AVISTRATA
AVIATION BUSINESS PLATFORM

Guest Mechanics

Setup guide · How to invite a guest mechanic

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PREPARED FOR

Organization admins

Anyone who manages aircraft and users in Avistrata

FROM

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At a glance

A guest mechanic is an outside A&P or shop you let work on **chosen aircraft until an end date**, without making them one of your users. Guests are **free**: they don't count against your user license. They can work and sign off everything on those aircraft, and see nothing else in your organization.

What a guest mechanic can do

On the aircraft you pick, a guest can:

- Work the open work orders and task cards: add work items, log time and use parts
- Sign off work items and logbook entries with their own certificate and signing PIN, under your normal signing rules
- Read the logbook, Logbook History, ADs, Maintenance Due and records
- See and close squawks in the Discrepancy Log

A guest never sees your other aircraft, customers, invoices, quotes or prices, your people, or your settings. QC and RII sign-offs still need your own QC and RII staff. After the end date, or once you remove them, they see nothing in your organization, and everything they signed stays on record.

Before you start

- **Who can invite:** admins of the organization that owns the aircraft. The Guest mechanics box doesn't show for anyone else.
- **What you need:** the mechanic's email, which aircraft they'll work on, and when their access should end (at most a year ahead).
- **Not for your own staff:** someone who is already one of your users can't be invited as a guest. Give them the mechanic role in Admin → Users instead.
- **One organization at a time:** all the aircraft in one invitation must belong to the same organization.

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Invite a guest mechanic

You can invite from the aircraft page or from Manage Organization.

1. Open the aircraft. Under **Flight Alerts** you'll find the **Guest mechanics** box. Or, to see every aircraft at once, go to **Manage Organization** → **Users** and scroll to **Guest mechanics**.
2. Click **Invite a mechanic**.
3. Enter the mechanic's **email**, and their first and last name if you have them.
4. Under **Aircraft**, tick each aircraft they'll work on. Use the search box to find one in a long list.
5. Set **Access ends**. It's 30 days ahead by default; access stops at the end of that day.
6. Add a **note** if it helps, such as "Annual inspection, hangar 3". It's included in their email.
7. Click **Send invitation**.

The mechanic now shows in the list as **Active**, with "Hasn't signed in yet" until they sign in for the first time. You get an email when they do.

What the mechanic does

What happens next depends on whether the email already has an Avistrata login.

	New to Avistrata	Already has a login
Email they get	A "Choose my password" link (works for 7 days)	A notice that your organization was added to their account
Getting in	Choose a password, then sign in. They land in your organization.	Sign in, then switch to your organization from the organization menu at the top
In the app	Sign in with the same email	Account → Company, pick your organization (shown with "(guest)")
Going back	Not needed	Switch back to their own organization the same way

Before signing anything, the mechanic should:

1. Open **My Preferences** and add their **certificate** (type and number, e.g. A&P or IA).
2. Set a **signing PIN** there too.

On the website they see a blue banner: "Guest mechanic at *your organization* · *aircraft* · until *date*". The menu shows only Home, Work Orders, Task Cards, Aircraft and Records. In the Avistrata app they get the Mechanic view, with the same aircraft.

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Managing access

Every guest is listed in the Guest mechanics box with their aircraft, end date and status: **Active**, **Ended** or **Removed**. Click a column heading to sort.

Button	What it does
Change (Active) **Extend** (Ended or Removed)	Change which aircraft they can work on and move the end date. They're emailed the new date.
Resend	Sends the invitation again. It's shown until they sign in for the first time.
Remove	Ends their access straight away. Their mechanic role is taken off, and if they were working in your organization they're moved back to their own.

To add aircraft for someone who already has access, you can also just invite them again. The new aircraft are added and the new end date applies.

Avistrata sends these emails on its own:

- When the guest signs in for the first time: to the admin who invited them
- 3 days before access ends: to that admin and to the guest
- The day access has ended: to that admin

Every invitation, change and removal is written to the Audit Log.

Questions and troubleshooting

Question or problem	Answer
I don't see the Guest mechanics box	Only the organization's admins see it. It's on the aircraft page under Flight Alerts, and in Manage Organization → Users.
"Already one of your own users"	That person is already in your organization. Give them the mechanic role in Admin → Users instead.
The mechanic never got the email	Check their spam folder, then click **Resend**. Password links work for 7 days.
The mechanic sees nothing	They may still be in their own organization: switch to yours from the menu at the top (app: Account → Company). Also check their access hasn't ended.
The mechanic can't sign	They need a certificate and a signing PIN in My Preferences. QC and RII items need your own QC and RII staff.
Do guests cost anything?	No. Guests don't count against your user license.
What happens to their work after access ends?	Everything they signed stays on record, with their name and certificate.
Can they see my other aircraft, customers or invoices?	No. Only the aircraft you picked, with their work orders, task cards, squawks and records.
How long can access last?	Up to a year at a time. You can extend it whenever you need to.

Questions? Call Avistrata support at **703.520.5040** or visit mrotracker.com.

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