CAAT-EMPIC
USER GUIDE FOR OPERATORS

Issue: 1
Revision: 0
Date: 20 January 2021

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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**
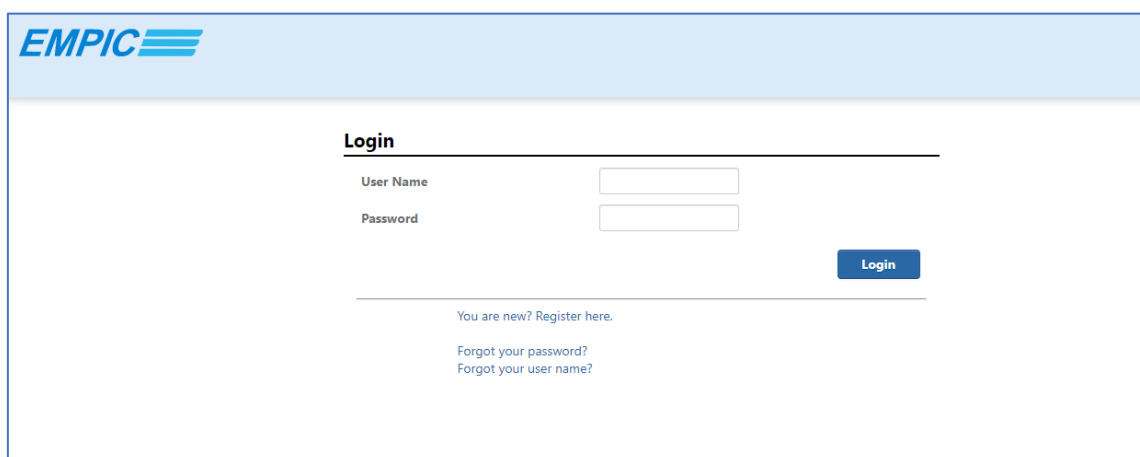
Figure 1: Login page

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
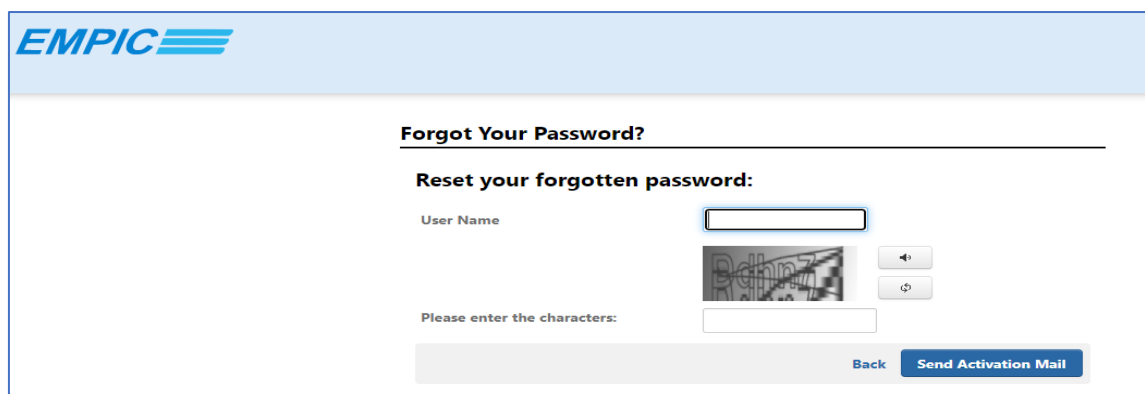5. Set a new password
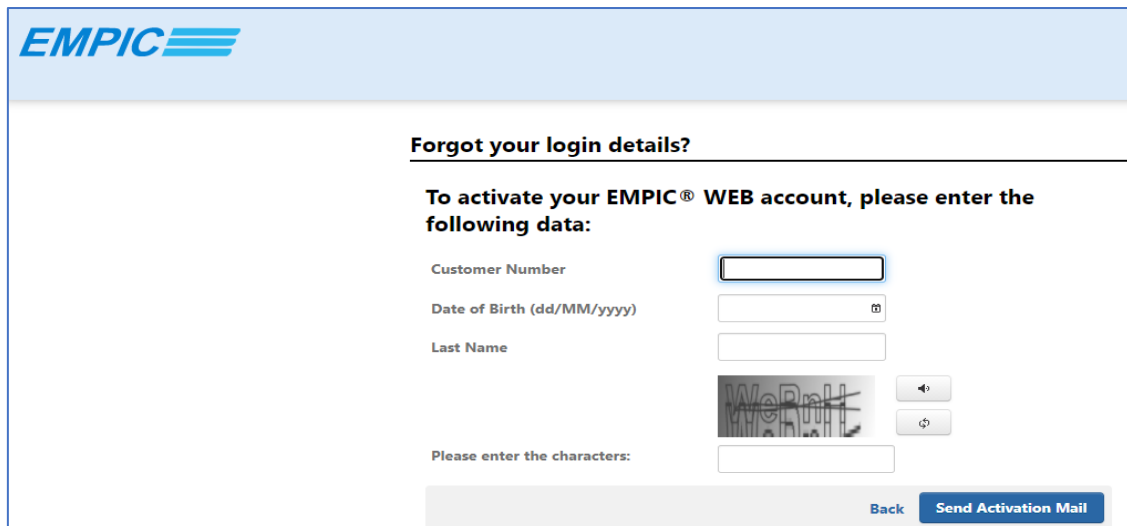

