation to which the user is assigned, both the user and the focal point will receive an email notification.

11.1. Organisation Management

Focal Points of all organisations have access to the Organisation Management via the top bar menu.

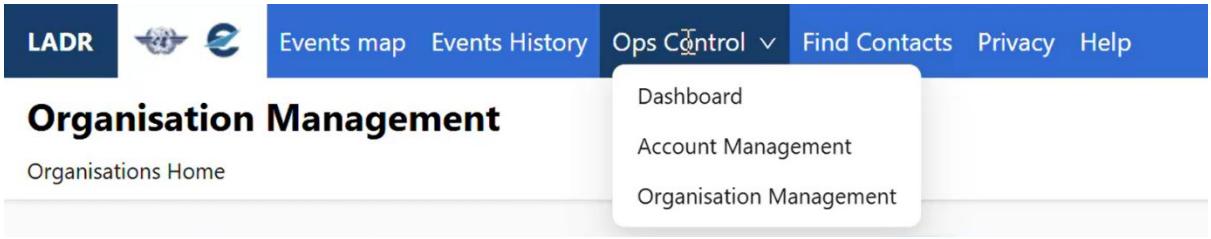

Figure 29: Ops Control Module

Flight Information Regions (FIR), Search and Rescue Region (SRR), Airline Operators and Contributors are the organisation permitted in OPS CTRL. These organisations hold users who will be viewing distress events based on data setup for each organisation.

Airline Operators are associated with an ICAO allocated 3 letter designator (3LD). ANSPs are associated with a flight information region (FIR). RCCs are associated with a SAR region. Contributor are associated with a contributor code.

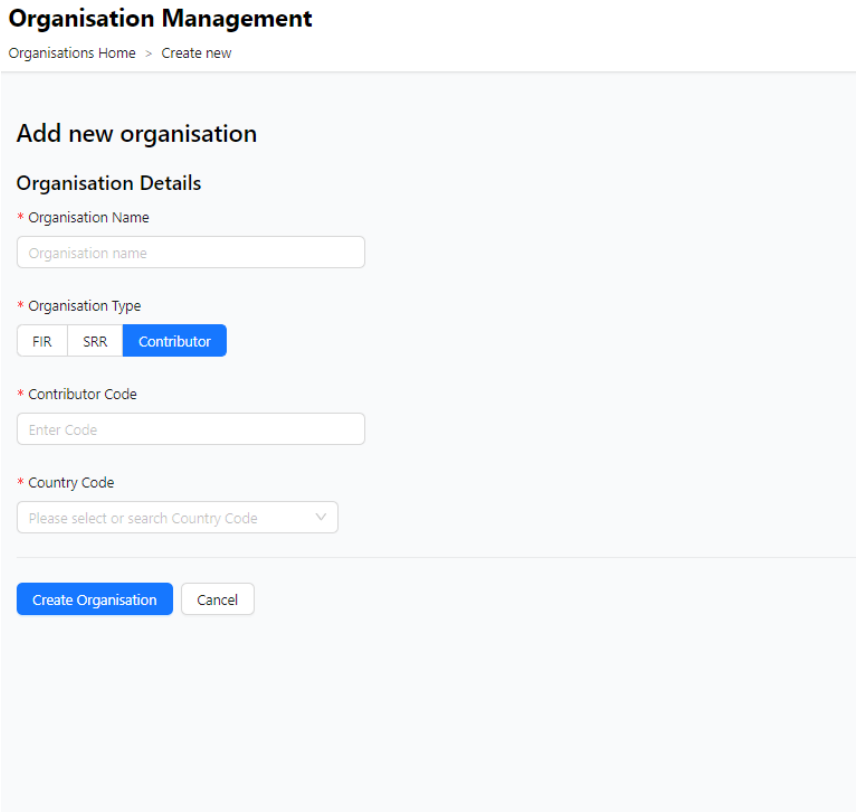

Figure 30: Example of Organisation Management Page to Create a New Organisation

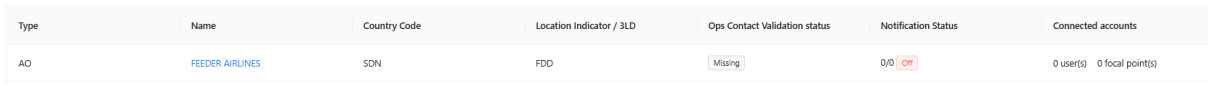

Figure 31: Organisation Management Page with AO Organisation Type Example

Type	Name	Country Code	Location Indicator / 3LD	Ops Contact Validation status	Notification Status	Connected accounts
FIR	ATLANTICO	BRA	SBAO	Missing	0/0 Off	0 user(s) 0 focal point(s)

Figure 32: Organisation Management Page with FIR Organisation Type Example

Type	Name	Country Code	Location Indicator / 3LD	Ops Contact Validation status	Notification Status	Connected accounts
SRR	Lolo Airways	AGO	Unknown	Missing	0/0 Off	0 user(s) 0 focal point(s)
SRR	SSRTEST	FR	Unknown	Missing	0/0 Off	0 user(s) 0 focal point(s)

Figure 33: Organisation Management Page with SRR Organisation Type Example

Type	Name	Country Code	Location Indicator / 3LD	Ops Contact Validation status	Notification Status	Connected accounts
CONTRIBUTOR	Ladr Contributor	BE	111	Missing	0/0 Off	1 user(s) 0 focal point(s)
CONTRIBUTOR	testContri	AFG	KLM	Missing	0/0 Off	0 user(s) 0 focal point(s)

Figure 34: Organisation Management Page with Contributor Organisation Type Example

In LADR, SRR users, by default, will view all events. To receive notifications for desired FIRs, SRR Focal Point should choose FIRs 4LDs in the field “LADR FIR Location Indicators”.

