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# CAAT-EMPIC User Guide for Personnel Licence (FCL)

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Revision: 00

Date: 15 December 2021

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## **0. Introduction**

### **0.1 Background**

The Civil Aviation Authority of Thailand (CAAT) is implementing a new system, called “CAAT-EMPIC”, which will be used for managing all safety oversight activities, applying for aviation security certification concern and applying for personnel licence and certificate. CAAT-EMPIC aims to provide an efficient means of submitting applications, managing all safety audit findings, and administering invoices and receipts.

### **0.2 Purpose**

This User Guide provide guidance to use EMPIC to apply for skill test and to obtain Flight Crew Licence

### **0.3 Applicability (is subjected to)**

This User Guide is applicable to persons interested in applying skill test and obtaining a Flight Crew Licence (FCL).

### **0.4 Reference (Refer regulation)**

1. Regulation of Civil Aviation Board No.89 regarding Qualifications of Personnel Applicants (RCAB 89)
2. Rules of CAAT on Theoretical and Practical Examination of Air Navigation B.E. 2562
3. Requirement of CAAT No.15: Operational Guideline on the Application of Personnel Licence and Rating B.E. 2562

## 1. USERNAME AND PASSWORD HANDLING

To use the WEB client, a customer must possess a username and password. To request a username and password, please go to the website <https://www.caat.or.th/th/archives/55072> and click Create Your CAAT-EMPIC Account, then follow the steps

### 1.1 Create Your CAAT-EMPIC Account

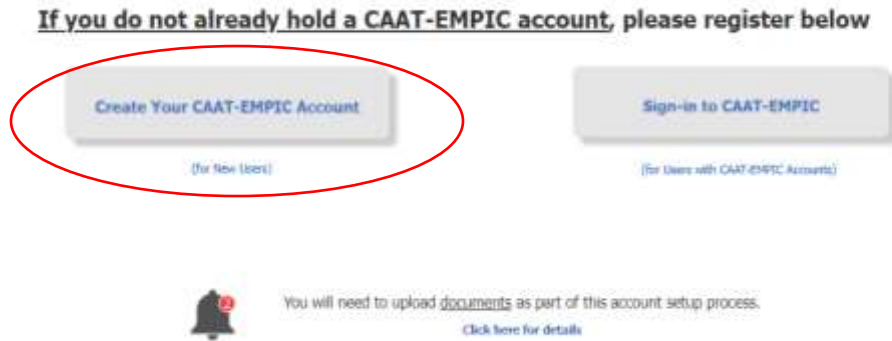


Figure 1: Create your CAAT-EMPIC account

### 1.2 Registration

Choose your type of registration and type of application, then follow the steps. Personnel Licence activity:

