



# Guardian Enterprise

## Operator Portal User Guide

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## GuardianUTM

Welcome! If this is your first-time using GuardianUTM, please take a few moments to familiarise yourself with the information in this guide.

### Introduction

GuardianUTM provides recreational drone pilots and professional operators with the tools and information needed to fly safely within a Control Zone (CTR).

If you are planning to fly within a 5km zone of selected airports, then your flight may require approval from Air Traffic Control (ATC). GuardianUTM can provide you with a digital flight authorisation without requiring you to contact the tower directly. If your flight requires approval then GuardianUTM will let you know when submitting your flight, allow you to track the approval status and update you when a response is received from ATC.



*GuardianUTM is a flight planning and management tool to support your safe operation, but please remember that it is your responsibility to be aware of the rules that are in place to keep everyone safe.*

#### Planning your mission

The GuardianUTM Operator Portal is a pre-flight planning tool which provides information about airspace regions and ground hazards to help you plan and conduct your flights safely, efficiently and remain compliant with regulations.

#### Flying your drone

GuardianUTM is a free application and a useful companion when out in the field. It includes a smaller subset of features to the Operator Portal, but will help you understand the air and ground risk of the area you wish to operate in.

Through either the Operator Portal or mobile application, you can submit mission requests and obtain pre-flight authorisation to operate in GuardianUTM enabled Remotely Piloted Aircraft Systems (RPAS) zones. By logging in on both you can view your submitted Flight Plans on either platform enabling you to setup your flights easily even when in the field.



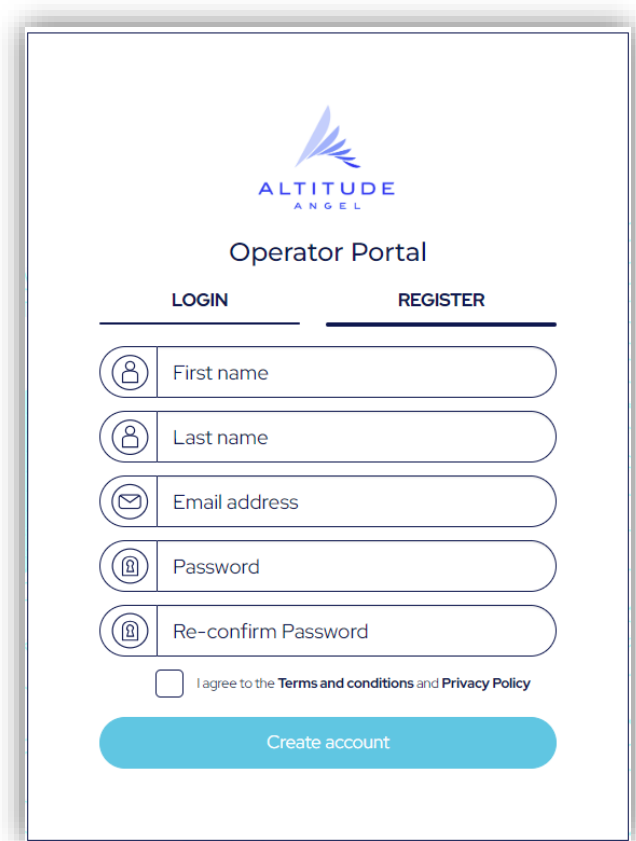
On the day of your operation in one of these zones, you **MUST** adhere to any instructions provided to you through the approval process.

## Getting Started

Before accessing any of the GuardianUTM services, you will need to register for a free account that you can use to access both the Operator Portal and the GuardianUTM mobile app (iOS and Android).

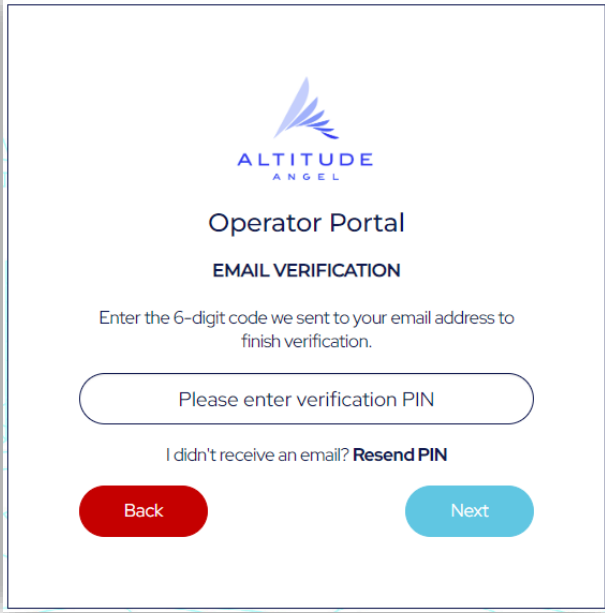
### Registration

You will be required to enter some basic details to register an account including name and email address.



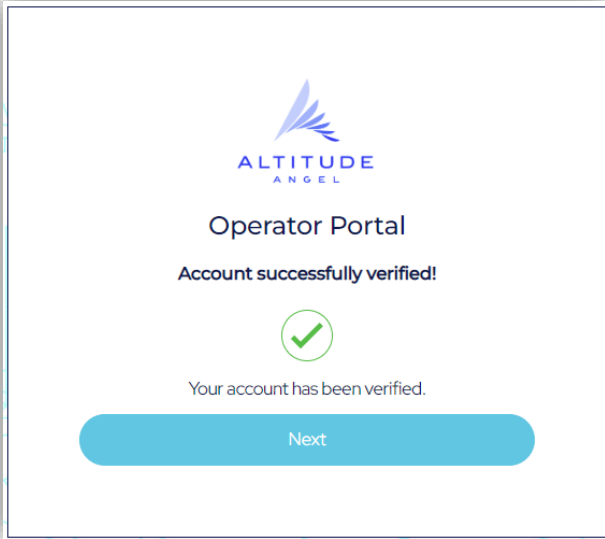
The screenshot shows the registration page for the Altitude Angel Operator Portal. At the top, the Altitude Angel logo is displayed. Below the logo, the text "Operator Portal" is centered. There are two tabs: "LOGIN" and "REGISTER", with "REGISTER" being the active tab. The registration form consists of five input fields, each with a corresponding icon: a person icon for "First name", a person icon for "Last name", an envelope icon for "Email address", a key icon for "Password", and a key icon for "Re-confirm Password". Below the input fields, there is a checkbox labeled "I agree to the Terms and conditions and Privacy Policy". At the bottom of the form is a large blue button labeled "Create account".

You will need to agree to the Terms of Service before proceeding, we take your data and it's protection very seriously.



The screenshot shows the 'Operator Portal' interface for 'EMAIL VERIFICATION'. At the top is the Altitude Angel logo. Below it, the text reads 'Operator Portal' and 'EMAIL VERIFICATION'. A message says 'Enter the 6-digit code we sent to your email address to finish verification.' There is a text input field with the placeholder 'Please enter verification PIN'. Below the field, it says 'I didn't receive an email? Resend PIN'. At the bottom, there are two buttons: a red 'Back' button and a blue 'Next' button.

For the next step, you will be asked to verify your email address. A verification pin code will be sent to the email address you used in the Registration details. Please enter this pin to proceed.

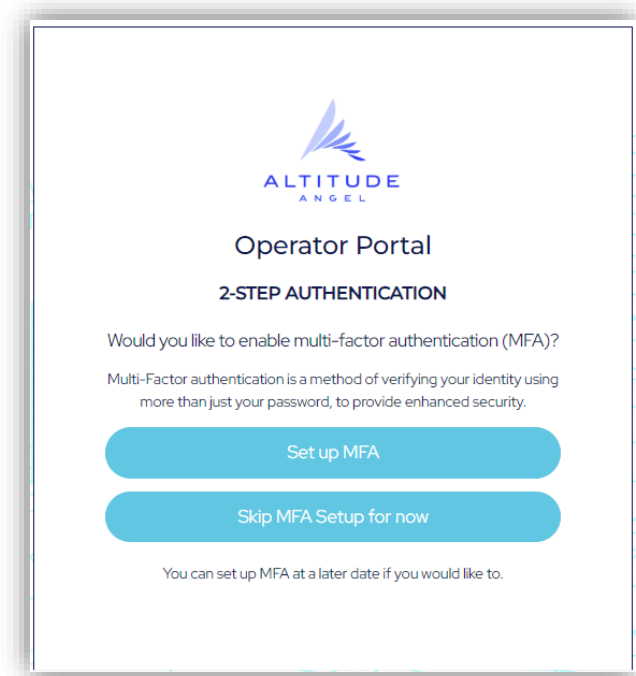


The screenshot shows the 'Operator Portal' interface with the message 'Account successfully verified!'. Below the message is a green checkmark icon. Underneath, it says 'Your account has been verified.' At the bottom, there is a blue 'Next' button.

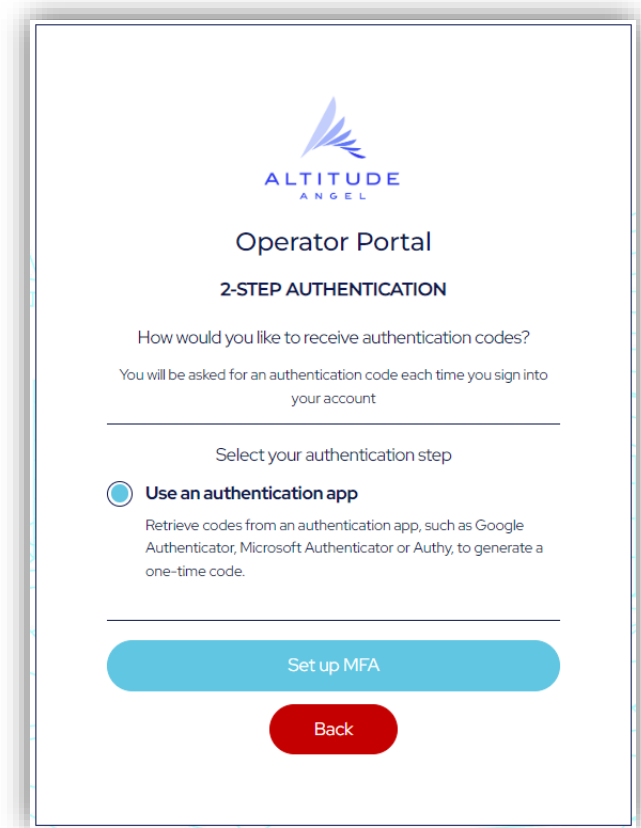
The security of your data is very important to us and so you will be prompted during the registration and sign-in process for an additional form of identification – a code from an app on your smartphone.



*Multi-Factor Authentication (MFA) is a security layer that verifies a user's identity using multiple credential levels – using a password and an alternative 'factor' such as a Time-based One-Time Passcode (TOTP) from an app on the user's smartphone.*



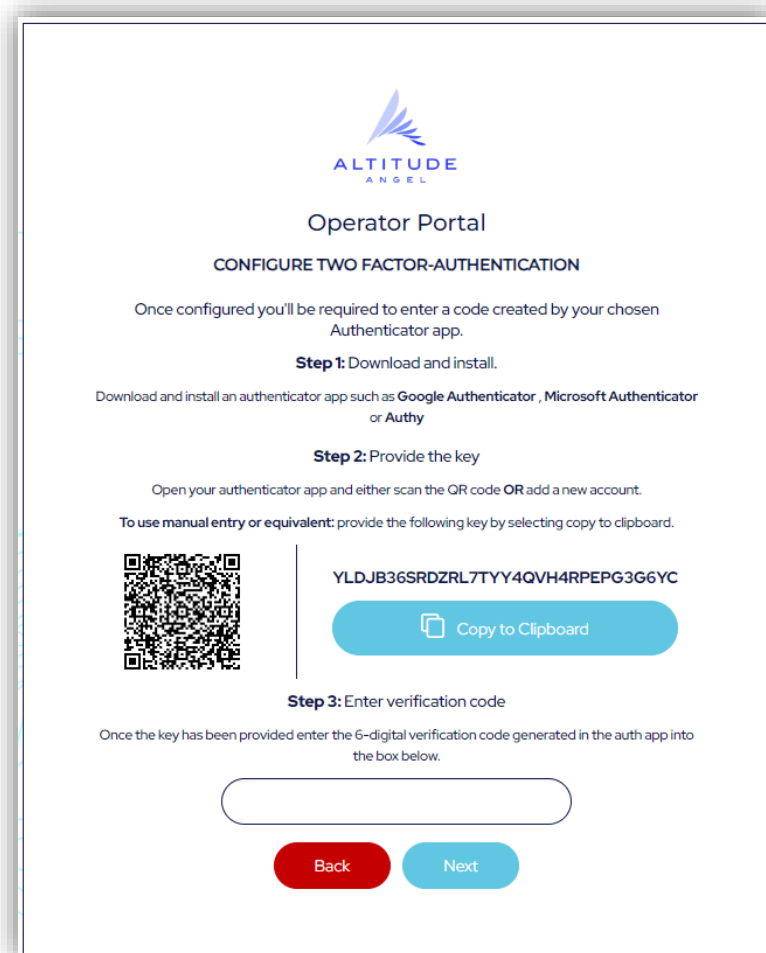
To setup multi-factor authentication you will need an authentication app such as Google Authenticator, Microsoft Authenticator or Authy which can be downloaded from your app store. Select [Use an authentication app](#) and select [Set up MFA](#).



