

Pilot Support

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Pilot Support Guide

What is Pilot Support?

Pilot Support is our helpdesk. It replaces ad-hoc Discord DMs with a single, organized system so your issue gets to the right people fast. You submit a ticket, it automatically routes to your home hub team, and they track it to resolution. Urgent issues are easy to flag.

Where to find it

- In CrewCenter, open the profile menu (top-right). Click **Pilot Support** - it's right after *Leave of Absence*.
- Direct link: <https://crew.americanva.net/support>

“ **Tip:** Use Pilot Support for anything that needs follow-up or tracking (technical, operational, or administrative). Suggestions and feedback are welcome too.

How to open a ticket (fast)

1. **Subject:** Short and clear. Example: "SmartCARS won't start" or "Airport KCLT scenery conflict".
2. **Description:** One or two paragraphs with what happened, when, and what you tried.
3. **Simulator:** Pick the sim you used (MSFS / X-Plane / P3D, etc).
4. **Catagory:** Choose the best fit:
 - *Airport Scenery* - add-ons, conflicts, missing gates, etc.
 - *Aircraft Addon* - aircraft-specific behavior or install issues.
 - *CrewCenter Issue* - website pages, login, PIREP, bids.
 - *CrewCenter Suggestion* - ideas and UX improvements.
 - *SmartCARS3 Issue* - connection, logging, flight detection.
 - *vmsACARS Issue* - profiles, install, data, PIREP export.
5. **Urgency:** Low / Medium / High. Use *High* only if it blocks you from flying or filing.
6. **Type:** Technical / Operational / Administrative.
7. **Attachments:** Add screenshots or logs (zip larger files). Examples:
 - ACARS logs (vmsACARS or SmartCARS3)
 - Error dialogs or console output
 - Flight number, route, time (UTC), aircraft
8. Click **Submit**. Your ticket goes to your home hub team automatically.

After you submit

You'll see your ticket in the Pilot Support page with its current status. Hub Managers can comment, request info, or re-assign/escalate if needed. You can reply anytime to add details or files.

Typical statuses

- **Received** > we have it
- **Acknowledged** > triaged by your hub team
- **In Progress** > being worked on
- **Waiting on Pilot** > we need more info from you
- **Resolved** > fix provided (please confirm)
- **Closed** > finished

“ **Urgency colors:** You'll notice green /yellow / red labels - these reflect the urgency you selected (Low / Medium / High).

How to write a great ticket

- **One issue per ticket** (keeps the fix focused).
- **Steps to reproduce** - exact clicks/flows help a lot.
- **Include IDs** - Flight number, PIREP ID, Bid ID, airport codes.
- **Time in UTC** - match CrewCenter and ACARS logs.
- **Versions** - simulator, aircraft, ACARS version.
- **Screenshot/logs** - the fastest way to diagnose.

What goes where (categories at a glance)

Airport Scenery **Aircraft Addon** **CrewCenter Issue** **CrewCenter Suggestion**
SmartCARS3 Issue **vmsACARS Issue**

Privacy & Routing

- If an issue prevents you from flying or filing, set **Urgency: High** and start the subject with **(BLOCKER)**. Include a brief summary and your last steps so we can triage immediately.

Quick start checklist

1. Open the profile menu > **Pilot Support** (or visit crew.americanva.net/support)
2. Fill Subject, Description, Simulator, Category, Urgency, Type.
3. Attach screenshot/logs (zip if large), then **Submit**.
4. Watch for updates and reply if the team requests more info.