**SUBJECT:** Flight Operations Support “Crew Help Desk”.

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<tr>
<th>AIRCRAFT CONCERNED</th>
<th>Version(s)</th>
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The support function “Crew Help Desk” dedicated to Customers’ aircrew(s) & Flight Operations manager(s) is aimed at reinforcing Flight Safety and operational efficiency.

The Crew Help Desk provides answers to queries relative to best knowledge and operation of the helicopter among the following non-exhaustive list:

- Aircraft limitations.
- Aircraft performance.
- Aircraft procedures/operations: use of systems and mission equipment items.
- Aircraft systems: capacities/functionalities of systems.
- OPS regulation.

The Crew Help Desk support is free of charge.
CREW HELP DESK

Coverage

The Crew Help Desk activity is available for the complete AIRBUS HELICOPTERS range of commercialized aircraft.

Contact

The Crew Help Desk support is part of the AIRBUS HELICOPTERS HCare Worldwide Customer Support (Refer to Information Notice IN 3041-I-00 for detailed Hcare information).

To facilitate relations with your Flight OPS Support, Airbus Helicopters has designed a new web application enabling you to submit requests to your Technical & OPS Support. With this new service, you will be able to place your request, track its progress, communicate with your Support correspondent and keep a general overview of your pending requests in full transparency and with user-friendly graphics.

This new service is now fully available on Keycopter.

We kindly ask you to process all your requests through this new tool, and to avoid e-mail exchanges as much as possible.


Your Keycopter portal is upgraded to reflect this change.

You will find appended to this Flight Operation Briefing Note an introduction to this new service and how to access and use it through your Keycopter portal.
If you have no Keycopter access (freelance pilot, …) you may as alternate way address your query to the following email:

technicalsupport.helicopters@airbus.com

In this case, in order to facilitate the understanding and the resolution of the Flight OPS request, you are kindly requested to specify the following information with your question:

- **Category(ies):**
  - Aircrew publications.
  - Aircraft limitations.
  - Aircraft performance.
  - Aircraft procedures/operations.
  - Aircraft system(s).
  - OPS regulation.
  - Others: xxx ….  

- **Aircraft information:**
  - Type, version and variant.
  - Serial number(s).
  - Place of operations.

- **Contact information:**
  - Company.
  - Contact function, name and email.

- All detailed information necessary to home in on the query.
**TECHNICAL REQUIREMENT**
The application requires an up-to-date Internet Browser. Minimum requirement: Internet Explorer 11 / Mozilla Firefox / Google Chrome (recommended).

1 - ACCESS TO https://keycopter.airbushelicopters.com
Access rights are usually managed by a person of your company. If you do not know this person, you can sign up on the Keycopter page.

2 - CHECK USER ROLE ASSIGNMENT ON Keycopter

Check role assignment under 'My Profile' / 'My Information'

3 - ENTER ‘TECHNICAL REQUESTS MANAGEMENT’

The ‘Technical Request Management’ role must be assigned to your user account.

**IF THE ROLE IS NOT ASSIGNED**
Contact your ‘Keycopter Focal Point’ indicated in ‘My Profile’ / ‘My Contact’

Contact
Mail :
Phone :
Fax :
Use of ‘Technical Requests Management’ Service

**PROCESS OVERVIEW**

**CUSTOMER**
- Send Technical Request
- Provide TE details
- Acknowledge TE answer
- Close TE

**TECHNICAL REQUESTS NAVIGATION**

**DASHBOARD**
- The menu is designed as a sliding bar on the LH side of the window. A gray bar is always visible. If the mouse pointer is moved over it, the menu slides in.

**1 - DASHBOARD**

**A- PIE CHART**
- ‘Breaking news’ are displayed at the top of your Dashboard.

**B- LIST OF IN-PROGRESS TE**
- An ‘Auto Refresh’ OFF / ON button is available to configure the refresh time slot.
- Click ‘OFF’ to move to ‘ON’
- Enter the time for Dashboard table refresh
- Click outside of the field
- Check the automatic refresh of the page

**C- LIST OF NEW MESSAGES**
- By clicking on one part of the Pie Charts, the ‘Open TE’ and ‘New Messages’ tables are filtered according to the selection.
2.1 - TE CREATION: MAIN INFORMATION

In the Menu, Select ‘Create TE’.

Possibility to add more information when creating the TE: a new step will be added if you want to give more details on the event occurrence (during a Maintenance or a Flight Operation) or simply record data on engines installed (cf. User guide).

Click ‘NEXT’ to reach step 2_Sub Event

Fill in all mandatory fields* (Topic, A/C Type, Company Contact)

A/C Data fields: type some characters to reduce the drop down list (auto-completion fields) and select the desired value.