Download an authentication app to a suitable device and then follow the instructions in the app to add a new account. Use the QR code provided or enter the code supplied to setup the account.

The app will then provide you with a [verification code](#), enter that at the bottom of the screen and click [Next](#).

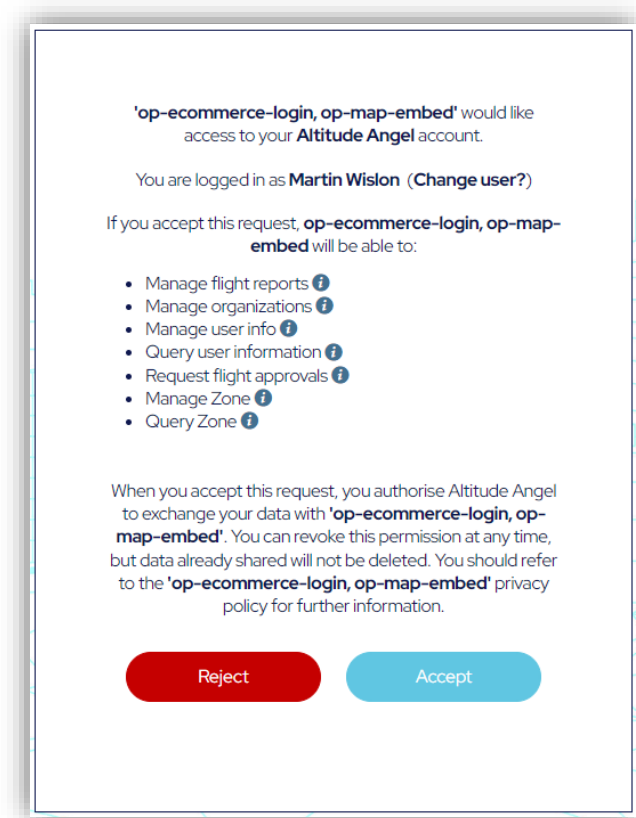




This will complete your MFA setup, click [Continue](#).

The final step will ask you to grant permission to access the Operator Portal. This is required because your account gives you the ability to access a range of Altitude Angel applications from a single login.

For example, if you decide to download the GuardianUTM mobile app then you will be able to login using the same credentials, and will be presented with a similar screen asking you to enable permissions for the mobile app.



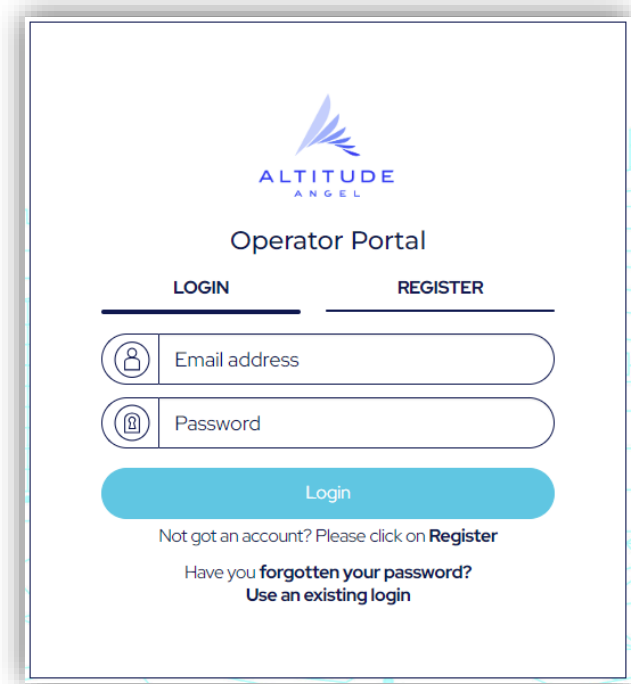
Click [Accept](#) and you're all done!

You will be successfully logged into the Operator Portal – see [Creating your profile](#) for assistance with your first use of the system.

### [Signing in](#)

Once you have created a user account, you can use this to access the Operator Portal and GuardianUTM mobile app.

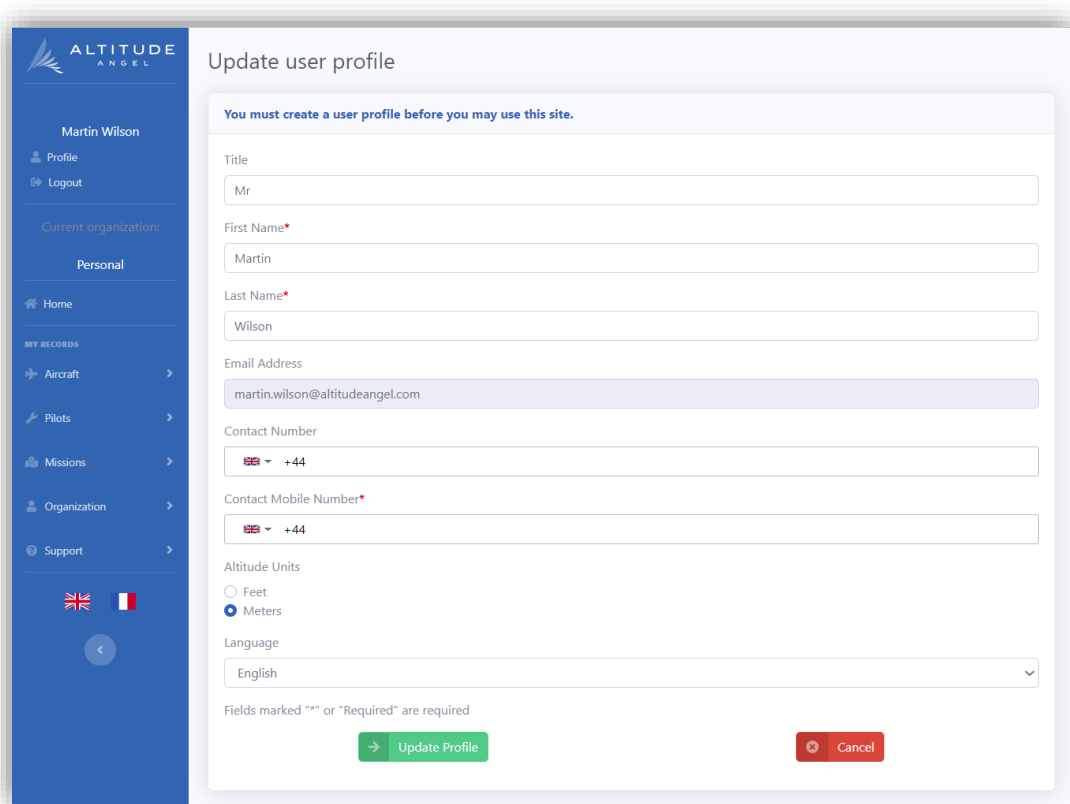
First enter your [email address and password](#). If you have forgotten your password then use the link to send an email to your registered account, and you will be asked to enter a new password.



The screenshot shows the Altitude Angel Operator Portal login and registration interface. At the top center is the Altitude Angel logo. Below it, the text "Operator Portal" is displayed. There are two tabs: "LOGIN" and "REGISTER". Under the "LOGIN" tab, there are two input fields: "Email address" and "Password", each with a corresponding icon (a person for email and a lock for password). Below these fields is a blue "Login" button. Under the "REGISTER" tab, there is a message: "Not got an account? Please click on **Register**". Below that is another message: "Have you **forgotten your password?** Use an existing login".

Click [Next](#), then sign in is complete.

## Creating your profile



The screenshot shows the "Update user profile" page in the Altitude Angel portal. The page has a blue sidebar on the left with the user's name "Martin Wilson" and navigation options: Profile, Logout, Current organization (Personal), Home, MY RECORDS (Aircraft, Pilots, Missions, Organization, Support), and language flags (UK and France). The main content area is titled "Update user profile" and contains a message: "You must create a user profile before you may use this site." Below this are several form fields: Title (Mr), First Name\* (Martin), Last Name\* (Wilson), Email Address (martin.wilson@altitudeangel.com), Contact Number (with a dropdown for country code and "+44"), Contact Mobile Number\* (with a dropdown for country code and "+44"), Altitude Units (radio buttons for Feet and Meters, with Meters selected), and Language (English). At the bottom, there is a note: "Fields marked "\*" or "Required" are required". There are two buttons: a green "Update Profile" button and a red "Cancel" button.

When logging into the Operator Portal for the first time, you will be prompted to create a profile with some basic details. These will be used to enable us to contact you with updates relevant to your submitted flight plans to help you operate more safely.

At this stage you may select your default language, at present the following languages are available:

- English
- French

Once you have created your user profile you may toggle between languages by selecting the flag icons on the left hand side.

## Navigating Operator Portal

Operator Portal has a menu on the left hand side which provides access to the available functions and features. These provide a simple way to setup your drone operations whether you are flying recreationally or managing an Organisation with multiple pilots flying your missions.

### Menu Options

- [Profile](#) – Allows you to edit your profile
- [Logout](#) – Logs you out of Operator Portal
- [Current Organisation](#) – Drop down menu allowing you to select between your Personal account and any Organisations you are a member of
- [Home](#) – Displays a dashboard of your upcoming missions, if you have selected an Organisation, as well as the Airspace Map, for all users. The Airspace Map allows you to assess the sites of intended flights, the map highlights risks and restricted airspaces, helping you plan a safe flight
- [Aircraft](#) – Allows you to add or manage your aircraft
- [Pilots](#) – Allows you to manage the Pilot details for you or your organisation
- [Missions](#) – Provides options for Adding or Managing you Missions
- [Organisation](#) – Allows you to configure your organisation, enabling you to Add new Organisations, Manage ~existing ones and Manage Users in your Organisation
- [Support](#) – Let's you access guides like this one as well as FAQs and Contact Altitude Angel to request support or provide feedback

Before you explore everything that Operator Portal has to offer we recommend finishing the setup of your Pilot details and an Organisation if required.

## Account Setup

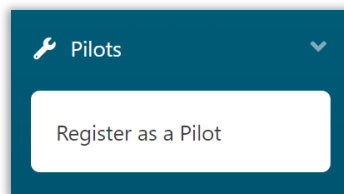
Operator Portal is designed to help with the safe operation of drones by both individuals and organisations operating fleets of drones

- Setting up as a single Pilot
- Setting up my Organisation

### Setting up as a single Pilot

To set yourself up as a pilot for recreational or commercial activities you will need to provide some additional information about yourself such as your email address and phone number. This enables us to provide you with updates on the airspace picture and communications from airspace authorities so you can operate safely in concert with the other airspace traffic as well as making submitting plans quick and easy.

Click on [Register as a Pilot](#) and fill in the required details.



*Note: Your pilot details are the same across all organisations where you are registered as a pilot.*

### Provide your pilot details

If you wish to be assigned to a mission as a pilot, you will need to provide some additional details.

