



CAAT-EMPIC USER GUIDE FOR OPERATORS

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1. USERNAME AND PASSWORD HANDLING

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

1.1 LOG IN

For users 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**

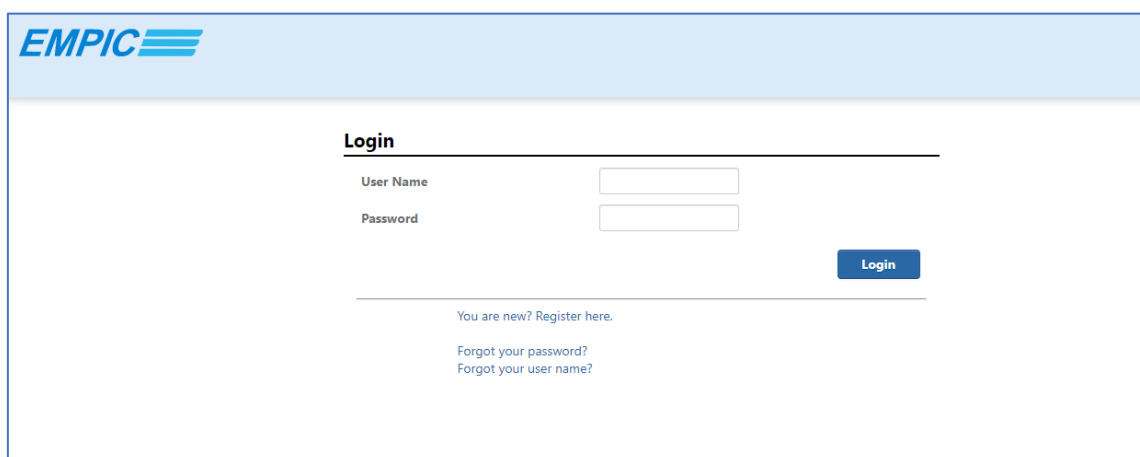
The screenshot shows the EMPIC login interface. At the top is the EMPIC logo. Below it, the word "Login" is centered. There are two input fields: "User Name" and "Password". To the right of the "Password" field is a blue "Login" button. Below the input fields, there are three links: "You are new? Register here.", "Forgot your password?", and "Forgot your user name?".

Figure 1: Login page

1.2 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 users registered email
4. After receiving the email, click on the link that is contained in the message
5. Set a new password

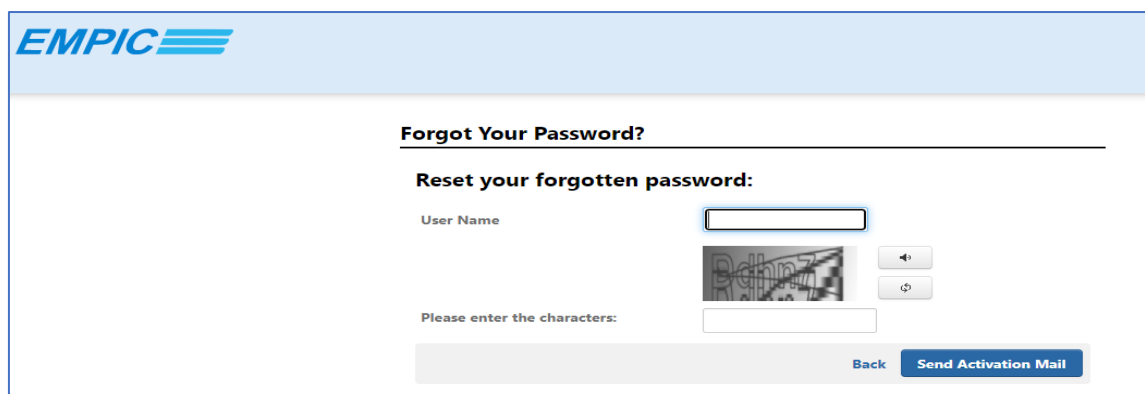
The screenshot shows the EMPIC "Forgot Your Password" page. At the top is the EMPIC logo. Below it, the text "Forgot Your Password?" is centered. Underneath, it says "Reset your forgotten password:". There is a "User Name" label next to an input field. To the right of the input field is a CAPTCHA image. Below the CAPTCHA image is a label "Please enter the characters:" followed by another input field. At the bottom right, there are two buttons: "Back" and "Send Activation Mail".

