

# Wingman Reservations – Students and Renters

## Getting Started

You will receive an email from Wingman Reservations to invite you to get set up. Please remember to check your junk mail as well for the invite. Follow the prompts for initial set up.

If you have not received an invite, please reach out to our Dispatch team 905-838-1400 ext. 0 for further assistance.

## Wingman Link

After the initial set up is complete subsequently access the reservations system by going to the reservations link on the BFC website or the link below:

<https://wingmanreservations.com/login.aspx>

Log in with your email and password



## Getting Familiarized with System

### 1) Student Profile

On the upper right area of the screen:



- Left click on your name to change user options and your password. This is highly recommended when you use the system for the first time.
- Select the snag icon to report Wingman system issues.
- Select the logout icon to log out of the system.

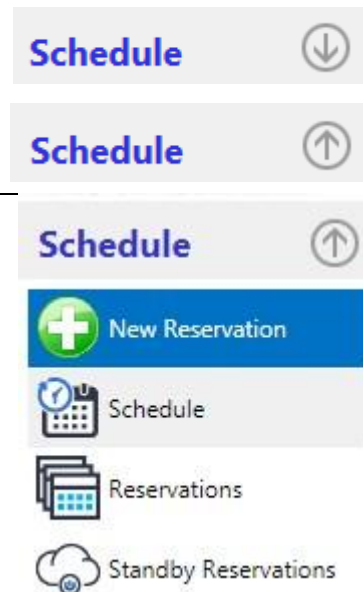
### 2) Schedule

On the left side of the screen is a menu group heading "Schedule":

- Selecting the down arrow will open the schedule menu tree.
- Selecting the up arrow will collapse the schedule menu tree

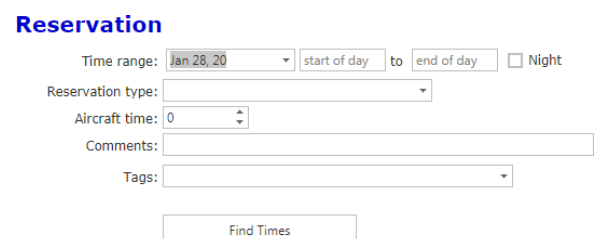
With the Schedule menu open, your options are:

- New Reservation – Select this icon to create a new reservation.
- Schedule – View your upcoming flight reservations for the next 7 days from the selected date or for any week or month. In the upcoming schedule view, you can also create new reservations by selecting , and **edit** or **cancel** reservations by double clicking on the reservation
- Reservations - A list of past, current and future reservations along with the reservation details. You can **edit** or **cancel** reservations by selecting 
- Standby Reservations – In the event that you are unable to make a flight booking for a specific time or date you can make a standby booking which will be activated if an opening become available



## How to Make a New Reservation

- Select new reservation from the Schedule drop down list or from the applicable schedule view.
- Try to leave the Time Range open (start until nighttime)
  - Change date from default date.
  - The default time is anytime during daylight hours.
  - **\*The system will look for available options for your flight so the larger the time window you provide the more likely you are to find an available aircraft and instructor (if any available).**



- If you want a flight any time after a specific time, enter the start time but leave the end time blank.
- If you want a flight that ends any time before a specific time, leave the start time blank but enter the end time.
- If, for example, you want a flight sometime between 07:30 and 12:00 but don't care when within that window, enter these times.
- **NIGHT FLIGHT:** check the Only Night box or select an aircraft start time more than 30 min after sunset.
- If you want a flight that starts before sunset and ends at night, you will be required to enter a start time and an end time. (Don't check the night box but specify time during official night)
- Select the reservation type from the dropdown list
  - Checkout with Solo Release: flight where you will be going up with an instructor followed by a solo flight
  - Dual Instruction: Standard training flight with an instructor
  - Instructor only: Ground briefing with your instructor (no aircraft required)
  - Renter Airplane: Solo flight using the aircraft that we have designated for use by our renter pilots
  - Solo / Rental: Solo or rental flight without an instructor
- Different reservation types will result in new fields appearing. For example, a dual flight requires an instructor.
  - If you have set up a preferred instructor in your user options, this instructor will be listed by default.
  - If you have set up a preferred aircraft type in your user options, this aircraft will be listed by default.
  - If you want to widen your options, you have the ability to modify the default option.
- Default times are shown for the reservation type. These times may be changed if required but they represent durations for typical flights based on historical data.
- The time entered into the reservation for the aircraft (Dual Time or Aircraft Time for a solo flight) is the aircraft dispatch time ("keys out" to "keys in").
- If you wish to book a flight that exceeds the maximum booking length preset by the system, please reach out to our customer service reps or your instructor.
- Time entered into the reservation for Pre-flight and Post-flight is briefing time with your instructor before you have been dispatched and after you have returned the aircraft, respectively.
- Enter comments and route information as applicable.
- For flights that require aircraft specific options such as IFR or ADS-B select these options in the aircraft options area.
- The tags area is for special requests or types of flights such as Utility Category, Full Tanks, Flight Test. Choose the tags that are specific to your flight or situation.
- Select "Find Times".