Your pilot details are the same across all organizations where you are registered as a pilot.

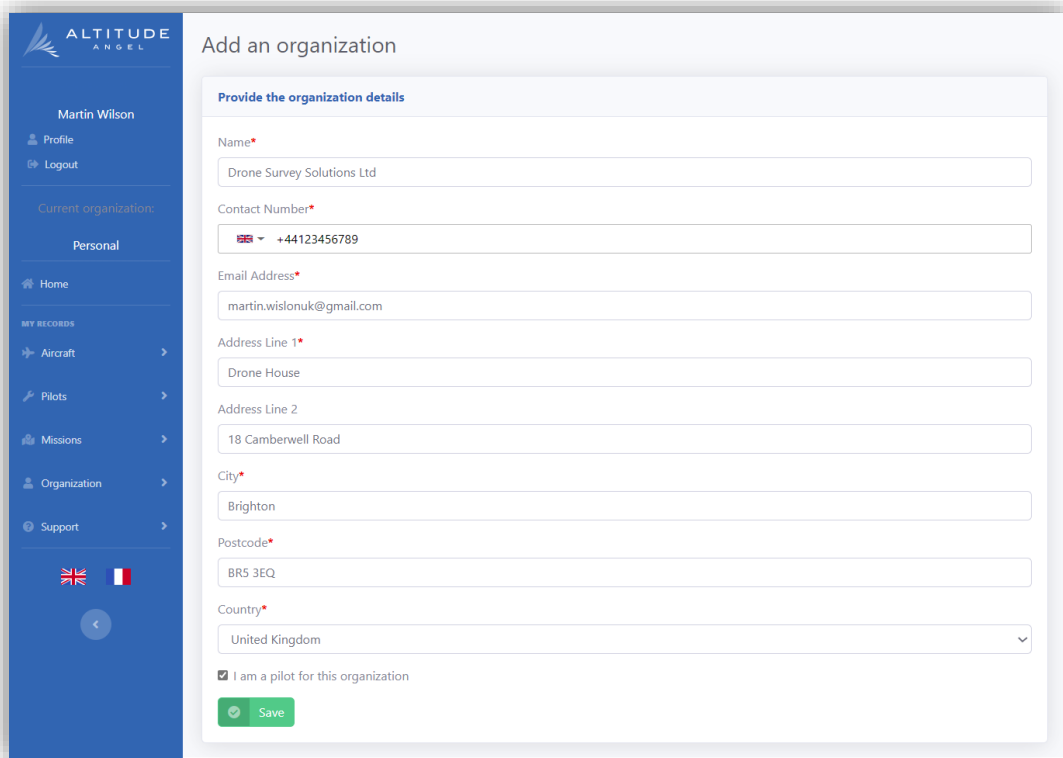
Additional pilot profile details	User profile
Address Line 1* <input type="text"/>	First Name* <input type="text" value="John"/>
Address Line 2 <input type="text"/>	Last Name* <input type="text" value="Smith"/>
City* <input type="text"/>	Contact Mobile Number* <input type="text" value="+447788661122"/>
Postcode* <input type="text"/>	Email Address* <input type="text" value="john.smith@outlook.com"/>
Country <input type="text" value="Norway"/>	
Registration ID <input type="text"/>	

Click [Save](#) to complete your Pilot setup, you are now ready to [Add any Aircraft](#) you wish to use.

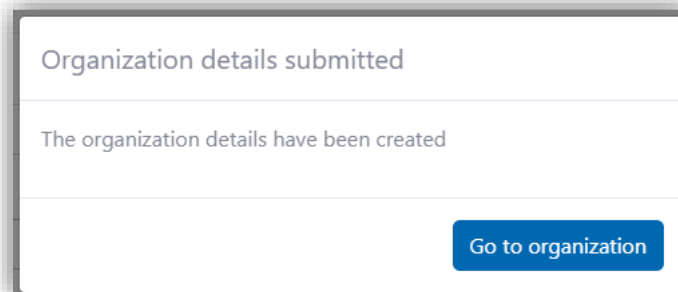
#### Setting up an Organisation

Operator Portal allows you to manage flights for a whole organisation bringing all your flights together under one account so they can be managed effectively and streamline the process of being a responsible airspace user.

To setup your Organisation select the [Organisation](#) menu option and click [Add Organisation](#).



Add the required details and click [Save](#).



Now your organisation is setup, you will be able to invite users to join your organisation. This can be done at any time by going to Organisation and then Manager Users.

### [Adding users to your Organisation](#)

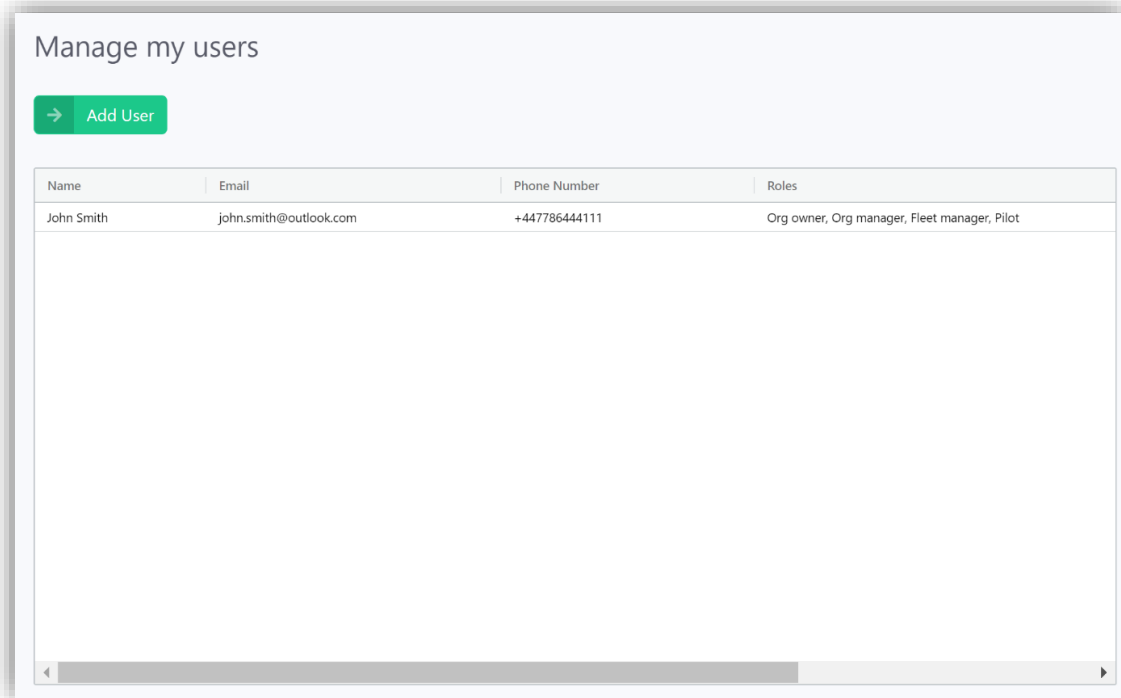
Having setup your organisation you will have the roles of Org Owner, Org Manager, Fleet manager and optionally, pilot, if you selected this option while creating your organisation.

### [Roles within an Organisation](#)

- **Fleet Manager** - Manages missions within the organisation including maintaining aircraft and pilot information.
- **Org Manager** - Can manage some aspects of the organisation including org details and users.

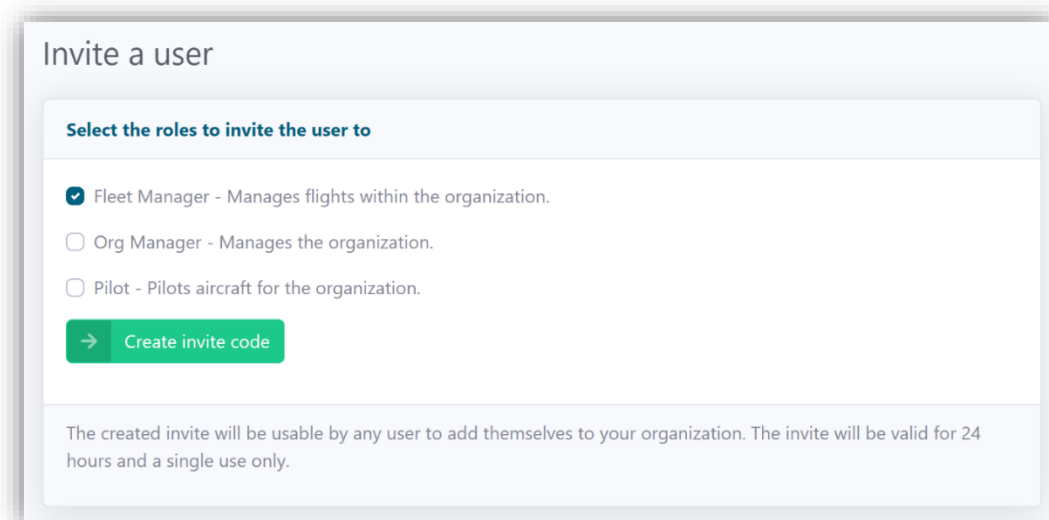
- **Pilot** - Registered drone pilots responsible for flying missions on behalf of an organisation.

To add users to your organisation select the **Organisation** menu option and click **Manage Users**.



#### Adding a User:

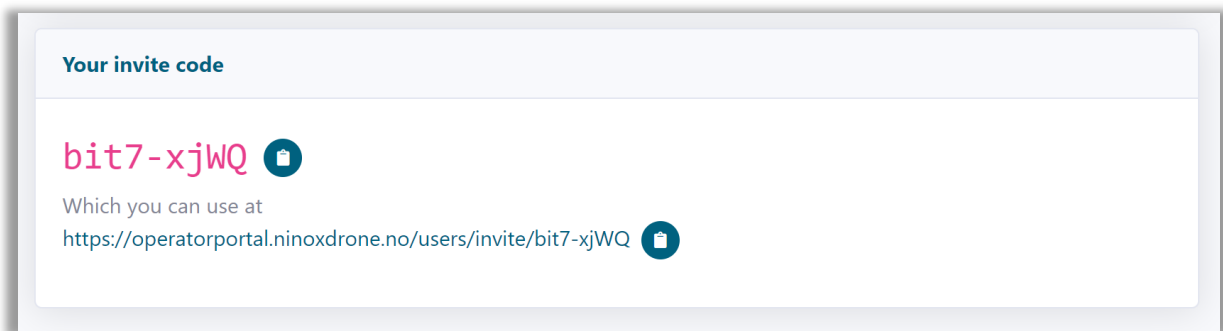
1. Click on the **Add User** button
2. Select the roles you wish to invite the user to and click **Create invite code** to generate an invitation code.





### Roles within an Organisation

- **Fleet Manager** - Manages missions within the organisation including maintaining aircraft and pilot information.
- **Org Manager** - Can manage some aspects of the organisation including org details and users.
- **Pilot** - Registered drone pilots responsible for flying missions on behalf of an organisation.



Once the code is generated, you will need to send it to your recipient and they will have 24 hours in which to click on the link to accept the invitation and join your organisation.

Invite codes are time-limited and for single-use only but, do not worry, you can generate new invite codes at any time.



