

MyFBO Help

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The online help menu works well to find most answers and explanations how to use the system. Simply click on the blue question mark symbol on the top right corner of MyFBO.com.

TRAINING ONLY

There is a practice server set up for the purpose to test and experiment the use of MyFBO without actually working on the live system. Make sure to use this only for practice.

<http://sbx.MyFBO.com/link.asp?fbo=esac>

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Login

To login to MyFBO use the link on our website or go directly to www.MyFBO.com/esac

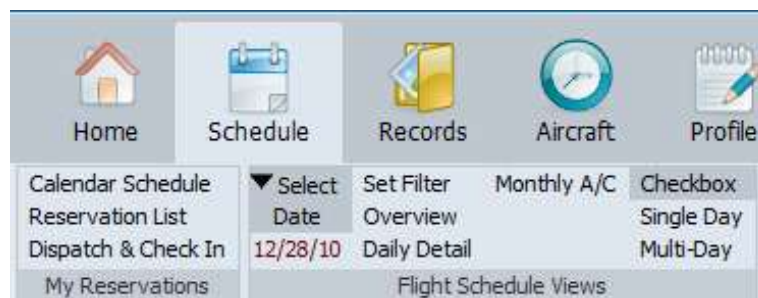
The login name is your primary email address on file and will change if you change your email address. Contact any instructor or officer to retrieve your login information.

To reset your password please contact a club officer.

Reservations

Members

Any qualified member can schedule an aircraft within predetermined parameters. The system is built on a left to right logic. Therefore always work through the menu on top starting on the left side.



1. Select **Schedule**
2. Select the **date**
3. Select **Single Day**
4. **Select the resource** and click **View/Schedule**
5. Click the checkboxes for the **reservation time** and complete detail section below
6. **Submit schedule request**

Instructors

Any instructor can schedule an aircraft and student within predetermined parameters. The system is built on a left to right logic. Therefore always work through the menu on top starting on the left side.



1. Put the member to schedule in focus
 - a. Click on **FrontDesk** then **Select Member**
 - b. There are few special accounts setup:
 - i. Non-members only: **INTRO FLIGHT**, Associate Member
 - ii. Non-revenue ferry: **FERRY FLIGHT**, Admin
 - iii. Other non-revenue ops: **NON REVENUE**, Admin
2. Select **Reserve**
3. Pick a **date**
4. Then pick if the flight is a **Rental** (Instructional activity) or **Intro** and choose the preferred scheduler view: **click/drag** or **checkbox**

Click/Drag View

Create Rental Reservation Today is Monday, 12/27/10 Schedule Format: **3 Day**

For: **Associate Member Intro Flight** beginning **Tue, 12/28/10** (Res. on file:)

Resource	Tue 12/28/10					Wed 12/29/10					Thu 12/30/10										
	3	6	9	12	15	18	21	3	6	9	12	15	18	21	3	6	9	12	15	18	21
S_2B N260AB																					
Andrea Luethi																					
Mikhael Ponso																					

Unavailable
 Maintenance or Time Off
 Rental or Instruction
 Intro
 For Associate Member Intro Flight

Checkbox View

Create Rental Reservation Today is Monday, 12/27/10 Scheduler Format: **CheckBox**

For: **Associate Member Intro Flight** on **Tue, 12/28/10** (Res. on file: 0)

Scheduled
 Not Available
 Out of Service
 Click first and last blocks; click name to add staff.
 Sunrise: 07:16
 Sunset: 17:35
 See 24 hours
 See all resources

Resources with gray background cannot be reserved from the Member Menu. Caution: Red click boxes show standing time off.

Resource	Eq	TuM est	6:00 6 A	7:00 7 A	8:00 8 A	9:00 9 A	10:00 10 A	11:00 11 A	12:00 12 P	13:00 1 P	14:00 2 P	15:00 3 P	16:00 4 P	17:00 5 P	18:00 6 P	19:00 7 P
S_2B - N260AB		10.0														
Andrea Luethi																

This flight is: Instructional Intro Flight

Flight data: VFR IFR Local Cross Country with Landings at: and

Tach / air time: (estimate REQUIRED for reservations of 3 hours or more)

Remarks:

Confirm reservation via e-mail to Associate Member Intro Flight (noreply@myfbo.com)

[Schedule Associate Member Intro Flight](#)

Go To: [Create Multi-Day Rental](#)

5. *****Important*****
For intro flights scheduled with the generic INTRO FLIGHT account **add the name and phone number** in the **remarks** section.
6. Select if a confirmation email should be sent to the person scheduled.
For generic account DO NOT send an email.

