

# Jeppesen e-Link Online User Guide





## **Jeppesen e-Link Online User Guide**

**Jeppesen**  
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This document supports Jeppesen e-Link Online version 5.7.3 and Jeppesen Chart Viewer version 3.7.8.

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January 2014

Document ID: EL\_ELO\_UG\_1.0  
Revision 1.0

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# ***Chapter 1: Introduction***

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## ***About This User Guide***

This *e-Link Online User Guide* has two sections. The first section provides instructions for using the Jeppesen e-Link Online portal to access navigation data and documents.

The second section provides user administration instructions for setting up and maintaining the e-Link Online portal, including uploading company-specific documents.

## **Intended Audience**

This document is designed for:

- Pilots, dispatchers, and flight planners who use Jeppesen Chart Viewer and the e-Link Online portal to access flight information.
- Data administrators who ensure that electronic flight information is available for flight operations.

## Where to Find Additional References

In addition to this e-Link Online User Guide, online help is available from within:

- Chart Viewer
- CAT
- DDM

## Product Support

Jeppesen Global Support and Control Center (GSCC) provides multiple levels of support around the clock for the e-Link Online portal and its services, ensuring ready access to flight-critical information anywhere, at any time.

### Western Hemisphere

- 1-800-538-7526 (Toll-free)
- 303-328-6830 (US local)

### Eastern Hemisphere

- +44-1293-842406 (UK)
- +49-6102-508450 (Frankfurt, DE)

### Pacific Basin

- 1-800-256-181 (Toll-free)
- +61-731-248-250 (Brisbane)

**Email:** [gsc@jeppesen.com](mailto:gsc@jeppesen.com)



## NavData Support

For specific assistance with electronic data downloads, you can contact NavData Technical Support at:

- 303-328-4445 (US local)
- **Email:** [navdatatechsupport@jeppesen.com](mailto:navdatatechsupport@jeppesen.com)

## Chapter 2: Overview

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The Jeppesen e-Link Online portal provides access to the most current electronic charts, documentation, and other flight information via the Internet.

### System Requirements

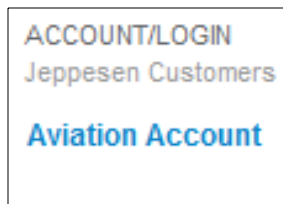
The system requirements for using the e-Link Online portal are the same as the requirements to run your choice of the following web browsers:

- Microsoft Internet Explorer
- Mozilla Firefox
- Apple Safari
- Google Chrome

The Chart Viewer application operates on Windows, Mac, and Linux operating systems and can be used with Internet Explorer, Firefox, Safari and Chrome web browsers. A PDF viewer is required to view documents and print-based compositions.

## Getting Started

### Logging In to the e-Link Online Portal



To log in to the e-Link Online portal:

1. Open your browser and navigate to:  
<http://www.jeppesen.com>
2. Select the **ACCOUNT/LOGIN Jeppesen Customers** box at the top right of the page.
3. Select **Aviation Account**.
4. Enter your e-Link Online user name and password.
5. Select **Login**.

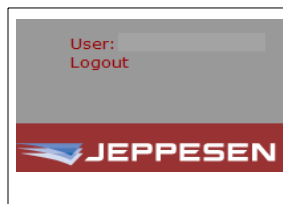
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**NOTE** Your user name and password are case-sensitive.

If you have forgotten your e-Link Online user name or password, select **Forgot Username/Password?** and enter the requested information. Your login information will be sent to you via email.

---

### Logging Out of the e-Link Online Portal



Logging out of the e-Link Online portal returns you to the Jeppesen home page. When you log out, always use the portal log-out procedure.

To log out:

- Select **Logout** at the top right on the page.

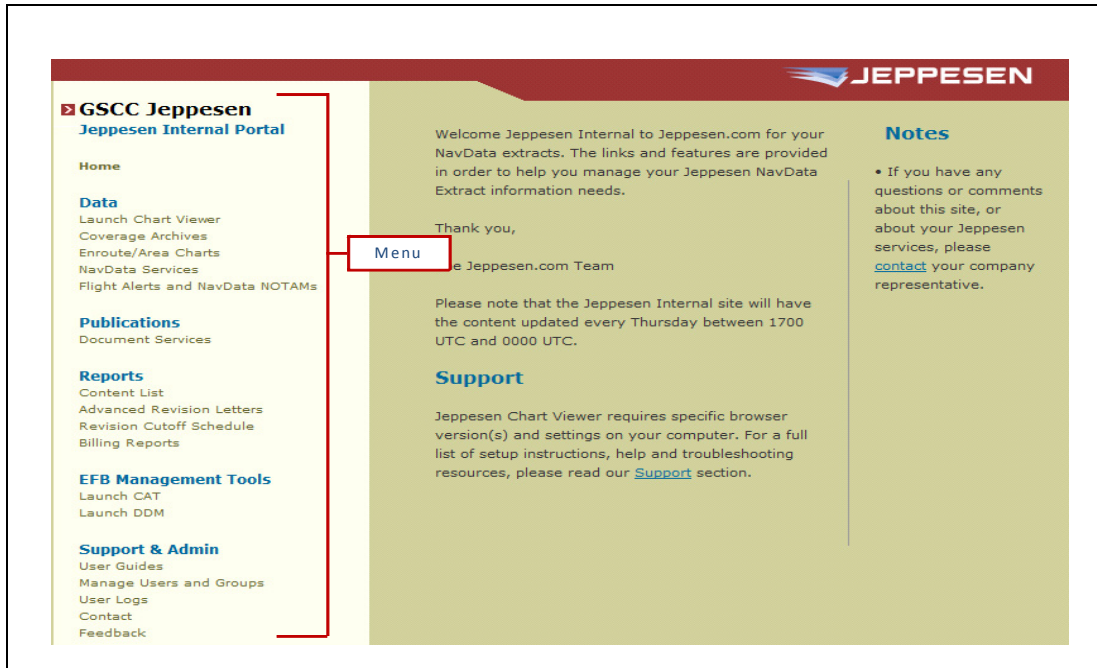
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**NOTE** If you close the browser without first logging out, as a security measure, the Jeppesen server holds the session ID, and prevents you from logging in until you log out or until the session ID expires.

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## Chapter 3: e-Link Online

The services and menu items that are available to you from the e-Link Online portal vary based on your account permissions.

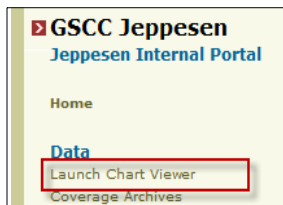


# The Chart Viewer Application

Jeppesen Chart Viewer is a chart-viewing application that is platform independent. With Chart Viewer, you can:

- View and print charts
- Access and print airport information, including chart change notices
- Create and print RoutePacks
- Access and print manuals
- Access and print company-specific documents

## Launching Chart Viewer



To launch Chart Viewer:

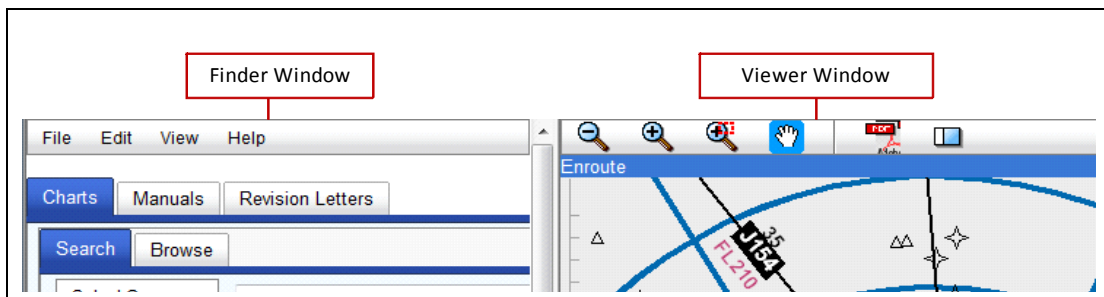
- From the e-Link Online portal, select **Launch Chart Viewer**.

## Chart Viewer Windows

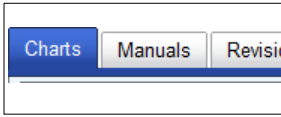
Chart Viewer provides two main windows: the Finder window on the left, and the Viewer window on the right.

Use the Finder window to locate airport information, terminal charts, change notices, text, revision letters, and RoutePacks.

The Viewer window displays the information retrieved from the Finder window.

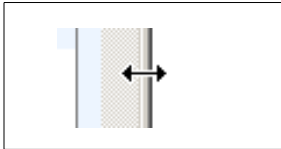


## Chart Viewer—Finder Window



Depending on your account setup, the Finder window might display information organized under three tab selections: Charts, Manuals, and Revision Letters.

## Resizing the Finder Window



To resize the Finder window, drag the vertical divider between the Finder window and Viewer window.

The data columns within the Finder window maintain their widths and do not resize when you resize the Finder window itself. If the data columns are too wide for the current section size, a horizontal scroll bar appears so that you can scroll to view all of the data columns.

## Chart Viewer—Viewer Window



Depending on the type of selected information, the information that appears in the Viewer window can be panned, magnified, rotated, and searched.












You can zoom in, zoom out, and zoom rectangle using the buttons, the plus (+) and minus (-) keyboard keys, or the mouse wheel.

See [Table 1-1, “Chart Viewer Tools”](#) for a detailed list of the Viewer window tools.

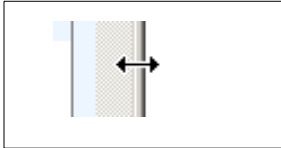
**Table 1-1** Chart Viewer Tools

	Fit to Width	Displays information within the width and flush with the top of the Viewer window. Use the mouse to click and drag the chart.
	Fit to Window	Displays information within the entire Viewer window.

**Table 1-1** Chart Viewer Tools *(continued)*

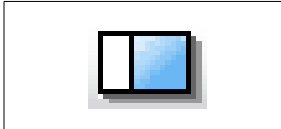
	Fit to Bottom	Displays information fit to the bottom of the Viewer window.
	Zoom Out	Zooms out on the item in the Viewer window.
	Zoom In	Zooms in on the item in the Viewer window.
	Zoom Rectangle	Draws a zoom box. The chart zooms into the area of the box. Press the Esc key to terminate this action.
	Pan Drag	Pans and drags the chart in the viewer window. You can also use click-and-drag with the mouse, or the up, down, left, and right arrow keyboard keys.
	Rotate Left	Rotates the image in the Viewer window counter-clockwise.
	Rotate Right	Rotates the image in the Viewer window clockwise.
	Convert to PDF	Converts the displayed document into a PDF file that you can print, save, or email.
	Expand/ Restore Chart Frame	Expands or restores the chart frame to, or from, full frame viewing.

## Resizing the Viewer Window

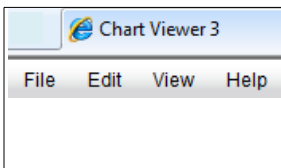


You can resize the Viewer window in either of two ways:

- Drag the vertical frame divider between the Finder and Viewer windows to the left or right.
- When viewing a chart, select the **Expand/Restore Chart Frame** button at the top of the Viewer window to switch between expanded Viewer window and restored Finder and Viewer window split.



## Chart Viewer Menu



The Chart Viewer menu provides four menu options: File, Edit, View, and Help.

### File

Select **File** from the Chart Viewer menu for a list of file actions. [Table 1-2, "File Options"](#) describes the available options .

**Table 1-2** File Options

Print All Selected	Prints all of the items selected in the Finder window.
Open RoutePack	Opens the Load RoutePack dialog box.
New RoutePack	Opens the Create RoutePack dialog box.
Exit	Closes the Chart Viewer application.

### Edit

Select **Edit** from the Chart Viewer menu to open the **Preferences** dialog box. You can set preferences that are restored each time you open the Chart Viewer application. [Table 1-3, "Preferences"](#) describes all of the preferences that you can set.



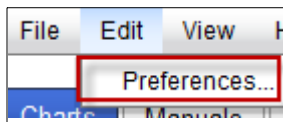
## View

Select **View** from the Chart Viewer menu to access the available tab views that are available in the application. The tab views are: Charts, Manuals, and Revision Letters.

## Help

Select **Help** from the Chart Viewer menu to access the Chart Viewer online help and open a dialog box that displays information about the product and version.

## Preferences



To set preferences, select **Edit** from the Chart Viewer menu, and then select **Preferences**. [Table 1-3, "Preferences"](#) describes the preferences that you can specify.

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**NOTE** You must enable cookies on your browser to ensure that your preferences are not discarded when you exit the application.

---

**Table 1-3** Preferences

Coverage Options tab	<p>You can specify the coverage display style and the coverages that are used when you search for an airport in the Finder window.</p> <p>Options are:</p> <ul style="list-style-type: none"> <li>• Coverage code and name.</li> <li>• Coverage name only.</li> <li>• Coverage code only.</li> </ul>
----------------------	--

**Table 1-3** Preferences (continued)

<p>Chart Options tab</p>	<p>You can set default chart-viewing options for:</p> <ul style="list-style-type: none"> <li>• Chart display style. See <a href="#">Table 1-4, “Default Chart Display Styles”</a> for a detailed list of options.</li> <li>• Mouse drag operations. See <a href="#">Table 1-5, “Mouse Drag Operations”</a> for a detailed list of options.</li> <li>• Initial chart sort order. See <a href="#">Table 1-6, “Initial Chart Sort Orders”</a> for a detailed list of options.</li> <li>• Initial airport location.                      When you specify an initial airport location, the application displays that airport and all of its charts every time you open Chart Viewer. Enter a three-character IATA or four-character ICAO airport code.</li> </ul>
<p>Enroute Options tab</p>	<p>Viewing Enroute from within the Chart Viewer application is an optional service. If you subscribe to the service, the <b>Enroute Options</b> tab is available from the Chart Viewer <b>Edit &gt; Preferences</b> menu.</p> <p>Some enroute elements are visible only at certain enroute zoom levels. See <a href="#">Table 1-7, “Enroute Elements”</a> for a detailed list of enroute elements.</p>
<p>Print Options tab</p>	<p>All preferences set in your print options can be changed by your local printer driver when you print.</p> <p>See <a href="#">Table 1-12, “Print Options”</a> for an explanation of each of the print options.</p>

**Table 1-4** Default Chart Display Styles

Fit To Width	The chart appears across the width of the Viewer window.
View Full Image	(Default setting) The entire chart appears in the Viewer window, regardless of the Viewer window proportions.
Fit To Bottom	The bottom portion of the chart appears in the Viewer window.

