Getting Started with MRO Tracker

Set up your account and the recommended settings in about 10 minutes

MRO Tracker User Guide

Leesburg Aviation LLC • www.mrotracker.com • 703.415.4545

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Welcome

This guide is for everyone who uses MRO Tracker day to day: technicians, inspectors, pilots and office staff. It walks you through the settings we recommend turning on first, so you get the right alerts, can sign work quickly, and keep your account secure.

Almost everything here lives in one place: **My Preferences**, the **gear icon** at the top of the screen. Your organization's administrator sets up aircraft, groups and permissions; you only set up yourself.

MRO Tracker's menus are in five **workspaces**: Maintenance, Operations, Engineering, Program Management and Business Development. Your administrator decides which ones you see; switch between them from the ☰ menu.

Your 10-minute checklist

Step	Why it matters
1. Put MRO Tracker on your phone	Install the app for your job to work at the aircraft or on the ramp, with push notifications.
2. Fill in My Info	Your name and photo show on work, sign-offs and messages; your mobile is used for texts.
3. Turn on two-step sign-in	Protects your account and the records you sign.
4. Choose your Home screen	Crew members can start on My Flights.
5. Set a signing PIN and Face ID	Sign task cards and entries in seconds instead of drawing a signature.
6. Add your certificates	Keeps your A&P, IA, pilot and medical details on file.
7. Set up notifications	Daily reminders, push alerts and, if you want them, text messages.
8. Save Preferences	Nothing in the main settings sticks until you save.

1. Sign in and put MRO Tracker on your phone

Sign in at **login.mrotracker.com** (or your organization's own MRO Tracker address, such as *yourcompany.mrotracker.com*) with the email address your invitation was sent to.

On your phone or tablet, install the MRO Tracker app for your job. Search for **MRO Tracker** in the **App Store** (iPhone and iPad) or **Google Play** (Android), and sign in with the same email or username and password, plus your two-step sign-in if it's on.

App	For
MRO Tracker Pilot	Pilots and crew: My Flights, release, FRAT, load manifest, sign-offs, check-in, the flight recorder, squawks and trip expenses.
MRO Tracker Mechanic	Mechanics and inspectors: task cards, sign-offs, QC and RII, clock, tools, parts and new work orders.
MRO Tracker Admin	Admins and managers: everything in Pilot and Mechanic, with Maintenance, Operations and Business Development workspaces.
MRO Tracker FAA	Anyone, free and without an account: classify a repair as major or minor under Part 43 Appendix A.

Prefer the web app? MRO Tracker also runs in your phone's web browser. Add it to your Home Screen so it opens like an app:

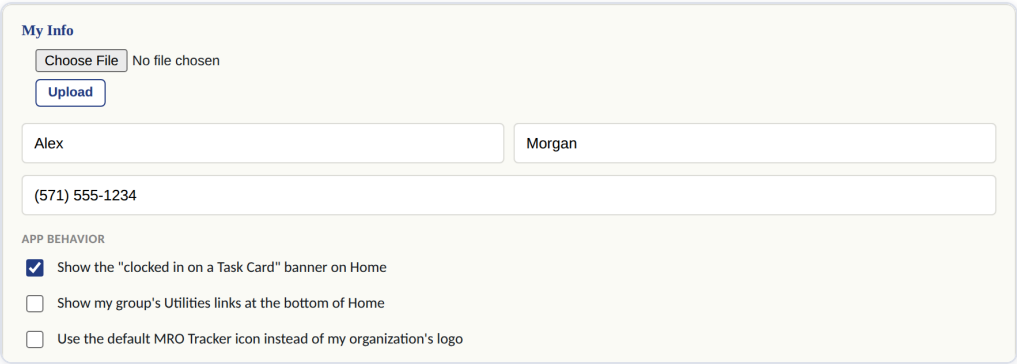
- **iPhone:** open it in **Safari**, tap the **Share** button, then **Add to Home Screen**.
- **Android:** open it in **Chrome**, tap the ⋮ menu, then **Add to Home screen** (or **Install app**).