When typing the A/C Serial Number, the A/C Model, A/C type, A/C version and Registration fields are filled in automatically.
You can change the Registration if it is not up-to-date.

The new AH branding is taken into account and available in the ‘A/C Model’ field.

You are the contact person by default. But you can change the contact to another person of your company.
2.2 - TE CREATION: SUB EVENTS

Use a maximum of fields available (ATA Main, ATA sub, Failure Code / warning, Part Number MPN P/N, S/N, TSN, Damage Type, etc.) to detail your request.

Click to expand and display more or less fields.

Please describe your request.

Add as many sub-events as needed per ATA chapter by clicking on the ‘Add Sub-event’ button.

Click ‘NEXT’ to reach step 3_ATTACHMENTS.
2.3 - **TE CREATION: ATTACHMENTS**

**UPLOAD ATTACHMENTS:**

- **Option 1: Drag and drop**
- **Option 2: Select Files**

1. Drag and drop your files in the shaded area.
2. Select file(s).
3. Select files.

**DELETE / DOWNLOAD ATTACHMENTS:**

To delete or download one or several file(s) uploaded previously, tick the file’s check box and click on the blue action button.

- **DELETE**
  - Are you sure you want to delete this/those file(s)?
  - CANCEL
  - OK

Do not forget to choose the Sub Event to which you want attach the files and Select OK. You can add several attachments up to 100MB.
2.3 - TE CREATION: ATTACHMENTS

Click to expand folders

Click on the file name: file data are displayed in the ‘Properties’ area and a picture / 1st page of PDF file is displayed in the ‘Preview’ area.

Manage all attachments

Tick the check boxes to delete or download several files at a time

You can draw on a picture and save modifications

To Open, Save as, Delete or Rename a file, click on the action buttons

Select ‘NEXT’ to reach the last step of TE creation

2.4 - TE CREATION - FINAL STEP: MESSAGE

If you do not know your AHG Technical Support contact, please leave the ‘TO’ field empty and click ‘SEND TE’. In this case, your TE is sent to all your potential AHG contacts.

Select your Technical Support Contact address

Add copy contact

You can enlarge the message area by clicking on this button.

Write your message

Click ‘SEND TE’

Your TE was correctly sent to your AH contact.

You can see your new TE on your Dashboard, in the ‘Open TE’ table.
‘Technical Requests Management’ Service – Communication

3 - UPDATE COMMUNICATION MODULE

By default, select ALL in order to see all Sub events communications. You can also select a specific sub event.

Pass the mouse over this icon to check the recipients and the sender of the message.

Customer Message

4 - FINAL TE ANSWER

On your Dashboard, select the TE with ‘Closure pending’ status. This means that the AHG Technical Support has proposed a Final Answer to your TE.

If you agree with the Final TE Answer given by your AHG contact, tick ‘Yes’. You can add a message and rate your satisfaction with the TE processing.

The TE status becomes ‘CLOSED’. It disappears from your Dashboard but you can retrieve it via the Search TE function.

If you do not agree with the Final TE Answer given by your AHG contact, tick ‘No’. A comment is mandatory.

Once the message is sent, the TE status becomes ‘IN-PROGRESS’ and the TE processing continues until the next ‘Final TE Answer’.

By clicking ‘CANCEL’, your message is not saved.

You can save a draft of the message by clicking ‘SAVE AS DRAFT’. Please note that a TE with ‘draft’ status is not visible by AHG.

Click on the ‘SEND’ button.

Enter your message

ACCEPT Final Technical answer

REJECT Final Technical answer

(A new answer, lack of information …)
5 - **SEARCH YOUR TECHNICAL REQUESTS**

In the Menu, select ‘Search TE’. The table lists all TEs processed for your company.

You can search within the list by using several filter criteria. The search is launched by clicking on the ‘SEARCH’ button.

6 - **ACCESS THE USER GUIDE**

In the Menu, select ‘USER GUIDE’. The user guide describes all the functions of the Technical Requests Management application.

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**TRM Service Contacts**

**ACCESS THROUGH KEYCOPTER**

Please contact your ‘Keycopter Focal Point’ under ‘My Profile’ / ‘My Contact’.

**TECHNICAL REQUESTS MANAGEMENT TRAINING**

technicalsupport.helicopters@airbus.com

**KEYCOPTER SUPPORT**

24/7 contact center: customersupport.helicopters@airbus.com
Asia-Pacific: support.keycopter-asia-pacific.ahsa@airbus.com
Latin America: keycopter.mx@eurocopter.com.mx
Europe-Africa-MiddleEast: support.keycopter-europe-africa.ah@airbus.com
North America: keycopter.support@eurocopterusa.com

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**Welcome to the ‘Technical Requests Management’ Service**