**Table 1-5** Mouse Drag Operations

Pan-drag mode	The default operation of a mouse click-and-drag action is to pan the chart.
Zoom-rect mode	The default operation of a mouse click-and-drag action is to draw a zoom rectangle within an area on the chart.

**Table 1-6** Initial Chart Sort Orders

Unsorted	(Default setting) When the application starts, leave the chart sort order as the current behavior.
Standard Airway Manual	When the application starts, sort the charts in the same order as they appear in the Standard Airway Manual.  The Standard Airway Manual sort option is applied only when all of the charts are referenced from a single coverage.
Ascending by Index	When the application starts, sort the charts in ascending order.
Descending by Index	When the application starts, sort the charts in descending order.

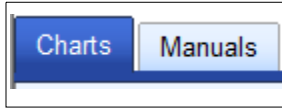
**Table 1-7** Enroute Elements

ARTCC/FIR/UIR Boundaries	Displays or hides FIR/UIR boundaries on the map.
Airports	Displays or hides IFR airports on the map.
Enroute Airspace Fixes	Displays or hides enroute intersections on the map.
Grid MORAs	Displays or hides grid MORAs (minimum off-route altitudes).
High Airways	Displays or hides high-altitude airways.
Holding Patterns	Displays or hides holding patterns.
Hydrography	Displays or hides inland water (rivers, lakes, and so on) but not oceans.
Localizers	Displays or hides localizers.
Low Airways	Displays or hides low-altitude airways.
Low-Use Airports	Displays or hides low-use airports.
NDBs	Displays or hides enroute and terminal NDBs.
Obstacles	Displays or hides known obstacles such as buildings, radio towers, trees, and so on.
Political Boundaries	Displays or hides boundaries such as states, provinces, and countries.
Railroads	Displays or hides railways.
Special Use Airspace	Displays or hides special use airspace including restricted airspace.
Terminal Airspace	Displays or hides terminal airspace.
Terminal Airspace Fixes	Displays or hides terminal airspace fixes.

**Table 1-7** Enroute Elements (*continued*)

Terrain	Displays or hides graduated surface terrain.
Urban Areas	Displays or hides high population areas.
VFR Airports	Displays or hides VFR airports.
VORs	Displays or hides VORs.

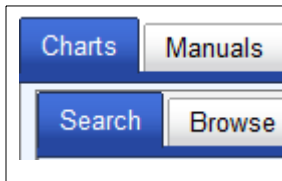
## Accessing Terminal Charts



From the **Charts** tab, you can:

- Search for an airport.
- View and print terminal charts for the selected airport.
- View and print terminal chart change notices.
- View enroute elements. (Note that the ability to view enroute elements is an optional service.)
- Open and create a RoutePack.

### ***Search for an Airport***



To search for an airport:

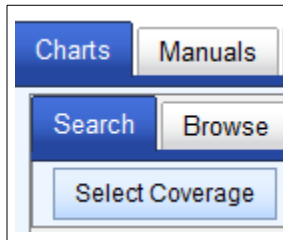
1. From the Chart Viewer Finder window, select the **Charts** tab.
2. Select the **Search** tab.
3. Enter the airport identifier in one of these formats:
  - Airport name (for example, Kennedy Intl).
  - 4-letter ICAO airport code (for example, KJFK).
  - 3-letter IATA airport code (for example, JFK).
  - City name, spelled out, not abbreviated (for example, New York, not NY).
  - Any two or more consecutive alpha-numeric characters in the airport name, or any number in the ICAO or IATA code (for example, AYYN or 40G).
4. Select **Search**.

---

**NOTE** When you enter an airport identifier, the application replaces the default airport with the airport that you specify when you select the Search button.

---

## Select a Coverage to Limit Airport Searches



To select a coverage and limit airport searches:

1. From the Chart Viewer Finder window, select the **Charts** tab.
2. Select the **Search** tab.
3. Select the **Select Coverage** button.

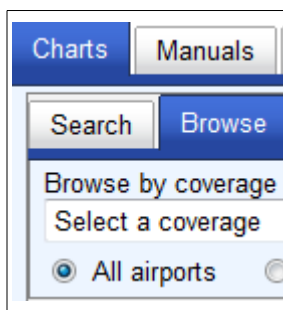
See [Table 1-8, "Select Coverages Options"](#) for an explanation of each of the four coverage options in the Select Coverages dialog box.

**Table 1-8** Select Coverages Options

Select All	Selects all of the coverages in your subscription.
Deselect All	Deselects all coverages.
Load Preferences	Loads the coverages that you set in the Coverage Options in Preferences.
Save Preferences	Saves the selected coverages as the default value for coverage selection preferences.

4. Click **OK** to save your selected coverages and limit your search.

## Browse Airports by Coverage



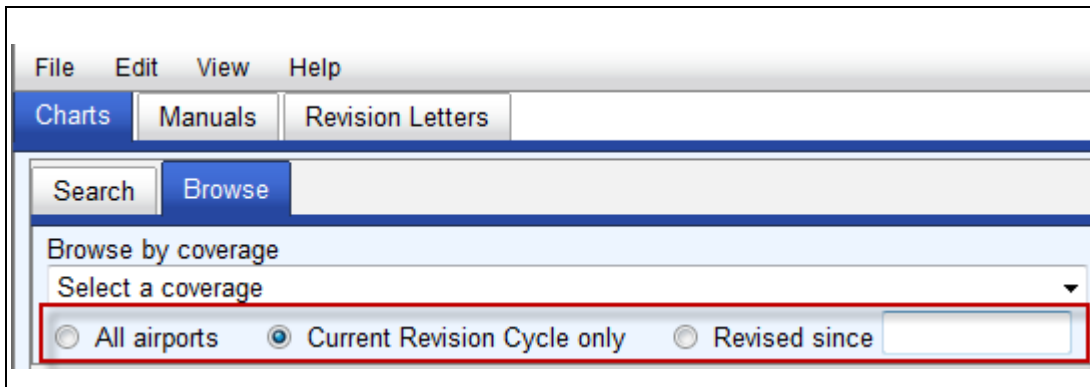
To browse airports in a specific coverage area:

1. From the Finder window; select the **Charts** tab.
2. Select the **Browse** tab.
3. Select the **Select Coverage** button; then select a coverage area from the list and select **OK**.

## Use Airport Filters to Limit the Terminal Charts that Display

To limit the number of charts displayed use airport filters.

1. From the Finder window, select the **Charts** tab.
2. Select the **Browse** tab.
3. Select an airport filter.



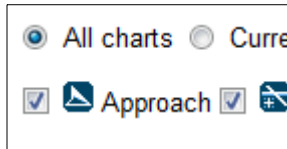
[Table 1-9, "Airport Filters"](#) describes the filter options.

**Table 1-9** Airport Filters

All Airports	Displays all of the airports in that coverage.
Current Revision Cycle Only	Limits the list to display only the airports that have revised charts in the current revision cycle.
Revised Since	Limits the list to display only the airports that have charts that have been revised since the date you enter and based on a selected coverage.



## Use Chart Filters to Limit the Terminal Charts that Display

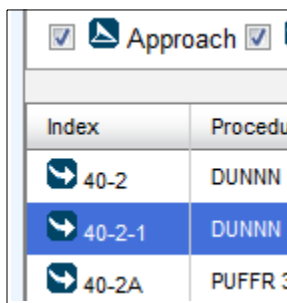


To further limit the number of charts that appear, select any one of the chart filters. [Table 1-10, "Chart Filters"](#) describes the chart filter options.

**Table 1-10** Chart Filters

All Charts	Displays all of the charts available for that airport.
Current Charts	Displays only the charts that are currently effective.
Changed Charts Current Cycle	Limits the list to display only the charts that are in the current revision cycle.
Revised Since	Limits the list to display only the charts that have been revised since the date that you enter.
Approach	Displays or hides approach charts.
Airport	Displays or hides airport information.
Departure	Displays or hides departure charts.
Arrival	Displays or hides arrival charts.
Airspace	Displays or hides airspace charts.
Noise	Displays or hides noise-abatement diagrams.

## View Terminal Charts



To select a terminal chart to view:

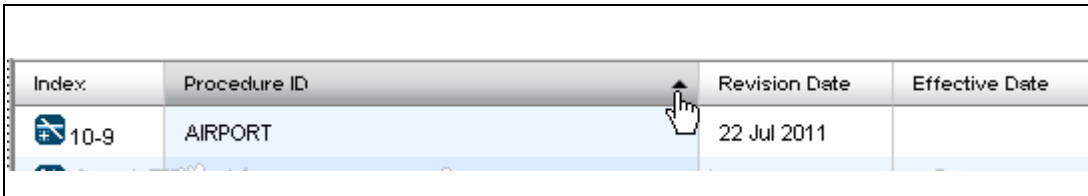
1. From the Finder window, select the **Charts** tab.
2. From the **Search** tab, search for and select an airport.
3. Select a chart from the list of charts for the airport.  
 The chart appears in the Viewer window.

## Sort Terminal Charts

The initial chart sort order is determined by the preferences that you specify under **Edit > Preferences > Chart Options** from the Chart Viewer menu.

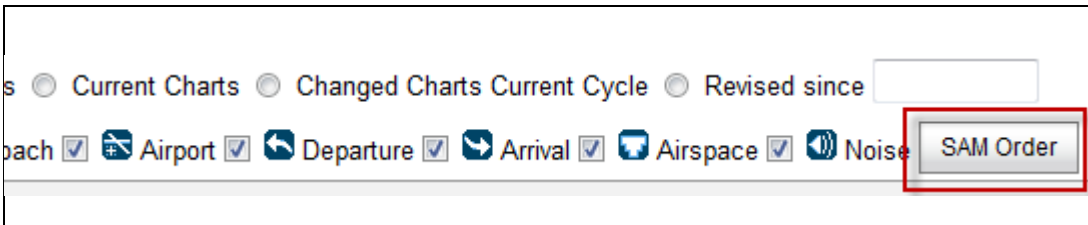
Additionally, you can change the sort order of the chart by Index, Procedure ID, Revision Date, and Effective Date.

To change the sort order of displayed charts from the chart title bar, select ascending or descending order for the column by which you want to sort.

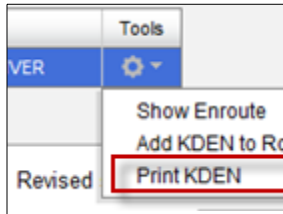


Index	Procedure ID	Revision Date	Effective Date
10-9	AIRPORT	22 Jul 2011	

To return to the Standard Airway Manual chart sort order, select the **SAM Order** button.



## Print All Charts Associated with an Airport



You can print terminal charts, save them, and send them as email attachments.

To print all charts for a selected airport:

1. From the Chart Viewer Finder window, select the **Charts** tab.
2. At the end of the airport row, select the Tools button.
3. Select **Print** [Airport].
4. Select your printing preferences. See [Table 1-12, "Print Options"](#) for detailed information about printing options.
5. Select **Submit**.

The application opens a separate window, notifies you that your print job is being prepared, and displays a progress bar. When the print job is complete, the application displays a PDF in this window.



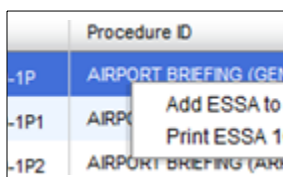
You can save the PDF, send it as an email attachment, or print it by using the toolbar at the top of the PDF window.

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**NOTE** When a chart is saved as a PDF, sent as an email attachment to a different location, and then printed on a different physical printer, the person making the print is responsible for verifying printer settings. Printer settings cannot be stored within a PDF file.

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## Print a Single Terminal Chart



To print a single terminal chart:

1. From the Finder window, select the **Charts** tab.
2. From the **Search** tab, search for and select an airport.
3. Right-click the terminal chart from the list of charts for that airport.
4. Select **Print** [Chart].

5. Select your printing preferences.  
See [Table 1-12, "Print Options"](#) for detailed information about printing options.
6. Select **Submit**.  
The application opens a separate window, notifies you that your print job is being prepared, and displays a progress bar. When the print job is complete, the application displays a PDF in this window.



You can save the PDF, send it as an email attachment, or print it by using the toolbar at the top of the PDF window.

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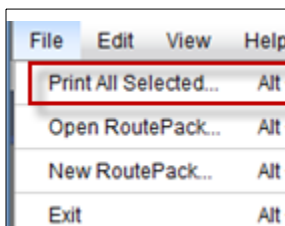
**NOTE** When a chart is saved as a PDF, sent as an email attachment to a different location, and then printed on a different physical printer, the person making the print is responsible for verifying printer settings. Printer settings cannot be stored within a PDF file.

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## Print Selected Terminal Charts

To print all selected terminal charts:

1. From the Finder window, select the **Charts** tab.
2. From the **Search** tab, search for and select an airport.
3. Select the charts that you want to print.
4. From the Chart Viewer menu, select **File > Print All Selected**.
5. Select your printing preferences.  
See [Table 1-12, "Print Options"](#) for detailed information about printing options.
6. Select **Submit**.  
The application opens a separate window, notifies you that your print job is being prepared, and displays a progress bar. When the print job is complete, the application displays a PDF in this window.





You can save the PDF, send it as an email attachment, or print it by using the toolbar at the top of the PDF window.

