



GoDrone

Frequently Asked Questions

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Managing your records

How do I add an aircraft?

Click on 'Aircraft' under 'My Records' and select 'Add an Aircraft'. Complete the form and save. Saved aircraft will be available to select in your mission plan.


Note! First select the organisation that will operate the aircraft, before adding an aircraft.

How do I update my aircraft details?

Click on 'Aircraft' under 'My Records' and select 'Manage my Aircraft'. Update the form as required and save.

Note! Updated **aircraft** details will only be applied to new missions that are assigned to that aircraft.

How do I delete an aircraft?

Click on 'Aircraft' under 'My Records' and select 'Manage my Aircraft'. Find the aircraft in the table that you wish to delete, click on the waste bin icon () and confirm you wish to delete the aircraft. This will not affect missions that have already been submitted.

Note! This action cannot be undone.

How do I add myself as a pilot?

Click 'Pilots' under 'My Records' and then 'Update my pilot details'. Complete the additional pilot details and save. From now on you can be invited into the role of pilot from other organisations.


If you are setting up your own organisation in GoDrone, you will have the option to declare yourself as a pilot with that organisation on the 'Add organisation' page. If you have already created the organisation without registering as a pilot, then simply follow the instructions for 'How do I add a pilot to my organisation?'.

Missions that are assigned to you will be allocated to your 'Personal' organisation context. Make sure you have selected 'Personal' in the organisation drop-down in the main menu, and then view the missions list.

How do I add a pilot to my organisation?

Click 'Pilots' under 'My Records', then 'Manage my pilots', then 'Add a pilot'. On the 'Invite a user' screen select the 'Pilot' role and click 'Create invite code'. A unique, time-limited (24hrs) invite code will be displayed, along with a link. Share that link with the pilot and ask him or her to sign in and paste it into the browser address bar. To copy the link, just click on the copy icon (to the right of the link).

How do I remove a pilot from my organisation?

Click 'Pilots' under 'My Records' and select 'Manage my Pilots'. Find the pilot in the table that you wish to un-link from your organisation, click on the waste bin icon () and confirm you wish to remove the pilot. Removing a pilot will not affect any missions that have already been submitted.

Note! This action cannot be undone, however if you need to re-link the pilot later, you can simply issue them a new invite link. Also see 'How do I add a pilot to my organisation?'



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I can't find an aircraft, pilot or mission I created. What did I do wrong?

If you are unable to see the correct details you are looking for, please check you are viewing the correct organisation context in the organisation drop-down in the main menu. If the record isn't listed there, or under any other organisation to which you have access, then please get in touch with us via the 'Contact us' details under the 'Support' menu.



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Managing users

How do I add a new user to my organisation?

Click 'Organisation' under 'My records' and select 'Manage Users'. From the list of users in that organisation, click 'Add User' and then select the role you'd like the user to fulfil. You can choose between the following roles:


Fleet Manager - Manages missions within the organisation and manages aircraft and pilot information.

Organisation Manager - Can manage some aspects of the organisation including organisation details and users.

Pilot - Responsible for (flying) missions on behalf of an organisation.

Having selected a role, click 'Create invite code' and a unique time-limited (24hrs) invite code will be displayed, along with a link. Share that link with the pilot and ask him or her to sign in and paste it into the browser address bar. To copy the link, just click on the copy icon (to the right of the link).

How do I remove a user from my organisation?

Click 'Organisation' under 'My Records' and select 'Manage users'. Find the user in the table that you wish to delete from your organisation and click on the waste bin icon () then confirm you wish to remove the user.

Note! This action cannot be undone, however if you need to re-invite the user later, you can simply issue them a new invite link. Also see 'How do I add a new user to my organisation?'

The new user and I have lost the invite link. What do we do?

Just follow the instructions under 'How do add a new user to my organisation?' and re-start the process.

I created an invite by mistake. What do I do?

If you shared an invite link by mistake, we would recommend you contact that person and ask that he or she ignores the link. It is time-limited and so will automatically expire after 24hrs.

If the recipient should accept the link, then you can remove him or her from the organisation by following the 'How do I remove a user from my organisation?' instructions above.

I invited a user to the wrong organisation. What do I do?

Firstly, remove the user from the mistaken organisation by following the 'How do I remove a user from my organisation' instructions above. Then, re-invite the user following the 'How do I add another user to my organisation' instructions?'