When clicking on the Organisation Management screen, the user is directed to the list of organisations within their access rights.

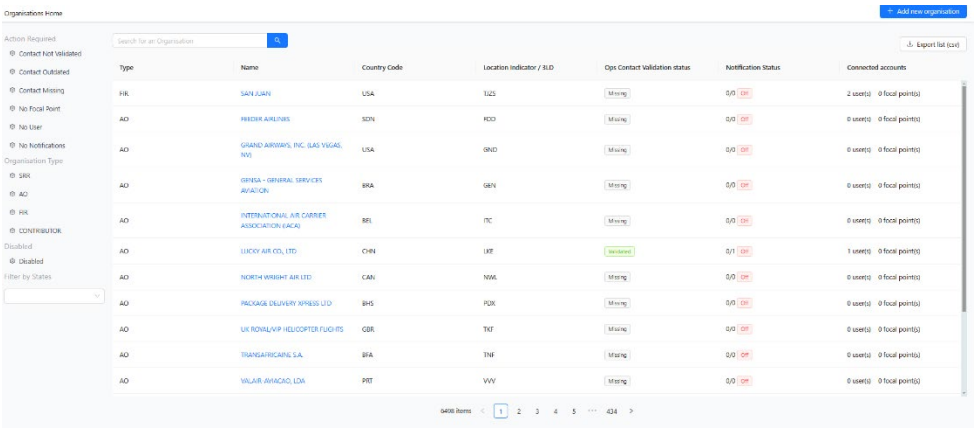

Figure 35: Organisation Management Page with a List of Organisations

The Focal Point may search for organisation by name, Location Indicator,3LD.

The page also provides several filters, such as:

- Action Required: contact not validated, contact outdated, contact missing, no focal point, no user, no notifications;
- Organisation Type: SRR, AO, FIR, Contributor;
- Disabled: disabled organisations
- Filter by State: state to be selected from the dropdown menu.

The Focal Point and ICAO Super User may also download a list of organisations as a CSV file.

Currently Organisation Name, Organisation type and Country Code are mandatory while creating organisations. ICAO admin will be responsible for adding any organizations (i.e. the operator, FIR, SRR,

Contributor). The focal point should contact ICAO Super User (aircrafttracking@icao.int) if any organisation information needs to be updated. For Operator organisations, the organization is automatically created in LADR, when information to create 3LD is provided to ICAO. The AO Focal Point cannot modify the organisation or its associated details. Only updates or changes made through the ICAO 3LD system will be reflected in LADR.

Figure 36: Organisation Management: Operator View Screen

Figure 37: Organisation Management: ANSP View Screen

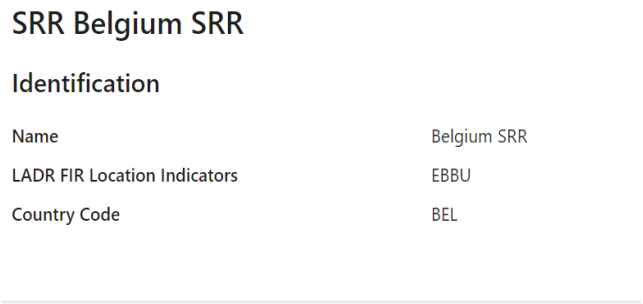

Figure 38: Organisation Management: SRR View Screen

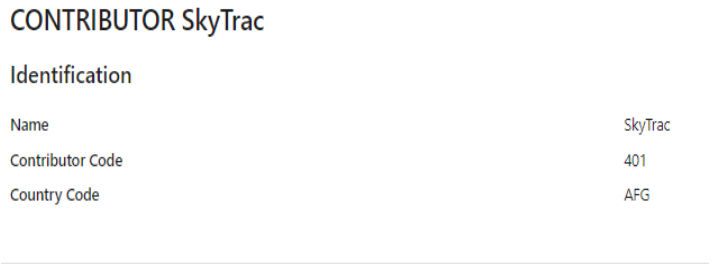

Figure 39: Organisation Management: Contributor View Screen

For LADR viewing rights:

- Operators view information based on 3LD;
- ANSPs and RCCs based on the LADR FIRs available in the LADR map (referred to as the LADR Location Indicator in the Ops Control Organization Set-up page);

- Contributor view event based on their contributor code.

11.1.1. Sub-organisation

To better reflect the current organisation setup, OPS CTRL system is designed to support sub-organisation(s') under an organisation. Based on Organisation type system supports sub organisation, an Operator has OCC, an FIR has ACC and SRR has RCC.

The contributor organisation doesn't have any sub-organisations attached to them.

Each sub organisation (i.e. OCC, ACC, RCC) will support one or more operational contacts. As a Focal point you can change the contact information of your organisation on the level of sub-organisation.

- Add contacts: click the name of the sub-organisation, then click the "create new contact" button to add any contacts,
- Update contacts: click the "Update contact" button to update the contacts,
- Delete contacts: click on the button Delete.

Contacts play a crucial role in alerting your organisation during distress events (LADR notifications are sent to the email contacts saved on the level of sub-organisation). The contacts saved under sub-organisations are visible to other organisations in the section of the Contact Details and may be used during the destress event. OPS CTRL system permits you to setup contacts for specific days and time should that be reflecting your organisations procedures and working hours.