*Invite codes are only valid for 24 hours and can only be used once.*

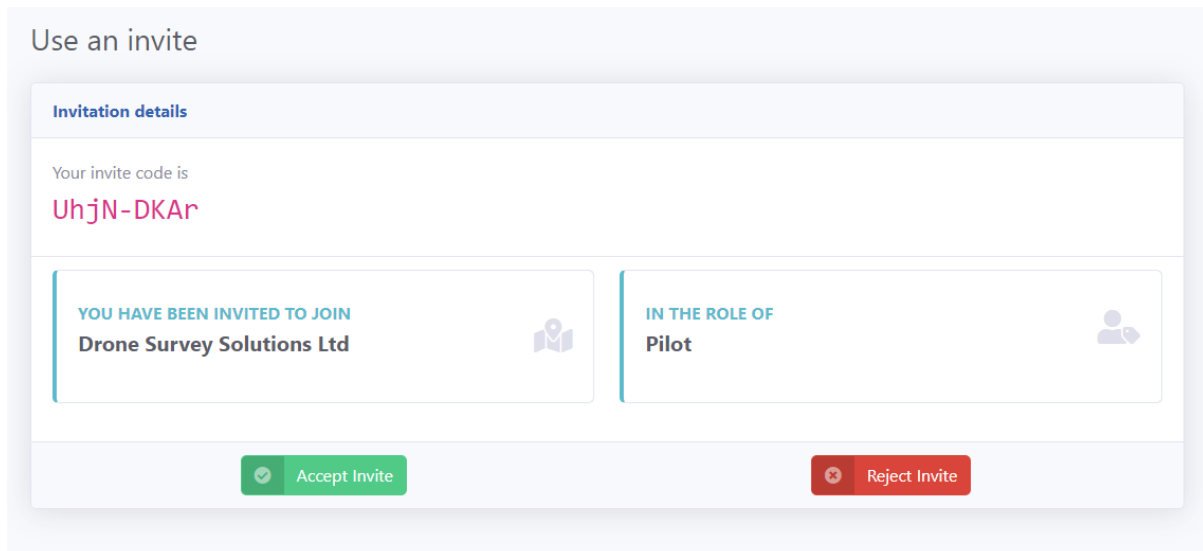
### Accepting an Invitation

If you have received communication from a known and trusted contact asking you to join an organisation, you will need to click on the invite link to accept the invitation. You will be taken to a landing page which will include the name of the organisation you are being invited into and the role(s) you will be performing for that organisation.



*If this is your first time using the GuardianUTM system, you will need to [register](#) for a free account.*

Once you have signed into GuardianUTM, you can choose [Accept Invite](#) or [Reject Invite](#) to join the organisation and the role within it.



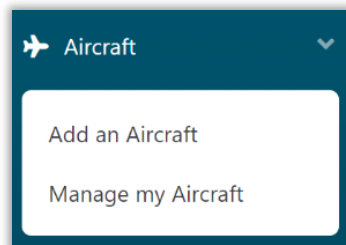
## Fleet Management

Those users in the Fleet Manager or Org Manager roles can manage the aircraft, pilots and missions within an organisation.

Before you can create missions under an Organisation, you will need to have invited at least one pilot and added at least one aircraft.

### Adding an aircraft to the fleet

Select [Aircraft](#) from the menu and click on [Add an Aircraft](#) and complete the required details.



*Your aircraft will be saved under the currently selected organisation. Make sure you've selected the right organisation before adding.*

### Add an aircraft

**Provide the aircraft details**

Description\*

Manufacturer\*

Model\*

Airframe\*

Fixed-wing ▼

Registration Number

Colour

Markings

Maximum Take-Off Mass (MTOM)\*

 kg

Serial Number ?

ICAO Address ?

Additional details (this information is not shared)

Save

Fill in the [Aircraft details form](#) for the Aircraft you wish to setup and click [Save](#) to add it. Repeat this process for any other Aircraft you wish to add to your fleet. Now you have setup and Organisation with Pilots and Aircraft you are ready to begin creating Missions.

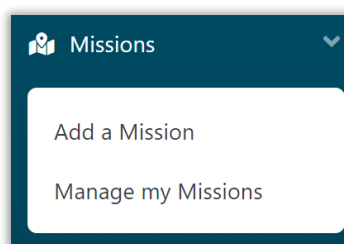
## Creating a Mission

Missions are created by defining the Area of Operation, assigning a Pilot, Aircraft and then submitting. Your mission request will be processed and, depending on the geography, may require an ATC clearance. The GuardianUTM platform will automatically route your request to the appropriate ATC facility for a digital clearance if they are UTM enabled. Any updates to your mission status will be communicated with you via email and SMS (if selected). You can also track the status of a request through the GuardianUTM Operator Portal and mobile app.

### Missions

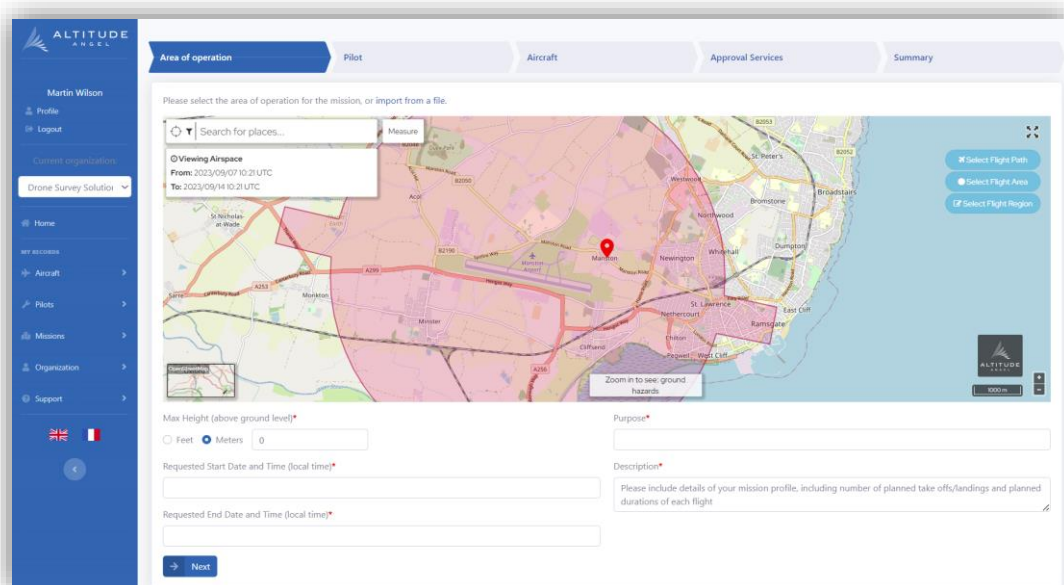
Regardless of your user role, missions are created in the same way.

To start select [Missions](#) and click on [Add a Mission](#).



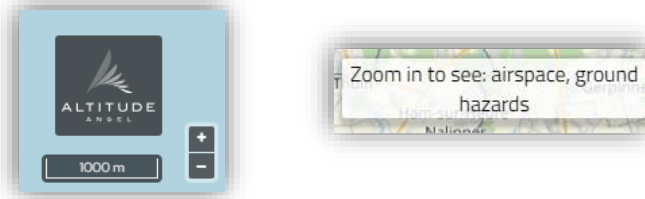
### Specifying the Area of Operation

The first stage of planning a Mission is to provide details of where and when the flight will occur and provide some basic details about the nature and purpose of the flight.



### Airspace Map

The map may be navigated in a similar manner to other web based mapping tools, using the mouse to **left click and drag to move** and the **scroll wheel for zoom level**. Dedicated buttons are also provided for zoom selection along with a scale indicator.



**!** *Note: Not all airspace information is available when zoomed out of the map, we advise zooming in to view the local area to get a full picture.*

The Map can be set to full screen by clicking the maximise button to give you a better view of the Area of Operation



The map can display a number of different views, simply select the minimap from the bottom left hand corner and choose from the options below.

**OpenStreetMap** - This view shows a topographical map of the ground below displaying rivers and other natural landmarks in addition to highlighting roads and streets.

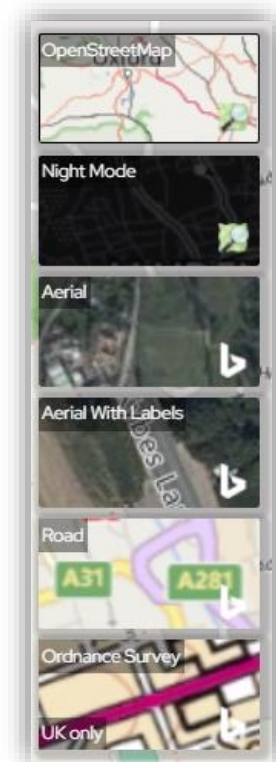
**Night Mode** - This view provides increased contrast between the airspace information and the background map.

**Aerial** - This provides a satellite view

**Aerial With Labels** - This view is composed of a satellite view with labels marking important features relevant to the zoom level

**Road** - A map view focused on roads and street.

**Ordnance Survey** - Only available for the United Kingdom, uses the ordnance survey map



### Search Function

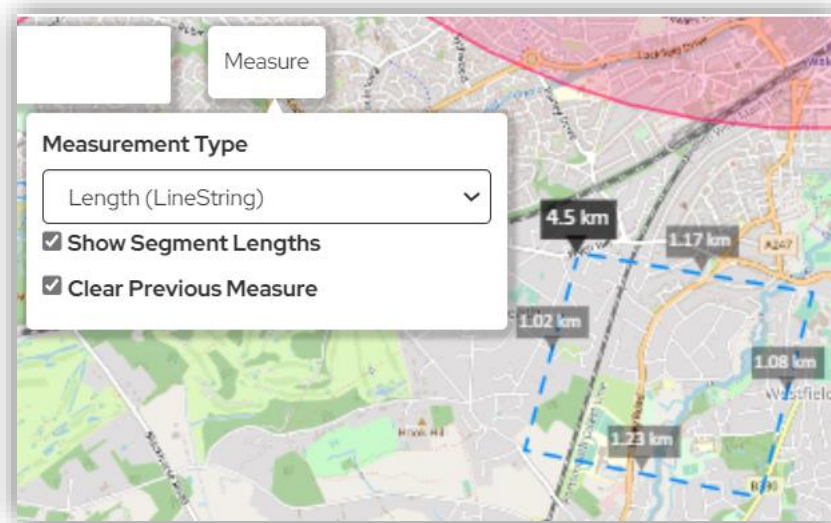
To quickly locate an area or place a text based search function is provided.



### Measuring Tool

The Airspace Map also contains a measuring tool to help you plan out your flight allowing you to determine safe distance from hazards and the best location to be able to observe the flight from.

Click the [Measure](#) button on the Airspace Map to open the Measuring Tool.

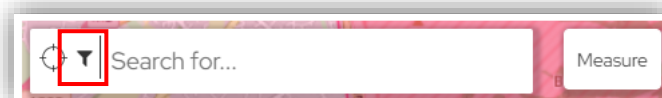


The Measuring tool can measure:

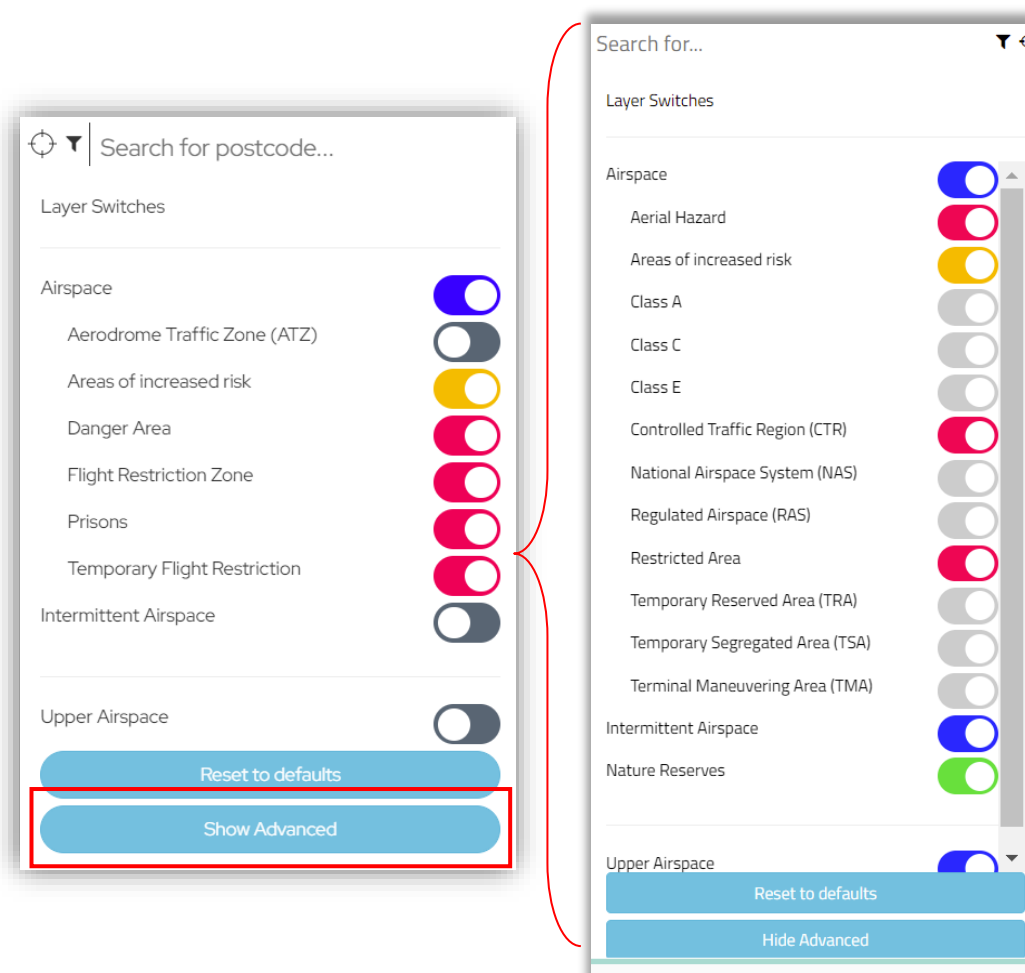
- [Length](#) – Enables you to click to place waypoints on the map and the distance between those points will be displayed along with their total length
- [Area](#) - Enables you to click to place waypoints on the map and the distance between those points will be displayed along with their total internal area

### Filtering the Map view

The map view can contain so much information that it can be distracting and overwhelming, the information displayed can be filtered by the Operations Manager user to only that which is desirable. Simply select the [Filter icon](#) and toggle the items you don't need off, selecting [Show Advanced](#) to view all the filter options.



