

## BLACK BOOK

# ONLINE SYSTEMS USER ASSISTANCE GUIDE

How to use the interweb.

Version 2.0 - July 2018

## MANUAL

IFATCA is the recognised international organisation representing air traffic controller associations. It is a non-political, not-for-profit, professional body that has been representing air traffic controllers for more than 50 years, and has more than 50,000 members in over 120 countries.

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Updates and corrections for this manual should be provided to the document owner.

### Document Change Summary

Version	Date	Changes
1	30 July 2014	Initial version.
2	30 July 2018	General update of the document. Addition of the screen captures. General update of Basecamp and addition of social media guidelines.
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# 1. Introduction

- 1.1 IFATCA is a worldwide Federation and relies upon efficient communication to function well. Due to time zone differences, there is little opportunity to use regular voice communication and so we tend to rely on 'asynchronous' methods such as email and discussion boards.
- 1.2 The following sections will describe the different systems in use and introduce how they work providing instructions where possible. The instructions will be kept quite simple, so if you require more assistance you can contact your committee chair, team leader, or a member of the Executive Board.

## 2. Email

### DISTRIBUTION LISTS

- 2.1 Each working group within IFATCA utilises an email distribution list to easily send emails within the group without having to remember all the email addresses. These lists are maintained by the Deputy President (DP) and Executive Vice-President Technical (EVPT). When you begin participating in IFATCA, we will require an email address that you would like to have subscribed to the distribution list so you can receive the emails.
- 2.2 When sending an email, all you need to do is enter the email address for the group you would like to send to, this may be more than one. Remember that some of the lists may include people outside the organisation (such as IFALPA).
- 2.3 The main lists that you may need to use are:
- [eb@ifatca.org](mailto:eb@ifatca.org)
  - [cac@ifatca.org](mailto:cac@ifatca.org)
  - [fic@ifatca.org](mailto:fic@ifatca.org)
  - [plc@ifatca.org](mailto:plc@ifatca.org)
  - [toc@ifatca.org](mailto:toc@ifatca.org)
- 2.4 There are many other lists in use, if you require these, they will normally be provided to you. If your chair or team leader advises to use a different list than those above, you should do so.

### EMAIL ETIQUETTE

To make email as productive as possible we rely on people following certain practices.

### CATEGORISATION

- 2.5 To assist in easy identification of important emails, you can use special prefixes at the beginning of the subject line.
- 2.5.1 **INFO** – The email is of an informative and non-urgent nature;
- 2.5.2 **ACTION** – The email contains information which requires some actions to be performed by the recipients;
- 2.5.3 **URGENT** – Obviously, this is to be used where the content is of an important and urgent nature and requires to be read as soon as possible. Do not use this in other cases or it will defeat the purpose of the prefix;
- 2.5.4 **CONFIDENTIAL** – To be used when the content is of a private or confidential matter. The email is not to be forwarded without the express permission of the sender.

### ADDRESSING

- 2.6 The TO and CC address fields in an email allow filters and sorting to be performed automatically by email programs. You should ideally have the TO field containing those that are required to read and action anything in the email. The CC field should be used for others

that may be interested in the email, but are not required to perform any follow up. When using the reply-all function, it is a good idea to check that the TO and CC fields are still accurate.

- 2.7 REPLY ALL use should be kept to the minimum. Most if not all of us suffer from an “email overload”, receiving hundreds of emails every day, either personal or professional. The repetitive use of REPLY ALL for no specific reason eventually tends to invite the recipients to delete emails without even reading them, which can become a problem when the email is actually important.
- 2.8 Similarly, forwarding emails “for information” too often with contents that may sometimes be irrelevant or redundant tends to dilute the interest to read emails from a given sender. Of course, the idea is not to prevent anyone from sending emails when they are required, but all of us should try to send them only when they are required in order to minimize the workload of one another.
- 2.9 BCC (blind carbon copy) works similarly to CC (carbon copy), by sending a copy to another recipient, but without the recipients identified in the “TO” and “CC” aware of it. IFATCA encourages open and transparent communications, and therefore do not recommend the use of BCC other than exceptional circumstances.
- 2.10 BCC can however be used when sending an email to a group, to avoid recipients to be made aware of the email addresses of the other recipients (certain email addresses may be private and/or confidential). In such case, send an email to yourself (TO) and enter all other email addresses in the “BCC” field.

#### SPAM

- 2.11 **Do not subscribe any of the distribution lists to newsletters, special deals or anything else that should be reserved for your private email.** Do not send out material to the group of a religious or political nature, there are many people involved in IFATCA from many regions and cultures, they may not always agree with your point of view. Try to limit the amount of ‘banter’ back and forth, while it is acceptable to a certain level, remember that pointless emails can reduce productivity as it takes time to filter out what is important and what is not.