It is also possible to unlink a sub-organisation from an organisation in the organisation detail page.

The toggle under the Notification title allows Focal Points to turn notifications for distress events **on or off.** Please note that when the notifications toggle is set to 'off,' the LADR will not send notifications for distress events.

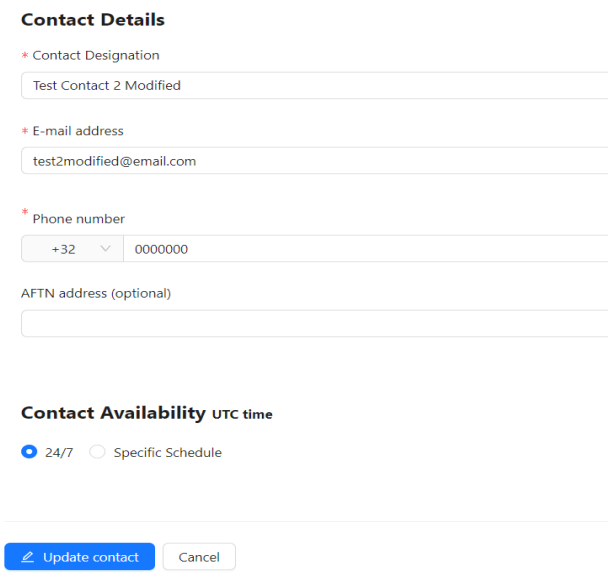

Figure 40: Sub-Organisation Management: Contact Details Page

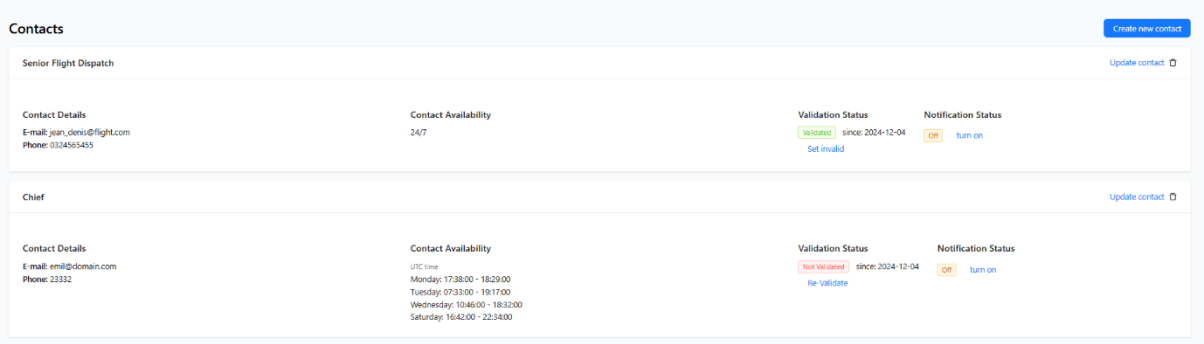

Figure 41: Sub-Organisation Management: Contact Details Page with an Example of Notifications ON and OFF

11.2. Account Management

Account Management is another area that is available only to Focal Point and aims to provide a possibility to the Focal Point to manage users of their organisation. Here Focal Point can see the details of individual users, authorise users, create preauthorized users (those without DNA account) and update some of the user's contact information. Focal Point can add users to their organisation. In addition, Focal Point can view all the organisations that user is part of and based on the focal point's rights she/he can remove user from one or more organisations (only for those that they are the focal point).

In the Account Management, Focal point can update user's phone number. As User's name, surname and email address is used for manging user access to application (ICAO DNA Login ID), the LADR system does not permit updating the name, the surname and the email address. Issues related to the name, surname and email address usage should be reported to ICAO DNA support.

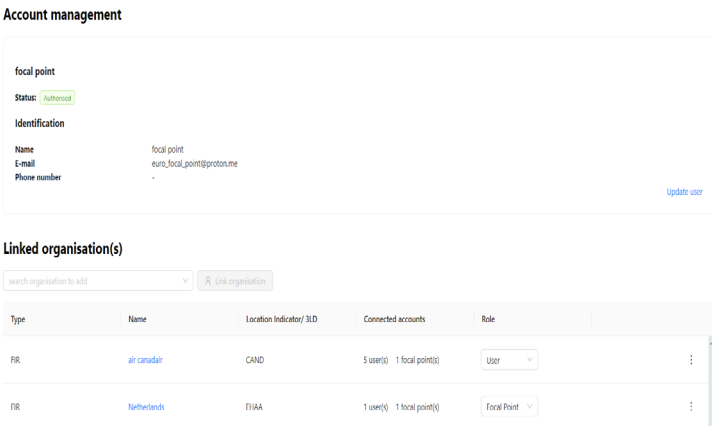

Figure 42: Ops Control Account Management Example

In case if the user doesn't have yet an ICAO DNA account, LADR Focal Point can set-up a Pre-Authorised user in OPS CTRL. You can click on Add new user from home screen and enter the email address, the system will create a Pre-Authorised User Account. As long as a user does not create a DNA account, their status will remain as Pre-Authorised.

Note. It is important to ensure that the name, surname and email address added to the Pre-authorized User Profile match the details used for the ICAO DNA account set-up. If the email address, name or surname do not match, the user will not be granted access to the LADR application.

