

Flysafe Manual

The Flysafe Incident Recording System

Revision 4
January 2021

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Revision	Changes
1	Initial Issue
2	Added selection criteria for review and update (section 5 and 6)
3	Changes for Multi Club Use
4	Privacy updates

1. Overview

Flysafe is the incident and accident recording system for Scottish Gliding Clubs. It is used to analyse incidents and help to improve the safety of operations by identifying issues with operations etc. at the Scottish Gliding Centre.

Flysafe does not replace the requirement to report major incidents and accidents to the BGA. Its main purpose is to record all incidents, even minor ones, so that a club's CFI and Safety Officer can review and analyse incident trends and improve safety at the club.

Flysafe can be used by all members to record an incident. It is accessed using the appropriate link for your club, e.g. <https://sgc.scottishgliding.com>.

All members are strongly encouraged to record incidents that they are involved in or witness. It is important for the continuing safety of operations at the club that incidents are recorded and analysed. No blame is ever attached to anyone involved in an incident. While the system allows to record incidents anonymously, it is helpful to provide your name when you record an incident, so that the CFI or Safety Officer can follow up on any details of the incident that may not be in the original description.

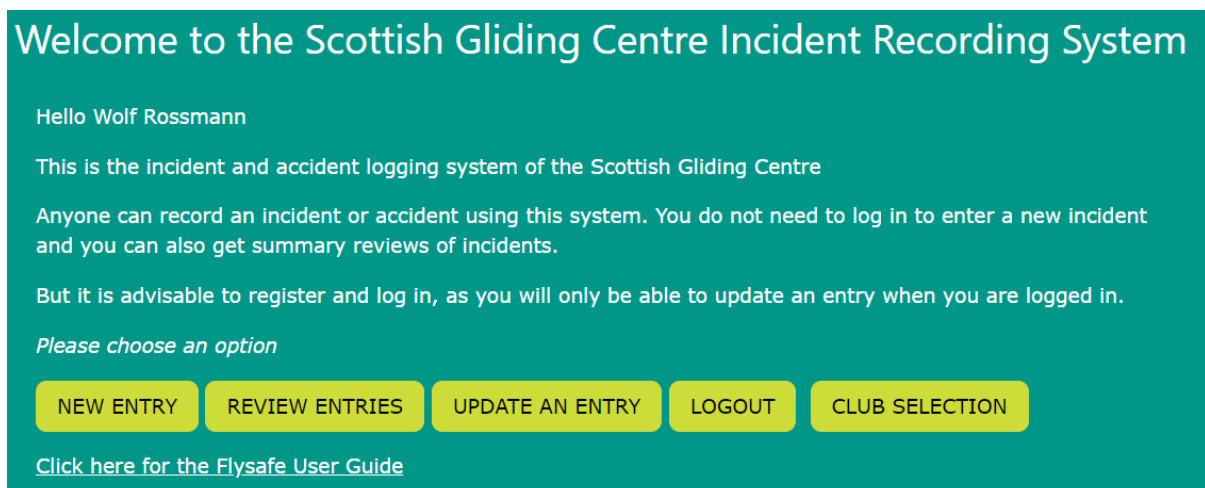
Some of the example screenshots used in the following sections show the Scottish Gliding Centre logo and name, but your club's logo and name will show instead.

2. The Main Screen

The main screen gives you the following options:



Once you are registered and when you are logged in, the main screen will change to enable updates to Flysafe entries and review incidents in more detail.



When you log out, or in some cases when you get to a page and your club affiliation has been lost, you will get to the system's club selection page at scottishgliding.com, which looks something like this (with a button for each registered club).

Welcome to the Flysafe Incident Report System

This is the incident and accident logging system for Scottish Gliding Clubs

Anyone can record an incident or accident using this system. You do not need to log in to enter a new incident and you can also get summary reviews of incidents.

But it is advisable to register and log in, as you will only be able to update an entry when you are logged in.

First, choose your club

Deeside Gliding Club

Scottish Gliding Centre

[Click here for the Flysafe User Guide](#)

Choosing a club gets you back to the main screen.