1. Personnel Licence (Issue /Endorsement/Renewal/Revalidate / Reissue etc.)
2. Skill Test for Personnel Licence

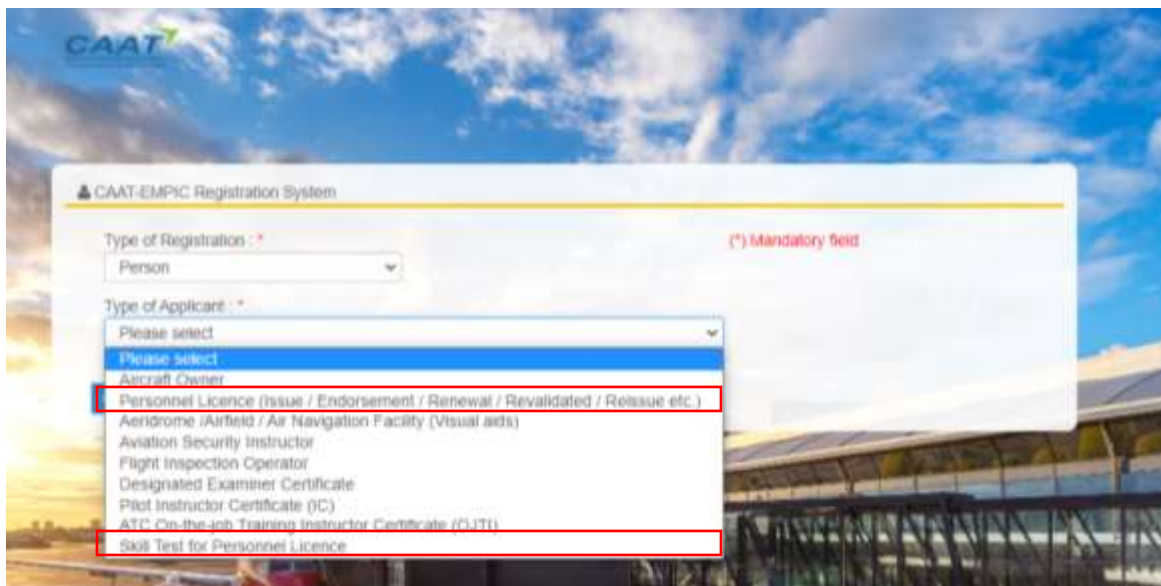


Figure 2: Registration

### 1.3 Log In

For an applicant with a CAAT-EMPIC account, access the WEB client as follows:

1. Open the link to EMPIC WEB Client (<https://service.caat.or.th/webclient/>)
2. Enter your User Name and Password and click login and the system will be displayed as shown in Figure 3.



Figure 3: Login page

### 1.4 Forgot Password

In cases where the WEB user forgets a password, it will need to be reset. To reset a password:

1. On the Login page, click Forgot your password?
2. Fill in the information accordingly, then click Send Activation Mail
3. The Activation email will be sent to the user registered email
4. After receiving the email, click on the link that is contained in the message
5. Set a new password, and the system will be displayed, as shown in Figure 4.



Figure 4: Forgot Password

### 1.5 Forgot User Name

In cases where the WEB user forgets a User Name, the user needs to click on Forgot your user name?

1. Fill in the information requested, then click Send Activation Mail
2. The Activation email will be sent to the user registered email
3. After receiving the email, click on the link that is contained in the message
4. Set a new password, and the system will be displayed, as shown in Figure 5.

Note:

1. The user name will be shown in the Reset password window
2. The Customer ID was provided in the initial Activation Message



Figure 5: Forgotten User Name

### 1.6 Change of Password or User Name

To change the password or your User Name for your account:

1. Log in to the WEB client with your current user name and password
2. On the top right, click on the username, then select Change Password or Change User Name from the dropdown menu
3. Input the old password and new password accordingly or the old user name and new user name accordingly, then click Save, and the system will be displayed as shown in Figure 6.

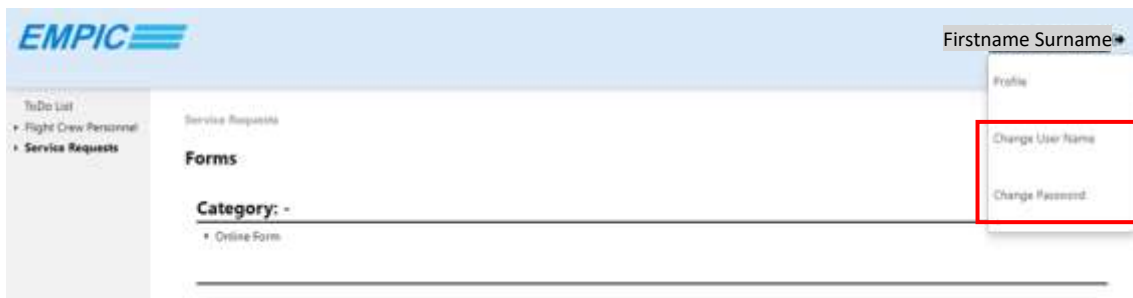


Figure 6: Change Password or User Name

## 2. REQUEST HANDLING

To access functions provided by the WEB Client, select the appropriate function from the menu bar on the left panel, and the system will be displayed as shown in Figure 7.