Figure 2: Forgot Password

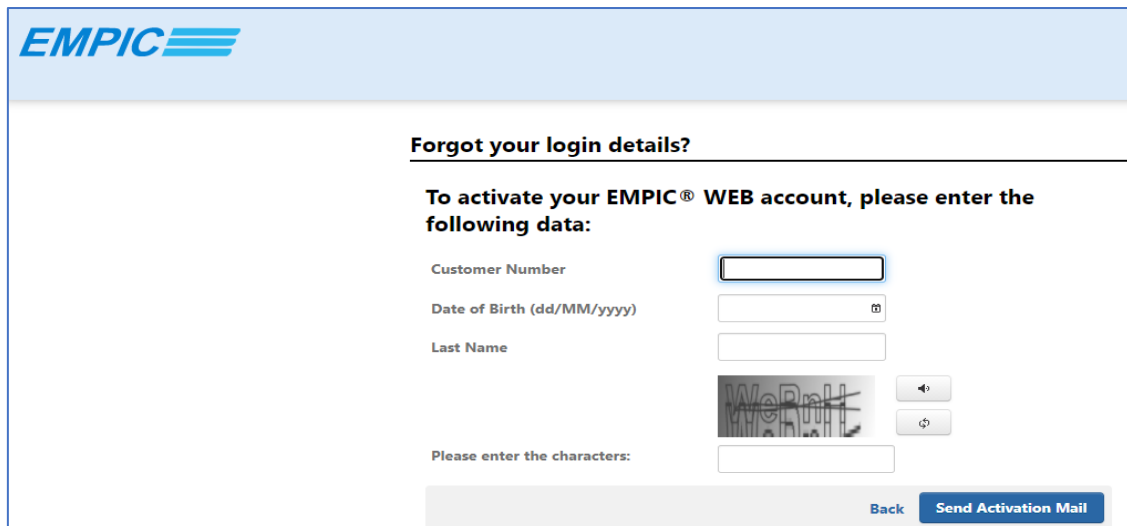
1.3 FORGOT USER NAME

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 users registered email
3. After receiving the email, click on the link that is contained in the message
4. Set a new password

Note:

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



The screenshot shows the EMPIC logo at the top left. The main heading is "Forgot your login details?". Below it, a sub-heading says "To activate your EMPIC® WEB account, please enter the following data:". The form contains four input fields: "Customer Number", "Date of Birth (dd/MM/yyyy)" with a calendar icon, "Last Name", and a CAPTCHA field with the text "Please enter the characters:". To the right of the CAPTCHA is a small image of the word "WeBull" and two buttons: a left arrow and a refresh icon. At the bottom right, there are two buttons: "Back" and "Send Activation Mail".

Figure 3: Forgotten User Name

1.4 CHANGE OF PASSWORD

To change the password for your account:

1. Log into the WEB client with your current user name and password
2. On the top right, click on the username, then select **Change Password** from the dropdown menu
3. Input the old password and new password accordingly, then click **Save**



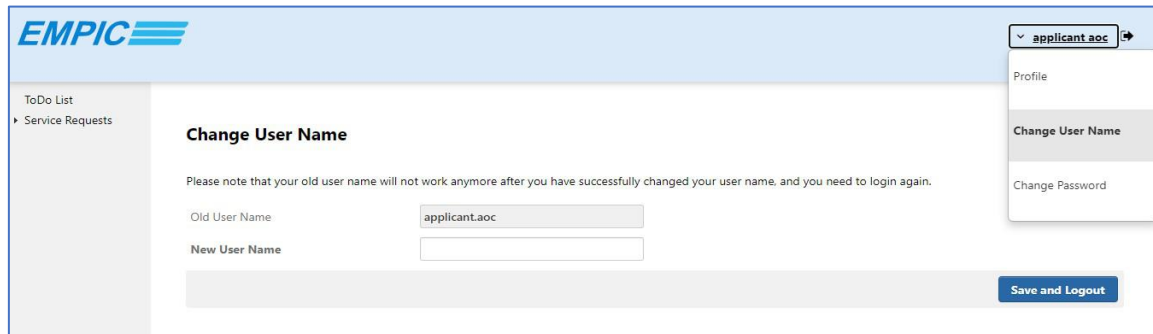
The screenshot shows the EMPIC logo at the top left. On the top right, there is a dropdown menu with "applicant.soc" selected, and a dropdown menu is open showing options: "Profile", "Change User Name", and "Change Password". On the left side, there is a sidebar with "ToDo List" and "Service Requests". The main heading is "Change Password". Below it, there is a section "Password Rules" with a bullet point: "No password rules implemented.". Below that is a section "Password" with three input fields: "Old Password", "New Password", and "Confirmation". At the bottom right, there is a "Save" button.

