Text Messages in Avistrata

Get your alerts by text, and text Avistrata for weather, your next flight and a departure *brief*

Avistrata User Guide

Leesburg Aviation LLC • www.mrotracker.com • 703.520.5040

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What you can do by text

Once your mobile number is verified, Avistrata can reach you by text and you can text it back.

- **Get your alerts by text**: aircraft on ground (AOG), overdue and open flights, an aircraft grounded before your booked flight, flights not closed out, task assignments, QC requests and shared task updates.
- **Ask by text**: current weather (METAR and TAF) for any airport, your next flight, today's and tomorrow's flights, a departure brief, or an aircraft's status.

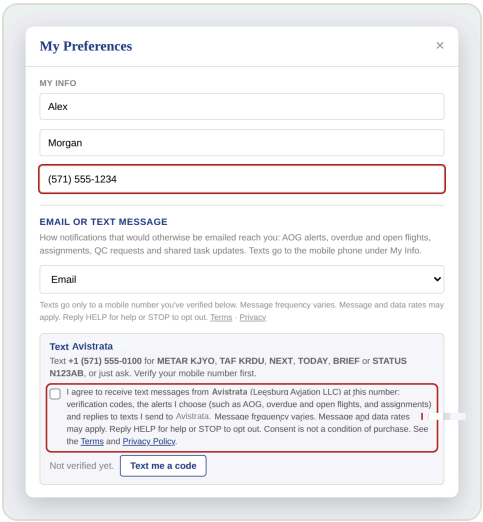
> Texts are a convenience. They do not replace an official weather briefing or the information in Avistrata. Reports and PDFs always come by email.

What you need

- Your Avistrata sign-in at **login.mrotracker.com** (or your organization's own Avistrata address).
- A mobile phone that can receive texts, in your hands, because you'll type in a code it receives.
- About two minutes.

Turn on text messages

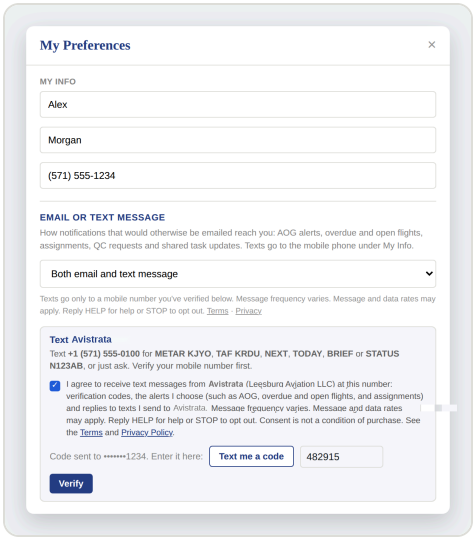
1. **Open My Preferences.** Sign in to Avistrata and click the **gear icon** (My Preferences).
2. **Enter your mobile number.** Under **My Info**, type your own mobile number, for example (571) 555-1234, and click **Save Info**. Use your number only; texts go to the person who verifies the number.
3. **Agree and ask for a code.** Scroll to the **Text Avistrata** box. Read the consent statement, tick the box, and click **Text me a code**. The button does nothing until the box is ticked.



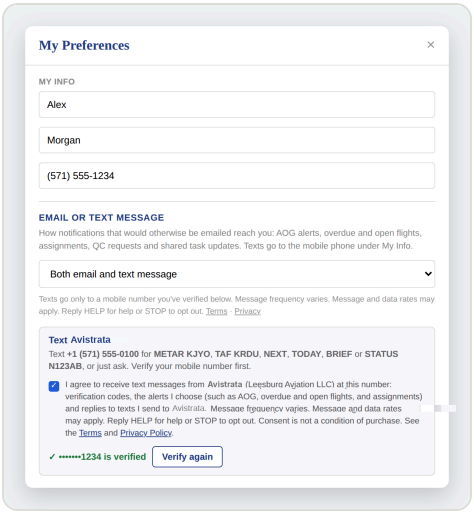
My Preferences: your mobile number under My Info, and the consent box in Text Avistrata.

4 **Enter the code.** A 6-digit code arrives by text within a few seconds. Type it into the box and click **Verify**.

- The code is good for **10 minutes**, and you have **5 tries**.
- No code? Wait a minute and click **Text me a code** again; you can ask for a new one once a minute.



Enter the 6-digit code and click Verify.



Verified: your number is ready for texts.

5 **Choose how your alerts reach you.** Under **Email or Text Message**, pick:

- **Email**: alerts keep coming by email (the default).
- **Text message (SMS)**: alerts come by text instead of email.
- **Both email and text message**: you get each alert both ways.

Click **Send me a test text** to check, then **Save Preferences**.