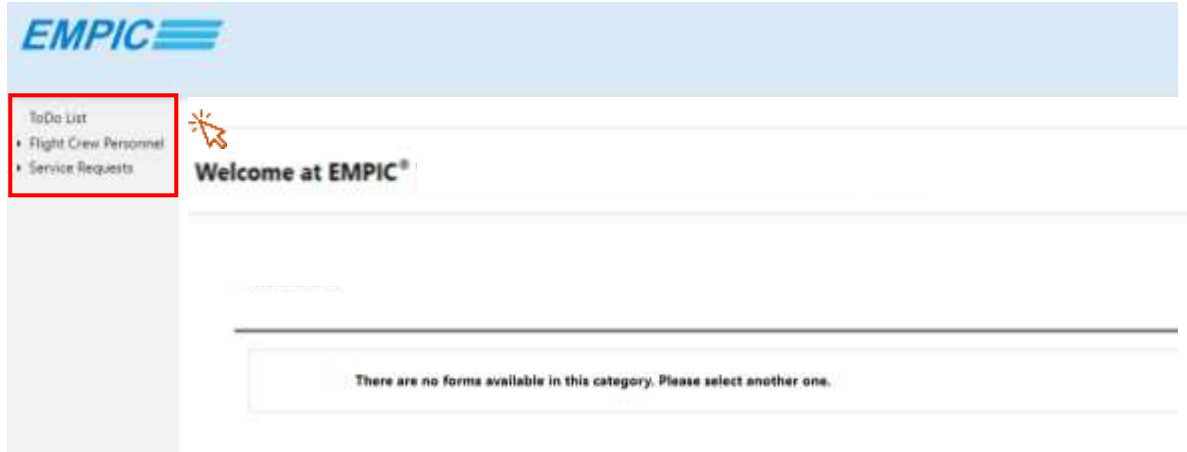


Figure 7: Menu bar

### 2.1 ToDo List

The ToDo list tab is used as an assignment platform. The tab displays the tasks which need to be actioned by the applicant. CAAT will update the ToDo and Notifications list and inform the applicant when actions are required.

To access the ToDo and Notifications list:

1. Under the menu bar on the top left of the web page, click ToDo List
2. The list of tasks will be displayed as shown in Figure 8



Figure 8: ToDo List



## 2.2 Flight Crew Personnel

The Flight Crew Personnel tab will show your list of requests in the **Flight Crew Personnel Module**, as shown in Figure 9



Figure 9: Flight Crew Personnel

## 2.3 Service Request

1. Under the menu bar on the top left of the web page, click Service Request
2. Click Forms and Online Form as shown in Figure 10.

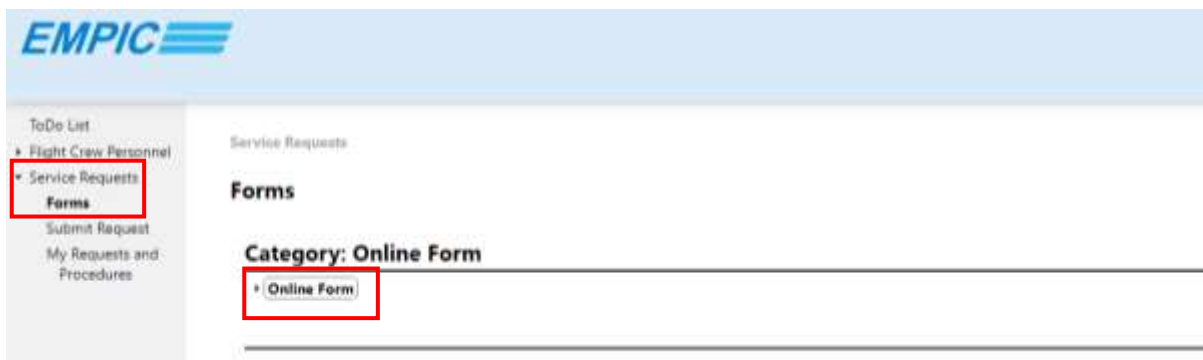


Figure 10: ToDo List

## 2.4 Online Form

The Forms function provides forms for any process requiring action by CAAT. Applicant may select

