



User's Guide

New Online LHD Reporting System

MAAR (Monitoring Agency for Asia Region)



Content

- ❑ Overview
- ❑ How to Register
- ❑ How to Submit an LHD Report
- ❑ How to View, Edit or Delete Reports
- ❑ Emails Generated by the System
- ❑ If You Cannot Access
the Online Reporting System
- ❑ Resources
- ❑ To-do list
- ❑ Contact Us





Overview



Overview

- **Features** : Submit a new report. View, edit and delete submitted reports
- **Two types of users** :
 - Reporters : A reporter can view, submit, edit and delete LHD reports. Only one reporter is allowed for each FIR.
 - Viewers : A viewer can only view submitted LHD reports.
- **Two categories of LHD reports**
 - LHD reports submitted by your FIRs
 - LHD reports submitted by your neighboring FIRs : These are reports submitted by your neighboring FIRs which involved your FIR
- **The system can be accessed at**

<<https://maarlhdreport.aerothai.co.th/login>>



How to Register

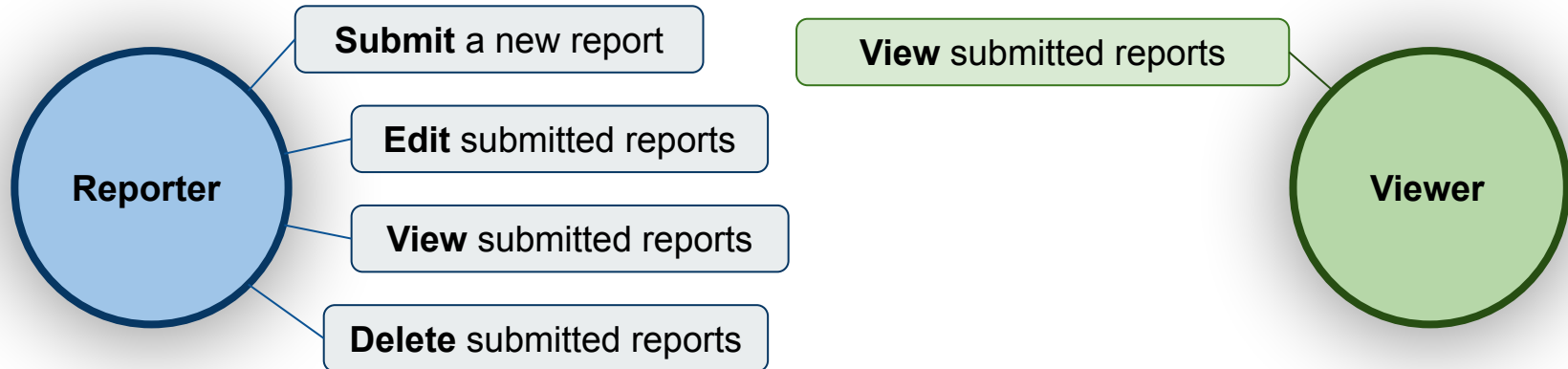


Registration : Overview

There are *two types of users* :

- Reporters : This is the main POC of your FIR responsible for filing a report. A reporter can view, submit, edit and delete LHD reports.
- Viewers : Other related people who wish to see a list of LHDs. A viewer can only view submitted LHD reports.

For each FIR, there can be only one reporter but there can be many viewers.



Registration Steps

1. Go to
<<https://maarlhdreport.aerothai.co.th/login>>
and click on **Register** to access the registration page
2. Fill out information on the registration page. Under 'Role,' you can either 'Reporter' or 'Viewer' (See previous page for details)
3. After you finish registration, please wait for approval.

LHD Records Login Register

Register:

Name of FIR: *

Choose

Role: *

Choose

Contact Name: *

E-Mail Address: *

Telephone:

Fax:

Contact Info:

Username: *

Password: *

Confirm Password: *

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reCAPTCHA

Register



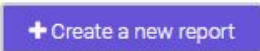
How to Submit an LHD report

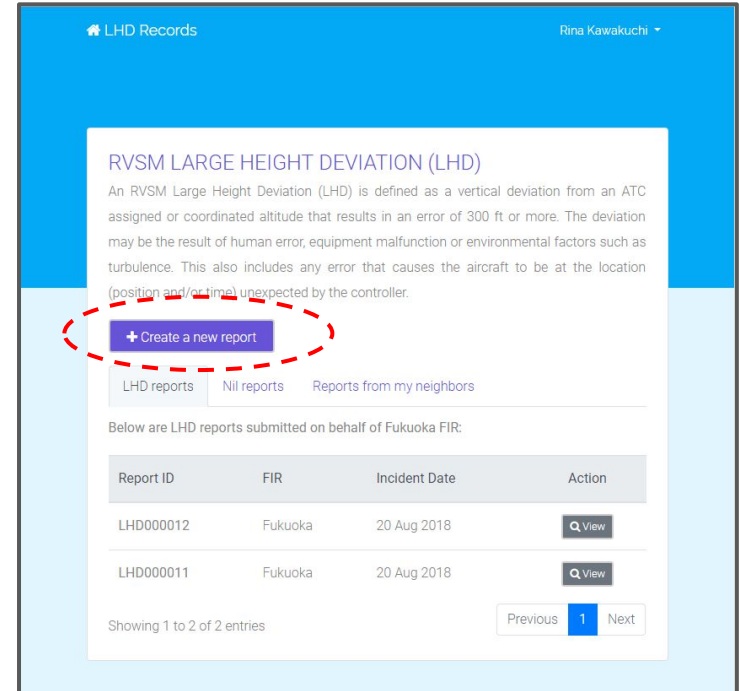
Only for 'Reporters.' 'Viewers' cannot submit a report.