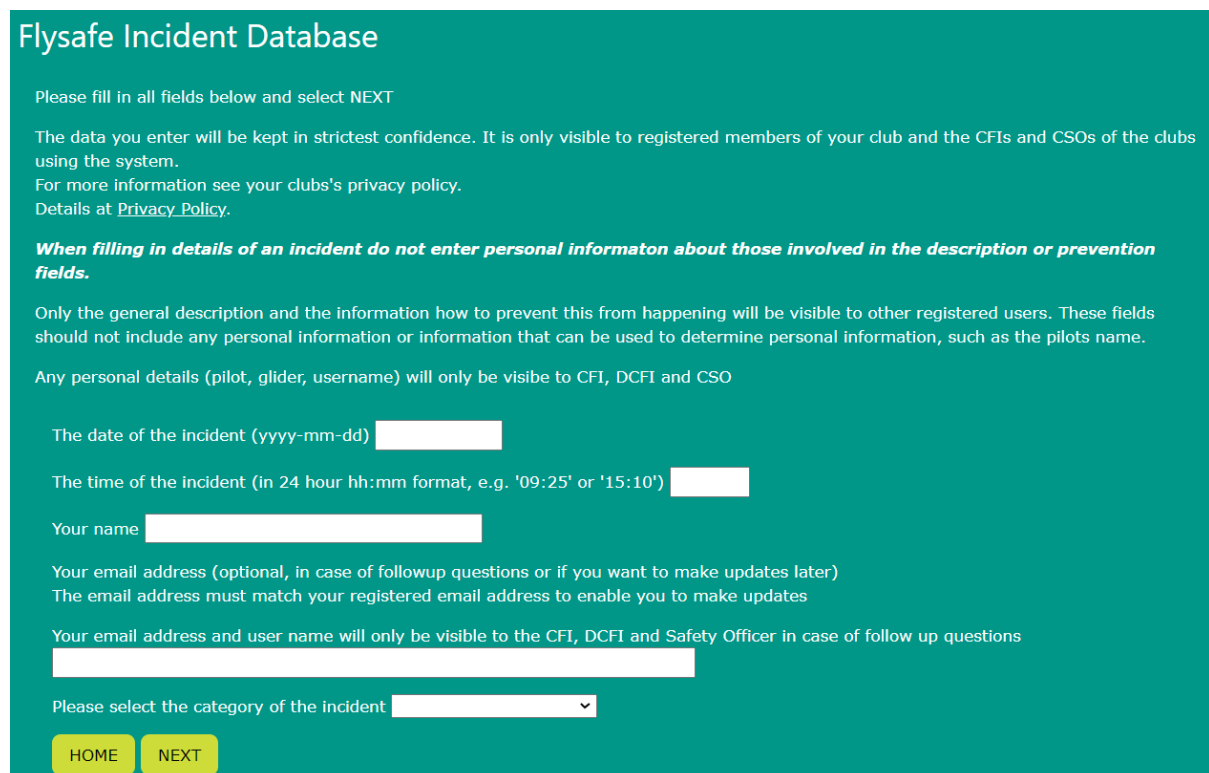
3. Recording an Incident

When you select **New Entry** you will be shown a screen to enter the basic information of the incident, such as date time category and your name and email address. Except for the email address, all these fields are required, but if you do wish to stay anonymous, you can put n/a or unknown in the **Your name** field. However, it is recommended to put your name and email address, so the CFI or SO can contact you for any further questions.

If you have registered and are logged in, the name and email fields will already be filled in. If you are registered, but not logged in, it is important to enter the same name and email address that you registered with otherwise you will not be able to make updates to the incident later.

Your name and email address will only be visible to the CFI and CSO.

Once you have filled in the fields, press **NEXT** to continue.