1. Under the Menu bar on the top left of the web page, click Service Requests.
2. Under Service Requests, select Forms and the system will show the list of online forms in Figure 11.
3. Under Category: Online Form, click Flight Crew Licence; the system will show the (FCL) application Forms list and click on to open the selected form as shown in Figure 12.

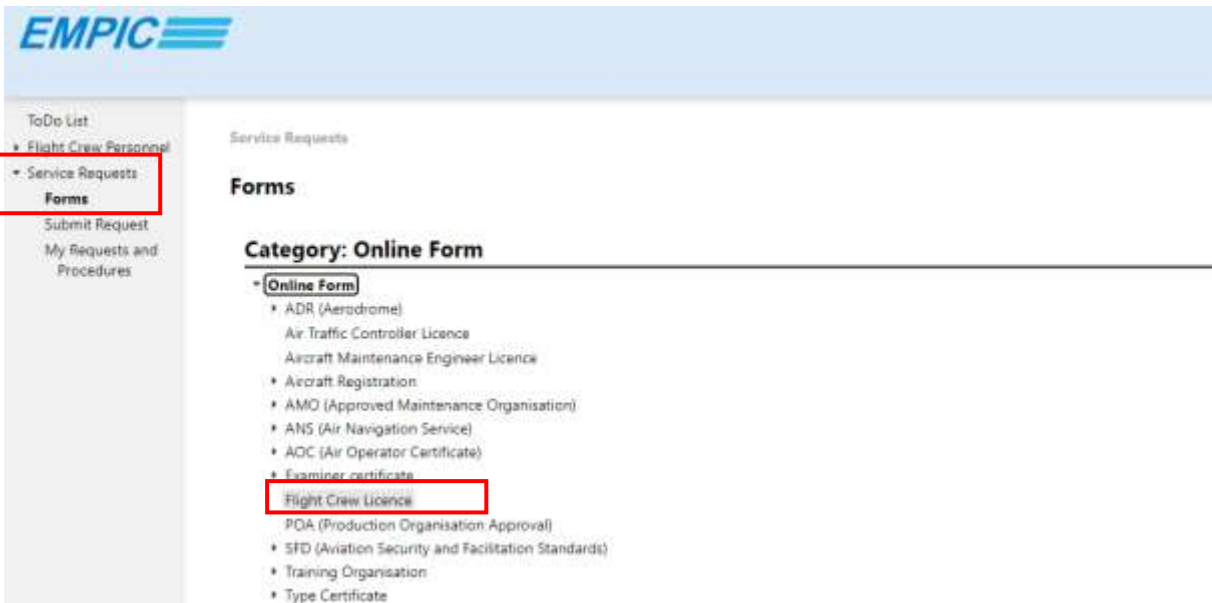


Figure 11: Online Form

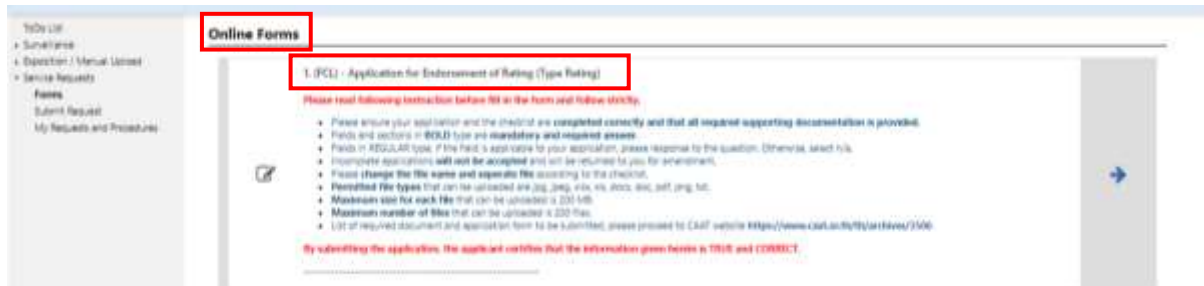


Figure 12: Application Form

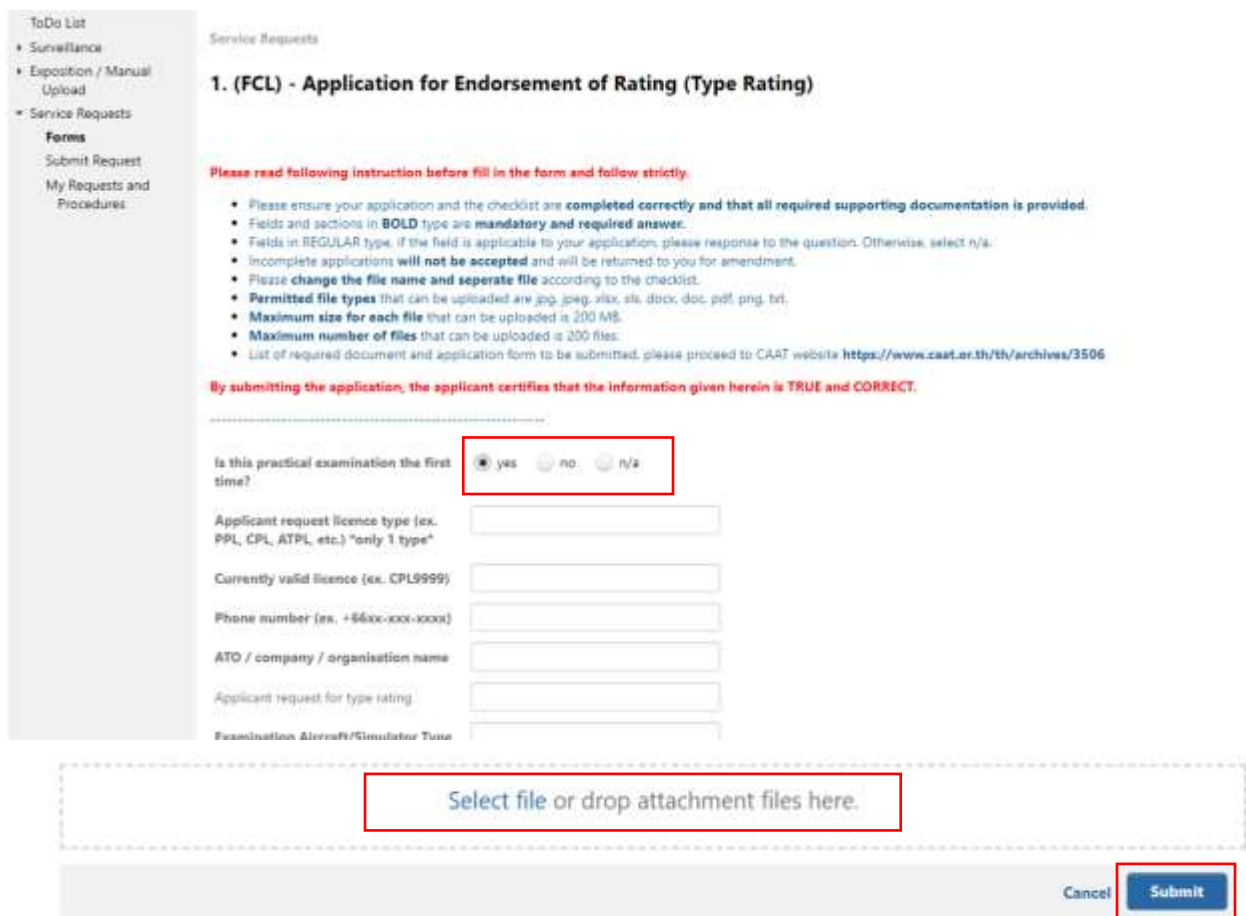
## 2.5 The List of FCL Application Forms as Below:

1. (FCL) - Application for Endorsement of Rating (Type Rating)
2. (FCL) - Application for Endorsement of Rating (Class Rating, IR, IP)
3. (FCL) - Application for Endorsement of Rating (Special rating)
4. (FCL) - Application for Endorsement of Language Proficiency.
5. (FCL) - Application for Flight Crew Licence, Rating Skill Test and Issue Licence.
6. (FCL) - Application for Revalidate or Renewal of Personnel Licence.
7. (FCL) - Application for Revalidate or Renewal of Rating.

8. (FCL) - Application for Reissue of Personnel Licence.
9. (FCL) - Application for Conversion of a Foreign Pilot Licence
10. (FCL) - Application for Issue / Revalidate / Renewal of Student Pilot Licence.
11. (FCL) - Application for Rendering a Personnel Licence Valid. (Validation - Organisation)
12. (FCL) - Application for Rendering a Personnel Licence Valid. (Validation - personnel)
13. (FCL) - Application for Rendering a Personnel Licence Valid. (Validation Temporary - Organisation)
14. (FCL) - Application for Rendering a Personnel Licence Valid. (Validation Temporary - personnel)

## 2.6 Submission of Application Form for Requesting to Proceed with FCL

1. Please read the following instructions before filling in the form and follow strictly.
2. Choose your application form, click Select file to upload your documents and click Yes when you are done uploading.
3. Fill out your information completely.
4. click Submit to submit your request, and the system will be displayed as shown in Figure 13



**1. (FCL) - Application for Endorsement of Rating (Type Rating)**

Please read following instruction before fill in the form and follow strictly.

- Please ensure your application and the checklist are **completed correctly** and that all required supporting documentation is provided.
- Fields and sections in **BOLD** type are **mandatory and required answer**.
- Fields in **REGULAR** type, if the field is applicable to your application, please response to the question. Otherwise, select n/a.
- Incomplete applications **will not be accepted** and will be returned to you for amendment.
- Please **change the file name and separate file** according to the checklist.
- **Permitted file types** that can be uploaded are jpg, jpeg, xlsx, xls, docx, doc, pdf, png, txt.
- **Maximum size for each file** that can be uploaded is 200 MB.
- **Maximum number of files** that can be uploaded is 200 files.
- List of required document and application form to be submitted, please proceed to CAAT website <https://www.caat.or.th/th/archives/3506>

By submitting the application, the applicant certifies that the information given herein is **TRUE and CORRECT**.

Is this practical examination the first time?  yes  no  n/a

Applicant request licence type (ex. PPL, CPL, ATPL, etc.) \*only 1 type\*

Currently valid licence (ex. CPL9999)

Phone number (ex. +66xx-xxx-xxxx)

ATO / company / organisation name

Applicant request for type rating

Examination Area/PS/Simulator Type

Select file or drop attachment files here.

Cancel Submit

Figure 13: Submission of application form

## 2.7 Application Has Been Submitted, the System Will Display As:

“Your application has been submitted. In case of a question. Please quote this reference number. REQUEST-XXXXX” and the system will be displayed as shown in Figure 14.