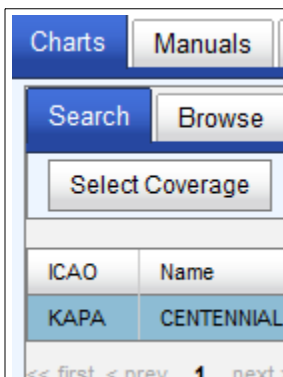
---

**NOTE** When a chart is saved as a PDF, sent as an email attachment to a different location, and then printed on a different physical printer, the person making the print is responsible for verifying printer settings. Printer settings cannot be stored within a PDF file.

---

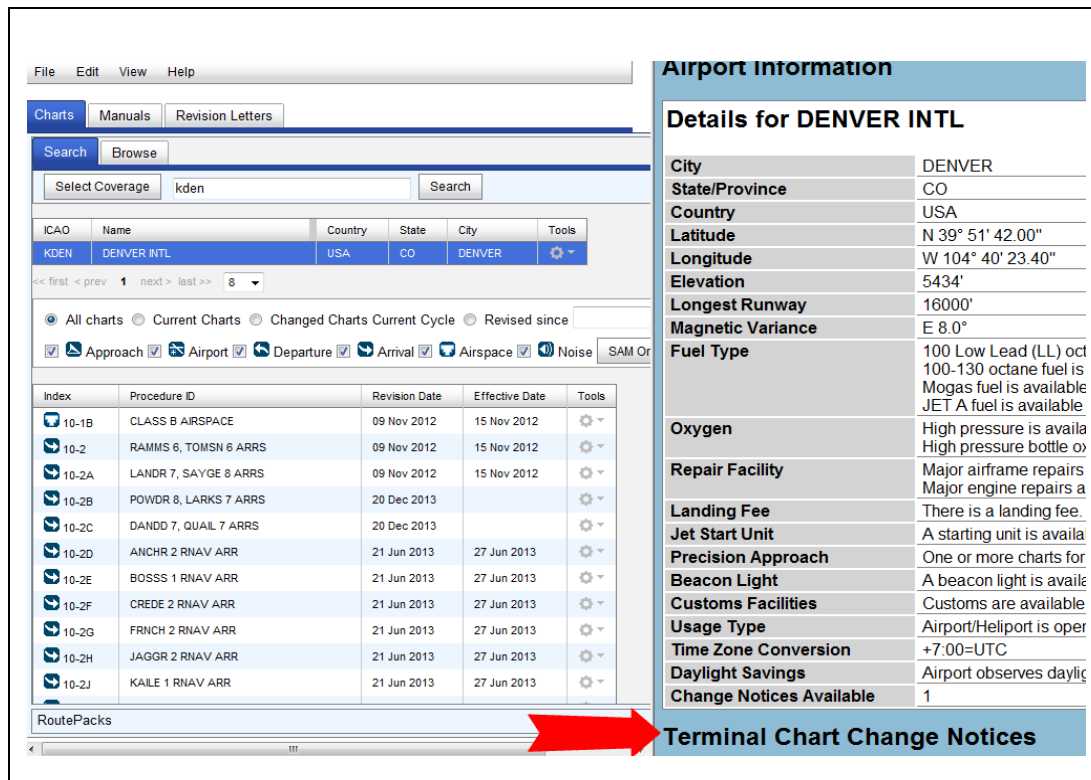
### View Terminal Chart Change Notices

To view terminal chart change notices:



1. From the Finder window, select the **Charts** tab.
2. Select the **Search** tab.
3. Select the **Select Coverage** button, and select a coverage area from the list, and then select **OK**.
4. Enter an airport name and select **Search**.

- Select the airport in the airport list.  
 Terminal Chart Change Notices, if available, are displayed to the right, in the Viewer window, under Airport Information as shown below.

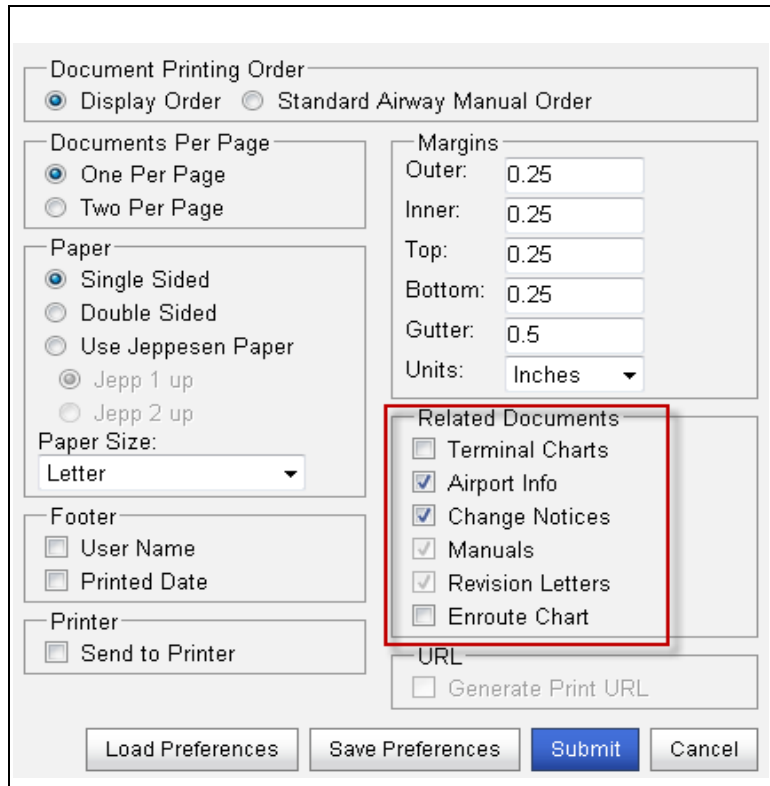


## ***Print Terminal Chart Change Notices and Other Airport Information***

To print terminal chart change notices and other airport information:

- From the Finder window, select the **Charts** tab.
- From the **Search** tab, search for and select an airport.
- From the Chart Viewer menu, select **File > Print All Selected**.

- Select your printing preferences.  
 Under Related Documents, select **Airport Info** and **Change Notices**.



The screenshot shows a 'Print Options' dialog box with several sections:

- Document Printing Order:** Radio buttons for 'Display Order' (selected) and 'Standard Airway Manual Order'.
- Documents Per Page:** Radio buttons for 'One Per Page' (selected) and 'Two Per Page'.
- Paper:** Radio buttons for 'Single Sided' (selected), 'Double Sided', and 'Use Jeppesen Paper'. Below are radio buttons for 'Jepp 1 up' and 'Jepp 2 up'.
- Paper Size:** A dropdown menu set to 'Letter'.
- Margins:** Input fields for Outer (0.25), Inner (0.25), Top (0.25), Bottom (0.25), and Gutter (0.5). A 'Units' dropdown is set to 'Inches'.
- Related Documents:** A red box highlights this section, containing checkboxes for Terminal Charts, Airport Info (checked), Change Notices (checked), Manuals, Revision Letters, and Enroute Chart.
- Footer:** Checkboxes for 'User Name' and 'Printed Date'.
- Printer:** Checkboxes for 'Send to Printer' and 'Generate Print URL'.

Buttons at the bottom include 'Load Preferences', 'Save Preferences', 'Submit', and 'Cancel'.

See [Table 1-12, "Print Options"](#) for detailed information about printing options.

- The application opens a separate window, notifies you that your print job is being prepared, and displays a progress bar. When the print job is complete, the application displays a PDF in this window.

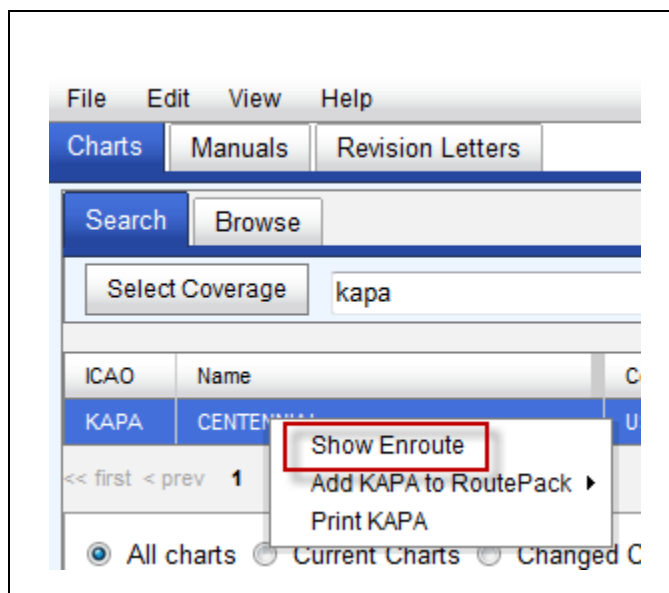


You can save the PDF, send it as an email attachment, or print it by using the toolbar at the top of the PDF window.

## View Enroute Charts

To view enroute elements from within the Chart Viewer application:

1. From the Chart Viewer Finder window, select the **Charts** tab.
2. From the **Search** tab, search for and select an airport.
3. Right-click the airport, and select **Show Enroute**.



Enroute elements appear in the Viewer window.

---

**NOTE** Airports and helipads that do not have a published latitude/longitude are not shown on the enroute chart.

---

## Set Enroute Object Viewing Preferences

You can view enroute elements from within the Chart Viewer application when the Chart Viewer Enroute Privilege has been granted through the User Administration > Manage Groups page.



If available, you can preferences for showing or hiding enroute elements:

1. From the Chart Viewer menu, select **Edit > Preferences**.
2. Select the **Enroute Options** tab.  
 Select your preferences for the elements that you want to be shown on the enroute chart. See [Table 1-7, "Enroute Elements"](#) for a detailed list of enroute elements.

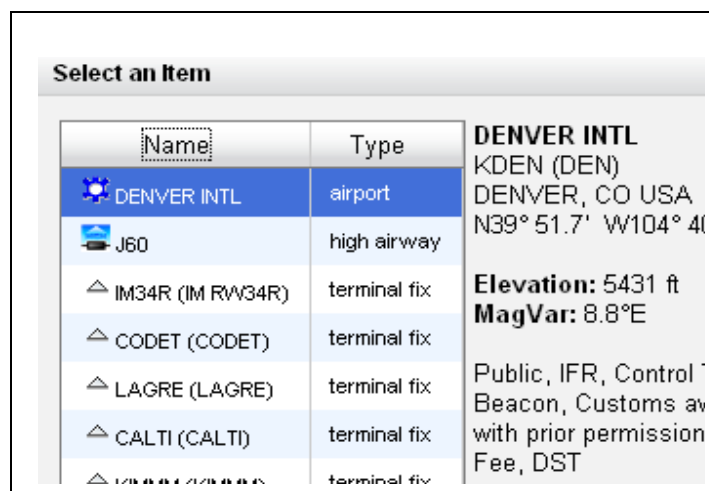
### Navigate the Enroute Chart

Navigate around the enroute chart using any of the controls located at the top of the Viewer window. See [Table 1-1, "Chart Viewer Tools"](#) for a detailed list of the Viewer window tools.

### View Enroute Information

To view enroute information:

1. Select an enroute item in the Viewer window.  
 A **Select an Item** dialog box displays.
2. Select one of the rows to view information about that enroute item.

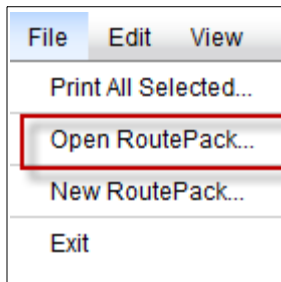


## RoutePack Basics

A RoutePack can be thought of as an electronic briefcase that contains flight information for one or more routes with each route's associated airport charts. You can save and unload RoutePack files, and then reload them for future use.

Access to RoutePacks is located at the bottom of the Chart Viewer Finder window when the **Charts** tab is selected. You can also access RoutePacks from the Chart Viewer **File** menu.

### Open a RoutePack File



To open a RoutePack file:

1. From the Chart Viewer menu, select **File > Open RoutePack**.
2. Enter the RoutePack file name, or click **Browse** to open a browser window to locate the .crf RoutePack file.
3. Select **Submit**.

---

**NOTE** When the RoutePack is opened and processed, the Chart Viewer application updates all of the associated charts to the current version. If the RoutePack was created in another application and the charts are not in your current coverage, they will not be updated.

---

### Close a RoutePack File

To close a RoutePack file:

- Right-click the top level of the RoutePack and select **Unload RoutePack**.

## View a RoutePack

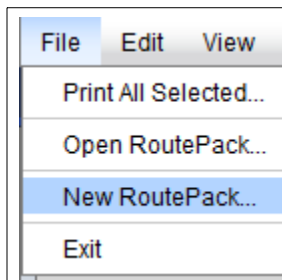
To view a RoutePack without opening it:

1. From the Finder window, select the **Charts** tab.
2. Select the **Expand** button at the bottom of the Finder window.
3. Select the RoutePack name.
4. Expand and collapse the Route to view the routes and charts.