Submission Overview

- Only a reporter can submit an LHD report. Only one reporter is allowed for each FIR.
- There are two types of reports
 - Nil-report : If there is no LHD in a particular month, you will file a 'nil-report.'
 - LHD report : This form is used to report each LHD
- In the case where an LHD report you submitted involved another ATS unit, the system will automatically notify that ATS unit.

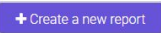
Submission Steps - If there is no LHD in a particular month

1. Go to <https://maarlhdreport.aerothai.co.th/login> and log in with your username and password
2. Click  to start the LHD report submission process
3. Under 'Select type of report,' select 'Reporting Nil - Report that there was no LHD during a certain month.'
4. Follow on-screen instructions
5. After the submission process is completed, an email titled 'Submission Receipt' will be sent to your email.





RVSM LARGE HEIGHT DEVIATION (LHD)

An RVSM Large Height Deviation (LHD) is defined as a vertical deviation from an ATC assigned or coordinated altitude that results in an error of 300 ft or more. The deviation may be the result of human error, equipment malfunction or environmental factors such as turbulence. This also includes any error that causes the aircraft to be at the location (position and/or time) unexpected by the controller.



LHD reports Nil reports Reports from my neighbors

Below are LHD reports submitted on behalf of Fukuoka FIR:

| Report ID | FIR | Incident Date | Action |
|-----------|---------|---------------|---|
| LHD000012 | Fukuoka | 20 Aug 2018 |  |
| LHD000011 | Fukuoka | 20 Aug 2018 |  |

Showing 1 to 2 of 2 entries

Previous **1** Next

Submission Steps - If there is no LHD in a particular month

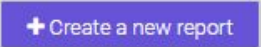
NOTE:

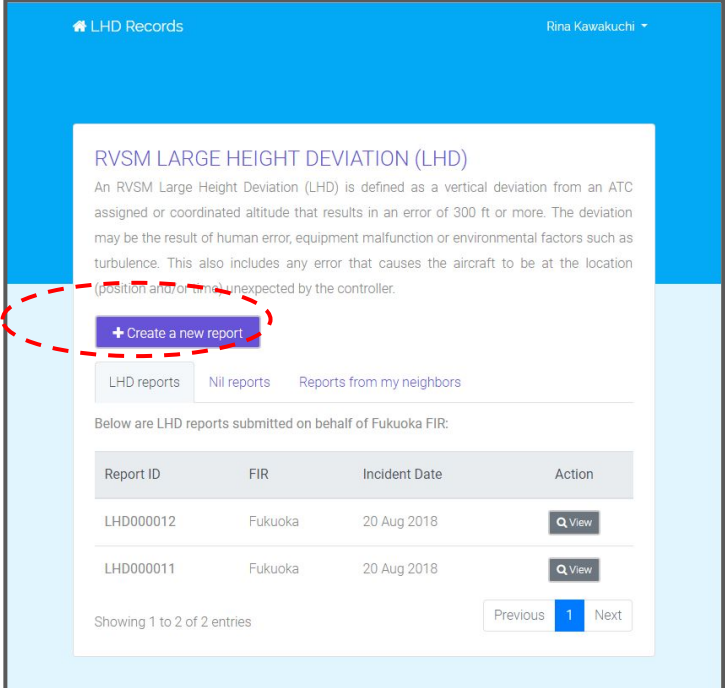
If there is no LHD during a particular month, a *reporter still have to submit a nil report.*

Otherwise, it will be assumed that information for that month is not received.

Submission Steps - If there is an LHD

***You have to submit one report for each LHD

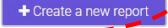
1. Go to <https://maarlhdreport.aerothai.co.th/login> and log in with your username and password
2. Click  to start the LHD report submission process
3. Under 'Select type of report,' select 'Reporting LHD- Report details of each LHD'
4. Follow on-screen instructions
5. After a submission process is complete an email titled 'Submission Receipt' will be sent to your email.



