

# American Virtual Helpdesk

Welcome to the American Virtual Helpdesk, your comprehensive guide to navigating the most common issues and questions within our virtual airline community. From detailed FAQs to step-by-step tutorials, this guide is designed to provide quick and effective solutions, ensuring a smooth and enjoyable experience for all our virtual pilots. Whether you're troubleshooting technical problems, seeking guidance on flight operations, or exploring the features of our ACARS system and VATSIM events, the American Virtual Helpdesk is here to assist you every step of the way

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# About AAdvantage Miles

# About AAdvantage Miles



## AAdvantage Miles – What It Is

AAdvantage Miles is American Virtual's in-house loyalty program. Every log-in, flight you complete, and many other activities you take part in earn you virtual miles that you can later spend on rewards in our AAdvantage Miles Shop.

- These miles are purely virtual and belong only to American Virtual.
- They are not connected to the real-world American Airlines AAdvantage program and cannot be transferred, sold, or redeemed outside our virtual airline.

### 1) What You Can Do With AAdvantage Miles

Earn Miles By Flying and Participating. You can earn AAdvantage Miles in several ways, for example:

- Regular flights
- Completing your flights and filing PIREPs adds miles to your balance.
- Events, Challenges and Special Legs
- Certain group flights, challenges, Adventures, or "featured" routes may grant extra miles or bonuses when you fly them.
- Awards and Recognitions

When staff assign you certain awards or recognitions, you may receive miles along with the award ("Community Miles")

Each month, staff have a limited pool of “Community Miles” they can use to run flash-events, or other activities to maintain engagement in their Hub. Always check your Discord Hub channel as details will always be promptly communicated there.

The exact earning rates and any current promotions may change over time. Check Crew Center news, Hub announcements, or AAdvantage Miles pages for the latest details.

## **2. Check Your Balance**

You can access AAdvantage Miles from within the Crew Center (look for the “AAdvantage Miles” link in the User Profile menu).

On the AAdvantage Miles main page you will typically see:

- Your current miles balance
- A summary of recent activity (how you earned or spent miles)
- Links to the AAdvantage Miles Shop and any related sections
- This is your “home” for everything related to your virtual miles.

## **3. Spend Miles in the AAdvantage Miles Shop**

The AAdvantage Miles Shop is where you turn your virtual miles into rewards.

Depending on what is currently available, you may find:

- Virtual items – profile badges, special awards, vanity items, or in-sim perks
- Special one-time use, CAT-Free flights with widebody aircraft
- Event-related rewards – entries or boosts connected to special events or challenges
- Occasional real-world themed items – when offered by the VA (subject to availability and local rules)

How to use the shop:

- Open the AAdvantage Miles section in the Crew Center and go to the Shop.
- Browse the available rewards and categories.
- Check the price in miles and any notes in the description (for example, rank or availability requirements).
- Redeem the item by confirming your choice.
- Digital or in-system rewards may apply automatically.
- Physical or manually fulfilled rewards will be processed by Staff; follow any instructions shown.

Some items may:

- Be limited (for example, “once per pilot” or “limited quantity”)
- Require a minimum rank or meeting specific conditions
- Be offered only during a specific event or time window
- Any such limitations will be shown in the item description.

## **4. Featured Destinations and Special Promotions**

From time to time, American Virtual highlights Featured Destinations or runs special promotions tied to AAdvantage Miles.

When active, these may offer:

- Bonus miles for flying to or from certain airports
- Extra rewards for completing a set of legs or an event series
- Special shop items that are only available during a promotion
- Details for these offers are normally published via:

Hub or VA-wide announcements (mostly on Discord & on the Facebook group page)

Always refer to the current event description in the CrewCenter to see how miles are earned.

### **Good To Know**

- Virtual only: AAdvantage Miles here are not real airline miles and have no cash value.
- Subject to change: Earning rules, shop contents, and promotions can evolve as the VA grows.
- Check current rules: For any questions about how miles are awarded, what counts for bonuses, or how specific rewards work, refer to the latest information in the CrewCenter or contact your Hub Staff via Discord.

*"Disclaimer: AAdvantage® Miles used within American Virtual Airlines (AAVA) are **virtual currency** created solely for use within AAVA's online community and programs. They **hold no real-world monetary value** and **cannot be redeemed, transferred, or exchanged** for actual AAdvantage® Miles, rewards, or services with American Airlines, its affiliates, codeshare partners, the OneWorld® alliance, or any other entity. AAVA is a **non-commercial, hobby-based virtual airline** and is **not affiliated with or endorsed by American Airlines, Inc.**"*

# About Adventures

# About Adventures



## Adventures – What They Are

Adventures are American Virtual's version of "tours": a series of connected flights that follow a theme, a region, or a storyline.

When you join an Adventure, you commit to flying each leg in order, tracking your progress as you go and working toward completion of the whole journey.

Adventures are designed to be fun, structured experiences on top of your regular flying. They may highlight real-world American Airlines routes, scenic regions, historic flights, or special VA-created itineraries.