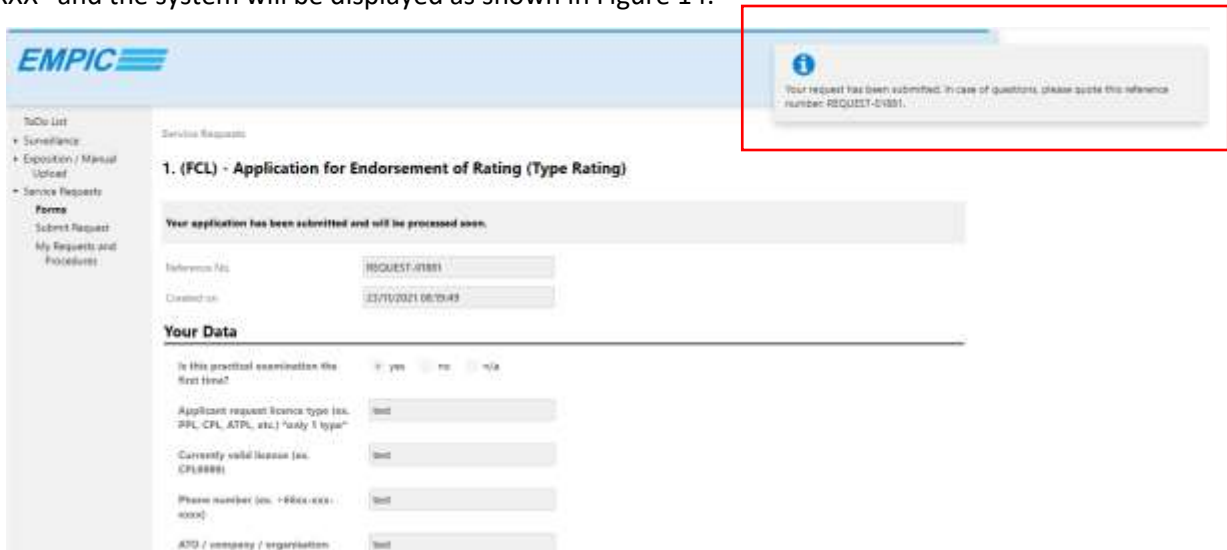


Figure 14: Application has been submitted

### 3. CHECKING THE STATUS OF SUBMISSION AND NOTIFICATIONS

#### 3.1 Checking the Status of Submission in My Requests and Procedures Tap

A record of all requests by an applicant is stored in the My Requests and Procedures tab. Applicants can use this function to track the progress and status of each process. To access the service request:

1. Under the Menu bar on the top left of the web page, click Service Requests.
2. Under Service Requests, select Service Requests and Procedures.
3. In the dropdown box, select a range (the interval can be customized by selecting Custom Range, then entering the start and end dates.). Click Apply.
4. The service request will be displayed as shown in the figure15.

#### 3.2 Checking the Notification in ToDo List on the Left Side Menu of the Screen, as Shown in the Figure 14



Figure 15: Checking the status of submission and notifications

## 4. CONTACT US

For any queries on CAAT-EMPIC account setup/registration, please contact the CAAT-EMPIC team at:

1. [empicsupport@caat.or.th](mailto:empicsupport@caat.or.th); or
2. by telephone during CAAT working hours (08:30 – 16:30, Bangkok, Thailand time, GMT+7) at:

For PEL Service	Holders: +66-2-568-8810 Email: <a href="mailto:pel_service@caat.or.th">pel_service@caat.or.th</a>
For Licensing Division (LL)	Holders: +66-2-568-8810 Email: <a href="mailto:pel_ll@caat.or.th">pel_ll@caat.or.th</a>
For Examination Division (EX)	Holders: +66-2-568-8810 Email: <a href="mailto:pel_ex@caat.or.th">pel_ex@caat.or.th</a>

For any queries on CAAT-EMPIC operation please contact the CAAT-EMPIC team at:

1. [www.empicsupport.caat.or.th](http://www.empicsupport.caat.or.th); or
2. by telephone during CAAT working hours (08:30 – 16:30, Bangkok, Thailand time, GMT+7) at:

+66-94-337-7770