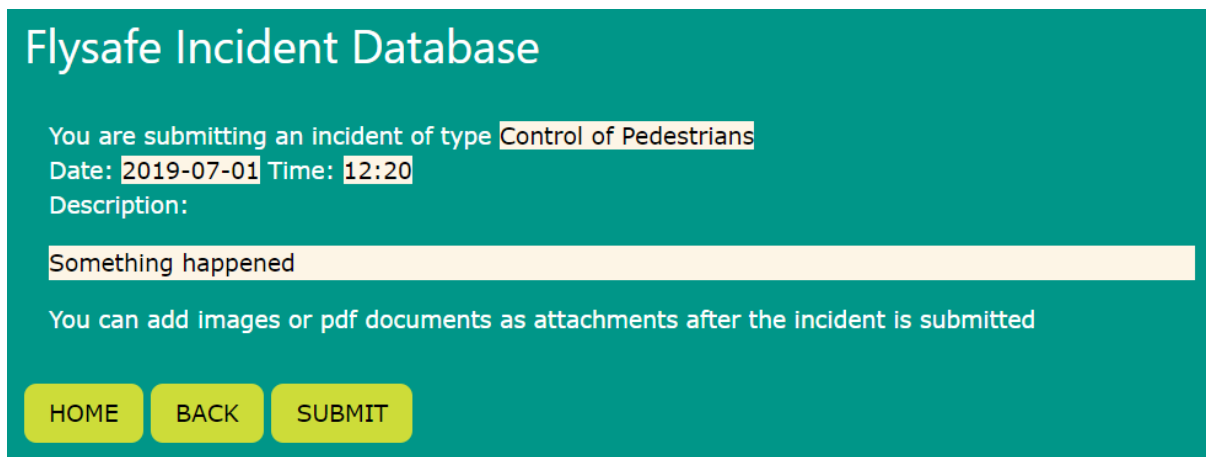
The screenshot shows a teal-colored web form titled "Flysafe Incident Database". At the top, it says "Please fill in all fields below and select NEXT". Below this is a confidentiality notice: "The data you enter will be kept in strictest confidence. It is only visible to registered members of your club and the CFIs and CSOs of the clubs using the system. For more information see your club's privacy policy. Details at [Privacy Policy](#)." A bold instruction follows: "When filling in details of an incident do not enter personal information about those involved in the description or prevention fields." Another notice states: "Only the general description and the information how to prevent this from happening will be visible to other registered users. These fields should not include any personal information or information that can be used to determine personal information, such as the pilots name. Any personal details (pilot, glider, username) will only be visible to CFI, DCFI and CSO". The form contains several input fields: "The date of the incident (yyyy-mm-dd)" with a date picker, "The time of the incident (in 24 hour hh:mm format, e.g. '09:25' or '15:10')" with a time picker, "Your name" with a text box, "Your email address (optional, in case of followup questions or if you want to make updates later)" with a text box, and a note "The email address must match your registered email address to enable you to make updates". Below the email field is another note: "Your email address and user name will only be visible to the CFI, DCFI and Safety Officer in case of follow up questions" followed by a text box. At the bottom, there is a dropdown menu labeled "Please select the category of the incident" and two yellow buttons labeled "HOME" and "NEXT".

Another screen will come up to put the actual description of the incident and, if applicable, information about aircraft, pilot(s) and instructor. If multiple aircraft are involved, please only put the main aircraft in the aircraft field and any others in the description.

For instructors there is an extra field called "Instructor's Notes", which can be filled in immediately if you are logged in as instructor and record the incident. Alternatively, Instructors can update this field for any recorded incident at a later stage.

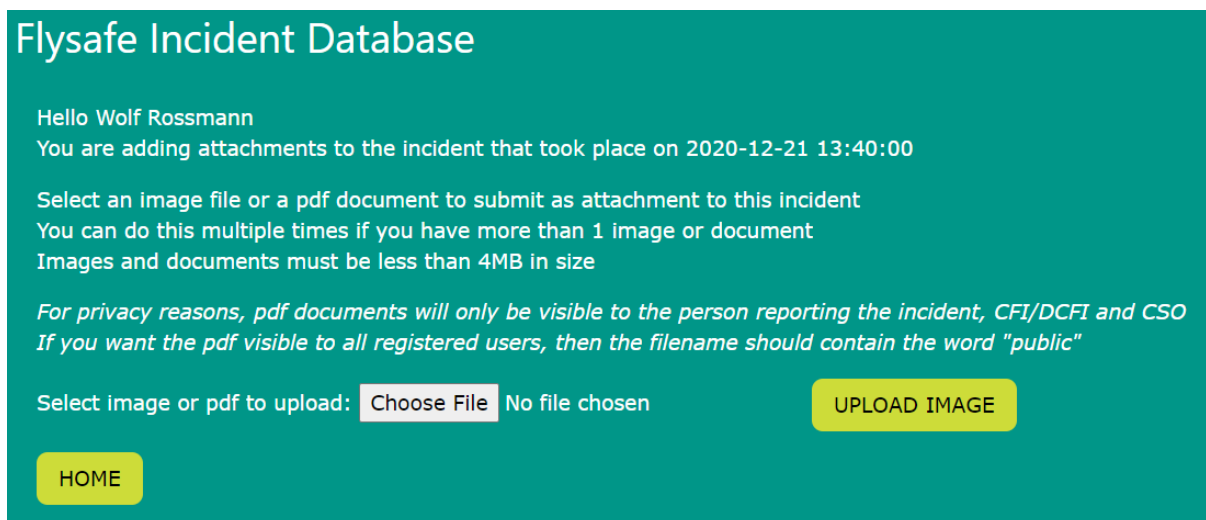
You can always go back to the previous screen and change any information until you submit the incident.