LHD Records Rina Kawakuchi



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LHD reports Nil reports Reports from my neighbors

Below are LHD reports submitted on behalf of Fukuoka FIR:

| Report ID | FIR | Incident Date | Action |
|-----------|---------|---------------|---|
| LHD000012 | Fukuoka | 20 Aug 2018 |  |
| LHD000011 | Fukuoka | 20 Aug 2018 |  |

Showing 1 to 2 of 2 entries Previous 1 Next

How to View, Edit or Delete a Report



How To View, Edit and Delete a Report

1. Go to

<<https://maarlhdreport.aerothai.co.th/login>> and log in with your username and password

2. There are three groups of reports

-LHD Reports : Report submitted by your FIR detailing information of each LHD

-Nil Reports : Report submitted by your FIR stating that there is no LHD in a certain month

-Reports from my neighbors : Reports submitted by other FIRs which involved your FIR. For example, if an LHD occurs during a transfer of control between FIR A and FIR B. If a report is submitted by FIR A, this report will show up as 'Reports from my neighbors' for FIR B.

RVSM LARGE HEIGHT DEVIATION (LHD)

An RVSM Large Height Deviation (LHD) is defined as a vertical deviation from an ATC assigned or coordinated altitude that results in an error of 300 ft or more. The deviation may be the result of human error, equipment malfunction or environmental factors such as turbulence. This also includes any error that causes the aircraft to be at the location (position and/or time) unexpected by the controller.

+ Create a new report

LHD reports Nil reports Reports from my neighbors

Below are LHD reports submitted on behalf of Phnom Penh FIR:

| Report ID | FIR | Incident Date | Action |
|-----------|------------|---------------|--------|
| LHD000033 | Phnom Penh | 29 Aug 2018 | View |

Showing 1 to 1 of 1 entries

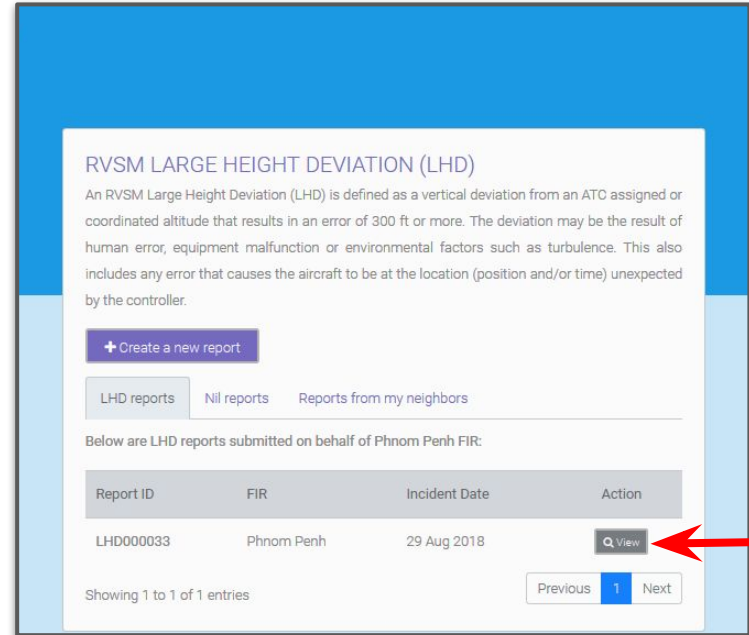
Previous 1 Next

How To View, Edit and Delete a Report

Not all accounts are allowed to edit and delete reports. Please refer to the table below:

| Actions allowed | Reporter Account | Viewer Account |
|---------------------------|--------------------|----------------|
| LHD Reports | Edit, Delete, View | View |
| Nil Reports | Edit, Delete, View | View |
| Reports from my neighbors | View | View |

3. For each row (each LHD), select an appropriate option and follow on-screen instructions





Emails Generated by the System

Emails Generated by the System

- Emails would be sent from 'noreply@aerothai.co.th,' please add this email account to your contact list.
- After you submit an LHD report, you will receive an email titled 'Submission Receipt'
- If other FIRs submit a report which involved your FIR, you will receive an email titled 'LHD Notification'
- In any circumstance, please do not reply to noreply@aerothai.co.th and instead contact maar@aerothai.co.th.



If You Cannot Access the Online Reporting System



If You Cannot Access the Online Reporting System

Please contact maar@aerOTHai.co.th





Resources

Resources



- General LHD information: LHD taxonomy, FAQ, and cross-boundary LHD coordination procedure :
<https://www.aerothai.co.th/maar/safetylhd.php>



To-do list

To get started on the new reporting system

- Register for an account at <https://maarlhdreport.aerothai.co.th/login> and click 'register' at the top right of the page
- Please add 'noreply@aerothai.co.th' to your contact list, so LHD emails do not go to your junk mail
- Any questions, please contact maar@aerothai.co.th



Contact Us

Monitoring Agency for Asia Region (MAAR)

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Phone : +662-287-8154

Email : maar@aerothai.co.th