### 1) How To Join an Adventure

You can find Adventures in the CrewCenter under the Adventures section.

When you open an Adventure, you will typically see:

- A short description of the theme and objective
- A list or map of all the legs included
- Any basic requirements, such as aircraft type, rank, or special notes

To start:

- Open the Adventure you are interested in
- Review the description and requirements
- Click the option to join or enroll in that Adventure
- Once you have joined, it will appear in your active Adventures list and you can begin flying the legs in the order shown.

### 2) Flying Adventure Legs

Each Adventure is made up of individual flights ("legs") that must usually be flown in sequence.

In practical terms:

- Start with Leg 1 of the Adventure
- Fly the route using the required or suggested aircraft/type (if specified)

- File your PIREP as you normally would through the approved ACARS or manual method
- Once the leg is accepted, it will be marked as completed in your Adventure progress

You then continue with Leg 2, Leg 3, and so on, until you complete the entire Adventure. Some Adventures may allow flexibility in equipment; others may specify the airline, SubFleet, or general aircraft category to keep the experience consistent. The Substitution List always applies.

### **3) Tracking Your Progress**

After you've joined an Adventure, you can always return to it to see:

- Which legs you have already completed
- Your current leg and next planned route
- Any notes or special instructions for upcoming flights

The Adventure page acts as your "dashboard" for that journey. You can use it to:

- Confirm which leg you should fly next
- Double-check departure and arrival airports
- Review any comments or updated information from Staff about that Adventure
- Awards, Recognition and AAdvantage Miles

Completing an Adventure is often recognized within the VA, and certain Adventures may:

- Grant a dedicated award or badge on your profile when fully completed
- Be tied to AAdvantage Miles bonuses when they are part of a promotion
- Contribute toward hub- or VA-wide events, challenges, or leaderboards

Not every Adventure will have the same rewards. The description of each Adventure will indicate if there are:

- Special awards
- Bonus AAdvantage Miles
- Event-related perks or recognition

Always read the individual Adventure description so you know what to expect when you complete it.

### **4) Leaving or Restarting an Adventure**

We understand that real life comes first or your interests may change.

If you decide an Adventure is not for you, you may have the option to cancel or leave that Adventure from your progress page.

Cancelling will normally remove it from your active list and may clear any partial progress tracking for that specific Adventure.

You are always welcome to return later and join the same Adventure again (if it is still available and open), starting fresh from Leg 1 if the rules for that Adventure allow it.

### **Good To Know**

Adventures are meant to be fun, structured experiences; they do not replace your normal flying, but give you themed routes to enjoy.

Some Adventures may be time-limited or tied to special events; others may be permanent fixtures you can complete at your own pace.

Requirements such as minimum rank, aircraft type, or route order are shown in each Adventure's description, always review those before joining.

For any questions about a specific Adventure (progress, rules, or issues with a leg), contact your Hub Staff via Discord or use the VA's normal support channels.

# Flight Bidding & Dispatch

- **Introduction to Flight Bidding**
  - Overview of the flight bidding system
  - Benefits of using the flight bidding system for pilots
- **How to Bid for Flights**
  - Step-by-step guide to bidding for flights
  - Bidding rules and limitations
- **Introduction to SimBrief Integration**
  - Overview of SimBrief and its benefits
  - How SimBrief enhances flight planning

# Acars Systems

- **Introduction to SmartCARS**

- Overview of SmartCARS
  - Introduction to the SmartCARS ACARS system
  - Benefits of using SmartCARS for virtual flight tracking

- **Installing SmartCARS**

- System Requirements
  - Minimum system requirements for SmartCARS
  - Recommended system specifications
- Download and Installation
  - Where to download SmartCARS
  - Step-by-step installation guide

- **Setting Up SmartCARS**

- Initial Configuration
  - Connecting SmartCARS to your American Virtual account
- User Interface Overview
  - Navigating the SmartCARS interface
  - Key features and tools available in SmartCARS

- **Using SmartCARS**

- Pre-Flight Setup
  - Retrieving flight details and input route
- Post-Flight Procedures
  - Completing the flight and submitting the report
  - Reviewing flight statistics and performance metrics

- **Post-Flight Procedures**

- Completing the flight and submitting the report
- Reviewing flight statistics and performance metrics

# Awards System

- **Introduction to the Awards System**

- Overview of the Awards System
  - Introduction to the American Virtual Awards system
  - Benefits and importance of awards in the virtual airline community

- **Types of Awards**

- Flight Performance Awards
  - Awards for achieving specific flight performance metrics
  - Examples: Best Landing, Longest Flight, Most Hours Flown
- Event Participation Awards
  - Awards for participating in virtual airline events
  - Examples: Event Attendee, Event Organizer, Top Event Performer
- Special Achievement Awards
  - Awards for unique and special achievements within the airline
  - Examples: Milestone Awards, Community Service, Exceptional Contribution