Once you get to the submission screen, submit the incident.



The screenshot shows the 'Flysafe Incident Database' submission interface. At the top, it says 'You are submitting an incident of type' followed by a dropdown menu showing 'Control of Pedestrians'. Below this, it shows 'Date: 2019-07-01' and 'Time: 12:20'. The 'Description:' field contains the text 'Something happened'. A message below the description states: 'You can add images or pdf documents as attachments after the incident is submitted'. At the bottom, there are three yellow buttons: 'HOME', 'BACK', and 'SUBMIT'.

After it is submitted, and only if you are logged in, you can add attachments, e.g. pictures of damage or a witness statement that has been scanned in. Only images of type .jpg and documents of type .pdf are allowed.



The screenshot shows the 'Flysafe Incident Database' attachment interface. It starts with 'Hello Wolf Rossmann' and 'You are adding attachments to the incident that took place on 2020-12-21 13:40:00'. Instructions follow: 'Select an image file or a pdf document to submit as attachment to this incident', 'You can do this multiple times if you have more than 1 image or document', and 'Images and documents must be less than 4MB in size'. A privacy notice is provided: 'For privacy reasons, pdf documents will only be visible to the person reporting the incident, CFI/DCFI and CSO. If you want the pdf visible to all registered users, then the filename should contain the word "public"'. Below this, there is a label 'Select image or pdf to upload:' followed by a 'Choose File' button, the text 'No file chosen', and an 'UPLOAD IMAGE' button. At the bottom left, there is a 'HOME' button.

There is a size limit of 4MB per attached item.

If you have multiple items, go through the selecting and uploading for each item.