#### FORWARDING

- 2.12 Some emails that are sent internally may be of a sensitive nature, or reflect views that are not to be spread outside or even sometimes within the organisation. Do not forward any emails that you have received to anyone else without the express permission of the author unless it is very clear that this will cause no harm. If in doubt, just ask the sender if you can share it.

#### RESPECT

- 2.13 As an international organisation we interact with people from many different countries, cultures, religions, gender and age. Part of our strength as an organisation comes from this great diversity. Email and other written communication is often a cause of miscommunication between people because it does not convey context or body language. When writing emails, always consider that others may have a different perspective than you, and they may consider something rude or offensive that you may not have intended to be so.
- 2.14 Furthermore, certain individuals may not have the same level of fluency in English; plain or easy to understand language should be preferred over complex and sometimes almost poetic language. In other words, ensure you will be understood by your correspondent by keeping

your message clear and concise, avoiding useless verbiage and too technical terms, unless required and explained.

- 2.15 When receiving emails, please attempt to understand that others may not always have intended to be rude or offensive and it may be a misunderstanding. Try to clarify the situation before jumping to conclusions and responding in a similar manner. Similarly, keep in mind that your correspondent may not have the same level of fluency in English and may have used words in a certain context inadvertently. Why can't we all just be friends?

## 3. File sharing

### DROPBOX

- 3.1.1 For the past few years Dropbox became the preferred method to share files between team members, namely the Executive Board.
- 3.1.2 For those members of the Executive Board, a Dropbox folder has been created and contain a very large quantity of documents, reports, working papers, etc. to be used by the EB. The folder also contains all the required documents for Executive Board meetings. Newcomers to the EB will be given access to that folder.
- 3.1.3 **It is important to remember that amendments to a given Dropbox folder or file affects all individuals having access to this folder or file.** Extreme care should be given to deleting, moving and/or amending folders and files, keeping in mind that changes, additions and deletions will affect all participants.
- 3.1.4 **While there is a possibility to retrieve deleted files,** the option is only valid in certain circumstances and for a given period of time. Files that were moved, folders that were renamed and other similar actions can make it difficult to retrieve a specific file, even if the said file was not deleted per se.