### Reservation

Time range: Jan 30, 20 start of day to end of day  Night

Reservation type:

Aircraft time:

Comments:

Tags:

### Reservation

Time range: Nov 18, 19 start of day to end of day  Night

Reservation type:

Pre-flight:

Dual time:

Post-flight:

Aircraft:

Instructor:

Comments:

Route:

Aircraft options:

Tags:

The system will search for available times for both the type of aircraft you prefer and your instructor availability (if applicable) and will provide you with a list of available slots.

- Choose your preferred time and select save reservation
- If the system does not come up with an available time, it could be that your time window is too small for the program to fit you in. In this case, widen your window and try again.
- Messages that you might see which preclude you from completing the reservation:

**No suitable time was found in the selected time period.**

**The instructor is not available in the selected time period.**

**! You cannot make reservations for this instructor.**

**! You have reached your maximum number of reservations (2) for this day.**

## Reservation

Time range: Jan 1, 20 12:00 to 17:00  Night

Reservation type: Dual Instruction

Pre-flight: 0.3

Dual time: 1.5

Post-flight: 0.3

Aircraft: C172R/S

Instructor: S. El Hossan

Comments: Hoping to go solo

Route:

Aircraft options:

Tags: College Program

Find Times

Available times, select the time you would like.

12:00 - 14:06  
12:30 - 14:36  
13:00 - 15:06  
13:30 - 15:36  
14:00 - 16:06

Save Reservation

## Reservation Confirmation

- The reservation date and time is shown on the screen.
- You may create another reservation or view your schedule
- You will receive an email confirmation of your reservation if your user options are set to indicate that you want a notification.

## Reservation

Time range: Jan 1, 20 12:00 to 17:00  Night

Reservation type: Dual Instruction

Pre-flight: 0.3

Dual time: 1.5

Post-flight: 0.3

Aircraft: C172R/S

Instructor: S. El Hossan

Comments: Hoping to go solo

Route:

Aircraft options:

Tags: College Program

**Your reservation has been scheduled from 12:00 till 14:06.**

Available times, select the time you would like.

12:00 - 14:06

Save Reservation

View Schedule

Create Another Reservation

## How to Cancel or View your Reservations

Selecting "View Schedule" takes you to your schedule where you can **view/edit/cancel** your reservations.

- If you hover over the reservation, additional reservation details will be shown.
- Double click on the reservation and select the "**Cancel Reservation**" button to **cancel** the reservation.

Dec 29, 19		Schedule
1	Wednesday January	12:00 to 14:06 Dual Instruction with Saif El Hossan C172R/S Hoping to go solo

## General Notes:

1. Start and finish times vary and are scheduled in 0.1 hr increments. It is very probable to have a reservation that does not begin on the hour or half hour.
2. This scheduling program has been designed to reduce downtime of aircraft between flights. This means that if you arrive late for your flight, you may not be able to keep the airplane beyond the scheduled end of booking time.
3. The aircraft time is the total time you expect to have the aircraft keys in your possession. As an example, if you expect a flight / Hobbs time of 1.2 hour and also expect it will take .2 hours to complete your walkaround and post flight activities the aircraft time should be 1.4 hours. Dual flights have pre and post flight time included in addition to the aircraft flight time to account for briefings and discussion with your instructor.

4. For dual flights, the instructor duration will be longer than the aircraft reservation. The common practice in Flight Schedule Pro of attempting to block off 2 hours when the actual aircraft time requirements are significantly less is inappropriate and will affect other users negatively.
5. For students and renters, the maximum number of bookings per day is 2 and the maximum length of the aircraft portion of a booking is 2.0 hr. If you require an aircraft for a longer flight, please contact dispatch or your instructor. Also please be respectful of others, reserving an aircraft for a period significantly longer than your intended flight time prevents others from accessing our aircraft.
6. The maximum time ahead that you can make a booking is 60 days and the maximum number of bookings in the 60-day period is 30.
7. Same day bookings will be allowed. We will adopt a "live system" commencing March 3<sup>rd</sup>, 2020.
8. For students and renters, rescheduling a booking requires cancelling the original booking and making a new booking.
9. Per our existing policy, students and renters cannot cancel bookings within 48 hr of the starting time and must go through dispatch or your instructor to cancel these bookings.