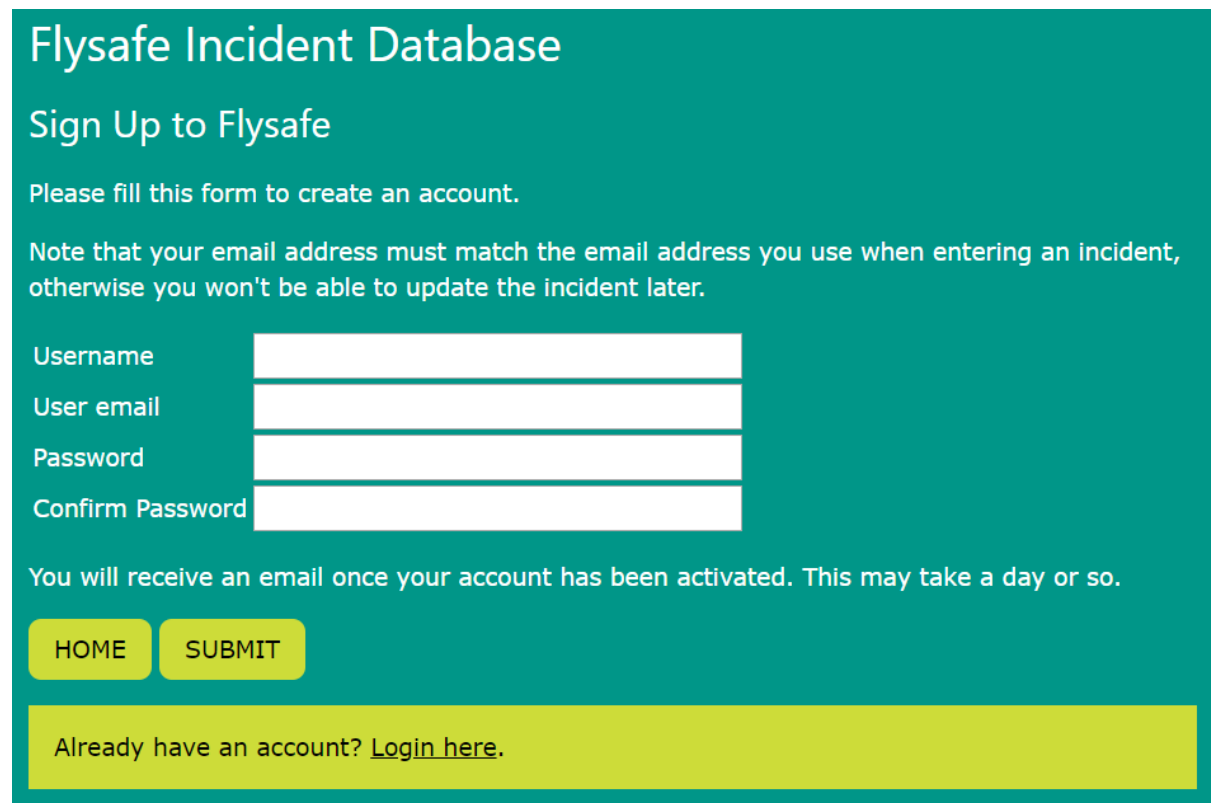
Note that images are visible to all registered users, but pdf documents are only visible to members if they contain the word "public" in the filename.

That's the incident recorded.

If you want to submit another incident immediately, the system will prefill all your data from the previous entry. So be careful you make all necessary changes.

4. Registering and Logging in

You can register with Flysafe with a user name, email address and password.



The screenshot shows the 'Flysafe Incident Database' sign-up page. It has a teal header with the title 'Flysafe Incident Database' and a subtitle 'Sign Up to Flysafe'. Below the subtitle is a note: 'Please fill this form to create an account.' and another note: 'Note that your email address must match the email address you use when entering an incident, otherwise you won't be able to update the incident later.' The form consists of four input fields: 'Username', 'User email', 'Password', and 'Confirm Password'. Below the fields are two buttons: 'HOME' and 'SUBMIT'. At the bottom, there is a yellow box with the text: 'Already have an account? [Login here.](#)'

Registering allows you to review details of incidents and to update an incident after it has been entered, e.g. to add additional information or correct something entered in error. A registered user can also add attachments, such as photos of the incident or a pdf document.

When you register, you should use the same name and email address that you use when entering an incident, as you will only be allowed to update your own incidents.

When you first register, an email will be sent to the administrator and they will enable you on the system and send an email back to you. As this is a manual process, it may take a day or so.

There are different categories of users with different permissions. They are assigned by the administrator. You will be one of the following:

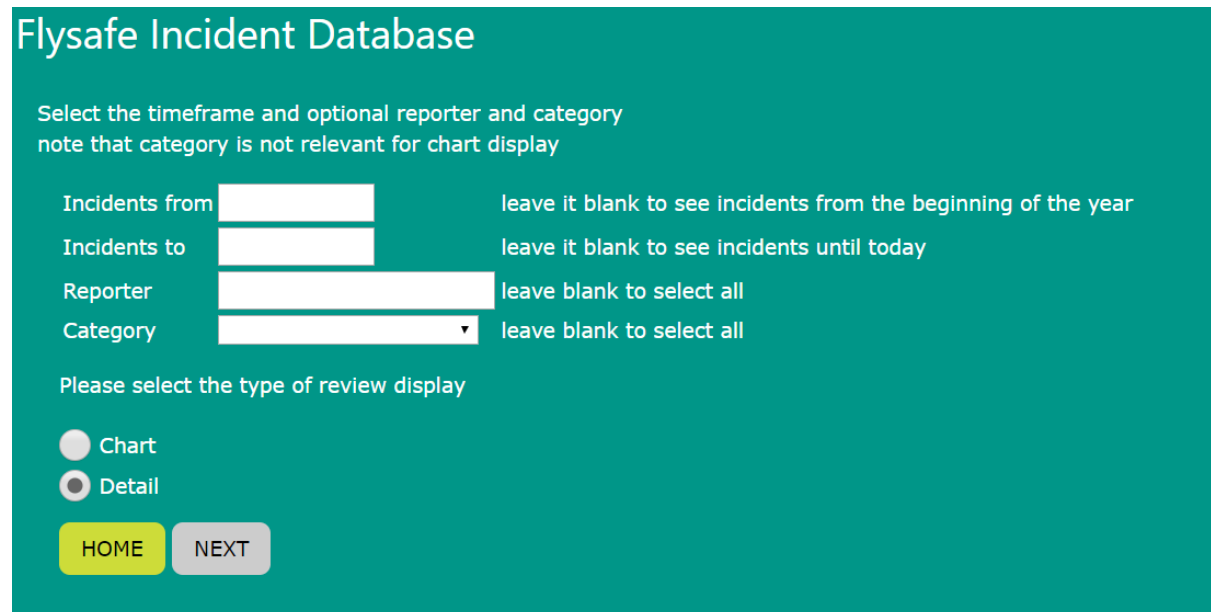
- Pilot
- Instructor
- CFI / DCFI
- Admin / Safety Officer (SO)

Pilots can only update their own entries, while Instructors, CFI and Admin can update any entry.

The **Instructor's Notes** field can only be entered or updated by an instructor / CFI and is only visible to them and the person who reported the incident.

5. Reviewing Incidents

You can review incidents, especially when you are logged in.



The screenshot shows the 'Flysafe Incident Database' search interface. It has a teal header with the title 'Flysafe Incident Database'. Below the header, there is a section titled 'Select the timeframe and optional reporter and category' with a note: 'note that category is not relevant for chart display'. This section contains four input fields: 'Incidents from' (with a date picker), 'Incidents to' (with a date picker), 'Reporter' (with a text input), and 'Category' (with a dropdown menu). To the right of each input field is a hint: 'leave it blank to see incidents from the beginning of the year' for 'Incidents from', 'leave it blank to see incidents until today' for 'Incidents to', 'leave blank to select all' for 'Reporter', and 'leave blank to select all' for 'Category'. Below these fields is a section titled 'Please select the type of review display' with two radio buttons: 'Chart' (unselected) and 'Detail' (selected). At the bottom of the form are two buttons: 'HOME' (yellow) and 'NEXT' (grey).

If you are not logged in, only the chart option is available. Select a date interval or leave it blank to see all incidents for the current year.

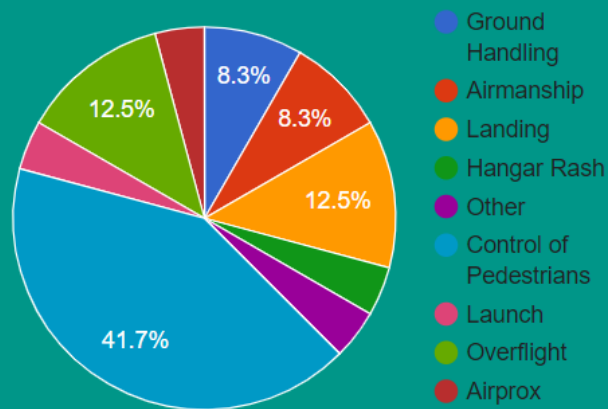
You can put in a reporter's name if you only want to see incidents from a specific reporter (e.g. your own). You can also select a category to see incidents of a specific category. This will only be taken into account for the detailed view, since the chart view shows incidents by category.