Figure 2: Forgot Password

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

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
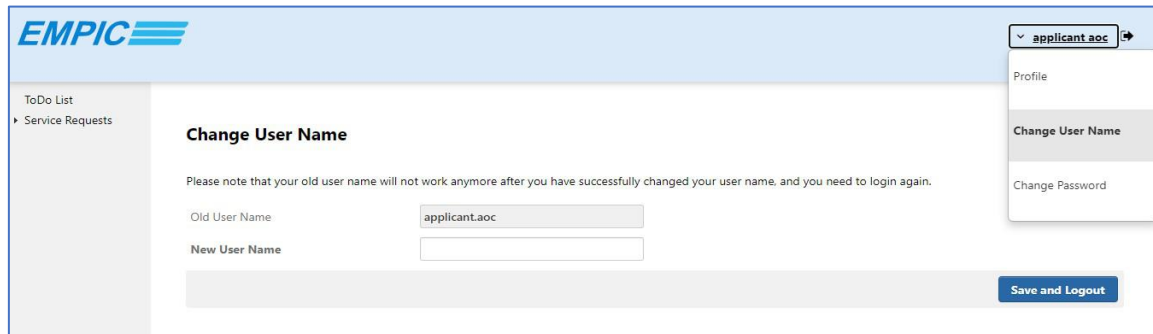3. Input the old password and new password accordingly, then click **Save**

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**

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
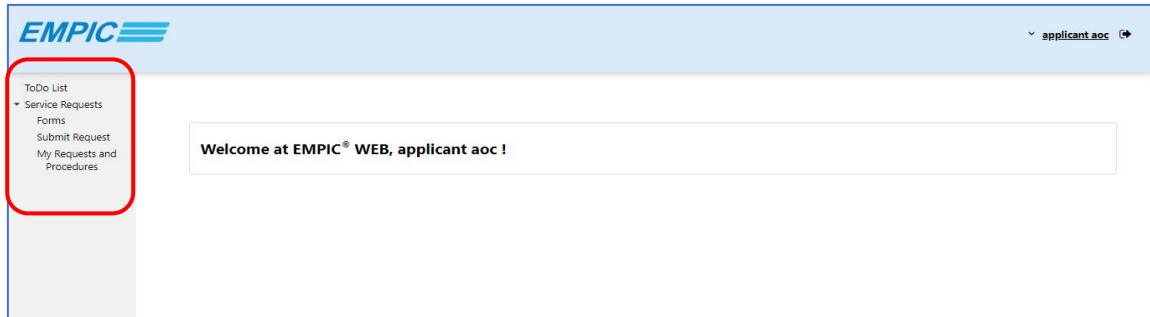

Figure 6: Menu bar

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.
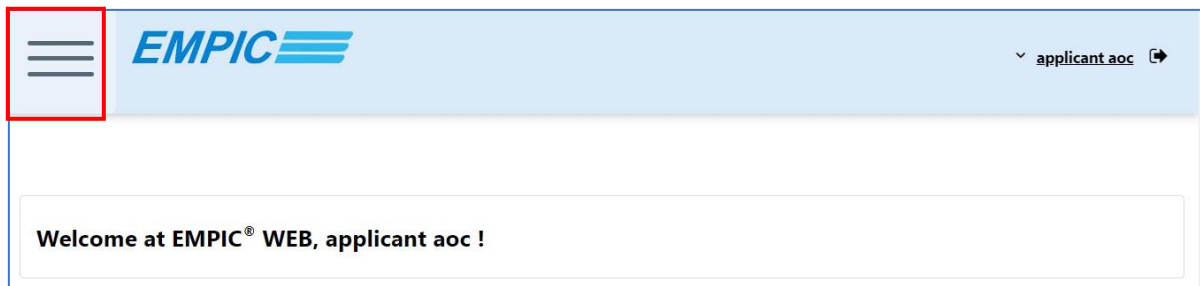