> The **Mobile Apps guide** covers each app step by step; it's in the **?** (Help) menu, and in the apps under **Account → Help & feedback**. Step-by-step Home Screen guides with pictures are in the **?** menu under **Install**.

2. Fill in My Info

Click the **gear icon** to open **My Preferences**. In the **My Info** box:

- **Photo:** choose a picture and click **Upload**. It helps your team recognize who did what.
- **First and last name:** as you want them to appear on work records and sign-offs.
- **Mobile phone:** your own mobile number. It's needed for text messages and can be used as a sign-in method.

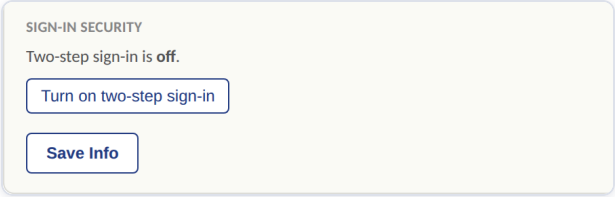


My Info: photo, name, mobile number and App Behavior options.

App Behavior options are personal taste. We recommend leaving **Show the "clocked in on a Task Card" banner on Home** on if you clock time to task cards, so you never forget you're still clocked in.

3. Turn on two-step sign-in (recommended)

Two-step sign-in asks for a code after your password, so a stolen password alone can't get into your account or sign records in your name. Your organization may already require it. It applies to the mobile apps too.



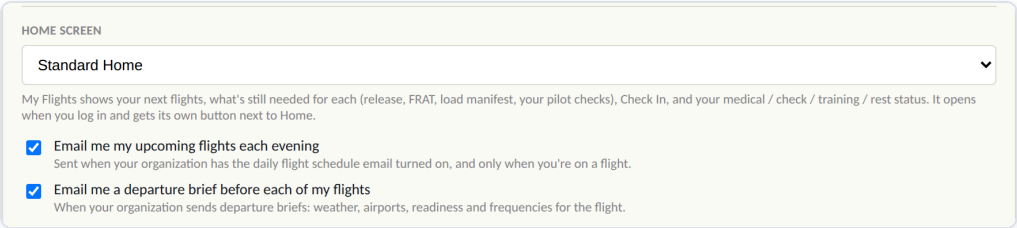
Sign-in security, at the bottom of the My Info box.

1. Under **Sign-in security**, click **Turn on two-step sign-in**.
2. Choose a method. We recommend an **Authenticator app** (Google or Microsoft Authenticator, 1Password, Authy). **Email code** and **Text message code** also work.
3. Follow the prompts, then **save your recovery codes** somewhere safe, such as a password manager. Each code signs you in once if you lose your phone. They are shown only once.

> Running low on recovery codes? Come back here and click **New recovery codes**. If your company signs in with single sign-on (SSO), this section says so and there's nothing to set up.

4. Choose your Home screen

If you fly for your organization, a **Home Screen** choice appears in My Info. Pick **My Flights (crew)** to open MRO Tracker on your next flights: what's still needed for each one (release, FRAT, load manifest, your pilot checks), Check In, and your medical, check, training and rest status. The MRO Tracker Pilot app always opens on My Flights.



Home Screen and the flight emails (shown to crew members only).

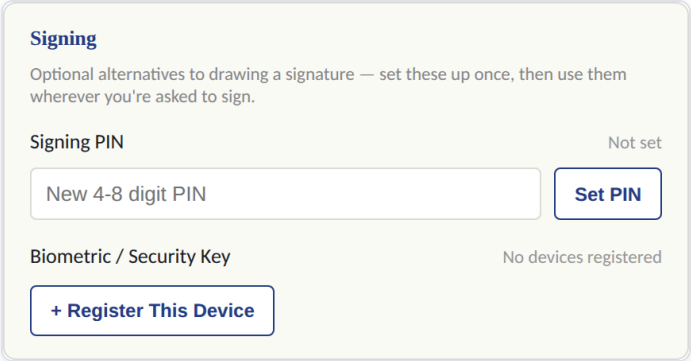
We recommend crew also tick:

- **Email me my upcoming flights each evening**, and
- **Email me a departure brief before each of my flights:** weather, airports, readiness and frequencies.