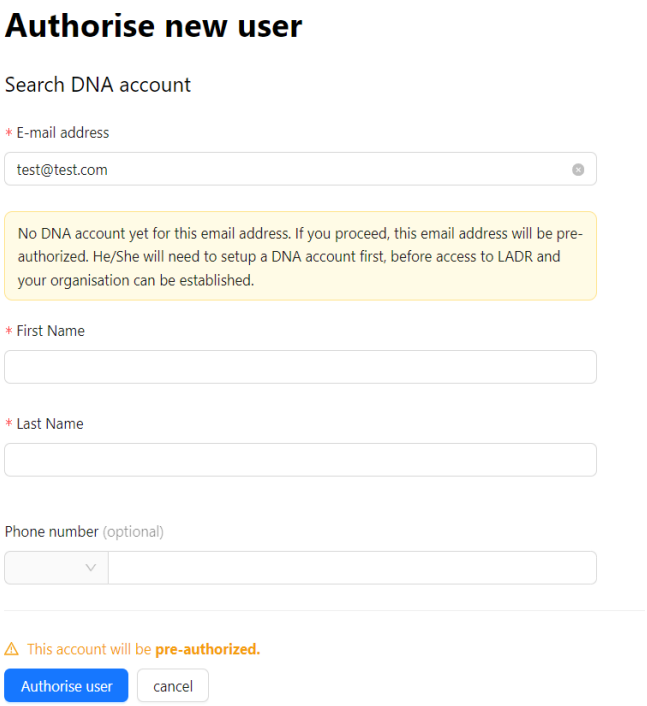

Figure 43: Ops Control Authorise New User Page Example (no DNA account)

If the user already has a DNA account, the message on the page will indicate this information. Consequently, the user can be directly added to the organization and granted access to LADR. Once the user has a DNA account and is added to the organization, the user's status will become Authorized.

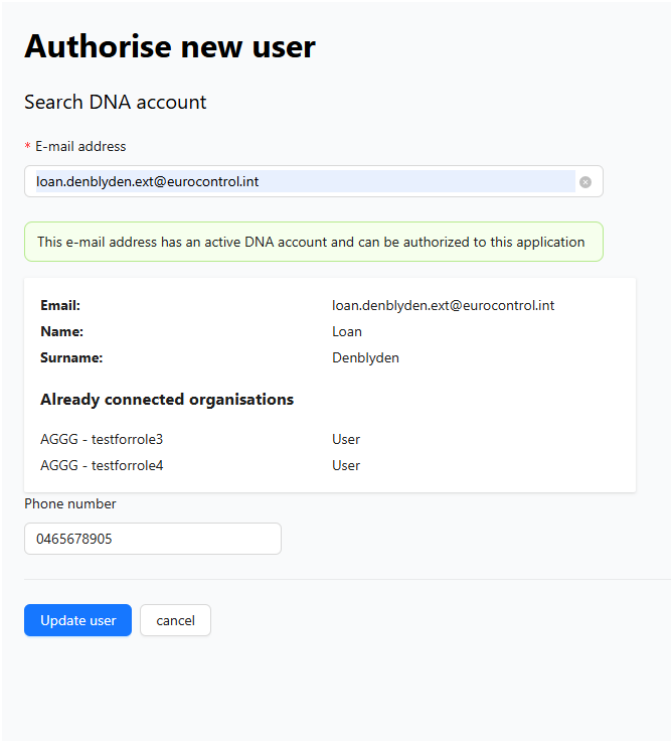

Figure 44: Ops Control Authorise New User Page Example (user with an active DNA account)

If Focal Point would like to remove a user from organisations list, they can deactivate a user in the LADR by clicking on the Status and selecting the “Deactivated” option in Account Management.

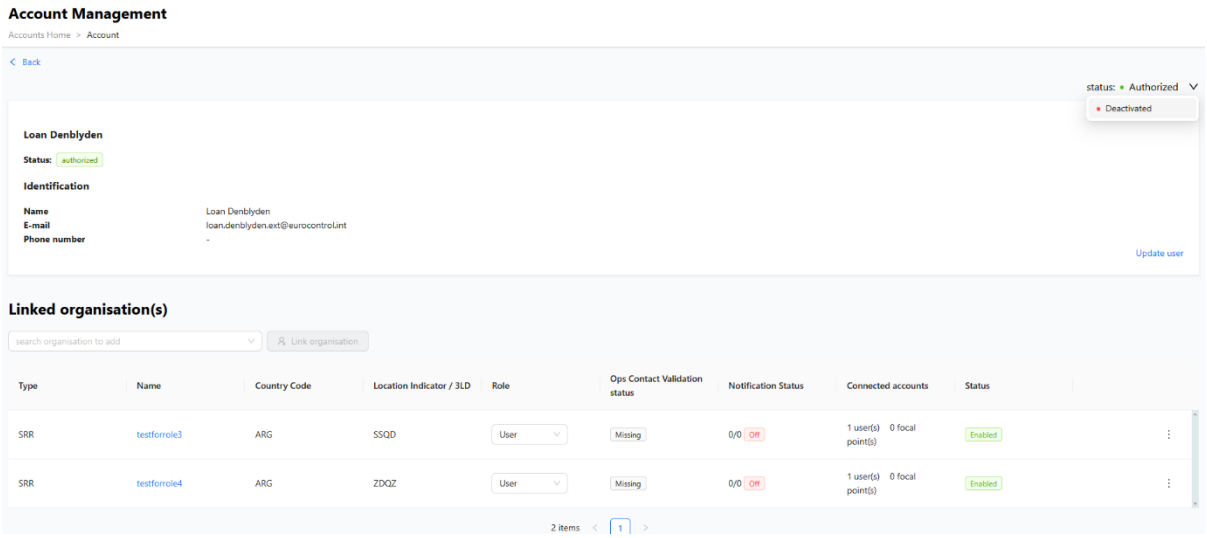

Figure 45: Ops Control Example of User Deactivation

Note: On the Organisation Management page, it is also possible to add users to the organisation by clicking on “Accounts.” The Focal Point will need to directly provide the email address of an authorised user and click “Add User,” linking them to the organisation.