### TUTORIAL: HOW TO INSTALL AND USE DROPBOX (FIRST TIME USERS)

- 3.1.5 xx

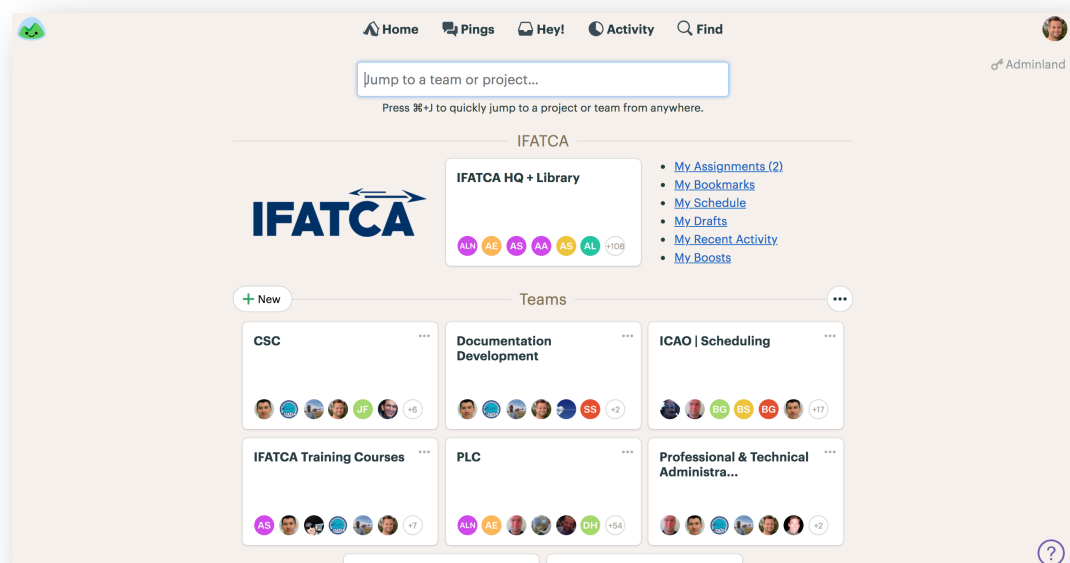
## 4. Online collaboration - Basecamp

### INTRODUCTION

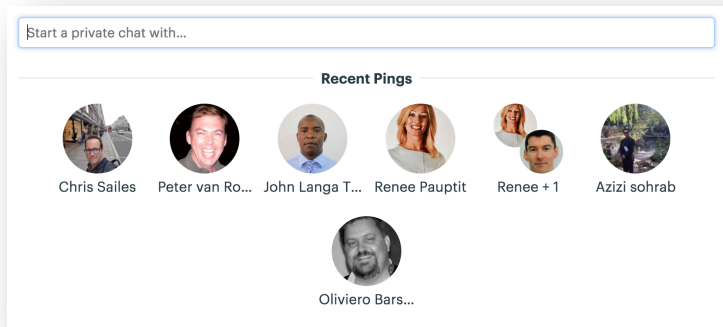
- 4.1.1 In 2014, an online collaboration platform called 'Basecamp' replaced much of the group discussion via email, leaving email inboxes for one-on-one communication and essential matters, rather than turning inboxes into a chat room. The platform is simple yet effective. It can track discussions, assign tasks, manage calendars and share files.
- 4.1.2 When you start participation in IFATCA activities, you will receive an invite from Basecamp to your nominated email address. You should accept this invitation and enter the required information to activate your user account. Once this is complete, you will have access to any teams or projects that you need, this access is managed by the various team administrators. If you think you are lacking access to a project, ask the relevant EVP to team leader, the Deputy President or the Liaison Officer to the ICAO ANC so they can sort it out.

### HOME SCREEN

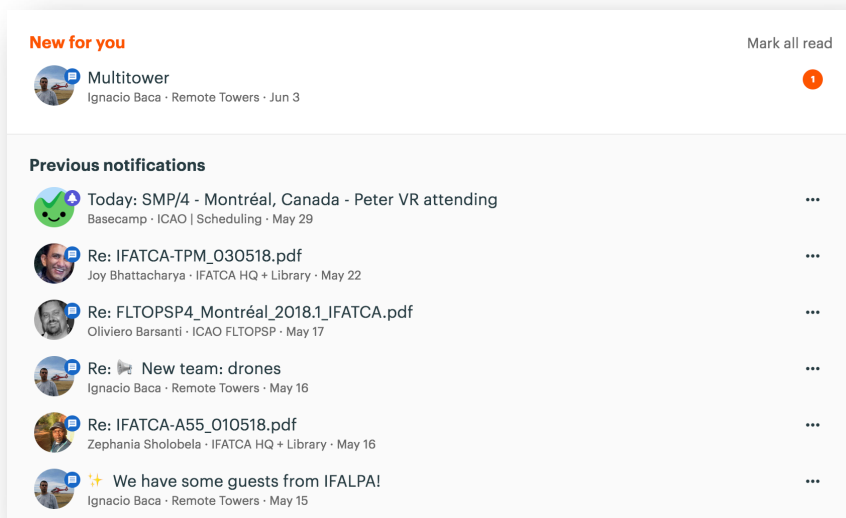
- 4.1.3 Once you have completed your first login to Basecamp, you should see the home screen (if not, simply click on the **Home** button in the top bar of the page). The page should be similar to this:



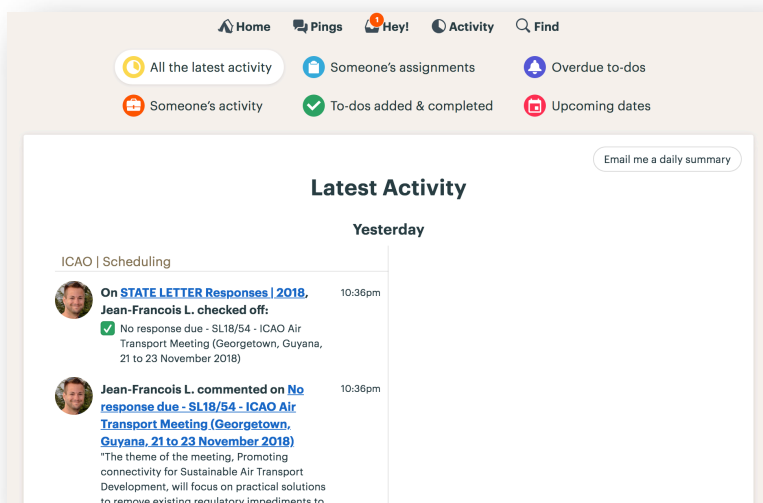
- 4.1.4 The page contains many features which are described below. The top bar will allow you to:
- 4.1.4.1 **HOME:** return to the home screen;
- 4.1.4.2 **PINGS:** start a private conversation with someone (similar to a chat);



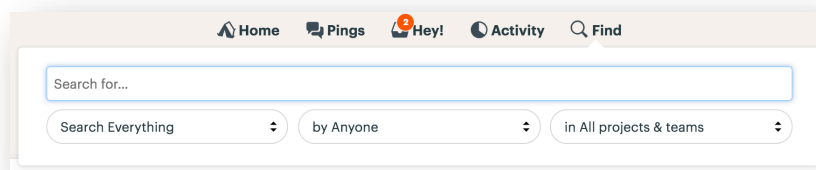
4.1.4.3 **HEY:** allows you to see what has changed since your last visit;