These go out when your organization has the feature turned on, and only when you're on a flight. If you work in more than one group, you may also see **Default Workspace** to choose where you land after signing in.

5. Set up quick signing

When you sign off a task card, a work entry or a release, MRO Tracker can accept a PIN or your device's Face ID / fingerprint instead of a drawn signature.



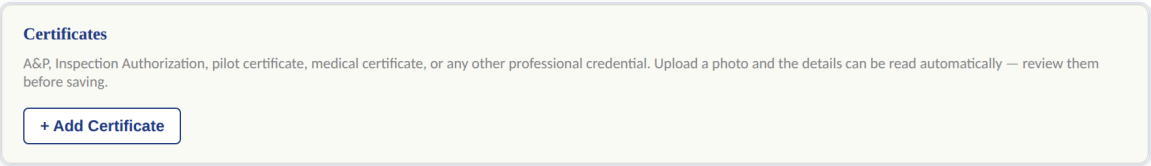
Signing: a PIN, plus Face ID, fingerprint or a security key on each device.

- **Signing PIN:** type a 4 to 8 digit PIN and click **Set PIN**. Don't reuse your bank or phone PIN. The same PIN signs task card items in the MRO Tracker Mechanic and Admin apps.
- **Biometric / Security Key:** on each phone, tablet or computer you sign from in the web app, click **+ Register This Device** and confirm with Face ID, fingerprint or your security key.

> Your signature is yours alone. Never share your PIN or let someone else sign with your device.

6. Add your certificates

In **Certificates**, click **+ Add Certificate** to keep your A&P, Inspection Authorization, pilot certificate, medical certificate or other credentials on file. Upload a photo or PDF and the details are read automatically; **check them** before you click Save. Add the expiration date where there is one so it's easy to see what's current.

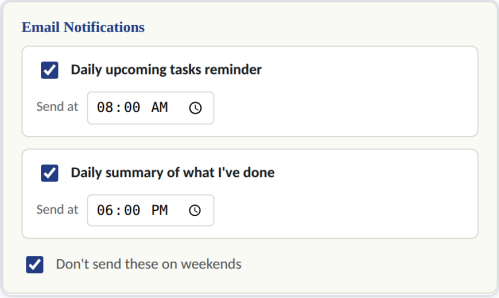


Certificates.

7. Set up notifications

Daily emails

In **Email Notifications** we recommend:



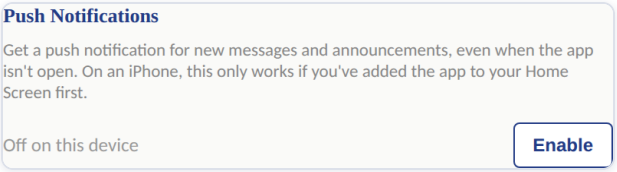
- **Daily upcoming tasks reminder**: on, at the start of your day (for example 7:00 or 8:00 AM).
- **Daily summary of what I've done**: on, at the end of your day. Handy for timesheets and handovers.
- **Don't send these on weekends**: on, unless you work weekends.

Times are in your own time zone.

Push notifications

Push notifications pop up on your phone or computer for new messages, announcements and work waiting on you, even when MRO Tracker isn't open.

- **MRO Tracker apps:** tap **Allow** when the app asks after you sign in. Missed it? Turn notifications on for the app in your phone's **Settings**.
- **Web app:** on each computer or browser you use, click **Enable** under **Push Notifications** and allow notifications when your device asks. On an iPhone using the web app, add MRO Tracker to your Home Screen first (step 1) and open it from there.

