SKY MATRIX

FLY INFORMED

Flight Control

Airline Guide

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FOR THE AIRLINE'S FLIGHT CONTROL STAFF

Your airline's approved procedures and documents govern its operation.

www.skymatrix.biz · support@skymatrix.biz

What Flight Control is

Flight Control is your airline's own copy of Sky Matrix, running on **your airline's servers**. Your pilots use the Sky Matrix app as usual, opened from your airline's address; your office uses the **console** this guide describes. Between them they carry a flight from the OFP to the signed post-flight report.

- You load the OFP and assign the crew. The PIC **accepts** the flight from the app, signed with their PIN or Face ID.
- After landing the crew send a signed **Post Flight** report and debrief; you check the ATL and ASR, and raise a query to the PIC if something does not match.
- You issue **circulars** and documents; a must-read circular has to be acknowledged before the PIC can accept a flight.

> **Your data stays with your airline**
> Everything the crew send for the airline, and everything you enter here, is held on your airline's server under your airline's own policy. Sky Matrix does not receive it.

1. Signing in

Open the console address your airline was given and enter **the email address your airline gave Flight Control**. There is no password: a one-time code is emailed to you, and you type it in. Use **Sign out** when you leave a shared computer.

*If no code arrives, check the address and use **Use a different email**; an address the console does not know receives nothing, and the screen does not say which addresses exist.*

2. Finding your way around

The pages run down the **rail on the left**, under your airline's name in your airline's colour. A number beside a page is something waiting there. On a narrow screen the rail folds to the top.

Today	The day at a glance: what is accepted, what is waiting, and who chases it. The console opens here.
Flight Assignment	The day board: load OFPs, assign crew, send the OFP, and open any flight.
Flight Records	The record kept of every flight, and what happens to it when the retention period ends.
Checks	ATL entries and ASR numbers, checked against what the crew reported, and queries to the PIC.
Admin Docs	The library of documents and circulars, who has received and acknowledged them, and every block lifted.
Users	Pilots and office staff, their roles, and the device each pilot has registered.
KPIs	The figures for the day and who owns each escalation.
Airline Setup	Your airline's name and colour, AI reading, roles and permissions, limits, debrief parts and the change log.

Everyone sees every page; a permission lets them act

Every signed-in user can open every page and read it. What a person may **change** depends on the permissions of their role (section 10). A form you are not permitted to use is shown greyed, marked **View only** with the permission it needs.

3. Today

Six tiles across the top, each a link to the page behind it. A tile turns its colour only when there is something to see - a zero is never red.

- **flights** and **accepted** - the day's flights and how many the PIC has accepted.
- **OFP sent, not accepted** - waiting on the crew.
- **OFP not sent** - waiting on you: the PIC cannot accept until the OFP is sent.
- **checks open** - post-flight checks still to do.
- **must-read signatures outstanding** - circulars crews still have to acknowledge.

Below the tiles, **Needs a chase** lists what is late and who owns chasing it, and the day's flights follow. The page updates by itself while it is open; use the date arrows for another day. All dates and times in the console are UTC.

4. Flight Assignment

The day's flights as a board. Each row is coloured by where the flight stands - green accepted, amber waiting, red needing action - and the work happens in a **panel beside the board**, so the board stays in view.

- **Load OFP (new flight)** opens the panel to add a flight from its OFP.
- **Crew…** on a row opens that flight's crew in the panel: four crew slots, with exactly one marked as PIC. Positions come from Users. PIC is a function on the flight, not a role.
- **Send**, in the Send OFP column, sends the OFP to the crew. Until it is sent, the PIC cannot accept the flight.
- Open a flight for everything about it: the OFP and its revisions, the PIC's remark, the acceptance, the post-flight report and debrief, photos, checks and queries.

Changing a flight that is already sent

Amend OFP… starts a new OFP revision: the flight goes back to amber, the pre-flight status clears, the OFP is marked re-sent, and the PIC must accept the new revision. The earlier acceptance stays in the audit trail.

Lifting a block

Two things stop a PIC accepting: an **OFP not yet sent**, and a **must-read circular** not yet acknowledged once it has reached them. Someone with the **Lift block** permission can lift either on the flight page, giving a reason. Every lift is logged with who, when and why, and listed under Admin Docs → Block lifts.

Debrief readers and distribution

Each flight carries its **debrief readers**, copied from the defaults in Airline Setup when the flight is assigned; you can change them on the flight. Holders of **Read full debrief** read every flight, and only they see debrief photos. **Distribute…** sets who receives the post-flight report, chosen from your user groups and saved as you tick; delivery is inside Flight Control, not by email.

5. Flight Records

The record your airline keeps of every flight: the pre- and post-flight reports, the original OFP and the flight record the crew sent from the app, identified by callsign and date. **PDF** exports a record.

Each record shows how long it is kept. When the retention period ends, the console asks your airline to decide: **Keep record** or **Delete record**. The decision, who made it and when, is shown on the record. A record sent with fields left empty says which ones.

6. Checks

The same board-and-panel layout as Flight Assignment. **Check…** on a flight opens its check in the panel: the ATL entries and the ASR number the crew reported, beside what you enter from the aircraft's documents.