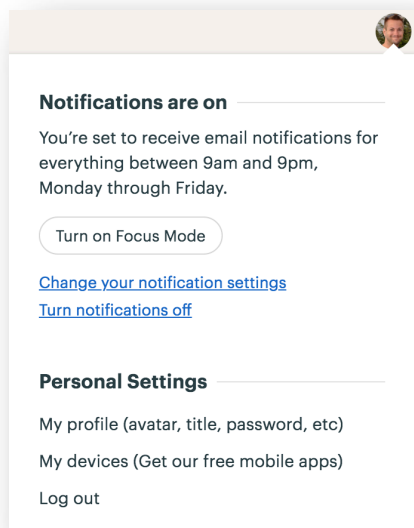
4.1.4.4 **ACTIVITY:** shows all the latest activity in Basecamp for all participants;



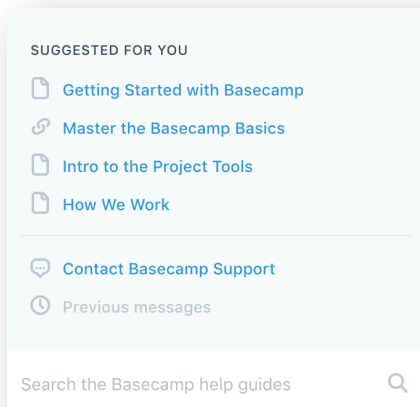
4.1.4.5 **FIND:** a search engine that allows you to search documents, conversations, etc.



4.1.4.6 **PERSONAL SETTINGS:** by clicking on the top right icon (displaying either your picture, if uploaded, or your initials), you can modify your notification settings, update your personal profile, change your password, link your Basecamp account to your mobile device and finally log out from the application;



4.1.4.7 **HELP:** by clicking on the question mark on the bottom right of the screen, you get access to the help menu, namely how to get started, the basics, mastering the projects tools, and obviously access to the online support (that is quite efficient, by the way; do not hesitate to ask them any question you may have).

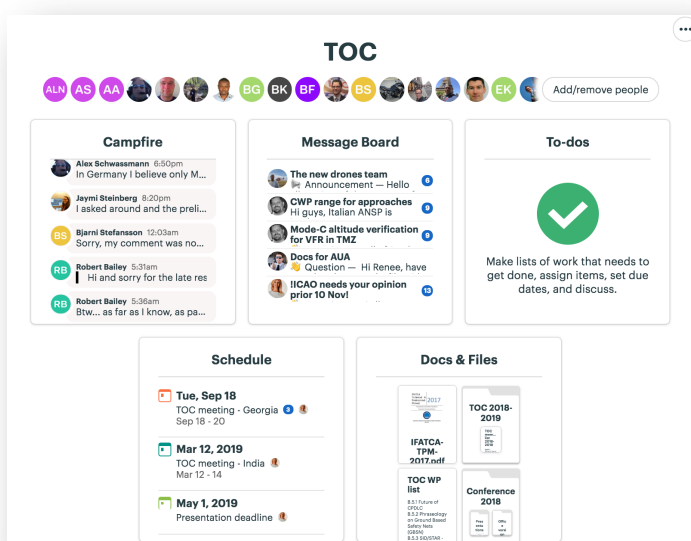


## HEADQUARTERS, TEAMS AND PROJECTS

4.1.5 The core of Basecamp is found on the **HOME** page, where you will find, from top to bottom:

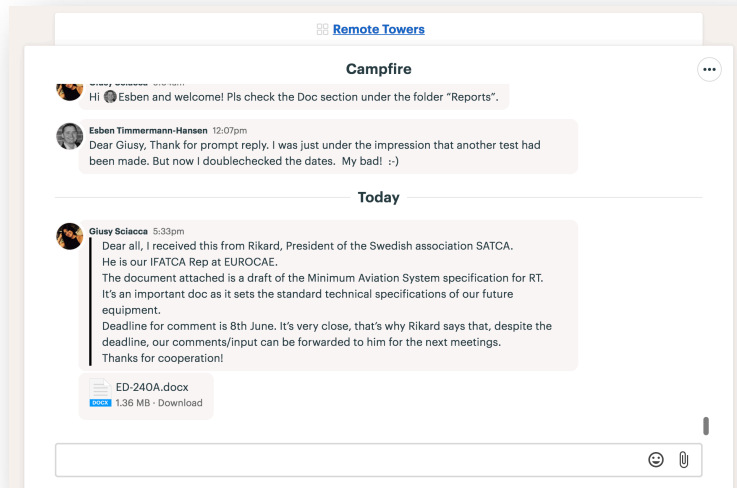
- **HEADQUARTERS** (a project including all participants of IFATCA),
- **TEAMS** (several projects dedicated to either a group or a particular event or topic), and
- **PROJECTS** individual projects related to a particular team or to a specific task. Typically, all ICAO Panels have their dedicated project and also all work items for TOC and PLC. **Not everybody has access to the same projects**; do not be surprised if your access allows you to see some projects that somebody else doesn't see. That being said, do not hesitate to contact your EVP/liaison officer if you believe you should have access to a given project and you don't.