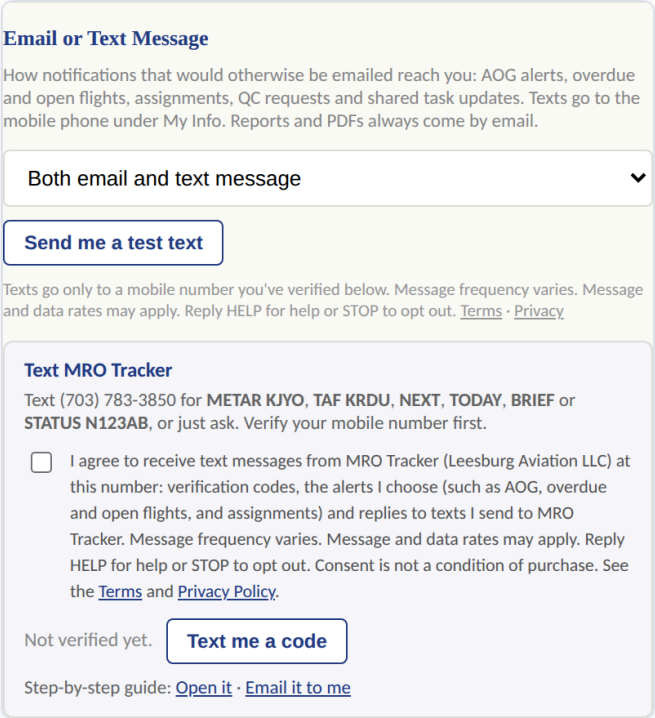


Email or text message

Choose how alerts reach you: AOG alerts, overdue and open flights, assignments, QC requests and shared task updates. Reports and PDFs always come by email.

- **Email**: the default.
- **Both email and text message**: **recommended** for anyone who needs to know about an AOG or an overdue flight right away.

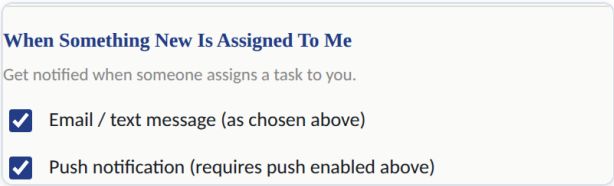
To get texts, verify your mobile number in the **Text MRO Tracker** box: tick the consent box, click **Text me a code** and enter the code. Once verified, you can also text MRO Tracker for weather (`METAR KJYO`), your `NEXT` flight, a `BRIEF` and more. Full details are in the **Text Messages guide** (Open it · Email it to me, right under the box).



Email or Text Message, and the Text MRO Tracker box.

When something new is assigned to me

We recommend ticking **both** boxes, so a new assignment reaches you by email or text (as chosen above) and as a push notification.



8. Save Preferences

Click **Save Preferences** at the bottom of My Preferences. It saves My Info, your Home screen choices, the notification settings and the daily emails in one go. You'll see *"Preferences saved."*

> A few things take effect immediately and don't need Save Preferences: changing your password, setting your PIN, registering a device, adding a certificate, enabling push and verifying your mobile number. Everything else needs the Save button, so if you close the window with **Cancel** or **×**, those changes are lost.

Organizations and workspaces

Your company has its own **organization** in MRO Tracker, with its aircraft, people and records. A larger operator can have **sub-organizations** under it (for example another base, or an operator it manages) and **groups** inside those. You see the organizations your administrator has given you access to.

Workspaces are sets of menus, not separate companies: Maintenance, Operations, Engineering, Program Management and Business Development. Business Development holds leads, opportunities, accounts and business cases; when you're in it, Home opens the Business Development screen.

Sign-in time limits

Your organization may set two limits. They apply to the website and the MRO Tracker apps alike:

- **Idle time:** after this long with nothing done, the website signs you out, and the apps lock until you open them again with your phone's own unlock (Face ID, fingerprint or passcode).
- **Maximum session:** after this long you sign in again in full, with your password and two-step code, however active you've been.

> Save your work before a long break. Administrators set the limits in **Admin → Users → Organization sign-in security**.