**!** *Note: Only information available on the map at the present level of zoom will feature in the filters.*

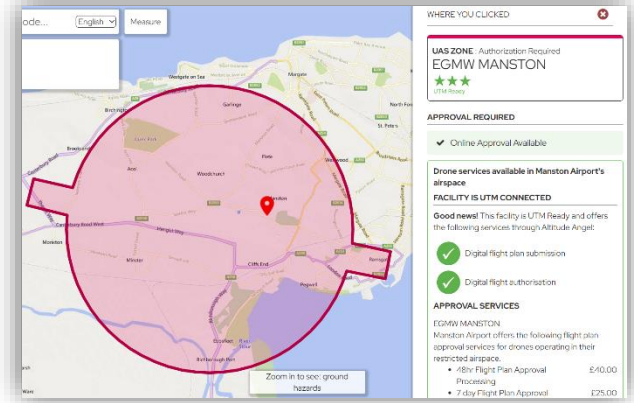


### Map Features

Even from a quick look at the Airspace Map you will notice numerous highlighted features, these represent airspace restrictions or ground hazards. Clicking on these will open a panel on the right of the map displaying the available information on that site.

### Flight Restriction Zones

Flight Restriction Zones represented in red on the map represent areas where Drone Flights are restricted and cannot go ahead without prior approval from the controlling authority. They are often used over airfields or critical national infrastructure. The map will display information we have including contact details, where available, to help you request access.



### UTM Ready Facilities

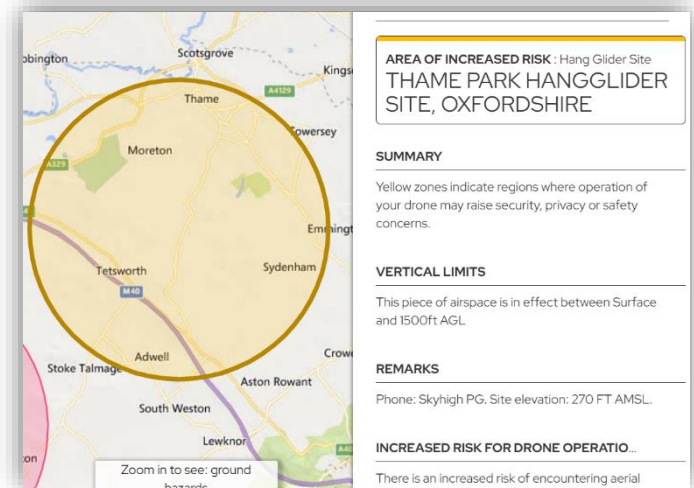
Facilities that are UTM ready will display the UTM ready logo and are integrated with GuardianUTM meaning that any flight plans submitted within their area of authority will automatically generate an approval request. This means that you can plan your flight as normal and the Mission details will be sent to the facility for processing and approval. **You cannot fly in these Zones without prior approval.** Note for Land Zones you only need approval if you are going to Land or take-off within the Zone.



The status of your approval request is displayed in the [Managing my Missions](#) section of Operator Portal. Should the status of your approval request change you also will be notified by email.

### Areas of Increased Risk

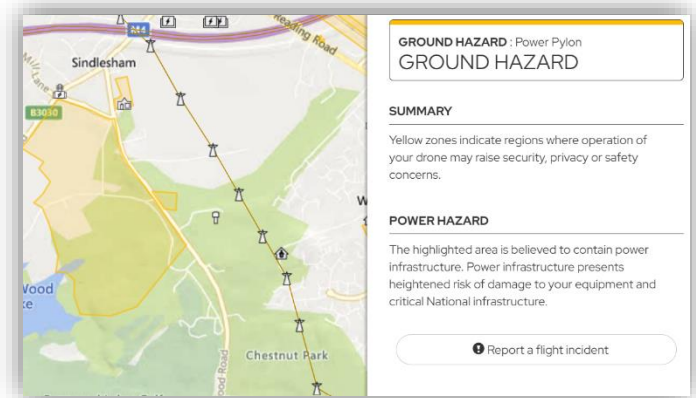
Areas of increased risk highlight numerous features which need to be considered before conducting a flight. These can smaller aerodromes or flying clubs or any airspace where special care is recommended.





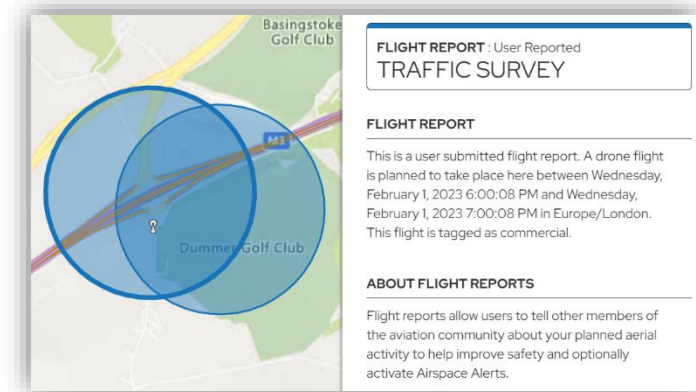
### Ground Hazards

Zooming into a local area on the Airspace map will populate it with further details on local hazards or safety factors for you to consider. These can be power lines, schools, hospitals, towers major roads etc.



### Drone Missions

One of the main benefits of submitting a Mission is that it makes other airspace users aware of your intentions. Blue markings on the airspace map show you the plans of other drone operators, helping you share the airspace safely.

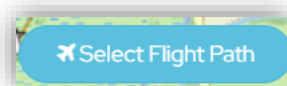


Having reviewed the map and identified the Area of Operation for a proposed Mission, Operator Portal provides 4 different options to define your Flight:

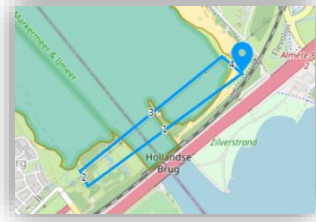
- **Flight Path:** Use this if your flight will be conducted as a series of waypoints.
- **Flight Area:** Use this to define a cylindrical area within which your flight will take place.
- **Flight Region:** Use this to define an irregular area within which your flight will take place.
- **File Import:** Use this to import an operation area created through an external application and exported in GeoJSON or KML formats.

### Flight Path

The Flight Path option allows you to create a series of waypoints, identifying the planned Flight Path.



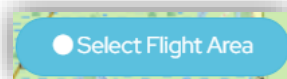
Click on the [Select Flight Path](#) button and click on your intended route to create a [series of waypoints](#). To complete the route, click again in the same position as your final waypoint.



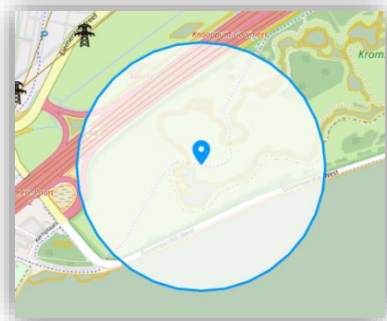
Click [Done](#) to complete your Flight Path selection.

### Flight Area

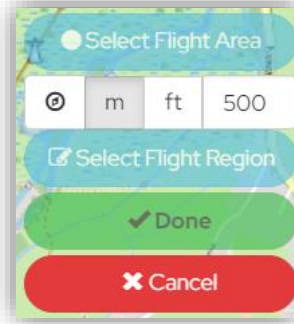
The Flight Area option allows you to specify a circular area on the map, which with the Max Height value we'll set later, creates a cylindrical volume for your operation.



Click on [Select Flight Area](#), then click on the map to select the [centre-point](#) of where your flight will be taking place.



Adjust the unit of measure and size of the radius of your flight area to match your plans.

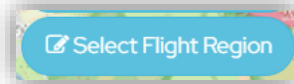


Click [Done](#) to complete setting up your Flight Area.

### Flight Region

The Flight Region option allows you to create a series of waypoints, identifying the border points of your Flight Region.

To define an irregularly shaped operation volume, click on [Select Flight Region](#).



Click on the map to [add a series of border points](#). Your flight region must form a complete boundary. Click again at the start (first) border point to complete the region.



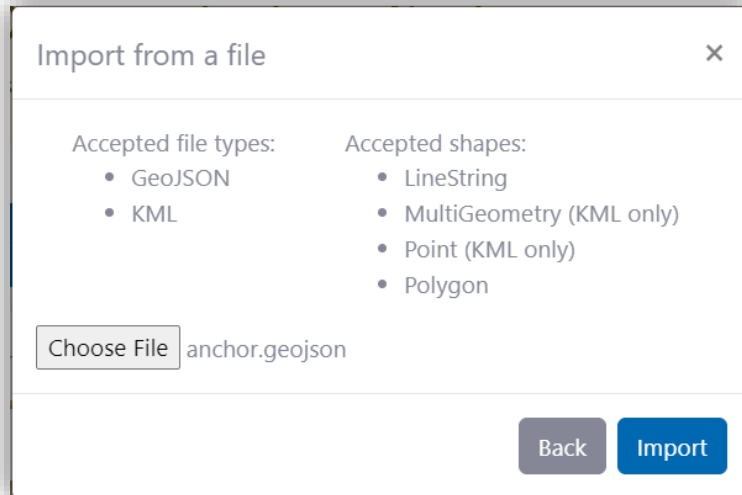
Click [Done](#) to complete your Flight Region.

### File Import

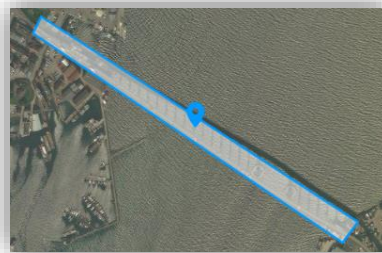
If you have created your operation through another planning tool, that provides output as GeoJSON or KML files then you can import it into GuardianUTM.

Please select the area of operation for the mission, or [import from a file](#).

Click [import from a file](#) just above the map area to open the Import from a file dialog box.