4.1.6 When your account is activated, you will have access to some projects and within these is where you can collaborate with the other team members through the sections described below. Once you click on a specific project (in this example TOC), you should see the following:



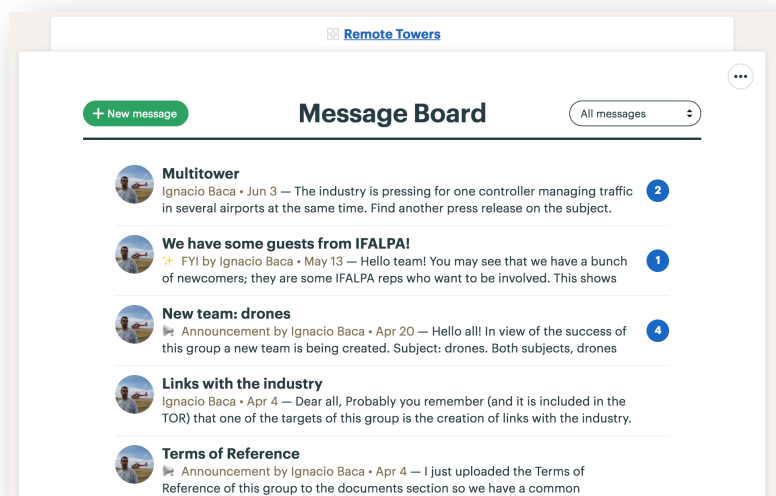
## CAMPFIRE

- 4.1.7 In the **CAMPFIRE** section, you will find a general chat, for everybody. You cannot send individual messages in this area or create separate conversations. It really works like a WhatsApp group where everybody sees everything, for those who are familiar with the mobile application:

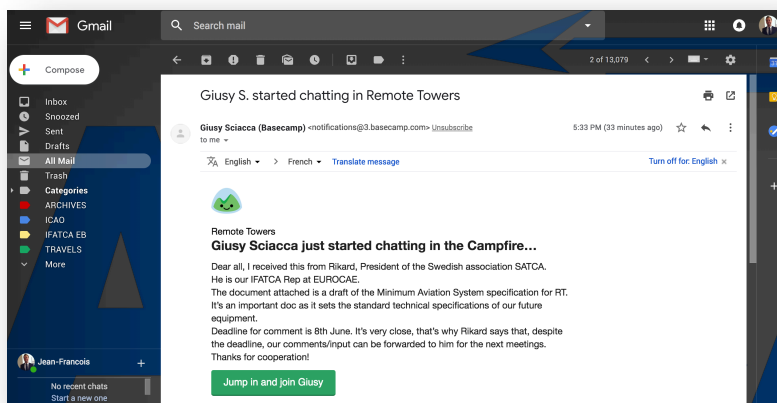


## MESSAGE BOARD

- 4.1.8 Each project contains an area for ‘discussions’ called **MESSAGE BOARD**. This is similar to an online forum or discussion board. The discussions should be focused on a particular issue or topic, try to avoid ‘discussion creep’ where you are talking about things that are no longer related to the topic. You should instead start a new discussion. Messages that have not yet been read are indicated by a blue circle to the next of the discussions; the number in the circle indicates the number of unread comments in the thread.

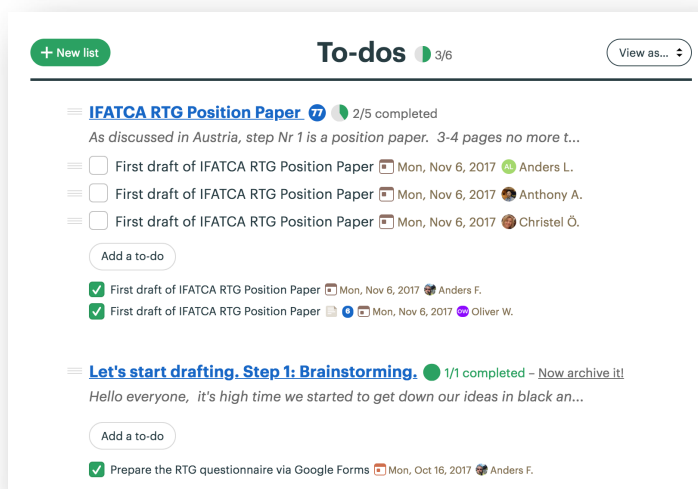


- 4.1.8.1 Messages can be classified using the **PICK A CATEGORY** button at the top of each new message: announcement, FYI, heartbeat, pitch, question or custom.
- 4.1.8.2 It is possible to attach documents and pictures, edit the font/colour of the text, and choose who receives notifications for every discussion. It is also possible to start a message and save it as a draft for later.
- 4.1.8.3 Discussions do not need to be on their own, and some may also be related to other parts of the project such as tasks, events, or files.
- 4.1.8.4 The discussions will also be sent to you via email. You can reply via email but be aware that your reply will be sent to everyone on the discussion. If you prefer to change who will receive the reply, you can do that through the website.