Figure 4: Change Password

1.5 CHANGE OF USER NAME

To change the user name for your account:

1. Log into the WEB client with your current user name and password
2. On the top right, click on the user name, then select **Change User Name** from the dropdown menu
3. Input the old user name and new user name accordingly, then click **Save and Logout**



The screenshot displays the EMPIC web client interface. At the top left is the EMPIC logo. On the left side, there is a sidebar with 'ToDo List' and 'Service Requests'. The main content area is titled 'Change User Name'. Below the title, a note states: 'Please note that your old user name will not work anymore after you have successfully changed your user name, and you need to login again.' There are two input fields: 'Old User Name' with the value 'applicantLaoc' and 'New User Name' which is empty. At the bottom right of the form is a blue button labeled 'Save and Logout'. On the top right, a dropdown menu is open, showing the current user 'applicant aoc' and options for 'Profile', 'Change User Name' (which is highlighted), and 'Change Password'.

Figure 5: Change User Name

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2. REQUEST HANDLING

To access functions provided by the WEB Client, select the appropriate function from the menu bar on the left panel

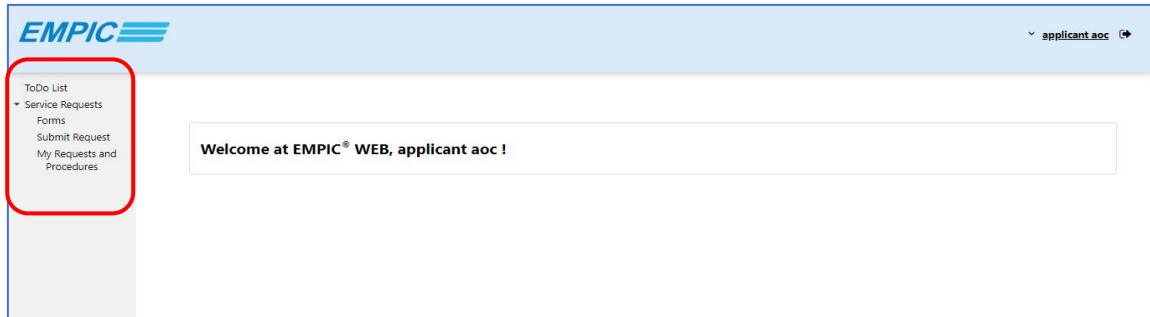


Figure 6: Menu bar

In cases where screens are set for low resolution, the WEB client will display differently. For example, the menu bar on the top-left panel is not displayed. To access the functions in the menu bar, click the three striped icon at the top-left corner to expand the menu bar.

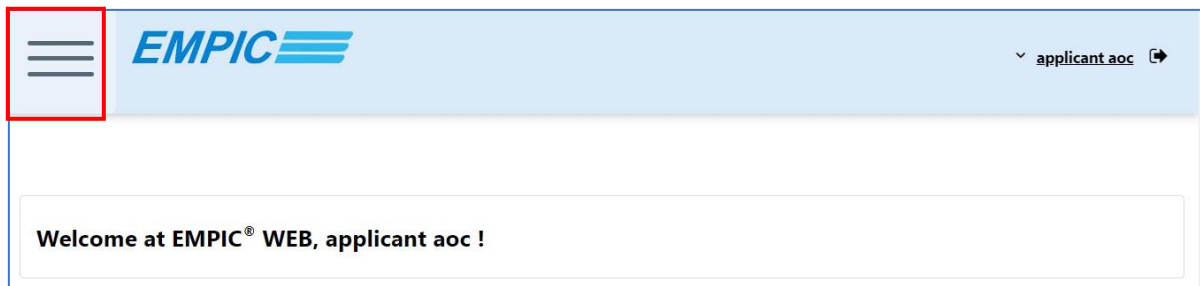


Figure 7: Three striped Icon

The utilities of each function in the menu bar are described as follows.