My invite link is not working.

Please contact the user who distributed your link and ask him or her to recreate and resend the link. If you continue to have problems then please get in touch with us by going to 'Contact us' under the 'Support' menu.



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Organisations

What are organisations?

Creating an organisation in GoDrone allows a professional operator to manage a fleet of aircraft and/or pilots and submit mission requests using those. A user can be a member of multiple organisations, and have different roles within each one.

The GoDrone app allows you to view one organisation context at a time, including the pilots, aircraft, users and missions. This context is set via the organisation drop-down in the main menu.

If you are a user within multiple organisations then it is important to make sure that the correct organisation is set when creating an account, editing records and submitting missions. You will also note that there is a 'Personal' option in the drop-down. This is where you will find missions that have been assigned to you as a pilot.

How do I change my organisation?

You can change your organisation via the organisation drop-down in the main menu.



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Missions

How do I create a mission?

Click 'Missions' under 'My Records' and select 'Add a Mission'. You will need to complete the mission details form and then submit.

For which areas do I have to submit a mission plan?

You can always submit a mission plan. For the time being, LVNL only processes requests for drone missions in the civil CTRs (Schiphol, Lelystad, Rotterdam, Beek and Eelde). LVNL can grant provisional permission or refuse your request for specific reasons.

Pay attention! In addition to the provisional permission on your mission plan, you also need a clearance from air traffic control for a flight in a CTR.

After submitting a mission plan I receive the message "No service". What does this mean?

This means that you do not have to request permission for your mission in the relevant flying area.

I've submitted my mission. Do I have clearance to fly?

Once you have submitted a mission, GoDrone will review your flight area and mission data to assess whether an approval for your drone flight is required or not. If approval *is* required then a warning will be displayed that you do not have approval to proceed with this mission. GoDrone will create a digital mission request on your behalf and sends this to LVNL. You can track the progress of the approval from your list of missions.

Can I edit a submitted mission?

Click 'Missions' under 'My Records' and select 'Manage my Missions'. A table will be presented with your list of missions. Select the mission you wish to change and click on the edit (✎) icon.

Note! If your mission start time has already lapsed or your mission starts within one hour, then you will not be able to edit the mission details, but you can cancel it. Please note that changes will require the mission to be resubmitted and any approval state is reset.

My mission has been declined and I'd like to know more. Who can I contact?

Please use the 'Contact us' details under the 'Support' menu.

Using the map

How do I zoom in and out?

To zoom in and out simply use the mouse scroll or the + and – buttons on the bottom right of map. Or if using the mobile app simply pinch the screen.

How can I view airspace descriptors?

When using the map simply click or tap on the area or object of interest. This will bring up and airspace information relevant to the area or object you have chosen.



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How can I use map filters?

The map allows you to filter by the layers and types of map feature. Click or tap on the filter icon to adjust the filtering.

Note! The layering in the map (as you zoom in and out) will mean that different filters are available depending on the current zoom scale.



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Mobile app

My mission isn't listed. What went wrong?

The GoDrone mobile app will list the missions that have been assigned to your pilot account. If you have more than one account it's important to make sure you that you are logged into the mobile app with the same account that was assigned to the mission. You can log out and back in by opening the main menu and tapping 'Settings' and then 'Logout'. You will then be asked to log back in.

If the problem persists then it's worth getting in touch with the organisation or fleet manager that scheduled the mission and checking that you are still the assigned pilot.

If you still require assistance then please get in touch via the 'Contact us' details under 'Support'.



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Help and support

How do I get technical support?

You can contact our technical support at godrone@lvnl.nl

How do I get operational support?

Do you wish to receive operational support while preparing a mission? Operational support details are listed under the 'Contact us' details under 'Support'.



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Your profile and account

How do I update my user profile details?

Click on your username in the main menu and select 'Profile'. Then update the required details and save.

How do I change my sign in email and/or password?

To reset your password, please use the 'Forgotten password' link on the sign-in page. You will need to log out first to do this.

If you need to change your email address then please get in touch with us through the GoDrone Operator's forum, available under 'Contact us' in the 'Support' menu.

How do I delete my account?

If you need to delete your account then please get in touch with us through the 'Contact us' in the 'Support' menu.

What does GoDrone do with my personal details?

Please see our privacy statement.