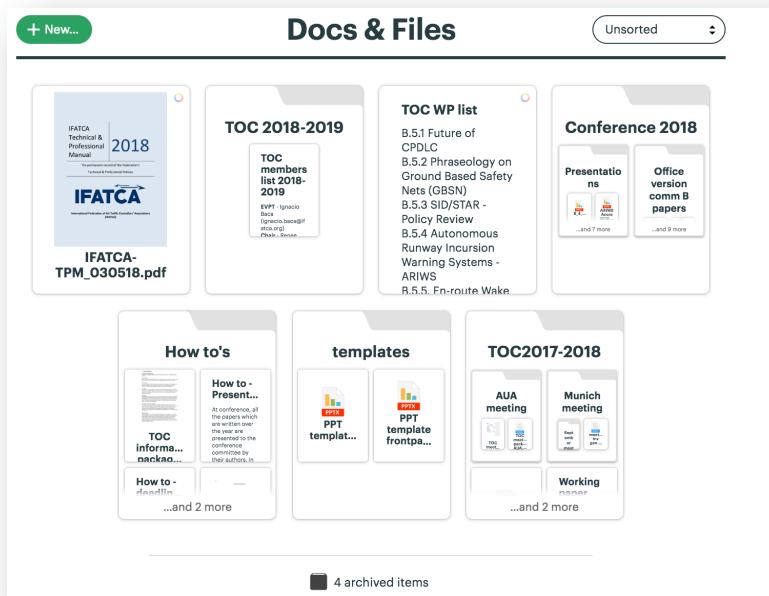
## TO-DOS

- 4.1.9 Under the 'To-dos' section you can manage and assign tasks related to the project. These are held under one or many to-do list(s). Most projects should find a single 'Actions' list will be sufficient, but there is nothing to prevent further categorisation. Adding a task is relatively simple, it just requires a subject, but you can also assign it to a particular person or provide a due date if you wish. Once the task is created you can then access it to add discussion or files.



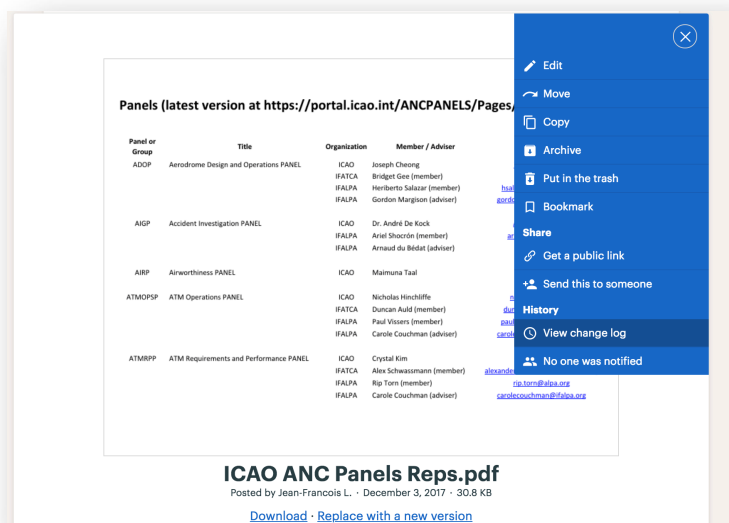
## DOCS & FILES

4.1.10 The ‘docs & files’ area allows you to add files to share them with your team members. Documents that are for reference or that have special formatting should be uploaded in their native format. Files can be organized in folders, and colour-coded for easy identification:



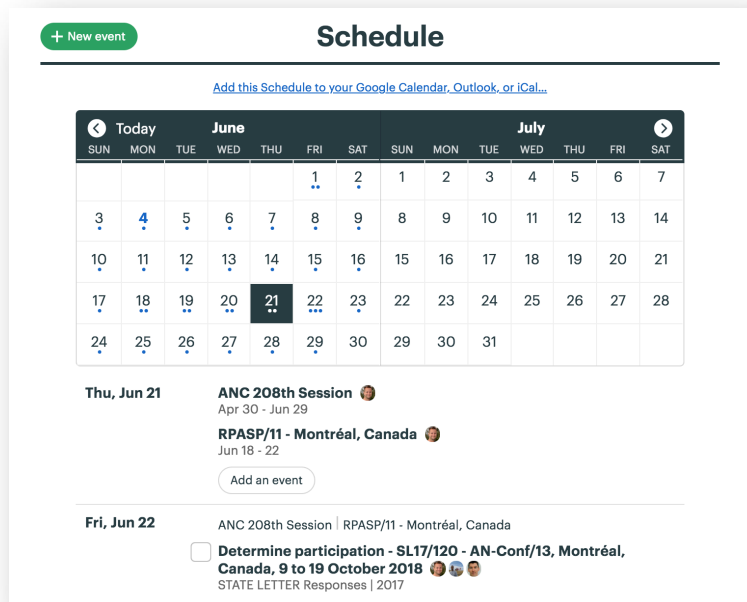
4.1.10.1 If the file is intended for editing by the team such as a letter or working paper, it is better if a date or a version number is appended to it, along with the initials of the reviewer(s). That way, different files of a same working paper or document can easily be identified.