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 operator. CAAT will update the **ToDo and Notifications** list and inform the operator 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

Click the  icon to open a task

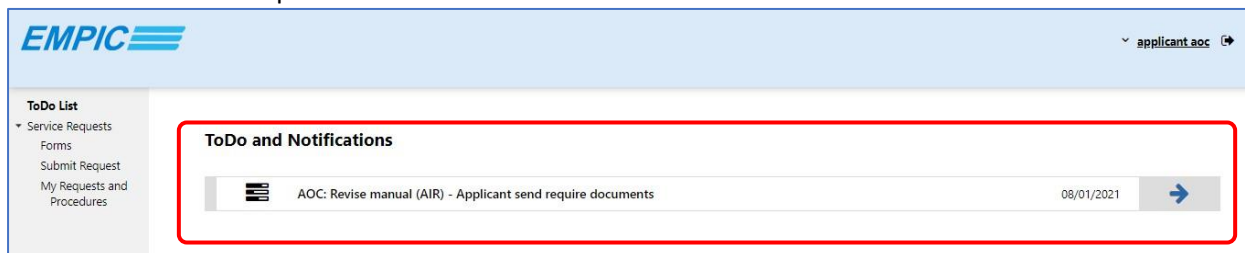


Figure 8: ToDo List

2.2 Surveillance Activity

The Surveillance tab consists of two functions which are **Search** and **Corrective Actions**. These functions are used for searching surveillance activities, following up on Findings progress and submitting Corrective Action and Closing Plans.

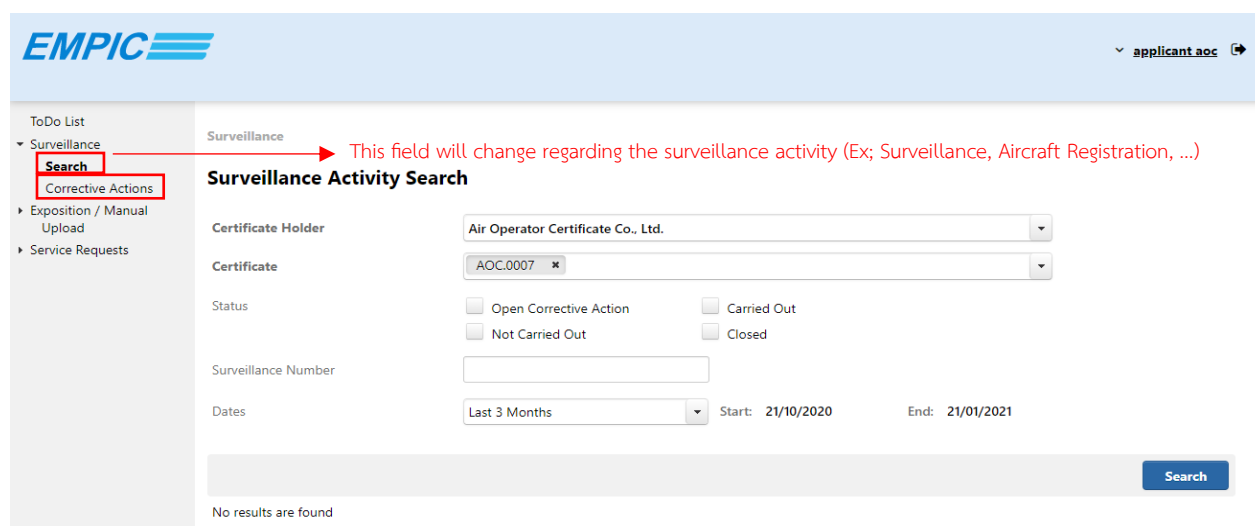


Figure 9: Surveillance Tab

2.2.1 Search for Surveillance Activities Function

To search for Surveillance Activities:

1. Under the **Menu bar** on the top left of the web page, click **Surveillance Activity**
2. Under the Surveillance tab, click **Search**
3. The Dropdown box will show the related functions for your Organisation
4. In the **Status** checkbox, select the status of the Surveillance Activity
5. In the **Surveillance Number** field, fill in the surveillance number
6. In the **Dates** dropdown box, select a range (the WEB user can also customise the interval by selecting **Custom Range** then entering the start and end dates)
7. Click **Search** and the Surveillance Activities will be displayed

Note: The WEB user must complete steps 1 and 2 (Mandatory). Steps 3, 4, 5 and 6 are optional.

Surveillance

Surveillance Activity Search

Certificate Holder: TEST AOC ORG

Certificate: AOC.0001

Status:
☐ Open Corrective Action
☐ Carried Out
☐ Not Carried Out
☐ Closed

Surveillance Number:

Dates: Last 3 Months Start: 18/05/2020 End: 18/08/2020

Search

5 results found

0000-1068	1 Day(s)	
AOC.0001	From 29/06/2020 Until 29/06/2020	➔
Initial	Open Corrective Actions	
0000-1039	5 Day(s)	
AOC.0001	From 18/06/2020	➔

Figure 10: Search for Surveillance Activities

2.2.2 Corrective Actions Function

Findings will be handled via the WEB client. To access details of Findings and submit corrective actions in a surveillance activity:

1. Under the Menu bar on the top left of the web page, click **Surveillance**
2. Under the Surveillance tab, click **Corrective Actions**
3. In the Show Surveillance Activities drop-down box, select **Open Corrective Actions** to see Surveillance Activities which require corrective actions or select **All** to see all Surveillance Activities

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ToDo List

- Surveillance
 - Search
 - Corrective Actions**
- Exposition / Manual Upload
- Service Requests

Surveillance Activities

Show Surveillance Activities: Open Corrective Actions

Surveillance Number	From	Until	Most Recent Due Date	Pending Corrective Action Plans	Pending Closing Actions	Status
No records found						

Export to file: PDF Word Excel

Figure 11: Show Surveillance Activities dropdown box

4. A List of surveillance activities will be displayed
5. In the **Surveillance Number** column, click the desired Surveillance Number

Surveillance

Surveillance Activities

Show Surveillance Activities Open Corrective Actions

	Surveillance Number	From	Until	Phase	Subject	Certificate	Most Recent Due Date	Pending Corrective Action Plans	Pending Closing Actions	Status
	0000-1114	07/08/2020	07/08/2020	Initial	TEST AOC ORG	AOC.OPS.0001/	14/08/2020	0	1	Open Corrective Actions
	0000-1068	29/06/2020	29/06/2020	Initial	TEST AOC ORG	AOC.0001	02/07/2020	1	1	Open Corrective Actions

Export to file:

Figure 12: Corrective Actions

- A list of Findings will be displayed
- Under the **No.** column, select the Finding number by clicking on the number

Surveillance

Organisation A, AOC.0009, (, 14/08/2020)

Continuing safety oversight (surveillance activities) 0000-1119

No.	Level	Description	Request Date of CAP	CAP Status	Due Date	Closure Date	Closing Action Status
001	1	Test for submit finding level 1	14/08/2020		17/08/2020		
002	2	Test for submit finding level 2	14/08/2020		13/10/2020		

Export to file:

Back Submit

Figure 13: List of Findings

- An operator can also go directly to a list of findings via the link provided in the email sent from the inspector, as shown in Figure 14