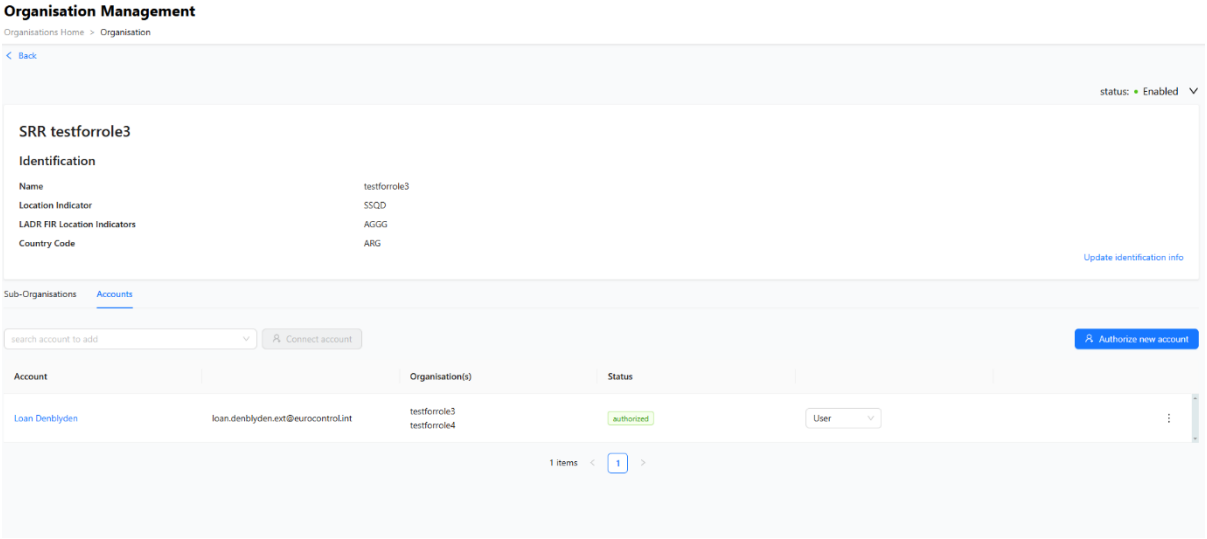

Figure 46: Ops Control Example Organisation Management Accounts Page

11.2.1 Filters

On the **Organization and Account Management** page, Focal Points and ICAO Super User can filter the list of organizations or accounts using various parameters for more precise and efficient navigation.

Multiple filters can be applied simultaneously. The search results can be downloaded as a CSV file.