4.1.10.2 Files can also be replaced with a newer version, it is also possible to look back and consult the older versions of that same file by clicking on the top right of the file on the “...” icon and choosing **VIEW CHANGE LOG**. All older versions will be posted there:



## SCHEDULE

- 4.1.11 Each project also has a ‘schedule’ section where the calendar resides. Events can be added to the group calendar for reference by the rest of the team. These events can be for a few hours or all day, involve one or many participants, and notifications can be set to the same or more participants. Files can also be attached to the events.



- 4.1.12 You can also import these calendars into your own Google calendar or other calendar services if you wish. Simply click on the “**ADD THIS SCHEDULE TO YOUR GOOGLE CALENDAR, OUTLOOK OR iCAL**” mention on the top of the calendar and select the desired format. Note that currently Google calendar updates external calendars (such as Basecamp) every 24 hours, so there may be a delay in changes showing up.

## YOUR PERSONAL AREA

- 4.1.13 An area, on the **HOME** page, located to the right of the **IFATCA HQ + LIBRARY** project, gives you access to several links (in blue). Those links will allow you to see the activities and tasks that are personal to you: your assignments, bookmarks, schedule, drafts, recent activities and more.

## HAVING TROUBLE?

- 4.1.14 Should you encounter any problem using Basecamp, do not hesitate to refer to the **HELP** section of the application, or simply contact your EVP or Liaison Officer, they should be able to assist you with whatever you may need.

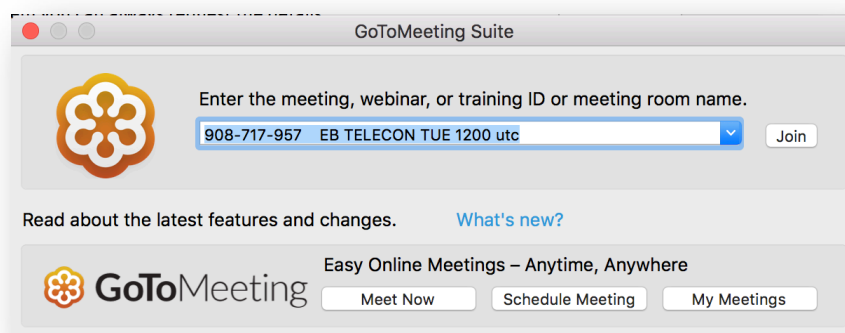
## 5. Telephones and VoIP

### SKYPE AND FACETIME

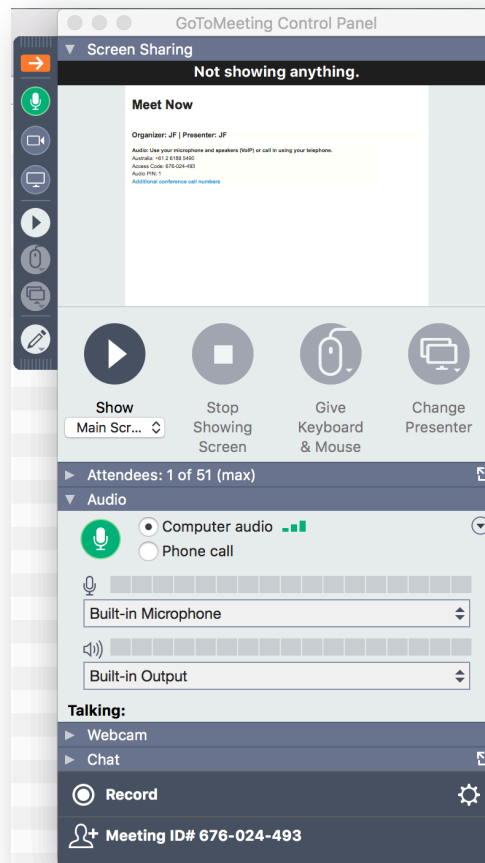
- 5.1.1 As we are a geographically diverse organisation, to save you and the Federation money, people will generally use Skype or another internet-based calling system (sometimes referred to as Voice over IP or VoIP) such as Facetime, rather than the traditional phone network. You will be provided with a contact list when you begin involvement. This may not always include Skype account details, should you need them you can always request the details.
- 5.1.2 Skype and Facetime can be used in voice only mode, or as a video call. Either will normally be suitable depending on internet connection speed.

### GO-TO-MEETING

- 5.1.3 The Federation recognises that written communication can never replace face to face communication especially in group discussions. We are currently using a commercial service called Go-To Meeting, which provides better reliability and quality for large group video discussions.
- 5.1.4 If you are invited to a video conference, you will receive an email with the connection details. For the first meeting you should plan to spend several minutes setting up the software, so do not join at the last minute. You should click on this link and a website will load and you will either have to option to launch the application if you already have it installed, or to install it if this is your first meeting.