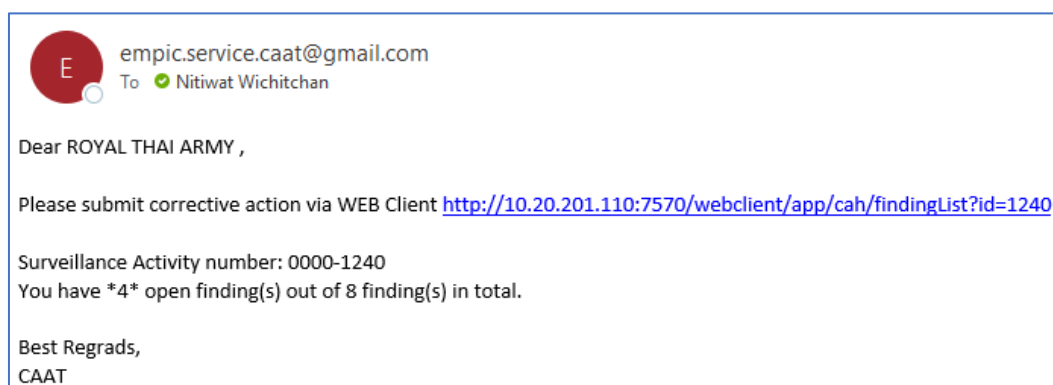


Figure 14: Email from Inspector

- The details of Findings will be displayed

Surveillance

Finding Details - Inspection 0000-1068

No. 1

Level 1

Description test

Request Date of CAP

Due Date 02/07/2020

Closure Date 29/06/2020

Rules MEL Approval Checklist (AW and OPS) - MEL & AOC.AW/OPS/-004 (Rev02) 0

Corrective Action Plan (Omitted) **Closing Action (Accepted)**

Corrective Action Plan

Attachments

No Attachments

Back History Submit

Figure 15: Findings Details

10. To submit a Corrective Action Plan or Closing Action, fill in the Corrective Action Plan in the **Corrective Action Plan** field, click **Select File** to upload attachments or drag & drop the files into the **Attachments** field.
11. Click **Save** and **Submit** respectively.

Surveillance

Finding Details - Continuing safety oversight (surveillance activities) 0000-1119

No. 2

Level 2

Description Test for submit finding level 2

Request Date of CAP 14/08/2020

Due Date 13/10/2020

Closure Date

Rules Reliability Programme Compliance and Approval Checklist (Rev00) 1

Corrective Action Plan **Closing Action**

Corrective Action Plan

Corrective Action Plan Text

Select file or drop attachment files here.

Attachments

Corrective Action Handling.pdf

Revert Omit Plan Save

Back History Submit

Figure 16: Corrective action handling

Note:

- a. In cases where no corrective actions are required, Click **Omit Plan** to skip this step
- b. In cases where the WEB user wants to add a Corrective Action Plan, which has already been skipped, click **Enter Plan**
- c. Corrective Action Plan: a step-by-step plan of action that is developed to achieve a desired outcome for resolution of an identified deficiency in an effort to eliminate the cause of a Non-Compliance and to prevent its recurrence
- d. Closing Action: at the end of process, when all actions have been implemented and evidenced as requested, indicate the date when the NCF has been closed.

12. Click **Save** and **Back** to work on another finding (if any)

Finding Details - 5. Surveillance - Main Base Audit 0000-1240

No. 6

Level 2

Description Cicero famously orated against his political opponent Lucius Sergius Catilina. Occasionally the first Oration against Catiline is taken for type specimens: Quo usque tandem abutere, Catilina, patientia nostra? Quam diu etiam furor iste tuus nos eludet? (How long, O Catiline, will you abuse our patience? And for how long will

Request Date of CAP

Due Date 23/01/2021

Closure Date

Rules DG Site Audit Checklist (For DG Approval Operator) (Rev00) 2

Corrective Action Plan (Modified) **Closing Action**

Corrective Action Plan Most text editors like MS Word or Lotus Notes generate random lorem text when needed

Select file or drop attachment files here.

Attachments

No Attachments

Revert Omit Plan **Save**

Back History Submit

Figure 17: Corrective action handling

13. Once the Corrective Action Plan has been accepted by the inspector, the WEB user will need to submit details of the implementation intended to eliminate the cause of the non-compliance. This can be achieved by filling in the **Closing Action** in the **Closing Action** field. Click **Select File** to upload attachments or drag & drop the files into the **Attachments** field. then Click **Save** and **Back** to work on another Finding.