Messages, buttons and saving

- Questions, warnings and confirmations appear in MRO Tracker's own boxes on the page, not in browser pop-ups. Read the box and answer it there.
- While something is being saved or loaded, the button you clicked shows it's busy and a bar runs across the top of the screen. Wait for it to finish rather than clicking again.
- **Close** and **Cancel** are outlined buttons. Cancel leaves without saving.

Setting up a new organization (administrators)

- The first person to sign up for a new trial organization becomes its Admin, shown with an **Org Admin** badge in Users.
- Add structure with **+ Sub-organization** and **+ Group**. They use the organization's logo unless you give them their own.
- Then invite your people, choose which workspaces and roles each one gets, and set the organization's sign-in time limits and two-step sign-in.

Sign in with Face ID or your fingerprint

After you sign in to an MRO Tracker app with your password, the app offers to use **Face ID** or **Touch ID** next time (iPhone and iPad), or your **fingerprint or face** (Android 11 and later). Say yes, and next time you just look at the phone or touch the sensor.

- Your login is kept in the phone's secure storage (the iPhone Keychain or the Android Keystore) and can only be read after your face or fingerprint is checked.
- If a new face or fingerprint is added to the phone, or your password changes, it is removed and you sign in once with your password again.
- Two-step sign-in and your organization's sign-in time limits still apply.

Forgot your password?

Click **Forgot password?** on the sign-in page. MRO Tracker emails you a link to set a new password; the link works once, for 2 hours.

> Invitations, password resets and sign-up confirmations all come from MRO Tracker. Accounts are by invitation only, and an invitation link works once, for 7 days. If yours has run out, ask your administrator to send a new one.

Your profile photo

Add your photo in **My Preferences → My Info** (step 2), or in any MRO Tracker app from the camera or your photo library. It shows in Messages and in people lists.

Flight school students: the MRO Tracker Student app

If you train or rent at a flight school that uses MRO Tracker, the school invites you by email and you set up your own login from that email. The **MRO Tracker Student** app for iPhone, iPad and Android lets you:

- **Book** aircraft and lessons: the day view shows every aircraft and instructor; the week view shows one aircraft or instructor, seven days side by side. Tap a free half hour to book it. The school's booking rules are checked as you book.
- Follow your **training**: course progress, graded lessons to read and acknowledge, and endorsements.
- See your **account** balance and payments, your logbook and messages.
- See your **next flight** on the Lock Screen (iPhone) or in a widget, and tap **I'm here** when you arrive, from 3 hours before the booking.

> The Student app is one of the 5 flavors of the MRO Tracker mobile app (Admin, Pilot, Mechanic, Student and FAA). You can also use **My Training** in the web app.

Ask MRO Insight

MRO Insight answers plain-English questions about your organization's own data: aircraft, work orders, task cards, MEL, discrepancies, flights and crew, using only what you're allowed to see. In the web app it's the navy button at the bottom left; in the MRO Tracker apps, tap the **sparkle** at the top of any tab. Try *"Which task cards are waiting for QC?"* or *"What's on N541VA's current MEL?"*. MRO Insight can make mistakes, so check important details in MRO Tracker.

Recommended settings at a glance

Setting	Recommended
MRO Tracker app	Installed on your phone, signed in, notifications allowed
Name, photo, mobile number	Filled in
Two-step sign-in	On, with an authenticator app; recovery codes saved
Home Screen (crew)	My Flights, with the evening flights email and departure briefs
Signing PIN / Face ID	PIN set; each device you sign from registered
Certificates	Added and checked, with expiration dates
Daily upcoming tasks reminder	On, morning
Daily summary of what I've done	On, end of day; skip weekends
Push notifications	Allowed in the app, and enabled on each computer you use
Email or text message	Both, with your mobile verified
New assignments	Email/text and push

Need help?

Click the **?** in the top bar for the guides, What's New and **Report a Bug / Request a Feature**. In the MRO Tracker apps, go to **Account → Help & feedback** for the guides, support and the bug and feature form. Your organization's MRO Tracker administrator can help with access, groups and permissions. For anything else, contact MRO Tracker support at **support@mrotracker.com** or **703.415.4545**.