- A flight is checked only when the ATL and the ASR both match. A mismatch is raised as a **query to the PIC**, which the crew answer from the app.
- Where the report says no ASR was filed, the check says so.
- The check history stays on the flight.

7. Admin Docs - documents and circulars

One library for documents and circulars. Each has a number and a revision; saving a change records a new revision, and the old one stays in the change log.

- **New document** and **New circular** add to the library. For each you choose who receives it: leave fleets and positions unticked for all pilots, tick them to narrow it, or name individual crew to send it to those pilots only.
- A **must-read** circular blocks Flight Acceptance from its effective date, once it has reached the pilot, until they acknowledge it.
- Before a circular goes out, the console emails you a code to confirm it is you sending it.
- Circulars reach the crew in the app's Documents, in your airline's colours, with a PDF kept on the device for use in the air.
- **Circulars (tracking)** shows, for each circular, who has received it, opened it and acknowledged it.
- **Block lifts** lists every block lifted, with who, when and why.

8. Users

Pilots and office staff. Filter by **Crew**, **Office** or **Admin**, or search by staff number. **Add a user** with their staff number, name, email, position and role.

- **Pilots register one device each**, with a code sent to their own email; the device then signs their acceptances and reports with their PIN or Face ID. Office staff sign in to the console the same way, by email code.
- A pilot whose managed iPad cannot hold a PIN / Face ID key (for example where iCloud Keychain is switched off) can register with a **FIDO2 security key** instead, or choose **Register without a key — this device only**. Records from a device registered without a key are stored as **signed by device**, not by PIN or Face ID, so you can tell the two apart.
- The row menu (■) on each user: **Edit**, **Block** / **Unblock**, **Email**, and **Revoke** a registered device.
- Blocking a user ends their sessions and their device's access on the very next request.

A flight accepted from a device that was revoked afterwards, or registered after the OFP was sent, is marked on the flight so you can see it.

9. KPIs

The day's figures as tiles, each linking to the board behind it: flights, accepted, pending acceptance and unsent, then **acceptance latency** (the median minutes from Send OFP to the signed acceptance arriving), **acceptance coverage** and **post-flight closure**.

Escalation - who chases what names the owner of each kind of late item, as set in Airline Setup; the same owners appear against Needs a chase on Today.

10. Airline Setup

Airline	Your airline's name, codes and address.
AI reading	Whether a fuel-sheet photo is read for the crew, and by which AI service. It is **off** unless it is switched on in this server's configuration, by whoever installs it; when off, the crew type the fuel figures. Your airline uses **its own AI account**; the photo goes from your server to that service and nowhere else.
Roles & permissions	Roles, and what each may do (below).
Limits per fleet	The thresholds behind the remarks raised on a flight: PIC fuel over planned, the actual and estimated zero-fuel weights differing, the refuel check, and the **minimum flight deck** and **cabin crew** (below the minimum, acceptance needs a remark with the reason). Each aircraft also carries its **engine warm-up time**, which the crew app runs as set, and when the warm-up **starts after blocks-off**, a default the crew may adjust; left blank, the app uses its own defaults. A changed limit applies to flights assigned after the change, never to flights already assigned.
Debrief parts	The parts of the debrief the pilot fills in before sending the flight, and each part's default readers.
Circular branding & escalation	The **header** and **footer** printed on every circular; the **airline colour** behind your name on the rail (tick **Use this colour**; the text on it is chosen to stay readable); and **escalation**: after how many minutes a sent flight that is not accepted alerts its **AMBER owner**, and how long before departure a flight whose OFP is not sent alerts its **RED owner**.
Change log	The 60 most recent changes to the setup: when, who, what.

Permissions

Ten permissions, combined into roles. PIC and FO are not roles: they come from each flight's crew.

Users	Add, edit and block users; revoke devices.
Assign flights	Load OFPs and assign crew.
Send OFP	Send the OFP to the crew.
See acceptance	See the PIC's acceptance and its details.
Check ATL/ASR	Carry out post-flight checks and raise queries.

Read full debrief	Read every flight's debrief and its photos.
Issue circulars	Write and send circulars.
Lift block	Lift an acceptance block, with a reason.
Admin docs	Manage the document library.
Setup	Change this page.

11. What your pilots see

Your pilots open the Sky Matrix app from your airline's address and choose **My airline runs Flight Control**; no personal subscription is needed. Their side is described in the **Sky Matrix User Guide**, section 13:

- **Acceptance**, the last Briefing page, signed with PIN or Face ID.
- **Post Flight**, the last Inflight page, with the times and fuel they already entered carried in, and optional photos of the fuel sheet and for the debrief.
- **Circulars** at the top of their Documents.
- Without a connection, their approvals queue on the device in order and are sent when it is back.
- **INIT** → **Learn**, where the Sky Matrix Academy (interactive video training) and the user manual open from your own server, together with this Airline Guide.
- The engine warm-up time set for their aircraft in Airline Setup, shown in their Settings as set by your airline.

12. Your planning and crewing systems

Today the OFP is loaded and the crew are assigned here, in the console. A direct link to your flight-planning system (the ARINC 633 flight-folder format) and to your rostering system is **not part of Flight Control yet**; if your airline needs one, tell us. Any such link would run between your own systems and your own Flight Control server, and the pilots' app would never connect to them.