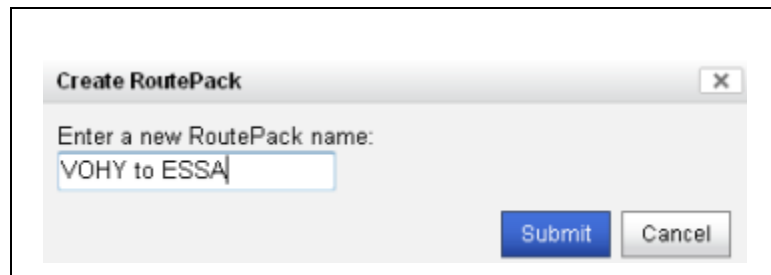


## Create a New RoutePack

To create a new RoutePack:

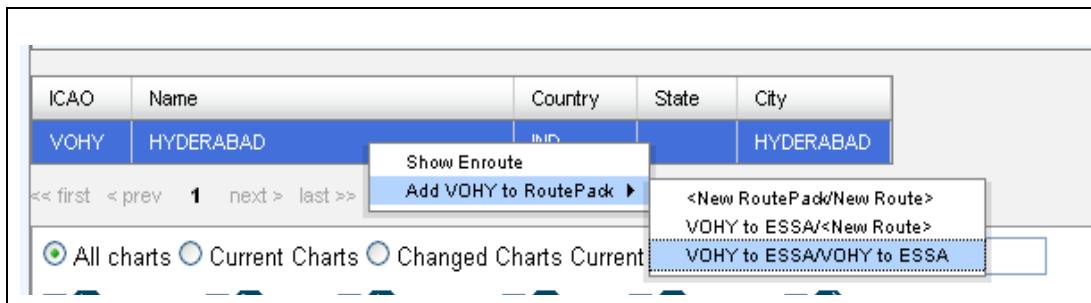


1. From the Finder window, select **File > New RoutePack**. The application opens the Create RoutePack dialog box.
2. Enter a name for the new RoutePack and select **Submit**.
  - In this example, create a RoutePack for a flight from Hyderabad to Arlanda. Enter the RoutePack name VOHY to ESSA.



## Add an Origin Airport to the RoutePack

1. From the Finder window, select the **Charts** tab.
2. From the **Search** tab, select the coverage area.
3. Search for and select an airport.  
The application displays all of the selected airport charts.
  - For this example, search for and select VOHY.  
All of the airport charts for Hyderabad are displayed.
4. Right-click the airport and select **ADD [Airport] to RoutePack**.
  - In this example, right-click VOHY and select **Add VOHY to RoutePack > VOHY to ESSA/VOHY to ESSA**.



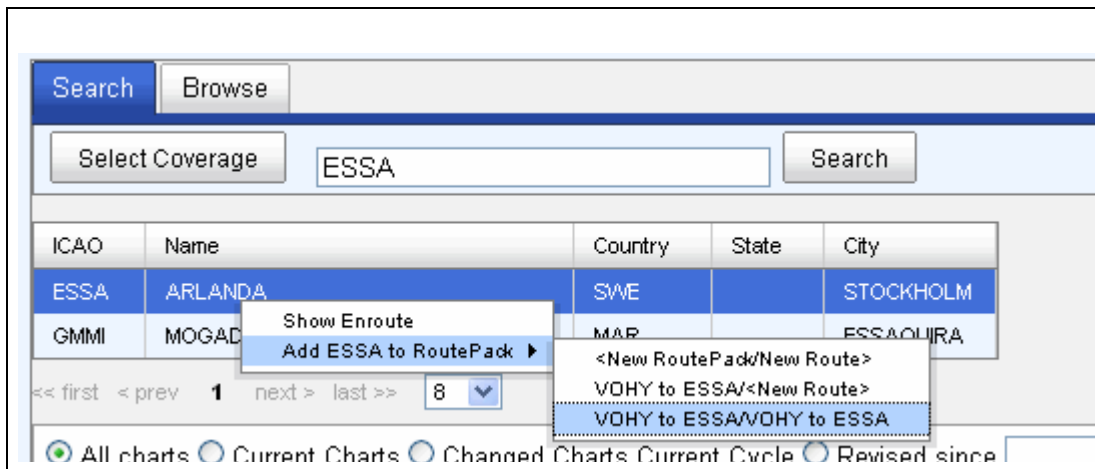
All of the airport charts for VOHY are added to the RoutePack and VOHY is designated as the first airport in the RoutePack.

## Add a Destination Airport to the Route Pack

The next step is to add the destination airport to the RoutePack.

1. From the Chart Viewer Finder window, select the **Charts** tab.
2. From the **Search** tab, search for and select an airport.
  - For this example, search for and select ESSA.  
All of the airport charts for Arlanda are displayed.

3. Right-click the airport and select **ADD [Airport] to RoutePack**.
  - In this example, right-click ESSA and select **Add ESSA to RoutePack > VOHY to ESSA/VOHY to ESSA**.



All of the airport charts for ESSA are added to the RoutePack and ESSA is designated as the second airport in the RoutePack.

4. Right-click the top level of the RoutePack and click **Save As**. Save the RoutePack file to a directory location where you want to save all of your RoutePacks.

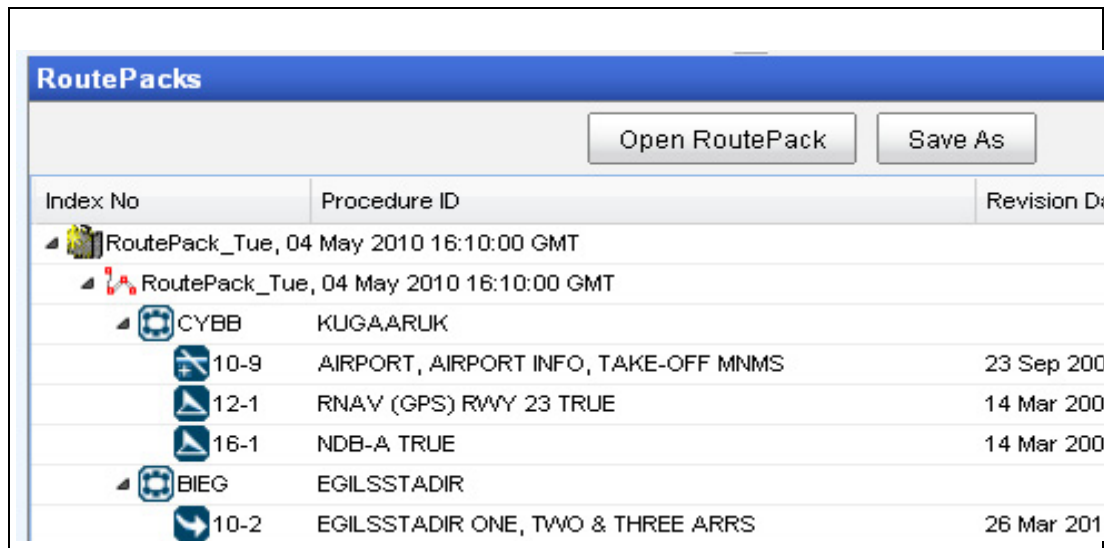
If your browser displays a dialog box, set the option to **Save As** and not *Open With*.

## RoutePack Structure

RoutePacks are structured by levels. The RoutePack is the top-most item. Under the RoutePack are the routes and alternate routes, and the airport charts are under the routes and alternate routes.

RoutePack items that appear in gray are listed as part of the RoutePack, but there are no charts associated because the charts are not included in your current coverage. This situation can occur when you import RoutePacks that were created in another application that has a different coverage.

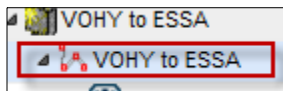
When you select different levels of the RoutePack, different items, such as the route, associated airports, or associated charts, appear in the Viewer window.



### View a Route in the RoutePack

Viewing enroute elements from within Chart Viewer is an optional service. If available, to view the route from a RoutePack:

1. From the Finder window, open the RoutePack.
2. Select the Route icon.



The application displays the route in the Viewer window.

### View an Airport in the RoutePack

Viewing enroute elements from within Chart Viewer is an optional service. If available, to view an airport in the RoutePack:

1. Right-click an airport in the RoutePack, and select **Show Enroute**.

## **Save a RoutePack**

To save a RoutePack:

1. Right-click the top level of the RoutePack and select **Save As**.
2. If your browser displays a dialog box, set the option to **Save As** and not *Open With*.

Save the RoutePack to a directory location where you want to save all of your RoutePacks.

## **Rename a RoutePack**

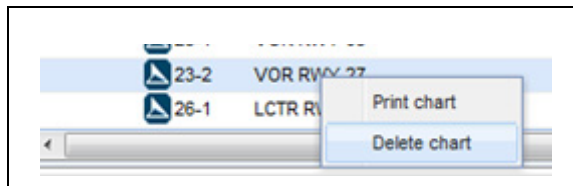
To rename a RoutePack:

1. Right-click on the top level name and select **Rename RoutePack..**
2. Enter a name and select **OK**.

## **Delete Charts from a RoutePack**

To delete a chart from a RoutePack:

1. From the list of charts associated with the RoutePack, select the chart that you want to delete.
2. Right-click the chart and select **Delete Chart**.



## Reorder Charts in a RoutePack

To reorder charts within a RoutePack:

1. Select one or more charts from the RoutePack list.
  - Hold the **Shift** key to select multiple sequential charts.
  - Hold the **Ctrl** key to select multiple non sequential charts.
2. Select the chart symbol and drag it to a new location within the RoutePack.

---

**NOTE** You cannot drag charts from one airport to another.

---

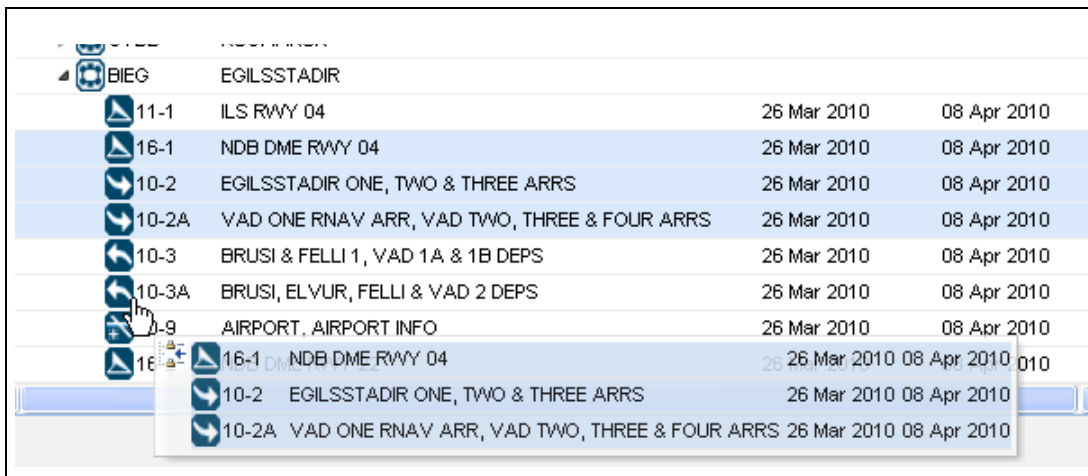
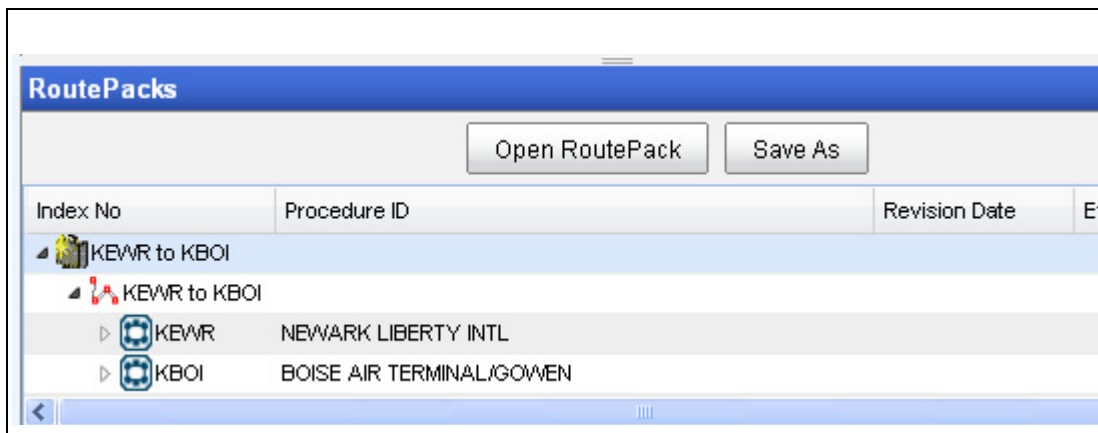


Chart ID	Chart Name	Effective Date	Expiration Date
BIEG	EGILSSTADIR		
11-1	ILS RWY 04	26 Mar 2010	08 Apr 2010
16-1	NDB DME RWY 04	26 Mar 2010	08 Apr 2010
10-2	EGILSSTADIR ONE, TWO & THREE ARRS	26 Mar 2010	08 Apr 2010
10-2A	VAD ONE RNAV ARR, VAD TWO, THREE & FOUR ARRS	26 Mar 2010	08 Apr 2010
10-3	BRUSI & FELLI 1, VAD 1A & 1B DEPS	26 Mar 2010	08 Apr 2010
10-3A	BRUSI, ELVUR, FELLI & VAD 2 DEPS	26 Mar 2010	08 Apr 2010
10-9	AIRPORT, AIRPORT INFO	26 Mar 2010	08 Apr 2010
16-1	NDB DME RWY 04	26 Mar 2010	08 Apr 2010
10-2	EGILSSTADIR ONE, TWO & THREE ARRS	26 Mar 2010	08 Apr 2010
10-2A	VAD ONE RNAV ARR, VAD TWO, THREE & FOUR ARRS	26 Mar 2010	08 Apr 2010



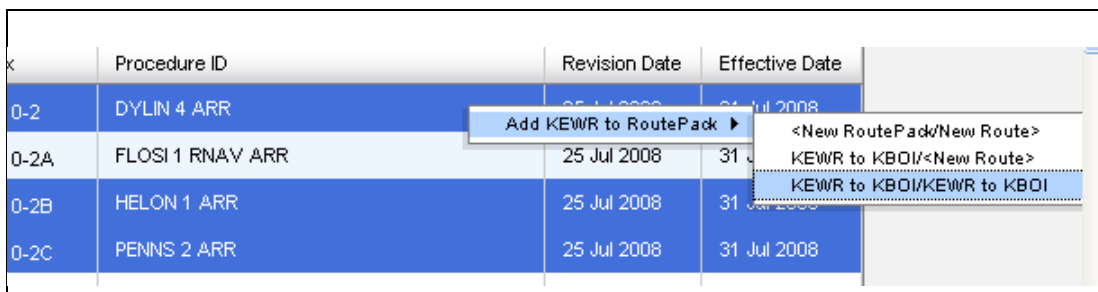
## Add Additional Charts to an Airport in a RoutePack

This example starts with a RoutePack that is missing a few charts. The flight is departing from Newark and arriving in Boise. The example adds charts to the departure airport. You could also add charts to the arrival airport. Note, however, that you cannot add charts from one airport to a different airport.