- 5.1.5 Once it has launched you may have to wait for the organiser if you are early, otherwise you will enter the conference. By default, your video will be disabled, and sometimes your microphone will also be muted. There will be a control panel where you can see the attendees and adjust settings. If you cannot see the large control panel, click on the little orange arrow (shown left) to expand the mini menu into the large useful one. You can prevent it auto-hiding by disabling that option under the 'view' menu.



- 5.1.6 To adjust the microphone settings, click on the ‘sound check’ as shown on the right in the option menu.
- 5.1.7 To enable or disable your webcam click on the little camera shaped icon next to your name (as shown below in red), to mute or unmute your microphone click on the little microphone shaped icon next to your name (as shown below in blue).
- 5.1.8 Remember that although this is a good quality service, there may be some participants that are limited by their location’s internet connection and there will usually be slight delays in transmission when talking to people around the world. Apparently, this is unavoidable according to Einstein’s Theory of Relativity.

## CONCUR

- 5.1.9 Instructions for the ‘Concur’ Expense Management System are contained in the IFATCA **Coral Book**, please visit [www.ifatca.org](http://www.ifatca.org); the document can be found under **IFATCA NET** in the **DOCUMENTS** section. Otherwise, contact the office for a copy of the document.

## 6. Email accounts, configuration and signatures

### EMAIL ACCOUNTS

- 6.1.1 IFATCA officers and representatives will be given an @ifatca.org email account when they may communicate regularly with external parties via email. If you are selected for an @ifatca.org email account, you will receive account setup instructions to your personal email account.

### EMAIL CONFIGURATION INSTRUCTIONS

- 6.1.2 Many clients will automatically configure the appropriate IMAP connection settings for your account but confirm that the connection settings your client configures are the same as what's listed below.
- 6.1.3 If you're using a client that's not listed above, you can also use the following information to configure your IMAP. If you have problems, contact your mail client's customer support department for further instructions.

### LOGIN DETAILS

- 6.1.4 The "User Name" is your IFATCA email address (usually *firstname.lastname@ifatca.org*). The password you should have received when your email account was set up. If you cannot recall or find the password, then contact the IFATCA Office ([office@ifatca.org](mailto:office@ifatca.org)) or Deputy President ([dp@ifatca.org](mailto:dp@ifatca.org)) to get the password reset.

### INCOMING MAIL (IMAP) SERVER – REQUIRES SSL

- 6.1.5 [imap.gmail.com](https://imap.gmail.com)
- 6.1.5.1 Port: 993
- 6.1.5.2 Requires SSL: Yes

### EMAIL CONFIGURATION INSTRUCTIONS


- 6.1.6 [smtp.gmail.com](https://smtp.gmail.com)
- 6.1.6.1 Port: 465 or 587
- 6.1.6.2 Requires SSL: Yes
- 6.1.6.3 Requires authentication: Yes, the same username and password login settings as above.
- 6.1.6.4 If your client does not support SMTP authentication, you won't be able to send mail through your client using your IFATCA email address.
- 6.1.6.5 Also, if you're having trouble sending mail but you've confirmed that encryption is active for SMTP in your mail client, try to configure your SMTP server on a different port: 465 or 587.

### EMAIL SIGNATURES

- 6.1.6.6 For consistency, the Federation has a pre-defined email signature format the all officers and representatives should use when sending emails to external parties. **All representatives of the Federation are encouraged to make use of this signature.**

6.1.6.7 The signature format is reproduced below. Simply copy-paste it into your email account settings and replace the fields by your personal information:

---

 **First\_Name Last\_Name** | Position/Role\_In\_The\_Federation  
IFATCA | International Federation of Air Traffic Controllers' Associations  
e. [first.lastname@ifatca.org](mailto:first.lastname@ifatca.org) t. [+1 234 567 8901](tel:+12345678901) w. [www.ifatca.org](http://www.ifatca.org)

Think about the environment before printing.

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## 7. Social media

### GENERAL GUIDELINES

7.1.1 xx

### TWITTER

7.1.2 xx

### FACEBOOK

7.1.3 xx

### OTHER SOCIAL MEDIA (PINTEREST, INSTAGRAM, ETC.)

7.1.4 xx

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## About this document

The objects and problems of Air Traffic Control are generally the same all over the world. They can be mastered only by international co-operation, mutual understanding and an exchange of ideas and experience.

It is fitting, therefore, that Air Traffic Controllers of all nations should unite in a worldwide professional federation, which is based on the principle of co-operation in all professional matters.

To achieve this aim and purpose IFATCA has been founded and the Members of the Federation have translated their efforts into the adoption of this Constitution.

*- Preamble to constitution of IFATCA -*

Produced by  
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