Figure 18: Closing Action Tab

The Service Request tab is a platform for WEB users to submit service requests for action by CAAT. The tab consists of 3 functions which are **Form**, **Submit Request** and **My Requests and Procedures**.

Figure 19: Service Request Tab

2.2.3 Forms

The **Forms** function provides forms for any process requiring action by CAAT. WEB users may select the desired process and take initial action through this function. To commence a service request:

1. Under the **Menu bar** on the top left of the web page, click **Service Requests**
2. Under **Service Requests**, select **Forms**
3. Under **Category**, choose the desired process by clicking on its name

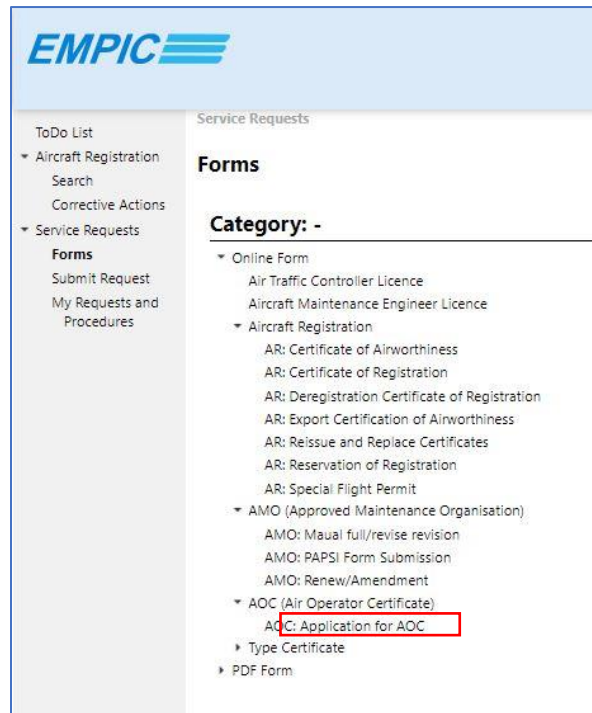



Figure 20: List of service requests

4. Click on  to open the selected form

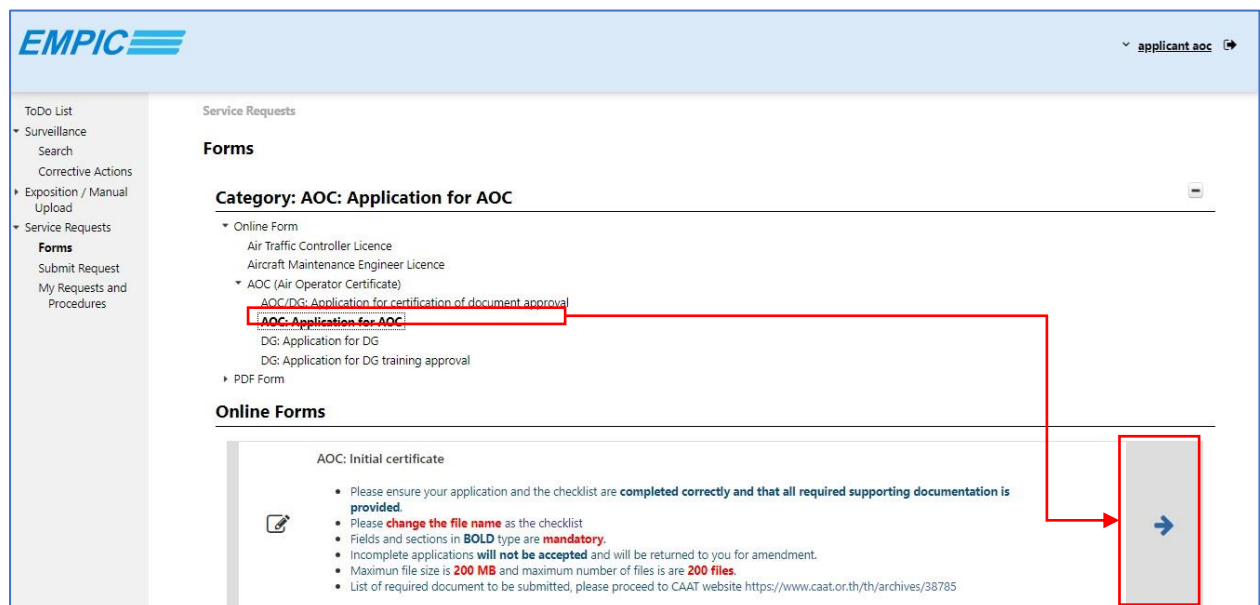


Figure 21: Arrow Icon

5. Fill in the data in the provided field (Text in bold indicates that the field is mandatory)
6. Click **Select File** to add attachments, or drag & drop the files into the attachment area
7. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.

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ToDo List

Surveillance

Exposition / Manual Upload

Expositions

Service Requests

Forms

Submit Request

My Requests and Procedures

Service Requests

AOC: Initial certificate

- Please ensure your application and the checklist are **completed correctly and that all required supporting documentation is provided.**
- Please **change the file name** as the checklist
- Fields and sections in **BOLD** type are **mandatory.**
- Incomplete applications **will not be accepted** and will be returned to you for amendment.
- Maximum file size is **200 MB** and maximum number of files is **200 files.**
- List of required document to be submitted, please proceed to CAAT website <https://www.caat.or.th/th/archives/38785>

Organisation Name:

Responsible person name:

Intention letter to apply for AOC: ☒ ☐

Form 100: ☒ ☐

Form 101: ☒ ☐

AOL: ☒ ☐

Business Operations (Optional): ☒ ☐

Contact Person Documents: ☒ ☐

Figure 22: Submit Application online

EMPIC

ToDo List


Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.

Figure 23: Reference number

2.2.4 My Requests and Procedures