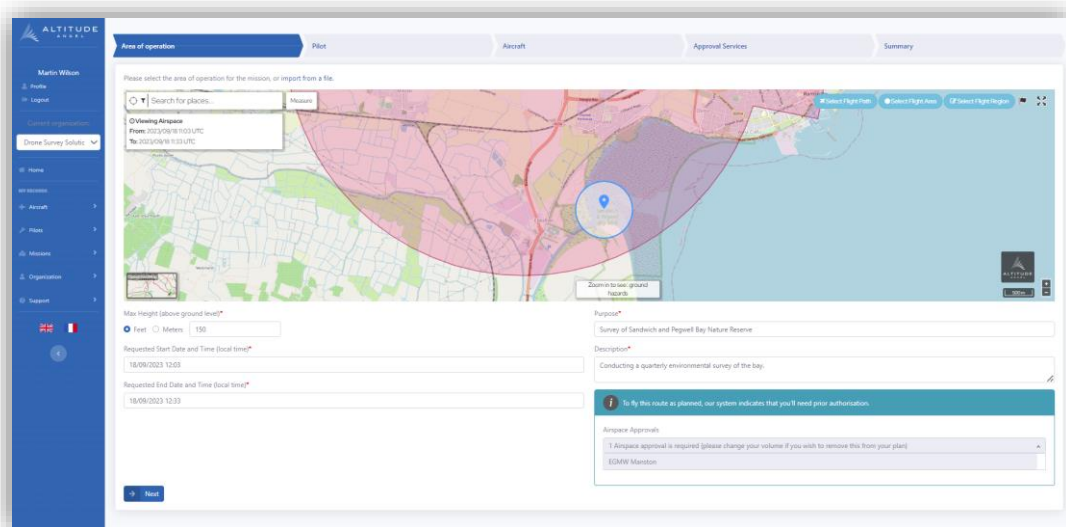


Click **Choose File** and select the desired GeoJSON or KML file, then click **Import**. A message will be displayed above the map confirming the successful upload and the map will display the area specified in the file.



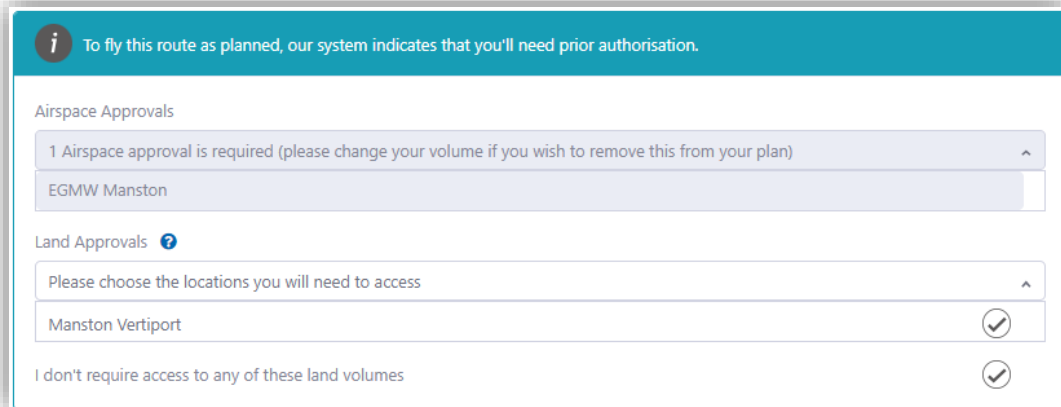
### Operational Details

You can now complete the remaining mission steps, starting with the other Area of Operation fields.



Specify the **Max Height** of the operation, the start and end **time and date** of the flight, and provide some information on the **Purpose** and a **Description** of the Mission.

Should your flight enter an air or land UTM zone which requires authorisation these will be shown in the box below. If entering an Airspace UTM zone you will need prior approval before you fly, which we will submit for you on submission of your plan. For Land UTM zones you need to specify whether you will need to access the land for takeoff or landing, select the tick icon next to any zones you need access to or select I don't require access to any of these land volumes.



**i** To fly this route as planned, our system indicates that you'll need prior authorisation.

**Airspace Approvals**

1 Airspace approval is required (please change your volume if you wish to remove this from your plan)

EGMW Manston

**Land Approvals** ?

Please choose the locations you will need to access

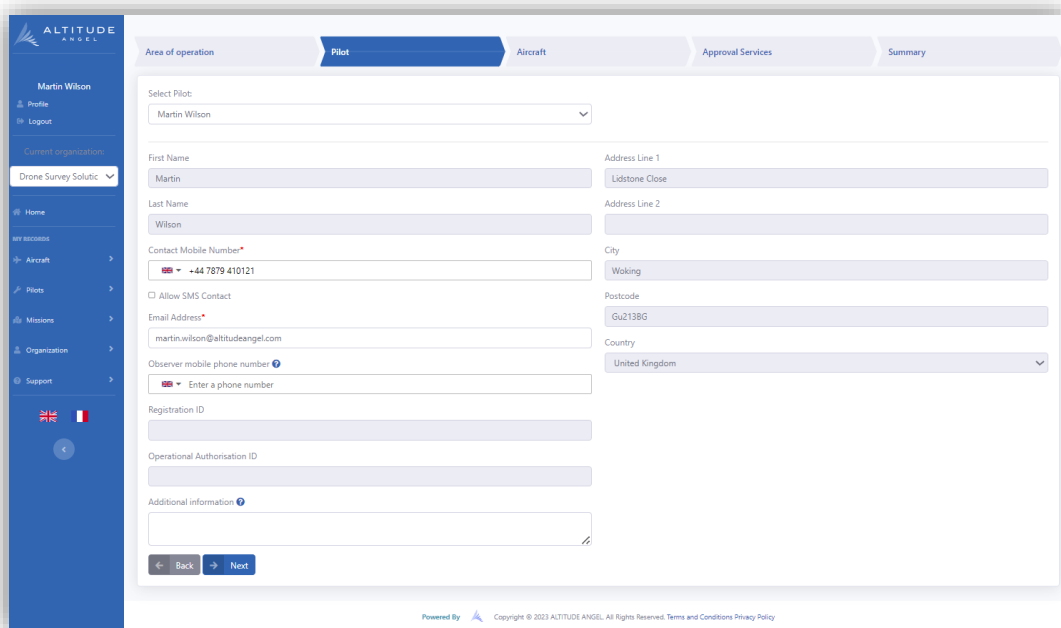
Manston Vertiport

I don't require access to any of these land volumes

Click **Next** when ready.

### Pilot Details

Next select the **Pilot** that will be flying the mission from the drop down box.



Area of operation | **Pilot** | Aircraft | Approval Services | Summary

Select Pilot: Martin Wilson

First Name: Martin | Address Line 1: Lidstone Close

Last Name: Wilson | Address Line 2: [Empty]

Contact Mobile Number: +44 7879 410121 | City: Woking

Allow SMS Contact | Postcode: GU213BG

Email Address: martin.wilson@altitudeangel.com | Country: United Kingdom

Observer mobile phone number: Enter a phone number

Registration ID: [Empty]

Operational Authorisation ID: [Empty]

Additional information: [Empty]

Back Next

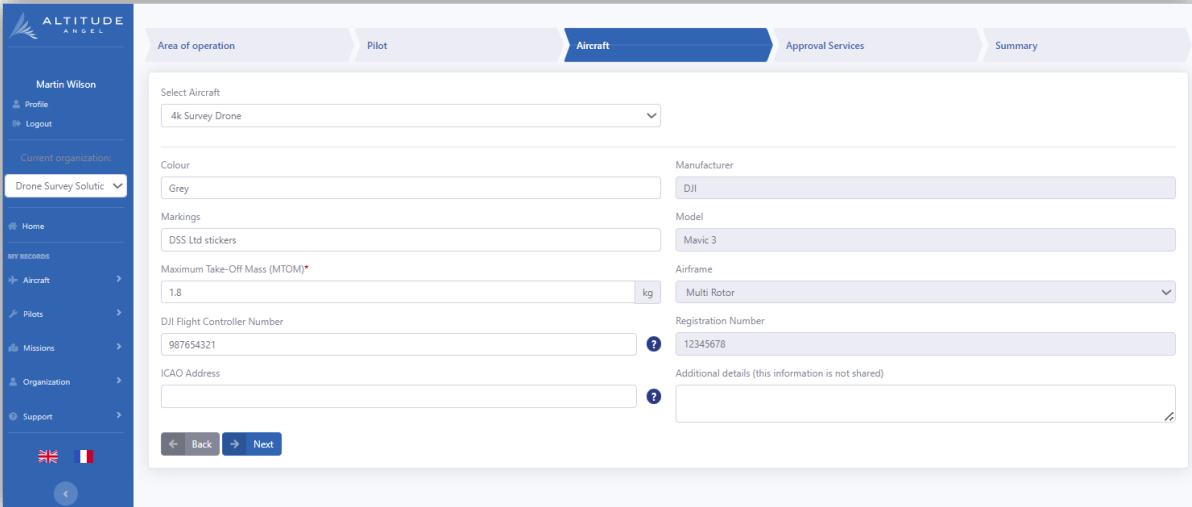
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*Once the mission has been submitted, the selected pilot will have visibility of the operation through their Operator Portal login (it will be listed in the missions under the 'Personal' organisation context), and in their mobile app.*

## Aircraft

Finally, select the **Aircraft** that will be used from the **Select Aircraft** drop down menu and click **Next** when you are ready.



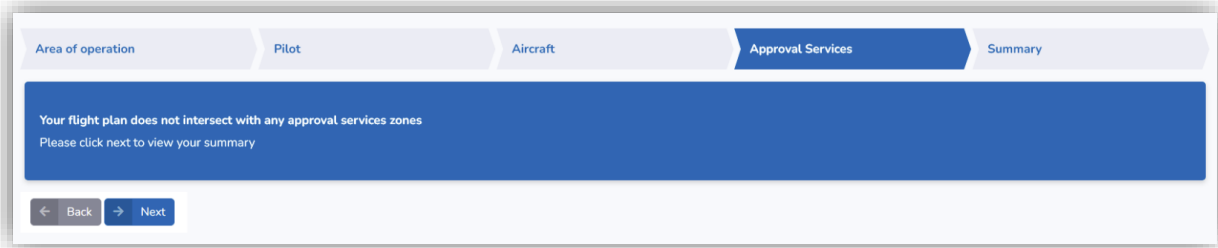
## Approval Services

Should the Mission cross into a UTM Zone configured with Approval Service Fees the next step will be to review and choose from the services available. Approval Service Fees are paid to the entity controlling the Zone who will be reviewing your request and are only paid when a Mission is approved. Some facilities have denied requests on the basis that it complicates their operations and reviewing requests is a cost without benefit to them. Approval Service fees helps recoup the cost of processing the approval requests and enable the opening up of airspace that would otherwise be closed.

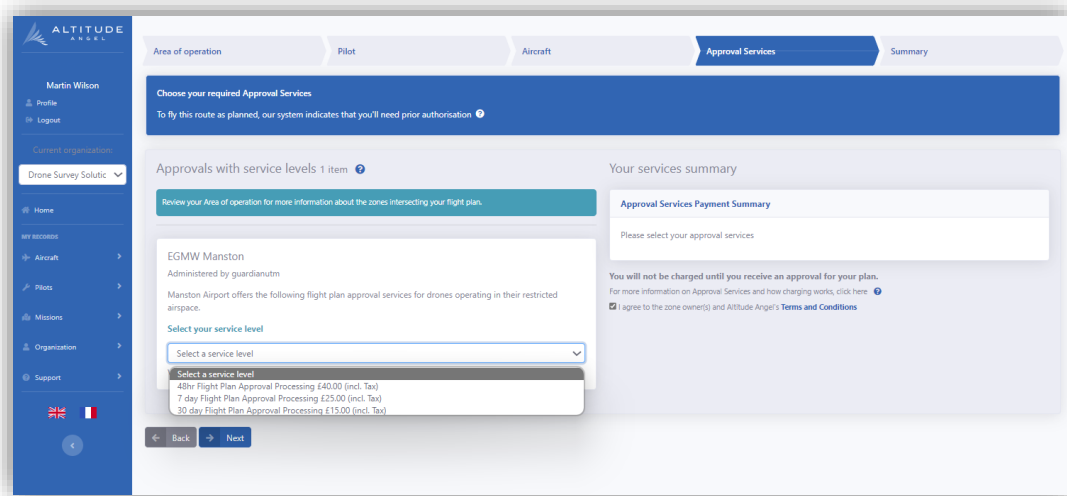
## Multiple Zones

Should your plan intersect with Multiple UTM Zones you will need to select appropriate Service Levels for each Zone you are entering. Not all facilities are UTM enabled so please ensure you have permission to access all restricted airspaces on your intended flight path.

If no Approval Services zones are included in your flight plan you will see the screen below, click **Next** to continue setting up your Flight.