Figure 7: Three striped Icon

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
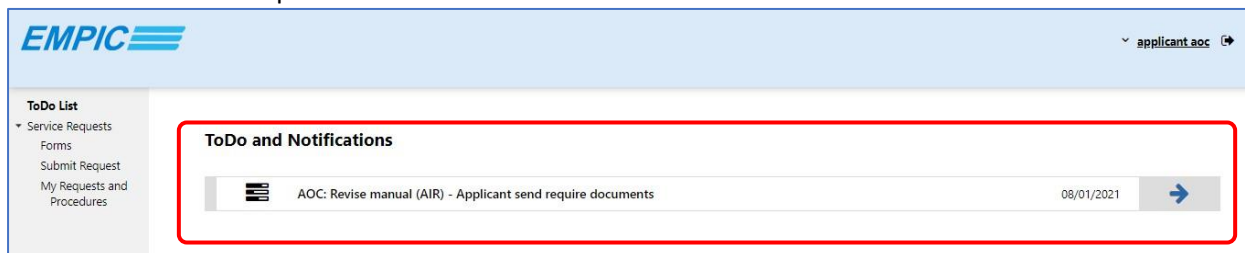
Click the ➔ icon to open a task

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.
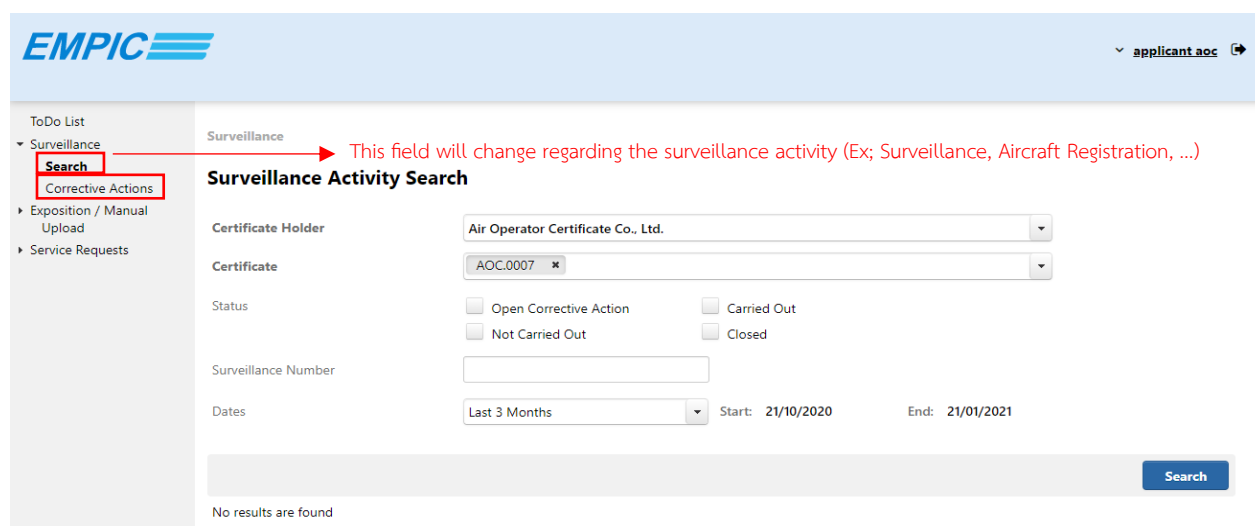

Figure 9: Surveillance Tab

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.

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

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

Figure 12: Corrective Actions

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

Figure 13: List of Findings

8. 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
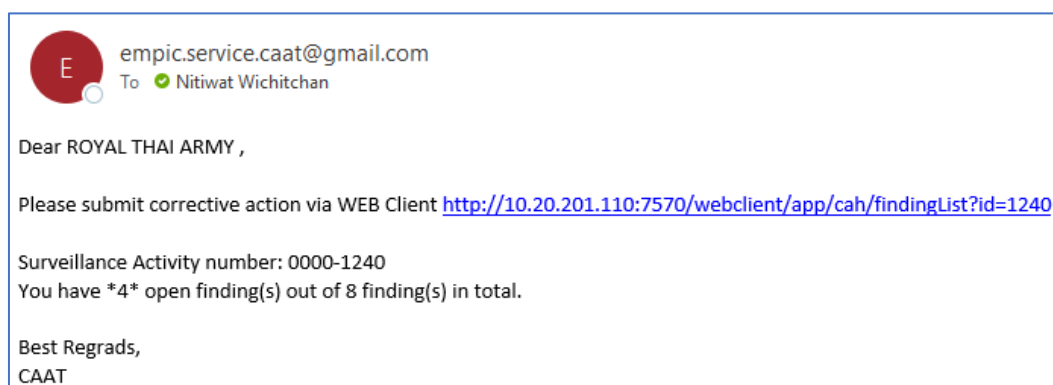

Figure 14: Email from Inspector

9. The details of Findings will be displayed

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.