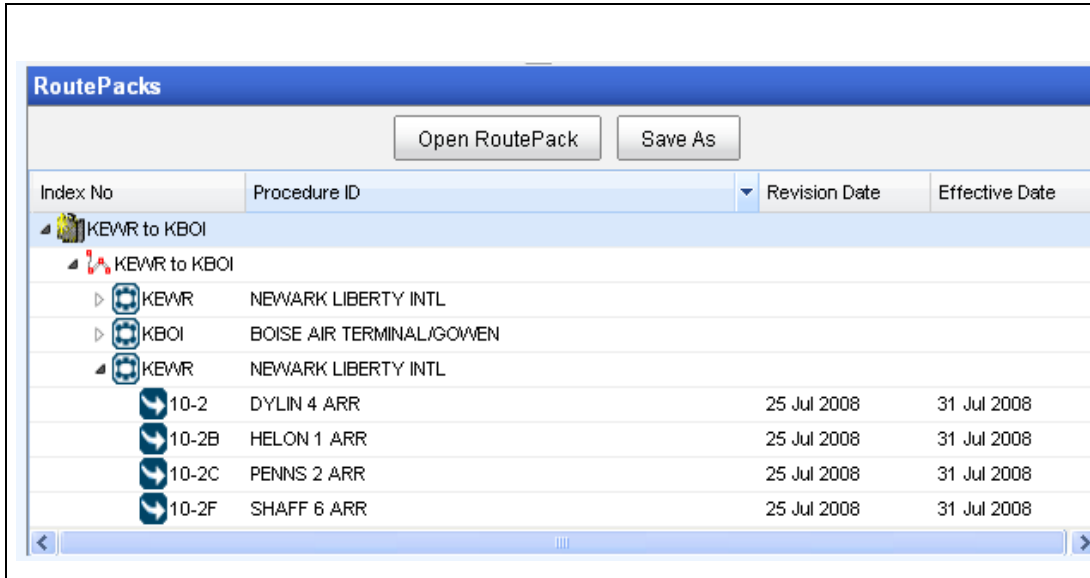
To add additional charts to an airport in a RoutePack:

1. From the Chart Viewer Finder window, open the RoutePack.
2. From the **Charts** tab, search for and select the airport to which you want to add charts.
3. Select the charts from the list of charts to add to the RoutePack.
4. Right-click and select **Add [KEWR] to RoutePack > [KEWR to KBOI]**.

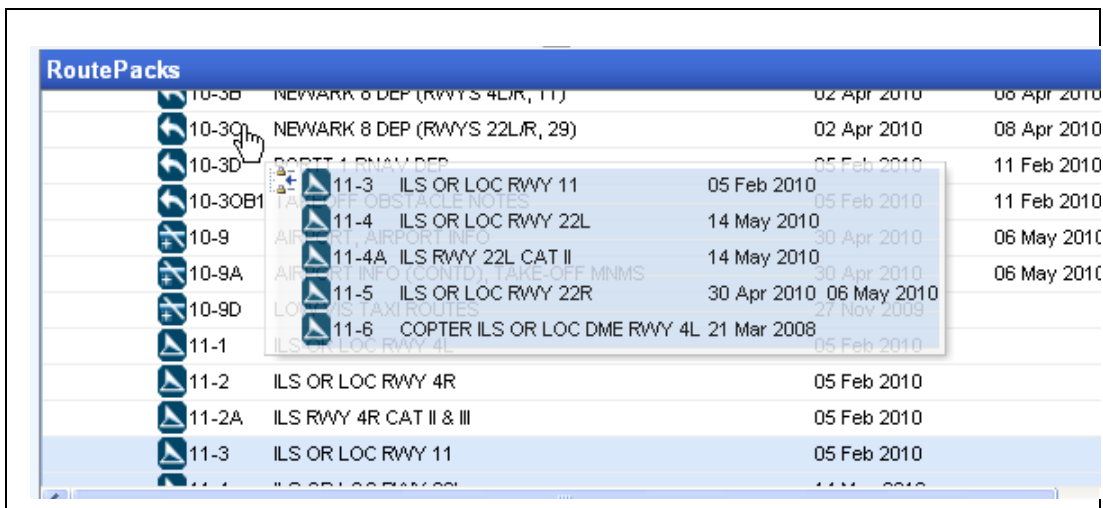


The airport is appended to the end of the RoutePack.

5. Expand the airport, as shown in the following figure..



6. Drag the charts up to the airport where you want to place them..



- After you move the charts that you added, you can optionally delete the last airport in the RoutePack.
7. Right-click the top level of the RoutePack and select **Save As** to save the updated RoutePack.

## ***Print a Single Chart in a RoutePack***

To print a single chart in a RoutePack:

1. From the Chart Viewer Finder window, open the RoutePack.
2. Right-click the chart that you want to print.
3. Select **Print Chart**.
4. Select your printing preferences.  
 See [Table 1-12, "Print Options"](#) for detailed information about printing options.
5. Select **Submit**.  
 The application opens a separate window, notifies you that your print job is being prepared, and displays a progress bar. When the print job is complete, the application displays a PDF in this window.



You can save the PDF, send it as an email attachment, or print it by using the toolbar at the top of the PDF window.

---

**NOTE** When a chart is saved as a PDF, sent as an email attachment to a different location, and then printed on a different physical printer, the person making the print is responsible for verifying printer settings. Printer settings cannot be stored within a PDF file.

---

## ***Print All Charts in a RoutePack***

To print all charts in a RoutePack:

1. From the Chart Viewer Finder window, open the RoutePack and right-click the top-most element of the RoutePack.
2. Select **Print RoutePack**.
3. Select your printing preferences.  
 See [Table 1-12, "Print Options"](#) for detailed information on Printing options.

4. Select **Submit**.

The application opens a separate window, notifies you that your print job is being prepared, and displays a progress bar. When the print job is complete, the application displays a PDF in this window.



You can save the PDF, send it as an email attachment, or print it by using the toolbar at the top of the PDF window.

---

**NOTE** When a chart is saved as a PDF, sent as an email attachment to a different location, and then printed on a different physical printer, the person making the print is responsible for verifying printer settings. Printer settings cannot be stored within a PDF file.

---

## **Delete a RoutePack File**

Use your operating system tools to delete the RoutePack files the same way that you would delete other files on your system.

To delete a RoutePack:

- Browse to the file (RoutePack files have a .crf file name extension), select the file, and delete it.

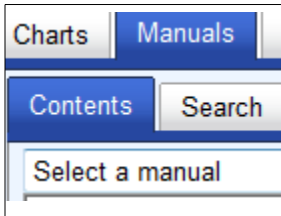
## Accessing Manuals



From the **Manuals** tab, you can:

- View manuals in your coverage.
- View company-specific documents.
- Search for a word or phrase.
- Use search criteria to limit search results.

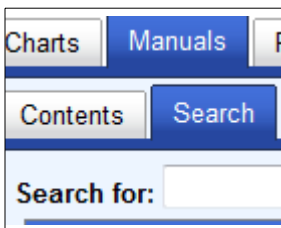
### *View a Manual or Document*



To view the text of a manual or document:

1. From the Finder window, select the **Manuals** tab.
2. Select the **Contents** tab.
3. Select a manual or document from the list.
  - If you select a document, the application displays the selected document in the Viewer window.
  - If you select a manual, a table of contents appears in the Finder window. A plus sign next to a topic indicates that the topic has subtopics. When you select a topic, its text appears in the Viewer window.

### *Search for Text in a Manual*

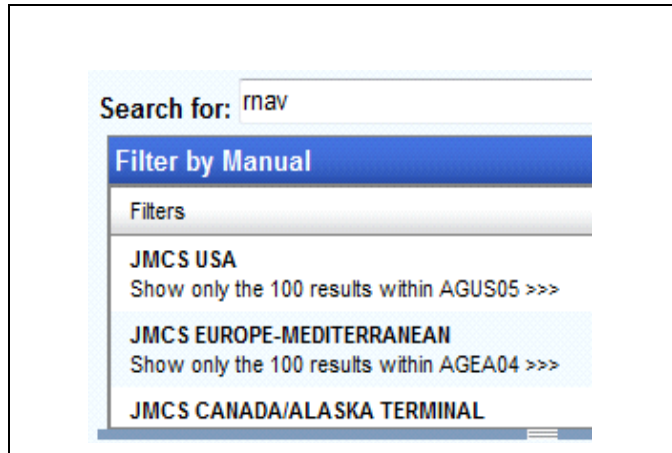


To search for text in manual pages:

1. From the Finder window, select the **Manuals** tab.
2. Select the **Contents** tab.
3. Select a manual from the list.
4. Select the **Search** tab.
5. Enter a word or phrase in the **Search** box. Wild card characters are not allowed.
6. Select **Search**.

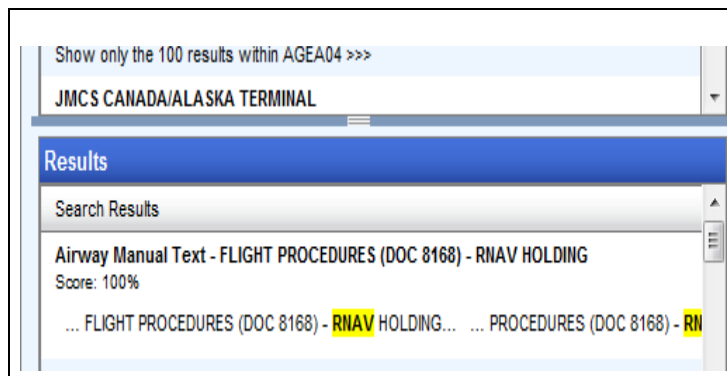
## Limit the Number of Manual Text Search Results

Each of the preset filters lists the number of results found. Select a filter to apply it and limit the results; select the filter again to remove it.



## Understanding Manual Text Search Results

Each result has a ranking score. Select a result to view it.



## Understanding Manual Text Search Parameters

The following list describes the current search parameters.

- Searches are for separate keywords. If you enter *B737 KBOI* you will receive a return for every page available on which there is a match for the string *B737* or the string *KBOI*.
- Searches are not case-sensitive. A search for the word *essa* returns the same results as a search for the word *ESSA*.
- Searches do not accept boolean expressions. A search of *b737+KBOI* will likely not return any match because the system searches for the literal string *b737+KBOI*, which likely does not occur within the document.
- Wild card characters are not allowed. A search for *KBO\** will likely not return a match because the literal string *KBO\** likely does not occur.

## Understanding Available Documentation

Depending on your current subscription and permissions, you might have access to any of the documents described in [Table 1-11, “Available Documentation”](#).

**Table 1-11** Available Documentation

Document Name	Document Type	Online Format	Update Frequency
Airway Manual	AWM	HTML	Once a week to every other week
Visual Flight Rules Manual	VFR	HTML	Once a week to every other week
Federal Aviation Regulations	FAR	HTML	Twice per year
Aeronautical Information Manual	AIM	HTML	Twice per year
OM-A Operations Manual Part A	OM	HTML	Once per quarter to once per year
FOM - Flight Operations Manual	OM	HTML/ PDF	Once per quarter to once per year

**Table 1-11** Available Documentation (*continued*)

Document Name	Document Type	Online Format	Update Frequency
FCOM - Flight Crew Operations Manual	OM	HTML	Once per quarter to once per year
OM-B Operations Manual Part B	OM	HTML	Once per quarter to once per year
MEL - Minimum Equipment List	OM	HTML	Once per quarter to once per year
GOM - General Operations Manual	OM	HTML	Once per quarter to once per year
OM-D Operations Manual Part D	OM	HTML	Once per quarter to once per year
QRH - Quick Reference Handbook	OM	HTML	Once per quarter to once per year
FAM - Flight Attendant Manual	OM	HTML/ PDF	Once per quarter to once per year
Company Handbook	OM	HTML	Once per quarter to once per year
OM-C / Route Manual	OM	HTML/ PDF	Once per quarter to once per year



### Understanding How Pages are Listed in Manuals

Recently added pages are marked with the letter “A” to alert you that the chart has a future effectivity date.

**Table of Contents**

- FRONT PAGES
  - TITLE PAGE (AEURML)
  - CHART ALERT UK AERO OPER MINIMA 1 (A)
  - CHART ALERT UK AERO OPER MINIMA 2 (A)
  - CHANGE OF ADDRESS FORM
  - CUST SERV BLTN-NOTICES & ALERTS 1
  - CUST SERV BLTN-NOTICES & ALERTS 2

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 This notice protects the enclosed compilation of charts and revised data.

Revision Number F-25-11 Issue Date 08 JUL 11

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A ► ADD SHEET      ◀ D DESTROY SHEET      ALL OTHER SHEETS REVIS  
 # FOLDED CHART - PLEASE RETRIEVE AT THE BACK OF THE PACKAGE.

EFF	
A ► CHART ALERT UK AERO OPER MINIMA 1/2 TERMINAL CELLE, GER.	16 JUL

Pages to be deleted are marked with the letter “D.”  
 When there is another chart with a current effectivity date, it is ordered after the deleted page in the table of contents.

**Table of Contents**

- + FRONT PAGES
- LEP/LOG TAB
  - LOG-1-89 (D)
  - LOG-1-1 (D)
  - LOG-1-1
  - LOG-1-2 (D)
  - LOG-1-2

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 Copyright notices on charts protect the chart and compiled data, as revised.  
 This notice protects the enclosed compilation of charts and revised data.