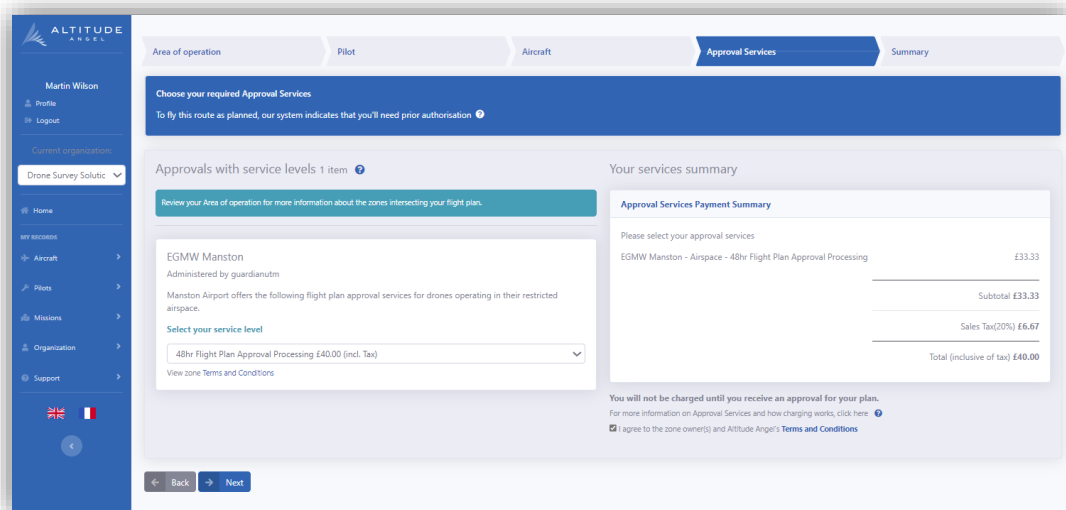
If they are detected you will be shown a list of the Approval Services Zones and the Service Levels they operate.



### Choosing Service Levels

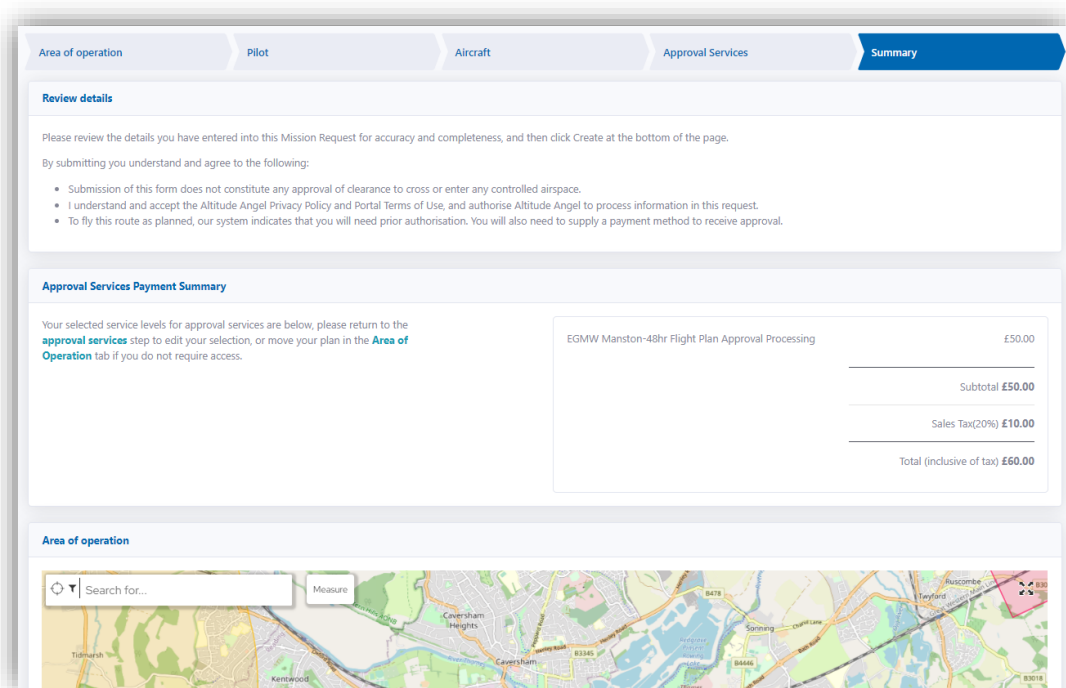
Each UTM Zone charging for Approval Services who's airspace you plan to use will be listed as well as the service levels they offer. These are often configured to depending on the turnaround time of the request, with for example a 24hr Approval costing more than a 14 day one.

Select a [Service level](#) for each UTM Zone(s) and the total will be calculated on the right, review the terms and conditions for operation in the zones and when you are ready to proceed check the [Terms and Conditions](#) checkbox and click [Next](#).



## Summary

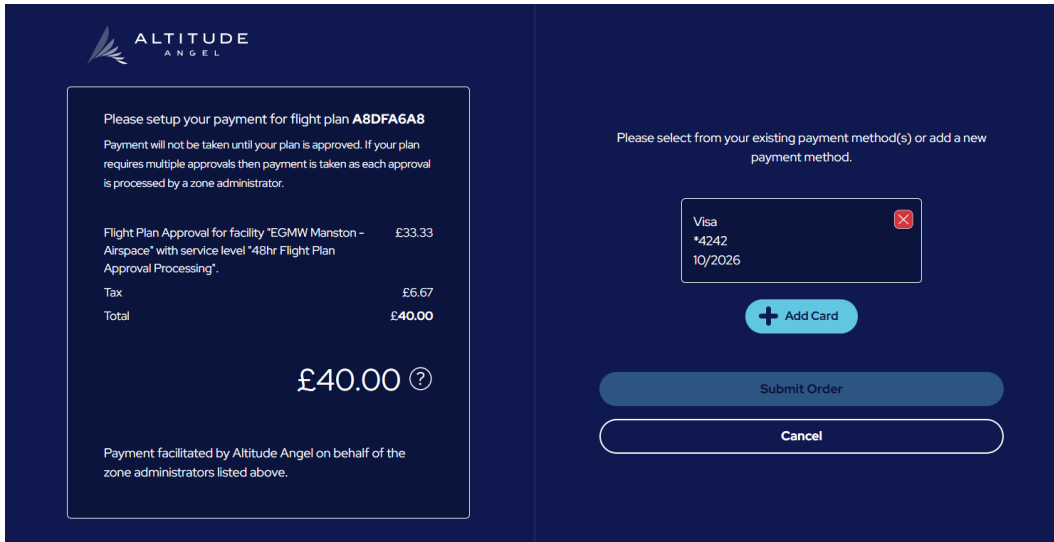
The summary page contains all the details of your Mission for review prior to submission, scroll through your summary and when satisfied with the Mission click [Create](#), this will be [Create Order](#) if you selected a UTM Zone with Approval Services.



## Approval Service Fees

If your plan requires the payment of Approval Services Fees you will now be taken to a page to submit payment details. Note payment will not be taken for a particular Zone until your flight plan has been approved, these details will be held until that time.





**ALTITUDE**  
ANGEL

Please setup your payment for flight plan **A8DFA6A8**

Payment will not be taken until your plan is approved. If your plan requires multiple approvals then payment is taken as each approval is processed by a zone administrator.

Flight Plan Approval for facility "EGMW Manston - Airspace" with service level "48hr Flight Plan Approval Processing".	£33.33
Tax	£6.67
<b>Total</b>	<b>£40.00</b>

**£40.00** ?

Payment facilitated by Altitude Angel on behalf of the zone administrators listed above.

Please select from your existing payment method(s) or add a new payment method.

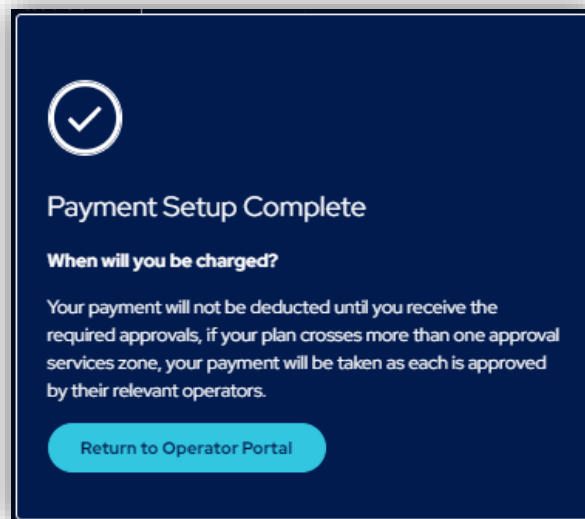
Visa  
\*4242  
10/2026

+ Add Card

Submit Order

Cancel

Add the card number, expiry date, CVC code, name on card, country and Post Code of the cardholder. Select use this card for payment when the card details have been added.



✓

## Payment Setup Complete

**When will you be charged?**

Your payment will not be deducted until you receive the required approvals, if your plan crosses more than one approval services zone, your payment will be taken as each is approved by their relevant operators.

Return to Operator Portal

You will then be shown a submission confirmation, with a [Flight Plan ID](#), [Pre-Flight Approval Status](#) and [Payment](#).

Mission request submitted.

Your mission request has been updated. Please see your mission request status below. Please note this DOES NOT constitute approval to enter controlled or restricted airspace.

**Flight Plan ID:** afed9e

**Pre-flight approval:** Pending

**Payment Status:** Pending

You will only be charged if your approval is granted, or if you do not cancel in accordance with the cancellation policy set up by each zone administrator

Approval Services				
Description		Net	Sales Tax	Total
Flight Plan Approval for facility "EGMW Manston" with service level "48hr Flight Plan Approval Processing". Payment Status: Pending	GBP	50.00	10.00	60.00
<b>Subtotal</b>			GBP	50.00
<b>Sales Tax(20%)</b>			GBP	10.00
<b>Total (inclusive of tax)</b>			GBP	60.00

Please check your email for further information.

OK

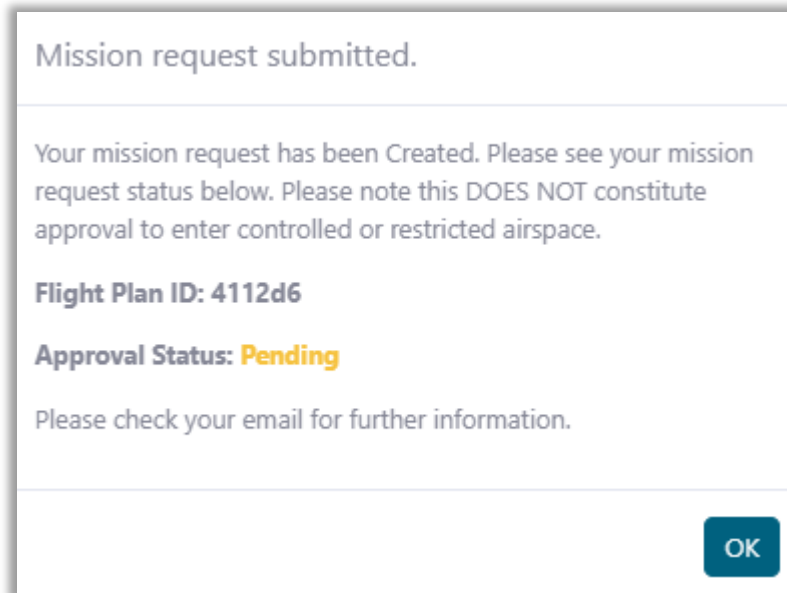
- **Flight Plan ID** – The identifier for your mission. Referenced in the list of your submitted missions and the communications (email/SMS) you receive about the mission.
- **Pre-Flight Approval** – The current approval status for the mission. If the area of operation requires an ATC clearance, then the GuardianUTM system will route this for you automatically and you will receive updates through the Operator Portal and via email/SMS. If your mission takes place outside the airspace serviced by GuardianUTM, then you will be informed as such and expected to follow the national and local rules and regulations applicable to the operation.
- **Payment Status** – The current status of payment for Approval Services fees, this will be pending until the approval request has been approved. Once approval has been received the payment attempt will be made. Any declined transactions need to be resolved before any Flights are made.