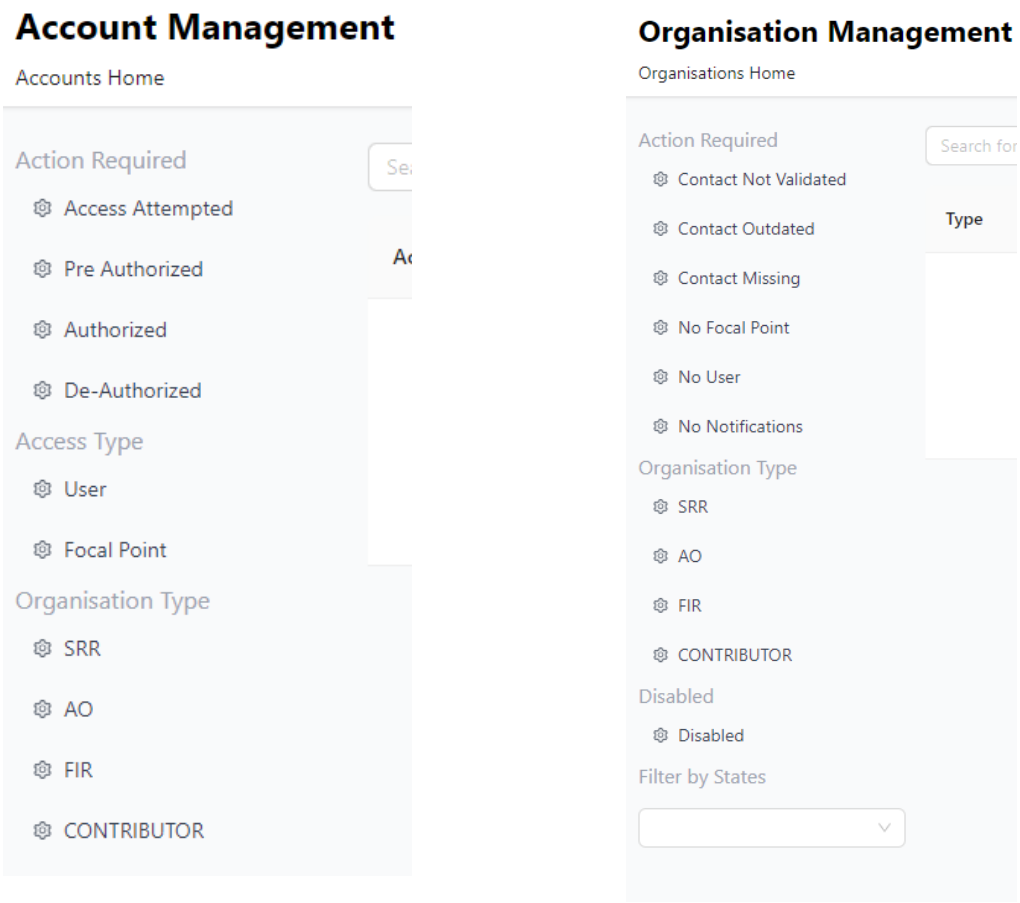

Figure 47: Ops Control Filters for organisation and User Account Management

11.3. Help Page

Help Page provides link to the LADR Manual and contact details for User Support:

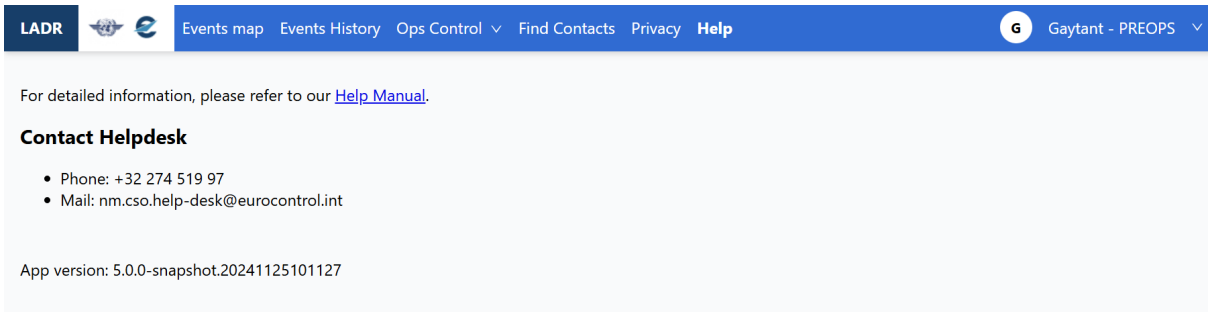

Figure 48: LADR Help Page

11.4. Dashboard

On the Dashboard tab, the Super User has access to a variety of control data. At the top of the page, you will find global information, including:

- The total number of users or focal points that are authorized or pre-authorized.
- The total number of organizations that are validated, depending on the organization type.

The remainder of the page consists of various filters that can be applied to organizations, accounts, and contacts.

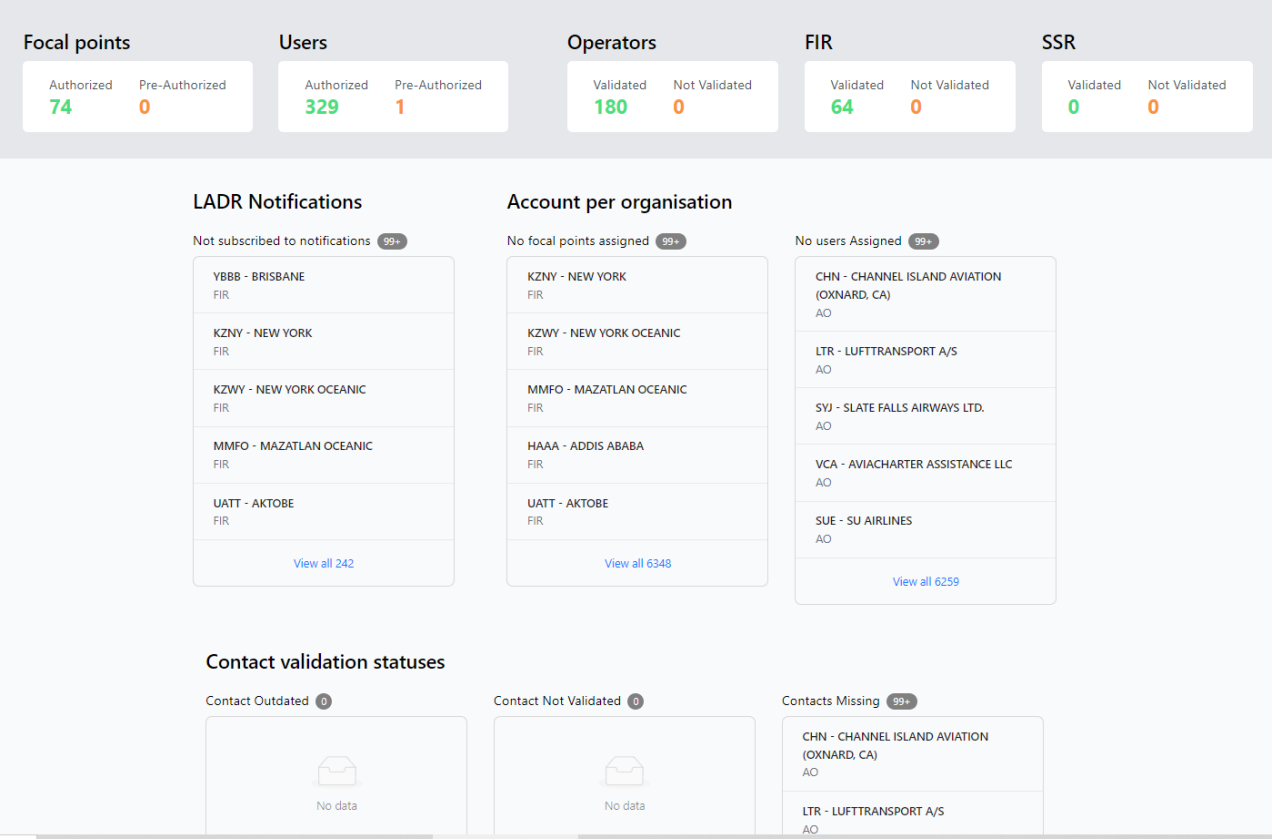

Figure 49: Super User Dashboard Example

12.User Preferences

On the top-right menu, the user can access the **User Preferences** tab by hovering over their name.

