

Service Provider

Procedure to Convert a Representative to a Services Provider

This process refers only to action taken on an account already approved as a FAASafety Representative.

1. There must be a Directory Application submitted and accepted and their user account shows them as a Representative.

Directory Display:

Name	Position	Status	Updated
 33596	FAASafety Representative <i>Last Annual Training: 7/17/2010</i>	Accepted	11/18/2011

User Account Display:

Email Address	Name	District	Type	Status	Bounce	Email Block	Created	Last Logged In
 04@aol.com	 FRANK 33596	NR01	Representative	Active User	0		4/15/2004 1:01:00 AM	1/18/2013 9:59:47 PM

2. The Preferred Action is to “Delete” the Representation application, by clicking on the “Trashcan” icon. This reverts the account to a “User.” (All WINGS and/or AMT activity is maintained in the new “User” account.) Then have the person submit a new application as a Service Provider.

User account display after Deleting the Directory Application:

Email Address	Name	District	Type	Status	Bounce	Email Block	Created	Last Logged In
 04@aol.com	 FRANK FL, 33596	S035	User	Active User	0		4/15/2004 1:01:00 AM	1/18/2013 9:59:47 PM

3. After the new Directory Application is accepted as a Services Provider at the RFM level, follow the procedures in the next section.
4. On the other hand, if it is deemed advisable not to follow the “Preferred Action,” then the RFM or assignee can modify the existing Directory Application by clicking on the “Pencil” icon in the Directory to change the assignment from a Representative to a Services Provider.

Directory display with the Modify icon:

Name	Position	Status	Updated
 3572	FAASafety Representative <i>Last Annual Training: 9/17/2011</i>	Accepted	7/17/2010

Display after selecting the Services Provider assignment:

* FAASafety Position

5. The disadvantage of this is that the User’s FAASafety.gov account will still show them as a Representative. The system is not capable of changing that status and all user reports will show them as a Representative rather than a Services Provider.

Display of User account after changing the Directory application to a Services Provider; note it still says Representative:

Email Address	Name	District	Type	Status	Bounce	Email Block	Created	Last Logged In
 kddu	 rr.com FL, 33811	NR01	Representative	Active User	0		3/4/2009 10:04:00 PM	8/29/2012 7:59:16 PM

6. They will retain all Representative privileges, including the ability to create and submit SPANS events.

Service Provider

Procedure to Give SPANS Privileges to a New Services Provider

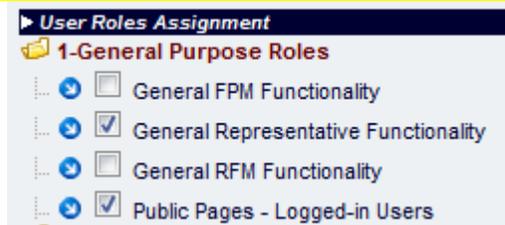
A new Services Provider is defined as a “User” or “Airman” who submits an original Directory Application; not a person who already has an application accepted as a Representative.

1. After the application is accepted at the RFM level, the RFM or designee must go to the User Management page and modify that user’s account by clicking on the “Pencil” icon to give them the General Representative permissions.

User Management display with the Modify icon:

Email Address	Name	District	Type	Status	Bounce	Email Block	Created	Last Logged In	
 04@aol.com	 FRANK 33596	S035	User	Active User	0		4/15/2004 1:01:00 AM	1/18/2013 9:59:47 PM	

Display from the User Management page showing the check mark in the General Representative Functionality box; be sure to leave the check mark in Public Pages:



2. Their FAASafety.gov account will still show them as a “User” or “Airman,” even though they are really a Services Provider. They will have all Representative privileges, because you checked the General Representative Functionality box, including the ability to create and submit SPANS events.

User Management display with the Account Type as User:

Email Address	Name	District	Type	Status	Bounce	Email Block	Created	Last Logged In	
 04@aol.com	 FRANK 33596	S035	User	Active User	0		4/15/2004 1:01:00 AM	1/18/2013 9:59:47 PM	

3. Because no formal training is required for a Services Provider, you need to get with the individual and do some training, so they know how the web site works and how to properly create and submit SPANS events.