A record of all requests initiated by a WEB user is stored in the My Requests and Procedures tab. WEB users can use this function to track the progress and status of each process. To access the service request:

1. Under **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 customised by selecting **Custom Range** then entering the start and end dates.)
4. Click **Apply**
5. The service request will be displayed

Click on the  icon to view a request in detail

Phongphat Applicant

ToDo List

Aircraft Registration

Search

Corrective Actions

Service Requests

Forms

Submit Request

My Requests and Procedures

Service Requests

My Requests and Procedures

Last 3 Months

Today
Last Month
Last 3 Months
Last 6 Months
Last Year
Custom Range ...

Start: 08/10/2020
End: 08/01/2021

Apply

Request	Created on	CAAT Status	
tion Mark	08/01/2021	Application submitted	
tion Mark	04/12/2020	Finished	
ation	04/12/2020	In Progress	
ation	03/12/2020	In Progress	
REQUEST-00188	AR-Reservation of Registration Mark	02/12/2020	In Progress
REQUEST-00187	AR-Standard Certification of Airworthiness	02/12/2020	Application submitted
REQUEST-00186	AR-Standard Certification of Airworthiness	02/12/2020	Application submitted
REQUEST-00184	AR-Standard Certification of Airworthiness	02/12/2020	In Progress
REQUEST-00181	AR-Special (Paramotor, Paraplane, Paraglider) Certification of Airworthiness	02/12/2020	Application submitted
REQUEST-00179	AR-Export Certification of Airworthiness	02/12/2020	In Progress
REQUEST-00173	AR-Reservation of Registration Mark	02/12/2020	In Progress
REQUEST-00172	AR-Reservation of Registration Mark	02/12/2020	In Progress

Figure 24: My Requests and Procedures

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3. CONTACT US

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

empicsupport@caat.or.th

or by telephone during CAAT working hours (08:30 – 16:30, Bangkok, Thailand time, GMT+7) at:

For Air Operator Certificate (AOC) Holders:	+66-2-568-8800 ext. 4306
For Aircraft Maintenance Organisations (AMOs)/ Repair Stations:	+66-2-568-8800 ext. 4114
For General Aviation (GA) – Aircraft owners/possessors:	

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

www.empicsupport.caat.or.th

or by telephone during CAAT working hours (08:30 – 16:30, Bangkok, Thailand time, GMT+7) at:
+66-94-337-7770

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