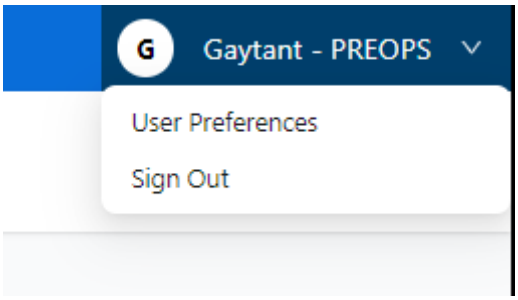

Figure 50: User Preferences Tab

On the My Settings page, you can view information related to your account, viewing rights, and contact details. Certain information and settings can also be updated.

Information to be viewed under My Contact Details:

- Name
- Surname
- Email address
- Your Organizations.

The My Contact Details section also includes your phone number, which can be updated.

Under LADR Map Settings, you can customize the map settings to suit your preferences. This includes the ability to update:

- The map projection
- The units of measurement displayed for events and messages

Users can choose between different speed units (Kt – Km/h) and altitude units (Ft – M).

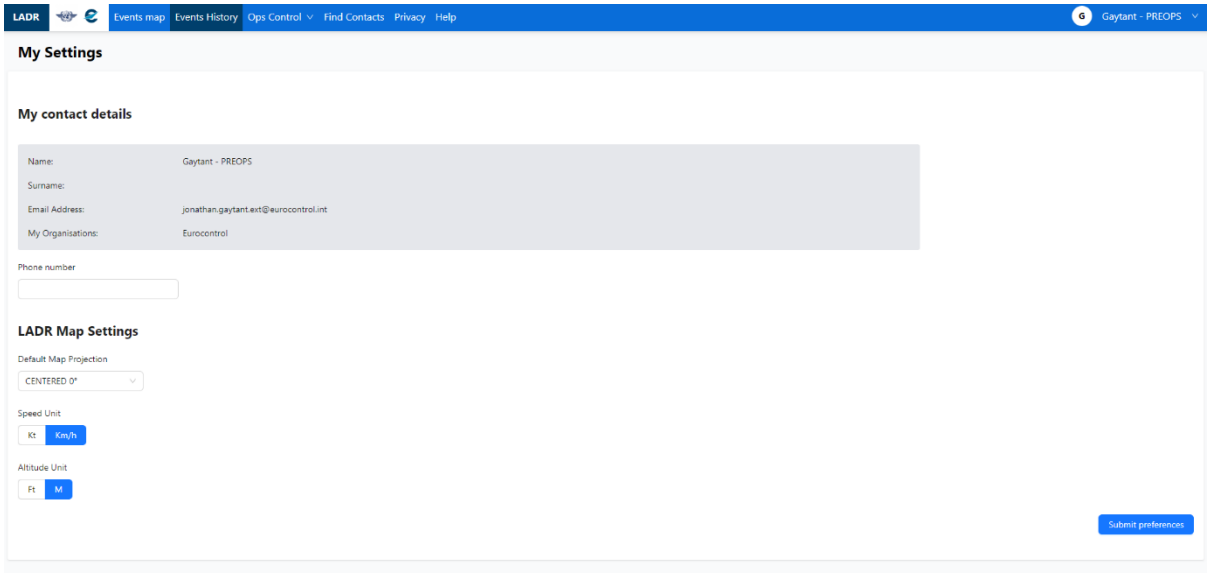

Figure 51: User Preferences Page Example

After saving your changes by clicking “Submit Preferences,” a new popup will prompt you to log out to apply the changes to your session. Once you log back in, the map will display the updated units of measurement and the default projection you selected.