- **Earning Awards**

- Criteria for Awards
  - Detailed criteria for each type of award
- Automatic Award Assignments
  - Overview of automatic award assignment system
  - How automatic awards are tracked and assigned
- Manual Award Nominations
  - Process for nominating pilots for manual awards
  - How nominations are reviewed and approved

# About Charter Operations

- **Introduction to Charter Operations**

- Overview of Charter Operations
  - Introduction to charter operations at American Virtual
  - Benefits and flexibility of charter flights

- **Booking Charter Flights**

- How to Book a Charter Flight
  - Step-by-step guide to booking a charter flight
  - Understanding booking options and requirements
- Charter Flight Rules and Regulations
  - Rules governing charter flights

# Schedule Search & Tools

- **Introduction to Schedule Search**
  - Overview of Schedule Search Features
  - Benefits of Using Schedule Search
- **Searching for Schedules**
  - Basic Search Functionality
  - Advanced Search Options
- **Exploring Schedule Details**
  - Viewing Flight Information
  - Accessing Aircraft and Route Data
- **Using Schedule Tools**
  - Schedule Filtering and Sorting
  - Saving and Exporting Schedules
- **Interactive Schedule Map**
  - Exploring Routes Visually
  - Using the Map for Flight Planning
- **Support and Resources**
  - Getting Help with Schedule Search
  - Schedule Search FAQ and Tips

# About Events

- **Introduction to the Event Module**
  - Overview of Event Features
  - Benefits of Participating in Events
- **Finding Events**
  - Upcoming Events Calendar
  - Event Categories and Filters
- **Event Details**
  - Viewing Event Information
  - Registering for Events
- **Participating in Events**
  - Pre-Event Preparation
  - Event Day Guidelines
- **Event Rewards**
  - Earning Hours, Premium Miles, and Awards
- **Support and Resources**
  - Getting Help with Events
  - Event FAQ and Tips

# Discord Server

- **Introduction to the Discord Server**

- Overview of Discord Features
- Benefits of Joining the Server

- **Joining the Discord Server**

- How to Join the Server
- Verifying Your Account

- **Navigating the Discord Server**

- Server Channels and Their Purposes
- Using Voice and Text Channels

- **Server Etiquette and Behavior**

- Community Guidelines and Rules
- Respectful Communication Practices

- **Best Practices for Engagement**

- How to Get the Most Out of Discord
- Participating in Discussions and Events

- **Using Discord for Operations**

- Coordinating Flights and Events
- Accessing Important Information

# The Screenshot Center

- **Introduction to the Screenshot Center**
  - Overview of the Screenshot Center Features
  - Benefits of Sharing and Viewing Screenshots
- **Accessing the Screenshot Center**
  - How to Navigate to the Screenshot Center
  - Logging In and Permissions
- **Uploading Screenshots**
  - Step-by-Step Guide to Uploading Screenshots
  - Accepted File Formats and Size Limits
- **Organizing Screenshots**
  - Creating and Managing Albums
  - Tagging and Categorizing Your Screenshots
- **Viewing and Interacting with Screenshots**
  - Browsing Through Uploaded Screenshots
  - Commenting and Liking Screenshots
- **Best Practices for Screenshot Quality**
  - Tips for Capturing High-Quality Screenshots
  - Editing and Enhancing Your Images
- **Community Guidelines**
  - Rules for Uploading Content
  - Ensuring Respectful and Appropriate Content
- **Participating in Screenshot Contests and Events**
  - How to Enter Screenshot Competitions
  - Voting and Judging Criteria

# About PIREPS (Pilot Reports)

- **Introduction to PIREPS**
  - What are PIREPS?
  - Importance of Accurate Flight Reporting
- **Submitting a PIREP**
  - Step-by-Step Guide to Submitting a PIREP
  - Using SmartCARS for Automated PIREP Submission
- **Manual PIREP Submission**
  - How to Manually Enter Flight Data
  - Required Fields and Optional Information
- **Reviewing and Editing PIREPS**
  - Checking Your PIREP for Errors
  - How to Edit a Submitted PIREP
- **Best Practices for PIREP Submission**
  - Ensuring Accurate and Complete Data
  - Common Mistakes to Avoid
- **Rules and Guidelines**
  - PIREP Submission Rules
  - Penalties for Incorrect or Fraudulent Reports
- **Tracking Your PIREPS**
  - Viewing Your PIREP History
  - Analyzing Your Flight Performance
- **Troubleshooting PIREP Issues**
  - Common Problems and Solutions
  - Getting Help with PIREP Submission

# Aircraft Fleet & Substitutions

- **Introduction to the Aircraft Fleet**

- Overview of American Virtual's Fleet
- Types of Aircraft Available

- **Accessing the Fleet Information**

- How to View Fleet Details on the Website
- Important Fleet Characteristics (e.g., range, capacity)

- **Substitution Rules and Guidelines**

- When and How to Substitute Aircraft
- Approved Substitutions List
- Restrictions on Aircraft Substitutions

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# About Monthly Flight Assignments

Introduction to how the system works and the best way to operate it

# About Trip Creator

Introduction to how the system works and the best way to operate it

# Test Chapter Update

This is a test