Dispatch (Pre-Flight)

1. Dispatch Menu
 - a. All members select **Schedule** then **Dispatch & Check-In** under the My Reservations tap on the left.
 - b. Instructors put the member to check-in in focus by clicking on **FrontDesk** then **Select Member**. Then under the **Operate / Sell** menu select **Dispatch**
2. Select the flight to be dispatched and click **Dispatch** on the right side
3. A message with **DISPATCH ## COMPLETE** will appear

Cancel/Reschedule

1. Dispatch Menu
 - a. All members select **Schedule** then **Dispatch & Check-In** under the My Reservations tap on the left.
 - b. Instructors put the member to check-in in focus by clicking on **FrontDesk** then **Select Member**. Then under the **Operate / Sell** menu select **Dispatch**
2. Select the flight to be cancelled/rescheduled and click **Detail** on the right side
3. Select the appropriate button to **Cancel Flight** or **Reschedule**
4. Follow the instructions

Check-In (Post-Flight)

1. Check-In Menu
 - a. All members select **Schedule** then **Dispatch & Check-In** under the My Reservations tap on the left.
 - b. Instructors put the member to check-in in focus by clicking on **FrontDesk** then **Select Member**. Then under the **Operate / Sell** menu select **Check-In**
2. Select the flight to be checked-in and click **Select** on the bottom
3. Complete Flight
 - a. If NOT flown: select **No Aircraft Times** under the **Did Not Fly** menu
 - b. Select **Continue Check-in** under the **Whole Flight Recording** menu
 - c. Complete **Hobbs and Tach** as appropriate
 - d. *****Important***** Under TAILNUMBER Log complete **Fuel Used**
 - e. Select **Continue**
 - f. Add any **squawks** if appropriate
 - i. CAUTION must be one per line
 - ii. Will be immediately forwarded to the division VP and mechanic
 - g. Select **Continue**

Payment

The final section to complete a flight is the payment section **Create a Receipt**.

*****It is critical that this part is done carefully, accurate, and in order. Mistakes on this part can result in charges to the user and additional fees and cost to the club*****

If this page does **not show accurate** information or a member/instructor is uncertain what to do – **STOP** – select **Finish receipt later** on the bottom and **call the treasurer** for help.


Create Receipt for Andrea Luethi

(refresh)

\$ Service Date: 12/27/10 Accounting Date: 12/27/10 Ticket: 98 Level: 0 - Regular Resources: N260AB

Type	Item	Quantity	Rate	Extension	State Tax	Costs / Aot Credit	Payments/ Aot Charge	PT A/C	Beg Bal	End Bal	Revise
A	S_2B N260AB	0.20	140.000	28.00	0.00	28.00					Revise
	Checksum					28.00	0.00				

While steps 1 to 3 can be repeated or skipped, the steps must be executed in order.

1. Add any additional costs Select
2. Subtract special offers, returns, rebates, or reimbursements Select
3. Enter any payment made or any refund to Member by Select 
4. Specify Member Account to charge or credit Select Account
5. Close Out Checksum totals must be equal to close out a receipt.

Finish receipt later (Receipt must be completed before this member can be dispatched or checked in again.)

Cancel this transaction (These resources are included on another receipt)

There can be multiple lines of charges shown dependent on the type of reservation. As with all other pages on MyFBO the receipt preparation must be done **in order, from top to bottom**.

The **instructor line** should always read zero for cost, otherwise select **Revise** and adjust the rate to \$0.

1. Go to **section 1: Add any additional costs:**

- a. **WET RATE:** Select **B* - Charge Shortcuts** and click **Add**
 - i. From the dropdown menu select the fuel charge appropriate for the aircraft
 - ii. *****IMPORTANT***** adjust the **Quantity to the same duration** as the flight duration!

Quantity	Rate	Extension	State Tax	Costs / Act Credit	Payments / Act Charge	PT AC
0.20	140.000	28.00	0.00	28.00		

- iii. Select **Add**
 - iv. To undo, select **Receipt Display** on the bottom
- b. **Discount Voucher:** Select **B* - Charge Shortcuts** and click **Add**
 - i. From the dropdown menu select **Intro Discount (Voucher)**
 - ii. Leave **quantity as 1** and **rate at -10** for the \$10 voucher
 - iii. Leave a copy of the voucher in the **money box** and write the **name** of the person **and date on the back**
 - iv. Select **Add**
 - c. **New Member Payment:** Select **B* - Charge Shortcuts** and click **Add**
 - i. From the dropdown menu select **Membership** or **Collegiate Membership** as appropriate
 - ii. Leave **quantity as 1**
 - iii. Leave a copy of the **membership application form** in the **money box** and write the **date of payment** under **the officer use only** section.
 - iv. Select **Add**