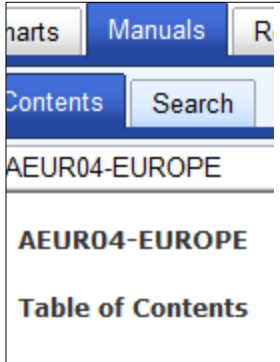
Revision Number 9-11 Issue Date 08 JUL 11

---

A ► ADD SHEET      ◀ D DESTROY SHEET  
 # FOLDED CHART - PLEASE RETRIEVE AT THE BACK OF THE PACKAGE  
 CONTROL CODES: Special Issue/Custom "B" (Both Sides), "F" (Tailored), "L" (Limited Distribution)

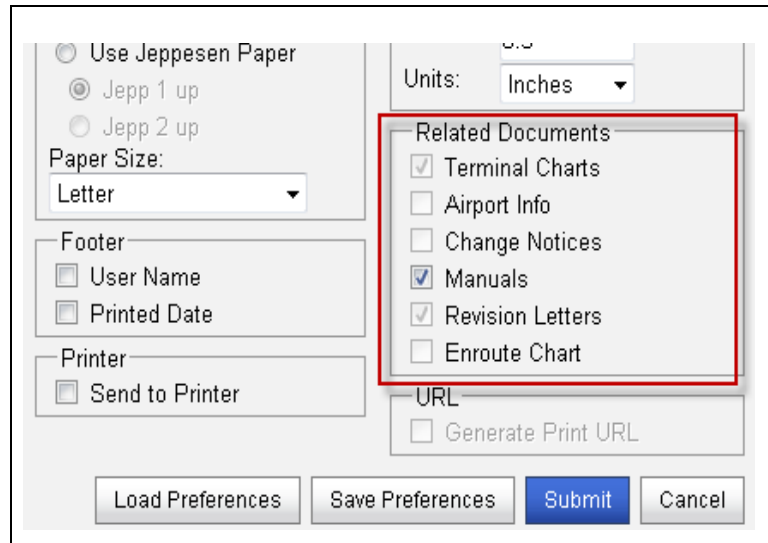
EFF	
◀ D LEP PAGES T LOG-1-1 THRU LOG-1-2 A T LOG-1-1 THRU LOG-1-2 TERMINAL ADAK I, AK L 11-7 / WR (SPL)	

## Print Selected Manual Pages



To print selected pages from a manual:

1. From the Finder window, select the **Manuals** tab.
2. Select the **Contents** tab.
3. Select a manual from the list.
4. Select a manual item from the table of contents.  
The selected item appears in the Viewer window.
5. From the Chart Viewer menu, select **File > Print All Selected**.
6. Select your printing preferences. Make sure you select **Manuals** under Related Document.



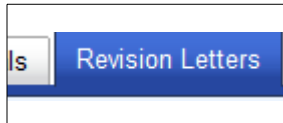
See [Table 1-12, "Print Options"](#) for detailed information about printing options.

7. The application opens a separate window, notifies you that your print job is being prepared, and displays a progress bar. When the print job is complete, the application displays a PDF in this window.



You can save the PDF, send it as an email attachment, or print it by using the toolbar at the top of the PDF window.

## Accessing Revision Letters



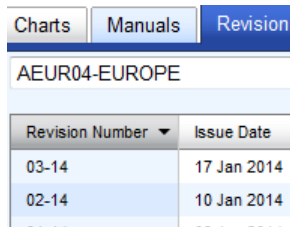
As changes occur in the global airspace system, governing authorities forward these changes to Jeppesen. Jeppesen then compiles the changes and provides them to subscribers as revised charts. Revisions are numbered and issued in numerical sequence.

Each revision contains a revision letter that serves as a guide for efficient filing of revisions.

The **Revision Letters** tab is available only if this service has been set up by your Administrator.

### View a Revision Letter

To view a revision letter:



1. From the Finder window, select the **Revision Letters** tab.
2. Select the coverage from the coverage list.
3. Select the revision letter to view.  
 The revision letter appears in the Viewer window.

### Print a Revision Letter

To print a displayed revision letter:

- Select the **Print File** button in the Viewer window.



## Print All Selected Revision Letters



To print all selected revision letters:

1. From the Finder window, select the **Revisions Letters** tab.
2. Select the coverage from the coverage list.
3. Select all revision letters that you want to print.
  - Hold the key to select multiple sequential items.
  - Hold the Ctrl key to select multiple nonsequential items.
4. From the Chart Viewer menu, select **File > Print All Selected**.
5. Select **Revision Letters** under Related Documents.
6. Select **Submit**.

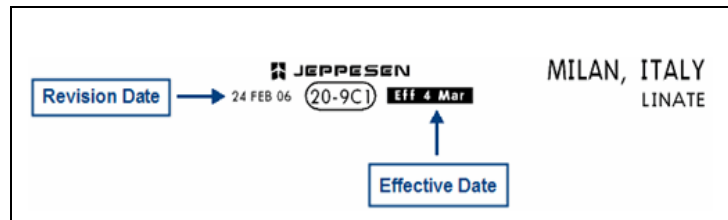
The application opens a separate window, notifies you that your print job is being prepared, and displays a progress bar. When the print job is complete, the application displays a PDF in this window.



You can save the PDF, send it as an email attachment, or print it by using the toolbar at the top of the PDF window.

## Understanding Revision Dates and Effective Dates

The revision date refers to the date that the chart was last revised. The effective date refers to the date that the chart becomes effective.



## Printing from Within the Chart Viewer Application

Printing from within the Chart Viewer application is a two step process:

1. Generate the PDF file.
2. Send the PDF file to a printer.

---

**NOTE** The free Adobe Reader, or any other PDF reader, is required when working with the Portable Document Format (PDF).

---

### *Print Job Setup Options*

Whenever you select an item to print in Chart Viewer, a Print Job Setup dialog box appears. Enter the printing parameters and preferences in this dialog box. [Table 1-12, "Print Options"](#) describes the Print Options.

**Table 1-12** Print Options

<b>Document Printing Order Group</b>	Display Order	Prints documents in the order in which they appear in Chart Viewer.
	Standard Airway Manual Order	Prints documents in the order in which they appear in the Jeppesen Airway Manual. Does not apply to text and revision letters.
<b>Documents Per Page Group</b>	One Per Page	One document is printed on a page.
	Two Per Page	Two documents are printed on a page.

**Table 1-12** Print Options *(continued)*

<b>Paper Group</b>	Single Sided	
	Double Sided	
	Use Jeppesen Paper - Jepp 1 up	Accommodates paper with holes along the left and right edges of the page for binding in the Jeppesen Airway Manual. In this format, documents print in opposite orientations. For example, if you print charts on this page, the header for one chart prints at the top of the page and the header for the other chart prints at the bottom of the page.
	Jepp 2 up	Accommodates paper with holes along one edge and the center of the page for binding in the Jeppesen Airway Manual. In this format, both documents print in the same orientation. For example, if you print charts on this page, the headers for both charts print at the top of the page.
	Paper Size	Select from the list.
<b>Footer</b>	User Name	Select to print the user name in the footer.
	Printed Date	Select to print the date the document in the footer.
<b>Printer</b>	Send to Printer	When this option is selected, information is added to the PDF file that sends a print job command when the file is opened.

**Table 1-12** Print Options *(continued)*

<b>Margins</b>		If the default margins do not meet your requirements, change them as needed. The outer and inner margins are also referred to as left and right margins. The gutter is used to protect areas of the paper from being printed on, for example in hole-punched paper.
<p>Related Documents Group</p> <p><b>NOTE</b>                  Related documents that cannot be printed are grayed out.</p>	Terminal Charts	Prints terminal charts for the selected airport.
	Airport Info	Prints airport information for the selected airport.
	Change Notices	Prints terminal chart change notices for the selected airport.
	Manuals	Prints Manual pages for the selected manual.
	Revision Letters	Prints selected revision letters.
	Enroute Chart	Prints selected enroute chart.

**Table 1-12** Print Options *(continued)*

URL	Generate group URL	<p>Copies the URL to a browser-specific dialog box.</p> <p>Copy the URL from the browser dialog box, and paste it somewhere else, such as in the body of an email message.</p> <p>Copy and paste the URL using common keyboard commands such as Ctrl+C (Win), Cmd+C (Mac), Ctrl+V (Win), and Cmd+V (Mac).</p> <p>Generate Print URL selection is available only if you have the required permissions.</p> <p>You must have the print to clipboard enabled in your browser settings.</p>
<b>Control Buttons</b>	Load Preferences	Loads previously saved settings.
	Save Preferences	Saves print job preferences to use the same print job setup each time.
	Submit	Sends the file to print.
	Cancel	Cancels the print job.



## Coverage Archives



To download tailored coverage archives and submit requests to have archives built:

- From the e-Link Online portal, select **Coverage Archives**.
- Select **Request Archive** for the coverage you want.

**NOTE** Archives might include AVAILABILITY\_REPORT.txt. This report provides information about charts that are not available for archiving.

## Enroute/Area Charts



To download or view an enroute or area chart from outside of the Chart Viewer application:

1. From the e-Link Online portal, select **Enroute/Area Charts**.
2. Select the coverage code.
3. Specify the chart types that you want to view.
4. Select **Submit**.  
 A PDF of the selected enroute or area chart appears in a separate window.

## NavData Services



### Downloading NavData Updates

The e-Link Online portal provides secure access for downloading Jeppesen NavData updates each cycle.

To download NavData:

1. From the e-Link Online portal, select **NavData Services**.

---

**NOTE** If you are logging in for the first time, read the license agreement, and then select **Accept** to open the Navigation Data page.

---

2. Select the link for the NavData that you want to download.
3. In the dialog box, click **Save this file to disk**, and then select **OK**.
4. In the **Save As** dialog box, navigate to the location where you want to save the data, and select **Save**.

### Uploading NavData Updates

To install the downloaded NavData file:

1. Open the file from the location that you specified in step 4, in the previous task.
2. Follow the installation wizard instructions to install the new NavData.

---

**NOTE** Database files are compressed into an executable (.exe) format. After the NavData files are downloaded, expand the file, typically by double-clicking them.

---

## Smiths Disk Generation Tool

If you receive a Smiths database from Jeppesen, use the Smiths Disk Generation Tool (DGT), available from the Smiths NAV Database Resources link.

## GE Aviation Systems Disk Generation Tool

If you receive a GE Aviation Systems database from Jeppesen, use the GE Disk Generation Tool (DGT) software to create loadable media. When you download GE Jeppesen database files, Jeppesen recommends that you create a folder on your local drive labeled “GE” and store the files in this folder.

To install the GE Disk Generation Tool (DGT) on another computer, access the support central website at GE ([http://sc.ge.com/@FMD\\_ND](http://sc.ge.com/@FMD_ND)) by using the same SSO ID and user name that you have already set up. You can then download the DGT onto another computer.

---

**NOTE** You might need to request an additional license file for the machine ID of the additional computer.

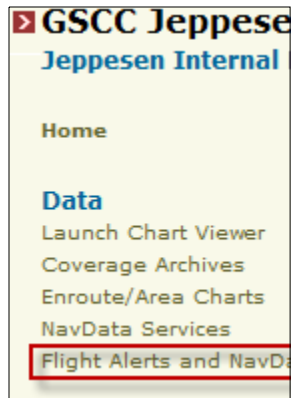
---

## NavData Support

For assistance with electronic data downloads, contact NavData Technical Support at:

- 303-328-4445 (US local)
- **E-mail:** [navdatatechsupport@jeppesen.com](mailto:navdatatechsupport@jeppesen.com)

## Flight Alerts and NavData NOTAMs



### Alerts

Flight Alerts inform commercial NavData subscribers, including airlines, avionics companies, and aviation service providers, of changes and errors to databases issued by Jeppesen.

Alerts are not designed for individual pilot notification but are intended to supplement the NavData NOTAMs by disseminating time-critical information that could have a significant impact on flight operations.

Alerts contain safety-of-flight information including, but not limited to, incorrect turn directions, altitudes, airway changes, and SID/STAR/Approach procedures. This information typically affects Jeppesen's master database, and as a result, can affect any Jeppesen NavData customer or user of avionics databases derived from Jeppesen NavData.

### NavData NOTAMs

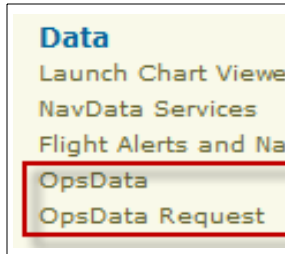
Jeppesen Chart Change Notices identify significant changes affecting Jeppesen enroute or terminal charts only. Jeppesen NavData Change Notices identify significant changes that affect Jeppesen Navigation Data only. Your aircraft flight management system might use these notices.

Chart Change Notices and NavData Change Notices are available as they are updated. These notices enable you to review the most current changes within minutes of their entry into the Jeppesen system. These notices provide the most current information before the bi-weekly revisions.

To access Flight Alerts and NavData NOTAMs:

1. From the e-Link Online portal, under **Data**, select **Flight Alerts and NavData NOTAMs**.
2. Select the link for an Alert or NOTAM.  
The text appears in a separate window.

## OpsData



OpsData information for flight planning provides maximum allowable takeoff weights based on engine-out performance.

Using an extensive array of terrain information, the computations are made for particular aircraft/engine configurations for a specific runway at a specific airport for a range of temperatures.

Computations also consider these factors:

- Flap settings
- Aircraft characteristics
- Runway conditions
- Environmental conditions
- Obstacle clearance

You can request airports to be added to your watch/surveillance list that Jeppesen maintains, updates, and posts on the e-Link Online portal.

## Working With OpsData

1. From the e-Link Online portal, under **Data**, select **OpsData**.
2. In the **Aircraft** field, select an aircraft type.
3. To narrow the search, see [Table 1-13, “OpsData Search Filters”](#)

**Table 1-13** OpsData Search Filters

Airport Keyword	Enter the ICAO code, IATA code, full or partial airport name, or full or partial location (for example, Frankfurt). Wild card characters are not allowed.
Filter	Select the filter type (ICAO, IATA, Airport Name, or Location).