If your mission approval status is **Pending** then you **DO NOT** have clearance to enter controlled or restricted airspace and must wait for the approval to come through the GuardianUTM system. You are responsible for ensuring you have permission to access all restricted airspaces your Mission enters.

### Without Approval Services

If your plan doesn't include Approval Services you will then be shown a submission confirmation, with a [Flight Plan ID](#) and [Approval Status](#) should your Mission require approval.



- [Flight Plan ID](#) – The identifier for your mission. Referenced in the list of your submitted missions and the communications (email/SMS) you receive about the mission.
- [Approval Status](#) – The current approval status for the mission. If the area of operation requires an ATC clearance, then the GuardianUTM system will route this for you automatically and you will receive updates through the Operator Portal and via email/SMS. If your mission takes place outside the airspace serviced by GuardianUTM, then you will be informed as such and expected to follow the national and local rules and regulations applicable to the operation.



*If your mission approval status is [Pending](#) then you **DO NOT** have clearance to enter controlled or restricted airspace and must wait for the approval to come through the GuardianUTM system. You are responsible for ensuring you have permission to access all restricted airspaces your Mission enters.*

### Email Notifications

You will also receive an email notification regarding your Flight Plan, this contains details of any Approval Services required for your flight as well as a link to your Pre-Flight report which contains a summary of your flight.

Dear Martin Wilson,

Thank you for filing your flight plan no AFED9ED (titled "Survey of the Sandwich & Pegwell Bay Nature Reserve").

**Approval is required prior to your flight.**

As indicated at submission time, we have contacted the approval zone administrators below, in accordance with the available options/service levels that you have chosen, to try and secure you their approval to carry-out your operation:

Approval Zone	Administered By	Service Level	Fee
EGMW Manston	martindemo	48hr Flight Plan Approval Processing	GBP 50.00
Sub-total			GBP 50.00
Tax (at 20%)			GBP 10.00
Total			GBP 60.00

Your flight plan approval status is currently **Pending** and has been submitted to the zone administrators indicated above

**A note about fees**

If your intended flight plan intersects one or more Approval Zones for which fees are due, payment will only be taken as each zone administrator approves a decision

**What happens next?**

You will receive updates as your flight plan is processed, so please look out for correspondence from us to this email address. We highly recommend that you login to your account to check on the status periodically, too.

**One more thing!**

We have also created a pre-flight report for you [here](#) that summarises and categorises the ground, air, and environment risk that we think might help as part of your risk management process, with our compliments.

Many thanks,

Altitude Angel

**Action Required Status**

Should the authority in charge of approving a flight require more information or a change to your plan they can request that you modify your plan. This will set your plan to **Action Required**, you will be notified by email should this occur.

Dear Martin Wilson,

Further to your flight plan no. **E424C9** (titled "Filming and taking pictures of Wedding reception"):

Your plan status has been updated to **Action Required** with the following zone administrator feedback

- Could you change your flight start time to 14:30 please, your current flight time conflicts with other operations.

### **What does this mean?**

It means that approval for the segment of the operation you intended to carry out in your flight plan at Delaware Manor cannot be approved by martindemo, until you have addressed the feedback above.

### **What happens next?**

We recommend you re-submit your plan, having amended it in line with the guidance above.

If you no longer wish to fly, please cancel the flight plan in the application.

If you would like to request further information then please contact the zone administrator via the following contact details

martindemo, administrator of Delaware Manor: [martin.wilson@altitudeangel.com](mailto:martin.wilson@altitudeangel.com)

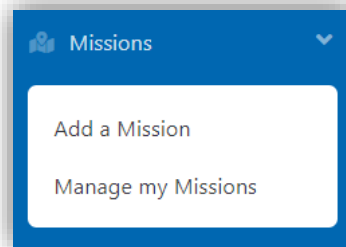
Kind Regards,

Altitude Angel









The email will also contain the reason that the plan needs further action before it can be approved. In this example there is a conflict with other operations and a request to move the flight start time slightly, but it could also be a request for further information. Should the change in start time be acceptable the Operator can adjust their plan to reflect the request or cancel the flight plan should they not be able to make the requested change. To do so log into Operator Portal and navigate to [Mission](#) and then [Manage my Missions](#).

## Managing Missions

You can view, track, update, copy, delete and report a safety incident by selecting [Missions](#) and then [Manage my missions](#) from the menu.



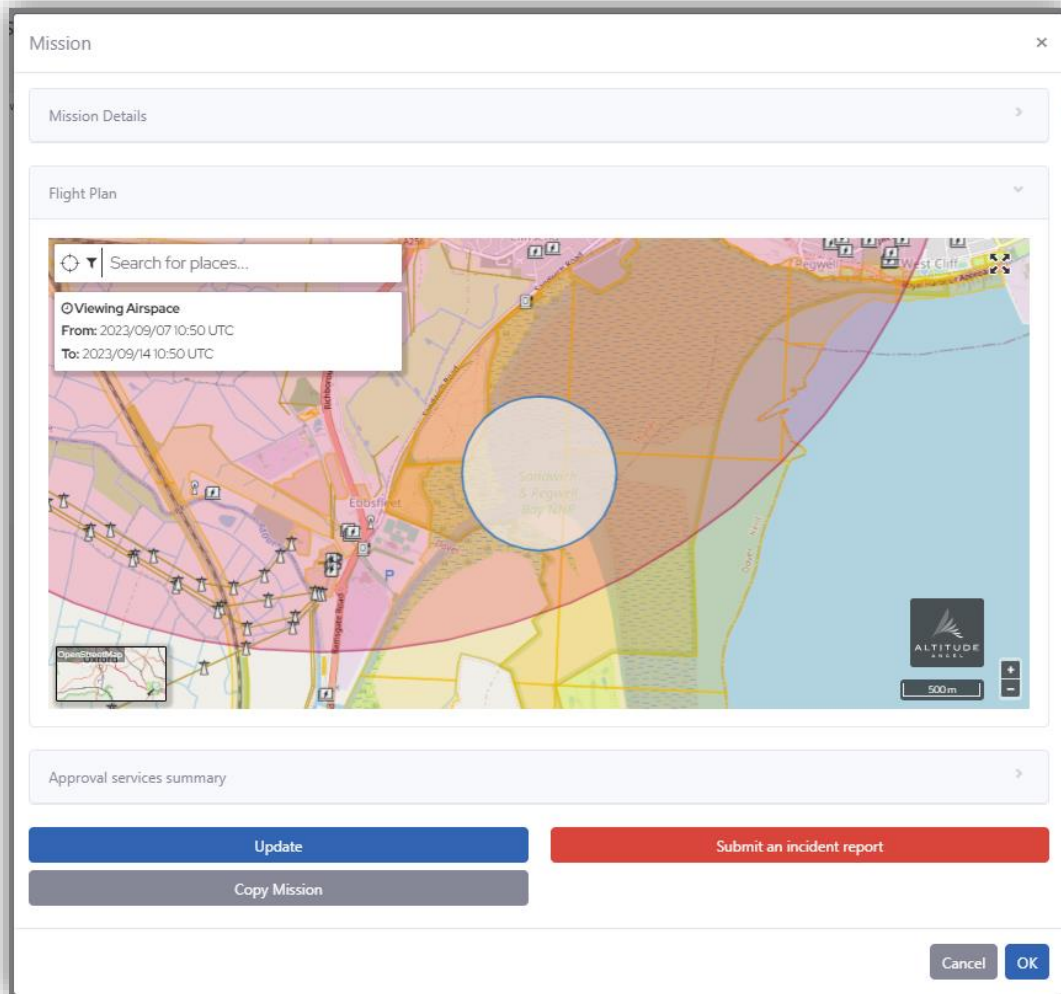
This will display a list of your Mission they will be listed with some of the key operational details, as well as the current [Approval Status](#).

Manage my missions							
	Purpose	Flight Plan ID	Mission Status	Pre-flight approval	Start (Europe/London)	End (Europe/London)	Max Height ...
  	Warwick and Warwick bri...	f87a0b	Submitted	Pending	14/01/2023 13:42	14/01/2023 14:42	164ft AGL
	Warwick and Warwick bri...	cd4ddd	Complete	Approved	09/12/2022 15:15	09/12/2022 16:15	50m AGL
	Hadrian's wall Survey par...	3f8b7b	Complete	Approved	08/12/2022 16:00	08/12/2022 16:45	50m AGL
	Hadrian's wall Survey Par...	6908cb	Complete	Approved	08/12/2022 14:30	08/12/2022 15:30	50m AGL
	Hadrian's wall survey nea...	a59133	Complete	Approved	08/12/2022 13:45	08/12/2022 14:45	50m AGL
	Filming Promotional vide...	fd9fb8	Complete	Approved	08/12/2022 12:15	08/12/2022 13:15	50m AGL

To the left of each Mission you'll find the options to [View](#), [Update](#) and [Delete](#) a mission. Note that [Update](#) will not be available if the mission start time has lapsed.

### View

Clicking [View](#) will display the full mission details, including the area of operation. Click on the [Mission Details](#) and [Flight Plan](#) accordions to expand/collapse the detail.



### Update

Selecting [Update](#) will take you to the Mission planning pages enabling you to change any details and then [resubmit the Mission](#). This enables you to make changes to your plan, this is particularly useful should you receive a request for more information before your plan can be approved. Should this happen the status will be changed to [Action Required](#) and your plan updated with comments from the airspace controller, these will also be emailed out to you.

### Delete

You can delete any Mission that hasn't completed should you no longer intend to fly it.



*Please note that if your flight plan included Approval Services that have already been performed and charged that this fee will not be refunded to you as the service has already been provided.*

You can however [Update](#) your flight plan to fly on a different date in the same zones without additional charge.

## Flying a mission

We recommend using the GuardianUTM mobile application when out in the field so that you have access to the planning and logbook features.

GuardianUTM currently does not provide a digital take-off clearance service outside of restricted UTM Zones, so you **MUST** ensure you follow any flight instruction that is provided to you with your pre-flight approval.

Through the safety map you will be able to check the air and ground risk in your flight area, as well as look out for any active NOTAMs that might affect the operation.

Your mission - whether created in the Operator Portal or mobile application - will be available from the 'Logbook' so that you can access the latest (pre-flight) approval status and pre-flight report.



*We recommend your CONOPS include a check, at least 1 day before the mission, that the assigned pilot is correct and available to carry out the flight. If not, then you can update the mission assignment as required.*

Firstly, you'll need to make sure you have installed the GuardianUTM app, available from the Apple and Google Play app stores.

Upon loading the application, you will be asked to accept the terms of use for the app and then will be presented with our air and ground safety map, centred on your location (subject to sharing that through your device settings).

You will be able to use several app features without signing in:

- Exploring the map
- Viewing the air and ground features that you should be aware of when flying your drone

The following app features are only available after signing in:

- Creating a mission
- Receiving and tracking pre-flight approval to operate in the RPAS
- Viewing your logbook of missions that you created, or have been assigned to you as a pilot through the Operator Portal
- Viewing pre-flight safety reports for your missions

You will be asked to sign in after tapping on any feature where it is required or can chose to do so by opening the main menu, tapping [Settings](#) and then [Login](#). You can use the same details as you use to sign into the Operator Portal.



*If you don't have a GuardianUTM account but are expecting a mission to be assigned to you then please complete the your account [registration](#).*





## Submitting an Incident Report

Openness and honesty are key parts of what make Aviation as safe as it is today, as typified by the [GuardianUTM](#). The focus on incident reporting is on learning and by reporting incidents we offer others the chance to learn from our experiences and thus prevent future incidents.

To submit an incident report select [Missions](#) and then [Manage my missions](#) from the menu and view the Mission during which you had an incident. Click on [Submit an incident report](#) and complete the form to share your experience.

### What do I do if I get stuck?

For general support or feedback regarding GuardianUTM please contact [Support](#)

If you require operational, rather than technical, assistance then please contact the relevant authority.

You will also find assistance within the Operator Portal under the [Support](#) menu. Which is kept updated with FAQs (Frequently Asked Questions), resources and helpful contact information.