2. Skip section 2

3. Go to [section 3: Enter any payment made or refund to Member](#)

*****SKIP this section for PREPAYMENT or BLOCK HOUR accounts and go to section 5*****

Enter the [amount](#) (default is total) and select [form of payment](#)

- a. **Credit Card on File**
 - i. Select [Record Payment](#)
 - ii. Enter the [three digit CVC](#) (Card Verification Code) found on the back of the credit card
 - iii. [Verify address](#)
 - iv. Select [Continue](#)
 - b. **Cash** (**NO CHANGE AVAILABLE**)
 - i. Select [Record Payment](#)
 - ii. Put the cash in an labeled envelope and drop it together with receipt in the [money box](#)
 - c. **Check**
 - i. Enter the [check number](#)
 - ii. Select [Record Payment](#)
 - iii. Drop the check together with receipt in the [money box](#)
 - iv. Select [Continue](#)
4. For Prepayment Accounts including Block Hours:
 - a. Go to [section 4: Specify Member Account to charge or debit](#)
 - b. Select the appropriate account
 - c. Select Go
 5. Go to [section 5: Close Out](#)
 - a. Credit Card Payment
 - i. Select Finish (no print)
 - b. Cash or Check
 - i. Select Finish and Print Receipt
 - ii. ***Drop the cash or check together with the receipt in the [money box](#)***

Update Personal Info

Members

1. Select **Profile**
2. Select the Personal Information to update

Instructors

1. Put the member to modify in focus
 - a. Click on **FrontDesk** then **Select Member**
2. Select **View / Update**
3. Select **Flight Data**
4. Update fields as appropriate

Explanation of fields:

- Active Student: Select yes if frequently flying
- Approved for solo flight: Does not give member checkout privilege
- Safety Review: Date of completion of annual safety test (must be corrected by IP or officer)
- Resource permissions:

*****Caution*****

Changes made can modify schedule privileges

Update Credit Card on File

Members

1. Select **Profile**
2. Select the **Financial** tab
3. Follow the menu to update or add a new card

PIC Checkout

Authorized Instructors/Staff Only

When completing a flight, after completing the hobbs and tach info the next screen will allow to update member information including the PIC checkout.

1. Select member as **Active**
2. Complete the pilot certificate information
3. In the **OK to Solo** tab select **Completed in type:** for the appropriate aircraft

The screenshot shows a web form titled "Member Record / Aircraft Type Record Update". The form contains the following fields and options:

- Member is an active student:** Radio buttons for "Yes" (selected) and "No". A note "(updates Member information)" is to the right.
- Pilot Certificate No.:** A text input field.
- Pilot Certificate Type:** A dropdown menu currently showing "... unknown ...".
- OK to Solo:** A section with two checkboxes:
 - Solo Flight Approved (updates solo endorsement date)
 - Completed in type: S_2B
- Checkout:** A dropdown menu currently showing "None".
- This checkout also valid for types:** A dropdown menu.
- Flight Review:** Flight Review (BFR) Completed
- Extra Review:** Safety Review Completed

This update is also possible from the main menu:

1. Put the member to modify in focus
2. Click on **FrontDesk** then **Select Member**
3. Select **View / Update**
4. Select **Time-In-Type**
5. Select the type from the drop down menu
6. Click the **checkbox** for Checked-Out and complete the **date of checkout**
7. Leave the **expiration set at 0 days** (which will never expire a checkout)

Safety Review

Instructors/Staff Only

Same as the PIC checkout the safety review can be completed at the termination of a flight. Select **Safety Review Completed** under the Extra Review tab. (See picture above)

This update is also possible from the main menu:

1. Put the member to modify in focus
2. Click on **FrontDesk** then **Select Member**
3. Select **View / Update**
4. Select **Flight Data**
5. Set the date of completion of the annual safety test (must be corrected by IP or officer)

File a Safety Report

Any incident, accident, or hazard report can be filed directly through MyFBO. The platform allows both named as well as ANONYMOUS reporting directly to the Head of Safety. Even if filed anonymously you can get access to the electronic report and see any actions taken by leadership.

File a NEW report:

1. Select **Home**
2. Select the **Safety** tab
3. Click on **New Safety Report**

Review, Edit, or Track a previously filed report:

1. Select **Home**
2. Select the **Safety** tab
3. Click on **Previous Reports**