4. Select **Search**.
5. From the Airport List page, select the link for the airport name.  
The system displays the associated information in a separate browser window.
6. Select **Close** to return to the Airport List page.

To display information for a different type of aircraft, select an aircraft type in the field under Change Aircraft, and then select **Go**.

### ***OpsData Request***

1. From the e-Link Online portal, select **OpsData Request**.
2. Enter the appropriate values, and then select **Submit**.

After your request has been submitted, Jeppesen adds the airport to your watch list and posts the updated watch list on the e-Link Online portal.

# Publications

The Document Services page displays a customized list of available manuals and documents to view and print from the e-Link portal.

## Document Services



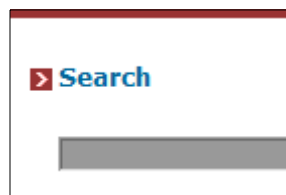
### View a Manual or Document

To view a manual or document from the Document Services page:

1. From the e-Link Online portal, under Publications, select **Document Services**.
2. Select a manual or document title to open the file in a separate browser window.
  - If you select a manual, a table of contents appears in the Finder window. A plus sign next to a topic indicates that the topic has subtopics. When you select a topic, its text appears in the Viewer window.

### Search for Text in a Manual

To search for text in a manual from the Document Services page:



1. From the e-Link Online portal, under Publications, select **Document Services**.
2. Select a manual to open the file in a separate browser window.
3. Enter the search text in the **Search** field at the top left of the page.
4. Select **Go**.  
Search results are listed in the right pane.
5. Select a search result to view the text.

## Print a Document File

To print a displayed document file accessed from the Document Services page:

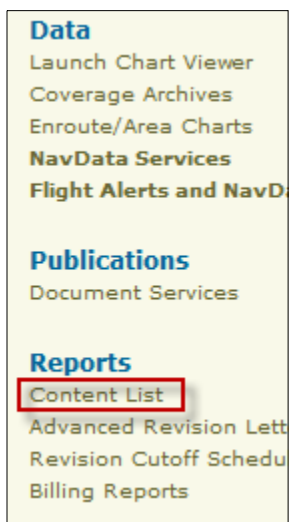
- Select the **Print File** button in the Viewer window.



## Reports

Depending on your account permissions and services, you may find several listings under Reports on the e-Link Online portal.

## Content List



A content list is a log of information for a paper chart or text manual. Every sheet, front and back, contained in the Jeppesen Airway Manual appears in the order designated by Jeppesen. You can compare the content list to the Airway Manual to ensure that complete, current content is in the correct order.

If information is missing from a manual, contact Jeppesen for the material.

### View the Content List

To view the current content list:

1. From the e-Link Online portal, select **Content List**.
2. Select a coverage in either text or HTML format.  
The content opens in a separate window.



## Create a Dynamic Content List

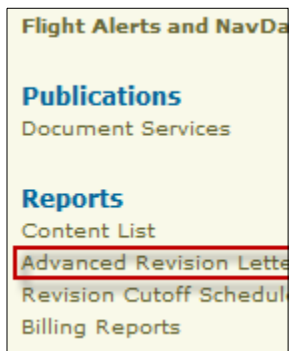
You can dynamically generate a custom content list that includes only the fields that you need. A dynamic consolidated content list includes both standard and tailored coverages.

To dynamically generate a content list:

1. From the e-Link Online portal, select **Content List**.
2. Select the **Click here** link at the top of the page.
3. Under **Report Fields**, select at least one field.
4. Under **Coverage Codes**, select at least one coverage code.
5. Under **Report Type** group, select either **Current Revision**, or **Advanced Revision**.
6. Select **Submit**.

The application generates a comma-separated values file (\*.csv file) which you can import and open in a spreadsheet application (such as Microsoft Excel), or a text editor of your choice.

## Advanced Revision Letters



Advanced revision letters notify you of advanced changes to come that affect the Jeppesen Airway Manual. The revision cycle occurs on a weekly or biweekly basis. Advanced revision letters are automatically generated as soon as the cutoff date for a revision period is reached. Advanced revision letters contain a DRAFT watermark to indicate changes that are not finalized and posted.

### View Advanced Revision Letters

To view advanced revision letters:

1. From the e-Link Online portal, select **Advanced Revision Letters**.

2. Select a coverage to open in a separate window.

---

**NOTE** The date/time stamp appears only if there has been a change to the advanced revision activity file. If the generation process for advanced revision letters fails, the Last Updated section shows dates and times from the last successful generation process.

---

## ***Dynamically Create Advanced Revision Letters***

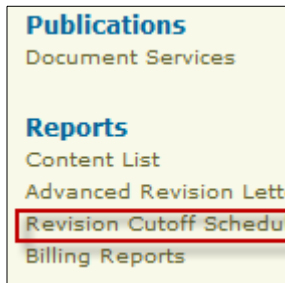
Dynamically generated advanced revision letters include advance changes to come for tailored charts; it does not include the standard charts.

To dynamically generate advanced revision letters:

1. From the e-Link Online portal, select **Content List**.
2. Select “Click **here** to generate a dynamic consolidated content list.”
3. Under **Report Fields**, select at least one field.
4. Under **Coverage Codes**, select at least one Coverage Code.
5. Under **Report Type** group, select **Advanced Revision**.
6. Click **Submit**.

The application generates a comma-separated values file (\*.csv file) that you can import and open in a spreadsheet application (such as Microsoft Excel), or a text editor of your choice.

## Revision Cutoff Schedule



Without exception, Jeppesen adheres to a cutoff schedule with regard to accepting changes to your tailored manual pages, contents, or quantities. For your convenience, the weekly cutoff schedules are accessible from the e-Link Online portal.

### View the Weekly Revision Cutoff Schedule

To view the weekly cutoff schedule for revisions:

- From the e-Link Online portal, select **Revision Cutoff Schedule**.  
The weekly cutoff schedules for revisions are listed on the page..

**Table 1-14** Revision Cutoff Information

Revision Date	Displays the date of the current revision.
Cutoff Date	Displays the last date that changes are accepted.  The cutoff date applies to revised and new terminal charts and text, address, and quantity changes.

## Billing Reports



A billing report is an itemization of revisions to the content of your tailored manuals so that you can correlate the charges on the Jeppesen invoice. Billing reports are automatically generated by Jeppesen at the beginning of each month.

The billing report extracts information from the Revision Control System (RCS) and consolidates all revisions into the report. Revisions are listed by sheet number for the affected tailored manual. In some cases, a revised page applies to only one tailored manual. In other cases, a revised page applies to multiple tailored manuals.

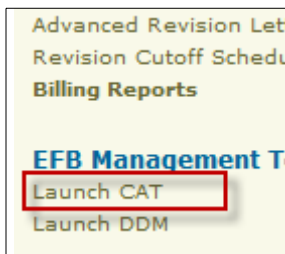
## View Your Billing Report

To view your billing report:

1. From the e-Link Online portal, select **Billing Reports**.
2. Select a filename.  
The billing report appears in a separate browser window.

# EFB Management Tools

## Launch CAT

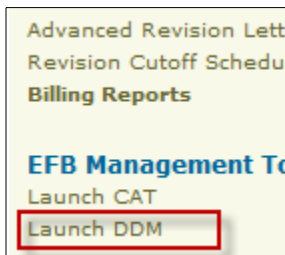


The Configuration Administration Tool (CAT) is a web-based application that is available within the Chart Viewer application.

To launch CAT:

- From the e-Link Online portal, select **Launch CAT**.

## Launch DDM



The Data Distribution and Management (DDM) Application Service Provider is a web-based application that enables you to manage the distribution and delivery of data, configuration files, and software, collectively referred to as content, used on board an aircraft. DDM Online Help is available within the application.

To launch DDM:

- From the e-Link Online portal, select **Launch DDM**.

## ***Chapter 4: User Administration***

---

This section describes key administration tasks performed by data administrators who manage the Chart Viewer application and the e-Link Online portal.

### ***The Chart Viewer Application***

#### **Create a Credential Pass Through for the Chart Viewer Application**

To directly access the Chart Viewer application from your own web page, use the following sample script.

##### ***Sample HTML Script***

```
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Pragma" content="no-cache">
<title>Airline Name Here</title>
</head>
<body onLoad="javascript:document.forms.loginForm.submit();">
<form action="https://ww1.jeppesen.com/icharts/index.jsp"
method="post" name="loginForm">
<input type="hidden" name="login-username"
value="firstname.lastname">
<input type="hidden" name="login-password" value="password1234">
</form>
</body>
</html>
```

Where:

- “Airline Name here” is replaced with your airline name.
- “firstname.lastname” is replaced with your Jeppesen e-Link Online user name.
- “password1234” is replaced with your Jeppesen e-Link Online password.

## ***e-Link Online Portal***

Through e-Link Online User Administration page, you set permissions to view information through the Chart Viewer application, the e-Link Online portal, and mobile devices.

## **Getting Started**

### ***Logging In to e-Link Online User Administration***

You can access the e-Link Online User Administration page in a couple of ways. Both require that you have permissions to access the user administration functionality.

---

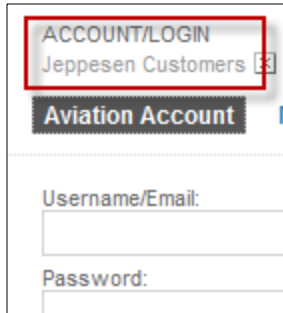
**NOTE** If you do not have e-Link Online User Administration access, contact your Jeppesen representative.

---

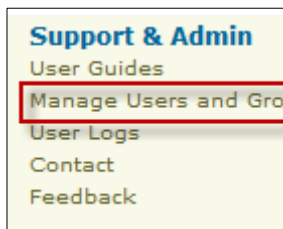
You can access the e-Link Online User Administration page by navigating to: <https://www.jeppesen.com/useradmin>.

You can also log in to the e-Link Online User Administration page from the Jeppesen website.

To log in to e-Link Online User Administration page from the Jeppesen website:



1. Navigate to: <http://www.jeppesen.com>
2. Select the **ACCOUNT/LOGIN Jeppesen Customers** box at the top right of the page.
3. Select **Aviation Account**.
4. Enter your e-Link Online user name and password.
5. Select **Login**.



6. From the e-Link Online portal, select **Manage Users and Groups**.

---

**NOTE** You can return to the e-Link Online portal page while logged in to the User Administration page by selecting **eLink Portal**. See [Return to the e-Link Online Portal](#).

---

## Logging Out of e-Link Online User Administration

When you log out, always use the log-out procedure.



To log out of Jeppesen e-Link Online User Administration page:

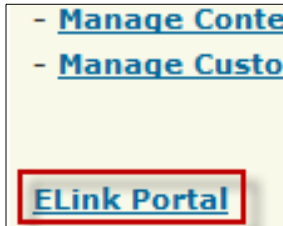
- Select **Logout** at the top left of the page.

---

**NOTE** If you close the browser without first logging out, as a security measure, the Jeppesen server can hold the session ID, and will not allow you to log back in until you log out or the session ID expires.

---

## Return to the e-Link Online Portal



To return to the e-Link Online portal:

- From the User Administration page, select **eLink Portal**.

## User Administration Conventions

e-Link Online user administration conventions are:

- Required fields are marked with an asterisk (\*).
- Sortable columns are indicated by an underlined column heading that appears in white. The current sort column is indicated by a small white arrow pointing up for ascending (A to Z, and 1 to 10) or down for descending (Z to A, and 10 to 1). Select multiple times on a single column header to alternate the sorting between ascending and descending order on that column.
- Where appropriate, you can filter data by entering a whole or partial search term in the field next to the Filter button at the top of a page, and then selecting **Filter**.



## Create a Credential Pass Through for the e-Link Online Portal

To directly access the e-Link Online portal from your own web page, use the following script.

### **Sample HTML Script**

```
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">

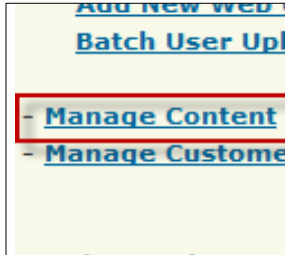
<html>
<head>
<meta http-equiv="Pragma" content="no-cache">
<title>Airline Name Here</title>
</head>
<body onLoad="javascript:document.forms.loginForm.submit();">
<form action="https://ww1.jeppesen.com/mlink/login.do" method="post"
name="loginForm">
<input type="hidden" name="j_username" value="firstname.lastname">
<input type="hidden" name="j_password" value="password1234">
</form>
</body>
</html>
```

Where:

- “Airline Name here” is replaced with your airline name.
- “firstname.lastname” is replaced with your Jeppesen e-Link Online user name.
- “password1234” is replaced with your Jeppesen e-Link Online password.

## Customizing Your e-Link Online Web Page

You can create and maintain content for your company e-Link Online web site through the **Manage Content** functionality.



### **Change the e-Link Online Portal Logo**

By default, the e-Link Online portal displays the Jeppesen logo. To change the default logo:

1. From the e-Link Online User Administration page, select **Manage Content**.
2. Select **Edit Content** in the upper right of the Manage Content page.
3. Select **Browse** and navigate to the logo file you want to use
4. Select the **Upload New Logo Image button**.

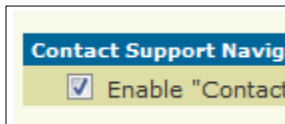
---

**NOTE** The new logo must be in GIF format, no larger than 20kB in size, and 170px wide by 110px high.

---

### **Create and Edit Web Content**

You can create and maintain content for your e-Link Online website.



1. From the e-Link Online User Administration page, select **Manage Content**.
2. Select **Edit Content** in the upper right of the Manage Content page.
3. Select the **Enable “Contact Support” link in main navigation** option to make the contact support link on your web page active.
4. Enter your Homepage content.
5. Select the **Enable “Feedback Form” section on Contact page** option to activate the Feedback Form link on the Contact page.