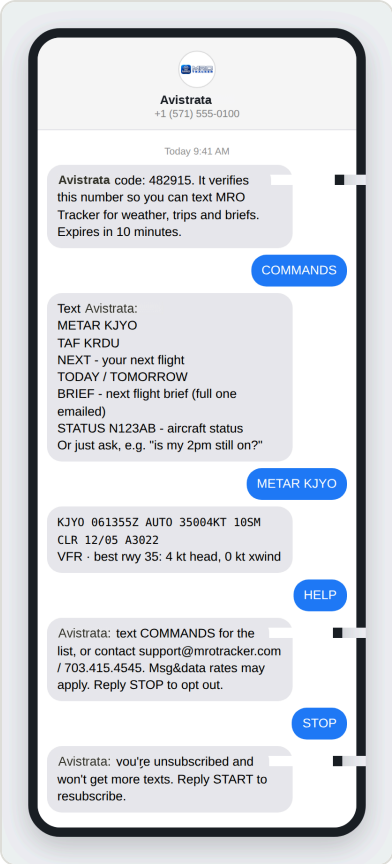
> **Tip:** save Avistrata's number as a contact on your phone (for example "Avistrata"), so alerts are easy to spot and you can text it any time. The number is shown in the Text Avistrata box in My Preferences.

Text Avistrata

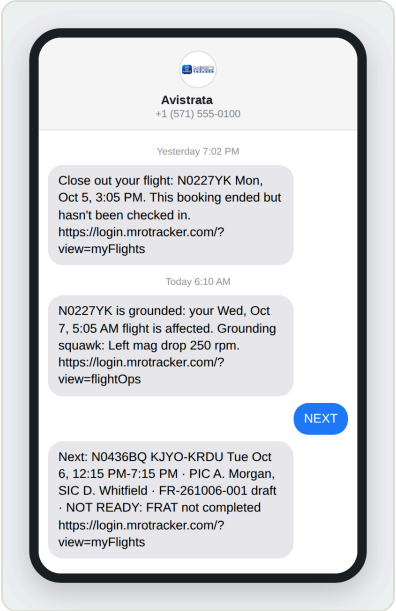
From your verified phone, text one of these to the Avistrata number. Upper or lower case both work. Replies usually come back within a few seconds, and only show your own flights and your organization's aircraft.

Text this	You get back
`METAR KJYO`	The latest weather at that airport, its flight category (VFR, MVFR, IFR, LIFR), and the best runway with the crosswind.
`TAF KRDU`	The forecast for that airport. If it has no TAF, the nearest airport's forecast is used and named.
`NEXT`	Your next flight: aircraft, route, times, crew and whether it's ready to dispatch.
`TODAY` / `TOMORROW`	Your flights that day.
`BRIEF`	A short weather and readiness summary of your next flight, texted in about a minute, with the full departure brief by email. `BRIEF 2` does the same for your second upcoming flight.
`STATUS N123AB`	That aircraft: grounded or not, open squawks, overdue items and what's due next.
`COMMANDS`, `HELP` or `?`	The list of commands, with the support contacts.

You can also just ask in your own words, for example *"is my 2pm still on?"* or *"weather at Raleigh"*, and Avistrata picks the right answer.



Texting Avistrata (sample screens).



Alerts by text, and a reply to NEXT (sample screens).

Stop, pause or change texts

To...	Do this
Stop all texts	Reply `STOP` to any text from Avistrata. You'll get one message confirming it, and no more texts after that.
Start again	Reply `START`.
Get help	Reply `HELP`, or contact support (below).
Go back to email only	In My Preferences, set **Email or Text Message** to **Email** and click **Save Preferences**.
Change your phone number	Enter the new number under My Info, click **Save Info**, and verify it again (steps 3 and 4).

If something doesn't work

The code never arrives

- Check the number under My Info, including the area code, and that it's a mobile phone, not a landline or desk phone.
- Wait a minute, then click **Text me a code** again.
- If you ever replied STOP to Avistrata, reply `START` first.

"This number isn't verified"

Avistrata only answers the number you verified. Text from that phone, or verify the phone you're using (steps 2 to 4).

"That code has expired" or "Too many tries"

Click **Text me a code** to get a fresh code.

No reply to a text

- Check the command spelling and the airport identifier (four letters, such as KJYO).
- `BRIEF` takes about a minute; the first reply says it's being built.
- Avistrata answers up to 30 texts an hour from one number.

I don't get my alerts by text

Make sure your number shows as verified and that **Email or Text Message** is set to **Text message** or **Both**. Use **Send me a test text** to check.

Cost and privacy

- Message frequency varies with the alerts you choose and the texts you send. Message and data rates from your mobile carrier may apply.
- Mobile carriers are not liable for delayed or undelivered messages.
- We do not sell or share your SMS opt-in data or personal information with third parties for marketing purposes. Your number is shared only with our text message provider to deliver messages.
- Full details: **www.mrotracker.com/terms** and **www.mrotracker.com/privacy**.

> ## Need help?
> Email support@avistrata.com or c703.520.5040.