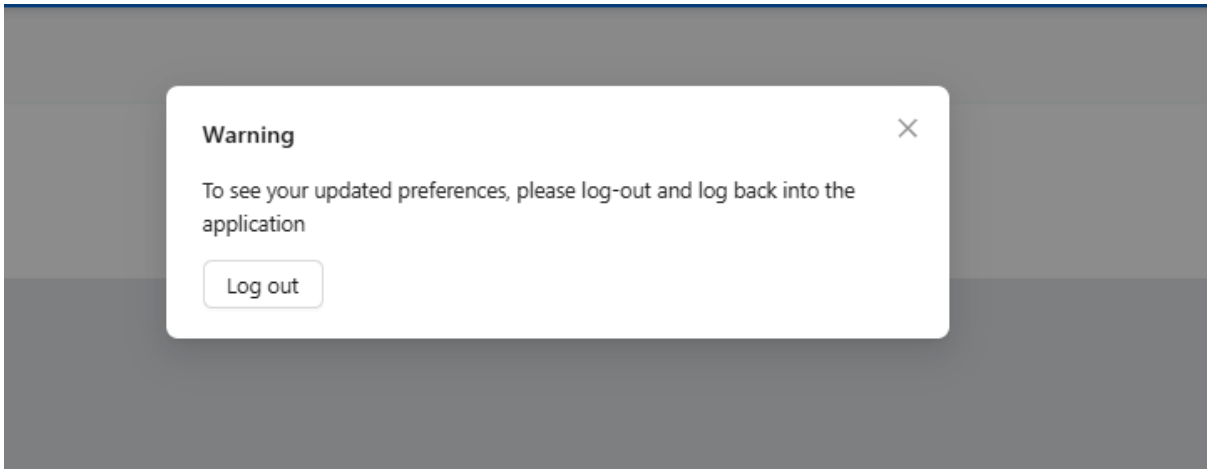

Figure 52: Submit Preferences Message Example

Definitions, Acronyms and Abbreviations

3LD	A three-letter code assigned to an aircraft operator documented in ICAO Doc 8585.
Accredited Entity	An organisation that has been recognized officially by ICAO as eligible for OPS CTRL.
ADT	Autonomous distress tracking
AFTN	Aeronautical fixed telecommunication network
AIA	Accident Investigation Authority. The authority designated by a State as responsible for aircraft accident and incident investigations within the context of ICAO Annex 13.
AIRAC	Aeronautical information regulation and control
AIS	Aeronautical Information Services
AIXM	Aeronautical Information Exchange Model
AO	Aircraft Operator [Airline Operator] A person, organization or enterprise engaged in or offering to engage in an aircraft operation.
AOCC	Airline Operational Control Centre The coordination hub where many aspects of airline operational control, such as Equipment Control, Flight Control, Maintenance Control, Meteorology, Radio etc., merge together.
ANSP	Air navigation services provider Any entity providing air traffic management (ATM), communications, navigation, and surveillance systems (CNS), meteorological services for air navigation (MET), search and rescue (SAR) or aeronautical information services/aeronautical information management (AIS/AIM).
ACC	Area Control Centre A unit established to provide air traffic control service to controlled flights in control areas under its jurisdiction.
ATC	Air traffic control

ATS	Air traffic service
ATSU	Air traffic services unit A generic term meaning variously, air traffic control unit, flight information centre or air traffic services reporting office.
Authorized User	An individual within an accredited entity that has been granted access to the OPS CTRL and LADR.
Contact	Operational Contact Information Information that facilitates contact in situations where the safety of the aircraft is in doubt.
Contributor	Organisation accredited by ICAO with the capability to supply distress events received by aircraft to LADR in FIXM format.
Contributor Code	A three digit numeric code assigned to a [LADR] contributor.
CSO	Customer technical Service desk and Operations First Line support (Level 1)
DNA	Data Network for Aviation
ECTL	EUROCONTROL
ELT	Emergency locator transmitter
FIC	Flight Information Centre A unit established to provide flight information service and alerting service.
FIR	Flight information region An airspace of defined dimensions within which flight information service and alerting service are provided.
FIXM	Flight Information Exchange Model
FP	Focal Point One individual or position within an accredited entity responsible for providing operational contact details for the organization, performing periodic revalidation of the contact information, and providing read-only access to other users from their organization.

LADR	Location of an Aircraft in Distress Repository A central location for storing and accessing the last known position of an aircraft in distress.
Level 1	See CSO
Level 2	Second line support fulfilled by many teams depending on the nature of the support request (incident).
Level 3	Support offered by the development team, when all else fails.
LKP	Last Known Position The last position reported from an aircraft in distress.
Location Indicator	A listing of four-letter location indicators codes for geographical locations throughout the world, and a list of the addresses of centres in charge of flight information regions (FIR) and/or upper flight information regions (UIR).
MCC	Mission Control Centre A component of the satellite-based distress tracking system ground segment that follows a prescribed set of data processing and distribution rules to process and exchange distress alert data.
MNP	Managed Network Platform In this context; provides level 2 support for the IT infrastructure.
OCC	See AOCC
Operator	See AO
OPS CTRL	OPS CTRL hosted by EUROCONTROL A centralized system to enable operators, ATS units, SAR and States to obtain operational contact details in order to facilitate contact in situations where the safety of the aircraft is in doubt and to provide access for operational stakeholders to the LADR system

OSM	Operations Systems Maintenance. Level 2, or second line support, either from the Application Support (TBD) team, or the Middleware team. Not for the December release.
Superuser	OPS CTRL super user Individuals or positions within ICAO responsible for the accreditation of entities for, and the administration of the business part of, OPS CTRL.
Other	A special role within OPS CTRL to facilitate LADR operations, an example being a State representative.
RCC	Rescue coordination centre A unit responsible for promoting efficient organization of search and rescue services and for coordinating the conduct of search and rescue operations within a search and rescue region.
SAR	Search and rescue
SARPs	Standards and Recommended Practices
SELCAL	Selective calling system
SMS	Short message service
SRR	Search and rescue region (SRR). An area of defined dimensions, associated with a rescue coordination centre, within which search and rescue services are provided.
SWIM	System-wide information management
System Administrator	The entity dealing with the day-to-day system administration (maintenance of the system, login assistance etc.) of OPS CTRL and LADR. Monitoring the LADR and OPS CTRL.
EUROCONTROL System Administrator	Either CSO or OSM, depending on the context.
TI	Technical infrastructure
TLS	Transport layer security