The chart will show a breakdown of incident types such as this:

Flysafe Incident Database

Incidents by category from 2019-01-01 to 2019-07-06

Incidents



If You choose the detail, you get a list of incidents, with dates , category and description, such as the following:

Flysafe Incident Database

HOME

BACK

Incidents during the period from 2019-07-01 to 2019-07-06

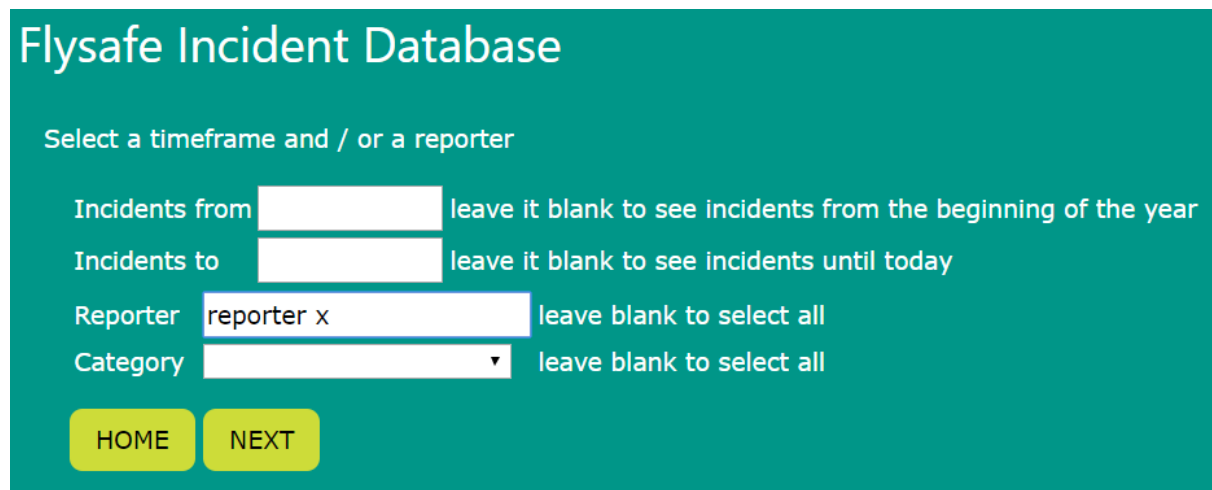
Select	Date	Category	Description
Select	2019-07-01	Hangar Rash	testing firefox
Select	2019-07-01	Control of Pedestrians	some description
Select	2019-07-01	Control of Pedestrians	Overflight of Airfield. The FR24 track was calculated and was wrong, the actual track was directly over the airfield at about 1,200ft, just clear of cloud base. I think that it was a Piper Warrior from Tayside Aviation. Blue and white but we did not get the ident from the ground (but from flight radar 24 G-BOVK). It May have

You can click on the **Select** button to show more detail of a particular incident.

6. Updating an Incident Report

You have to be logged in to update an incident report. Pilots can only update incidents they have entered themselves. Instructors, CFIs and Safety Officer can update all incidents.

Once logged in and selecting **UPDATE AN ENTRY** you get a screen similar to the one when reviewing entries. In addition to the timeframe you can also select a reporter. It will be populated automatically with the name you logged in as, but this can be changed or left blank, if you want to see incidents from any reporter. You can also select a specific category to get a list of incidents of a single category.



The screenshot shows a teal-colored interface for the 'Flysafe Incident Database'. At the top, the title 'Flysafe Incident Database' is displayed in white. Below it, a subtitle 'Select a timeframe and / or a reporter' is shown. The form contains four input fields with corresponding instructions: 'Incidents from' with a text input field and the instruction 'leave it blank to see incidents from the beginning of the year'; 'Incidents to' with a text input field and the instruction 'leave it blank to see incidents until today'; 'Reporter' with a text input field containing 'reporter x' and the instruction 'leave blank to select all'; and 'Category' with a dropdown menu and the instruction 'leave blank to select all'. At the bottom of the form are two yellow buttons labeled 'HOME' and 'NEXT'.

Just as when reviewing incidents, you get a list matching your timeframe and other selection criteria and you can select the one you want to update.

The following screen shows all the fields you can update (note that Instructors, CFI and SO have access to additional fields not updateable by pilots), and after updating the relevant items you submit the entry and also get the option to add additional attachments in the same way as when creating a new entry.

7. Issues and Troubleshooting

In case you come across an unexpected error or can't do something, please contact the system administrator by email at <mailto:safety@scottishglidingcentre.com>. If possible provide a screenshot and as much detail of the problem you encountered.

There are certain things that cannot be changed using the system. If you need to change any of these, please contact the system administrator at the email above.

Items that cannot be changed without contacting the system administrator are:

- A user's registered name or email address
- Deleting an incident
- Deleting or changing an attachment