6. Enter a heading for the Feedback Form section on the Contact page.
7. Enter the text to appear under Send Us Your Feedback.
8. Enter the email addresses for the recipients of the completed Feedback forms.

---

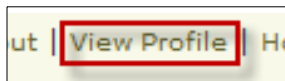
**NOTE** For multiple feedback form recipients, you must insert a hard return after each entry.

---

- Select **Add Another Section** to add more sections.
  - Select **Delete Section** to remove a section.
  - Select **Cancel** to return to the Manage Content page without saving any information.
9. Select **Save Content** to save the information.

## ***Update Your User Profile***

Depending on your permissions, you may be able to edit your name and email address.



To edit your profile:

1. From the e-Link Online User Administration page, select **View Profile** at the top of the menu.
2. From User Profile page, select **Edit**.
3. Make changes to first name, last name or email.
4. Select **Submit**.
-

## Setting Up Permissions and Uploading Content

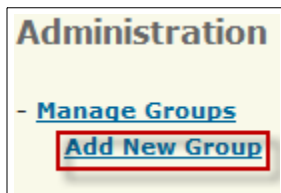
To set up users with access to content through the e-Link Online portal:

1. Add a group with permissions.
2. Add users to the group.
3. If applicable, upload any company-specific documents and assign to the group.

## Managing Groups

Setting up groups enables you to efficiently assign content to a group of users.

### Add a Group



To add a group and assign privileges:

1. From the User Administration page, select **Add New Group**.
2. Enter the appropriate values in the fields. See [Table 1-15, "Add Group Settings"](#) and [Table 1-16, "Group Privileges"](#) for a detailed list of the settings.
3. Select the **Add Coverages** button.
4. Select the coverages to assign to this group.

5. Select **Submit** at the bottom of the page.

**NOTE** You can create a template to use for batch uploading users by performing a batch download of all the current users, and then using that spreadsheet as a template to batch upload new users.

**Table 1-15** Add Group Settings

Group Name	Enter a name for the group (required field).
Group Description	Enter a brief description of the group.
Status	When <b>Active</b> is selected, the group can access e-Link Online.
Customer Accounts	Shows the accounts that are currently applied to this group.
Available Coverages	Shows the number of coverages that are currently selected.
Associated OpsData Aircraft	Shows the number of aircraft that are entered in the OpsData files.
Document Services	Select documents to associate with the group.
Privileges	Select all privileges that apply to this group. See <a href="#">Table 1-16, "Group Privileges"</a> for list of privileges.

**Table 1-16** Group Privileges

Administrator	Allows access to e-Link Online user administration.
---------------	---

**Table 1-16** Group Privileges *(continued)*

Airside Global Services Airline	Allows an airline access to the Global Logistics application.
Airside Global Services Access	Allows access to Global Logistics application.
Airside Global Services DEN	Allows access to Global Services users located in Denver.
Batch User Upload	Enables batch user upload/download privileges.
CAT - Airport Maps	Allows access to the TPA module.
CAT - BOESysConfig	Allows access to the BOE System Configuration module.
CAT - Basic User	Consumer personnel who build packages in CAT.
CAT - Boeing e-Plane Module	Allows access to the Boeing e-Plane module.
CAT - Comm Management	Allows access to the comm management module.
CAT - EFB Admin	Consumer personnel who can administer EFB via CAT.
CAT - ELB	Allows access to the ELB module.
CAT - FID	Allows access to the FID module
CAT - Fault Reporting	Allows access to the fault reporting module.
CAT - IT	Super User for CAT.

**Table 1-16** Group Privileges (continued)

CAT - Performance	Allows access to the performance module.
CAT - Production	Consumer personnel for CAT.
CAT - Terminal Charts	Allows access to the terminal charts module.
CAT - Video	Allows access to the video module.
CAT - eDocs	Allows access to the eDocs module.
Chart Viewer Enroute Privilege	Enables enroute features to be viewed from within the Chart Viewer application.
Coverage Archive Download	Enables the group to download of PDF archives of tailored charts.
DDM - Airline Manager	Consumer personnel who decide if a package is acceptable.
DDM - Archiver	DDM Archiver
DDM - Content Manager	Allows consumer personnel to decide which packages to associate with which recipients.
DDM - Content Publisher	Allows supplier personnel who physically upload and describe contents to make it available through the delivery network to consumers.
DDM - Content Reviewer	Allows consumer personnel who decide if a package is acceptable.

**Table 1-16** Group Privileges *(continued)*

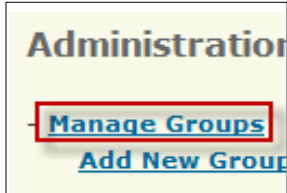
DDM - Recipient Manager	Allows consumer personnel to create and maintain recipients.
DDM - Review Manager	Allows consumer personnel to set up the quality assurance process and decide who will review which packages.
DDM - Reviewer	DDM Reviewer 4.1 only.
DDM 4	Allows access to e-Link for DDM 4.1.
Document Repository - View	Allows a Jeppesen administrator to view files.
E4W/EC4W - JWC Enterprise Weather	Allows access to JWC Enterprise Weather
EFB - Class 3	Allows access to the Electronic Flight Bag, Class Three.
Enroute and Area Charts	Allows download of large enroute and area charts.
Mobile EText Manuals	Allows access to eText manuals on mobile devices.
Mobile Tailored Coverages	Allows access to tailored charts on mobile devices.
NavData Services	Allows access to NavData files.
OPS Data	Allows access to OPS Data files.
View Event Logs	Allows access for the group to view event logs.
Web Group Management	Allows access to the group management pages.



**Table 1-16** Group Privileges (continued)

Web User Management	Allows access to the web user management pages.
eLink Advanced Revision Letters	Allows access to the Advanced Revision Letters activity.
eLink Billing Reports	Allows access to the electronic 30 reports.
eLink Content List	Allows access to content lists.
eLink Java Chartviewer	Allows access to the Chart Viewer application for all charting services in e-Link.
eLink PDF Content	Allows access to the text.
eLink Portal Login	The default privilege for airline users.
eLink Production Schedules	Allows access to production schedules.
eLink Revision Letters	Allows access to revision letters.
eLink TCL Content	Allows access to electronic charts.
eLink eText Documents - Access	Allows access the Document Services page.
eText Documents - Add	Allows privilege to add new eText documents.
eText Documents - Delete	Allows privilege to delete available eText documents.
eText Documents - Edit	Allow privilege to modify eText document properties.
eText Documents - Upload	Allows privilege to upload customer documents.

## View Groups

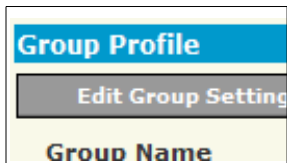


To view a group profile:

1. From the e-Link Online User Administration page, select **Manage Groups**.
2. Select a group from the **Group Name** column to view the group profile.

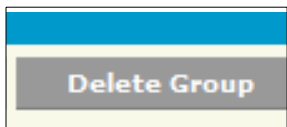
## Edit a Group

To edit a group:



1. From the e-Link Online User Administration page, select **Manage Groups**.
2. Select a group from the **Group Name** column.
3. Select the **Edit Group Settings** button.
4. Make the required changes.  
See [Table 1-15, "Add Group Settings"](#) and [Table 1-16, "Group Privileges"](#) for detailed information about the settings.  
See [Upload Customer Documents on page 81](#) for detailed information on assigning uploaded content to users.
5. Select **Submit** at the bottom of the page.

## Delete a Group



1. From the e-Link Online User Administration page, select **Manage Groups**.
2. Select a group from the **Group Name** column.
3. Select the **Delete Group** button.
4. Select OK to confirm the deletion.

## Managing Users

After you have created groups, the next step is to add users to a group. e-Link Online provides the following methods for adding users:

- Add users one at a time.
- Batch upload multiple users, which enables you to upload users using a comma-separated value (CSV) file.

### Add a Single User

To add a single user to a group:



1. From the e-Link Online User Administration page, select **Add New Web User**.
2. Select a group from the **Group Name** column. Enter the appropriate values. See [Table 1-17, "Add New Web User Fields"](#) for detailed information about new user fields.
3. Select **Submit** at the bottom of the page.

**Table 1-17** Add New Web User Fields

Field	Requirements
Username	<ul style="list-style-type: none"> <li>• Must be between 6 and 20 characters.</li> <li>• Can contain alphanumeric characters (Aa–Zz or 0–9), the % sign, the @ sign, the underscore (_), the dash (-), and the period (.).</li> <li>• Can be a well-formed email address (reference RFC 2822).</li> <li>• Cannot contain blank spaces.</li> </ul>
Email	Enter the full email address.

**Table 1-17** Add New Web User Fields

Field	Requirements
Password	<ul style="list-style-type: none"> <li>Auto generate and send password is selected by default.</li> <li>To create a password, select the <b>Manually change password</b> option and enter the password in the field.</li> </ul> <p>You can send the manually-set password in an email message; however, this action is not required if you have another notification method in place.</p>
First Name	The first name of the user.
Last Name	The last name of the user.
Status	The default is <b>Active</b> ; a status of Inactive blocks the user from accessing content from the e-Link Online portal.
Group	A user must be assigned to a Group.

### **Batch Upload of Users**

You can use a comma-separated value (CSV) file to upload multiple users to provide them access to the e-Link Online portal. The user CSV file must be set up as described in [Setting Up a User CSV File](#).

To perform a batch upload of users:



1. From the e-Link Online User Administration page, under Manage Users, select **Batch User Upload/Download**.
2. At Add File, browse to the csv file and select it.
3. At Choose Option, select **Replace existing users** only if you want to overwrite a file.

4. At Upload File, select **Upload Users**.

**NOTE** You can create a template to use for batch uploading users by performing a batch download of all the current users, and then using that spreadsheet as a template to batch upload new users.

### Setting Up a User CSV File

You can use any common spreadsheet program, such as Microsoft Excel, OpenOffice CALC, or Google Spreadsheets, to create the user CSV file.

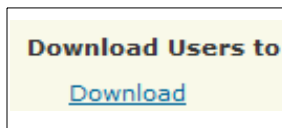
The spreadsheet should contain seven columns: action, user name, password, first name, last name, e-mail, and groups.

Action	Username	Password	First Name	Last Name	E-mail	Groups
	Buhl15	eftsCV001	Jeff	Buhl	jeff.buhl@	Flight A
	BA15W	eftsCV002	Trevor	Mackie	trevor.ma	Worldw
	Boeing	eftsCV003	Emmy	Jacobson	emmy.jac	Jeppese

### Batch Download of Users

To perform a batch download of e-Link Online users:

1. From the e-Link Online User Administration page, under Manage Users, select **Batch User Upload/Download**.
2. Under Download Users to CSV file, select **Download**.



## View Users

To view a group's users and privileges:

1. From the e-Link Online User Administration page, select **Manage Users**.
2. From the Manage Users page, select each user name to view.

## Edit a User

To edit a user profile:

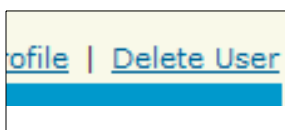
1. From the e-Link Online User Administration page, select **Manage Users**.
2. From the Manage Users page, select the user name.
3. From the View Web User Profile page, select **Edit Web User Profile** on the top right corner of the page.
4. Make the required changes.
5. Select **Save** at the bottom of the page.



## Delete a User

To delete a user from the database:

1. From the e-Link Online User Administration page, select **Manage Users**.
2. From the **Manage Users** page, select the user name.
3. From the **View Web User Profile** page, select **Delete User** on the top right corner of the page.
4. In the dialog box, click **OK** to confirm the deletion.



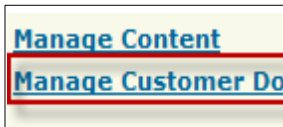
## Managing Customer Document Uploads

After you upload documents (PDF files) using the e-Link Online portal, the files can be made available to the user from the:

- Chart Viewer application (from the Manuals tab). For more information on accessing the documents, see [Accessing Manuals on page 39](#).
- e-Link Online portal (from the Document Services page). For more information on accessing the documents, see [Document Services on page 57](#).
- FliteDeck application on a mobile device. For more information on accessing the documents, see FliteDeck help available from within the FliteDeck application.

### *Upload Customer Documents*

You can upload PDF files and make them available to a group:



1. From the e-Link Online User Administration page, select **Manage Customer Document Uploads**.
2. Select **Upload new document** at the top right of the page.
3. Enter a name for the document.

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**NOTE** Limit the title of your document to 80 characters and avoid the use of special characters outside the basic ASCII character set.

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4. In the **Mime Type** field, select **A PDF Document**.
5. To make the file available to mobile devices, select **Make Available to Mobile**.

6. Enter the location of the PDF file or browse to select it.

---

**NOTE** For PDF files to be uploaded, use these filenaming conventions. Limit the filename to 50 characters (including the file extension). Use all letters (A-Z and a-z), and numbers (0-9), dashes(-) and underscores ( \_ ). Use a period before the file extension but do not use multiple period characters in a row. Do not use spaces, commas, parentheses, plus signs, or special characters (\* # % & ? / \ | : ; ' " = \$ @ ^ { } [ ] < >).

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7. Select **Submit**.
8. From the e-Link Online User Administration page, select **Manage Groups**.
9. Select a group from the **Group Name** column.
10. Select **Edit Group Settings**.
11. Select the file yo want to upload from the Document Services section.
12. Select **Submit**.

## ***Update Customer Documents***

To update previously uploaded content:



1. From the e-Link Online User Administration page, select **Manage Customer Document Uploads**.
2. Select **Update** in the row for the file you want to update.
3. Select **Browse** to locate and select the document (PDF) you want to use for the update.
4. Select **Submit**.



## Delete Customer Documents

To delete previously uploaded content:



1. From the e-Link Online User Administration page, select **Manage Customer Document Uploads**.
2. Select **Delete** in the row for the file you want to delete.
3. Select **OK** to confirm the deletion.