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)

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**
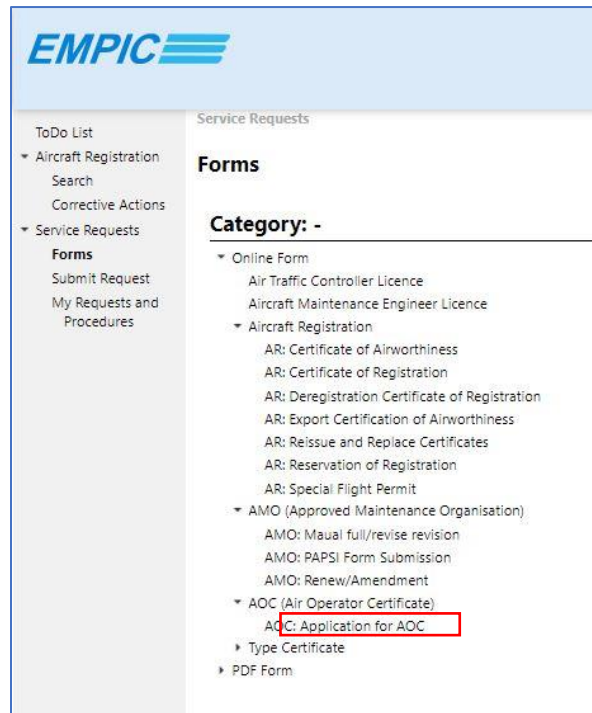3. Under **Category,** choose the desired process by clicking on its name

Figure 20: List of service requests

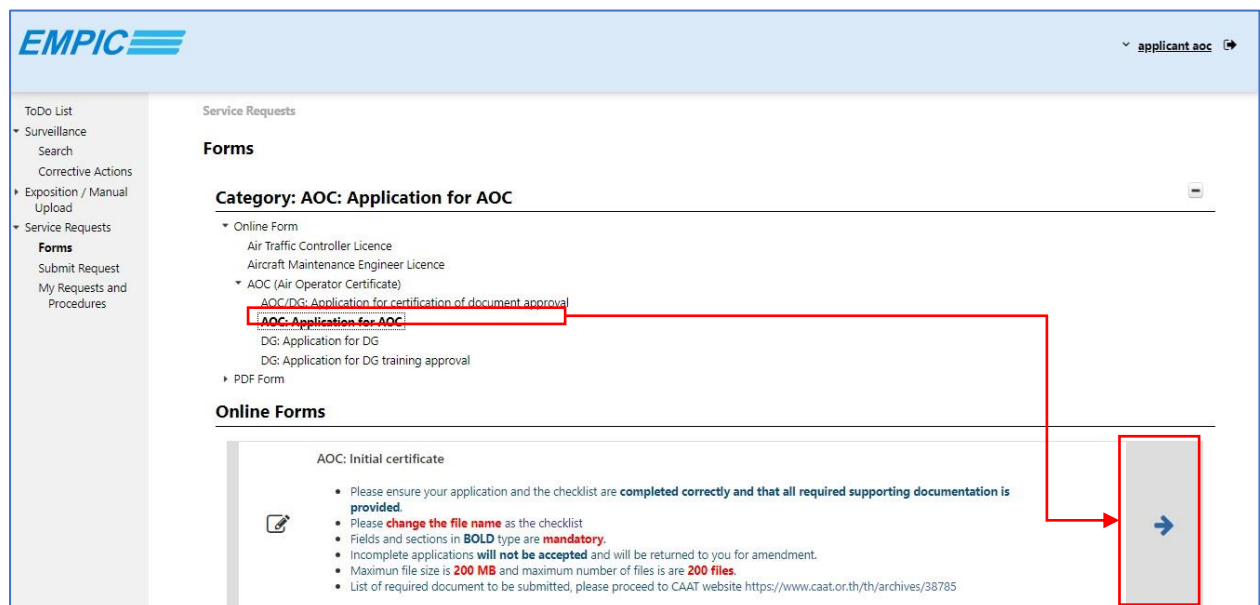4. Click on ➜ to open the selected form

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.

Figure 22: Submit Application online

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

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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