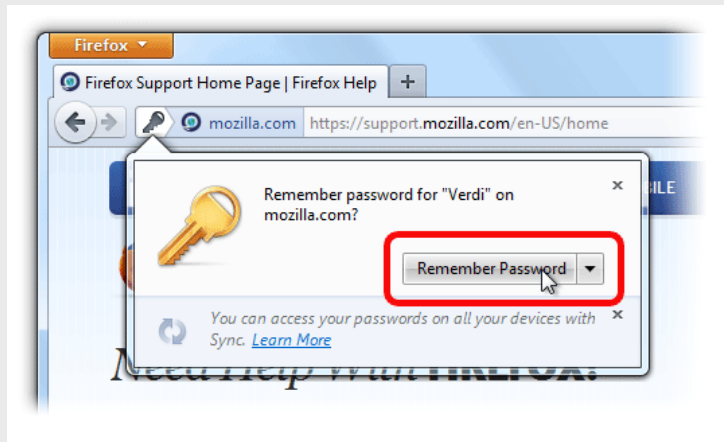


Frequently Asked Questions – FAQ

Login, Password & User Accounts

- **I can't log in**
 - Check you are using the correct user name and password,
 - Check and correct your browser settings
 - If the failure persists contact your SNOWiz Group Administrator or NAV CANADA Customer Service.
- **I got a failure message with detailed text "The user name or password is wrong"**
 - You are using the wrong combination of username and password. Either the user name or password or both are incorrect. Which one is wrong, is not specified for security reasons. Remember that the password and user name are case sensitive. Be careful because after 5 successive failures you will be locked out of the system.
- **I got a failure message with detailed text "Your user account is disabled. Please contact NAV CANADA Customer Service for further assistance."**
 - Contact a NAV CANADA Customer Service.
 - in the User Tab, ensure the box "User enabled" is checked.
 - Ensure the user has been assigned the SNOWiz User role.
- **How do I change my password?**
 - To change your password, select "Change Password" in the ACS Application Selection Menu and fill the fields as requested.
- **I closed the browser or the browser tab (red X top right corner or X on the tab) and now I can't log in.**
 - Closing the browser (Internet Explorer or Firefox) does not log you out. Contact the NAV CANADA Customer Service to unlock your session. Your account will also be automatically unlocked after 60 minutes.
- **What to do if I forget my password?**
 - Contact your group administrator to have the password reset. If you are a group administrator, contact NAV CANADA Customer Service. If this occurs outside business hours, use an AMSCR form and fax RSC reports to your FSS or FIC
- **Firefox Remember Password feature**
 - Firefox offers a Remember Password feature. Changing your password on the ACS software will not automatically change the password retained by Firefox. In order to continue using this feature, you must ask Firefox to remember your password whenever it is changed on the ACS software.



Internet & Server Connection

- **SNOWiz is inactive and the message "Network Timeout" is displayed. What does that mean?**
 - Sometimes, if the internet connection is lost it is possible you will get a browser message.
Check your internet connection.
 - If the connection appears to be good, it is possible that you are locked out. First contact your Group Administrator, then contact NAV CANADA Customer Service to unlock your account.
- **The "wait" or "connecting" dialog is shown for more than 5 minutes.**
 - If the internet connection is lost or if the server is busy, the browser may not recognize the latest action.
 - Press "refresh" and check your last entries/submissions.
 - If the problem persists, or happens regularly, contact the NAV CANADA Customer Service and give them information on the circumstances when this occurs.
- **What to do if the web/internet is working but the server is not accessible?**
 - Contact customer Service (who will contact Engineering)
 - Outside work hours – Fill and AMSCR form and fax to your FIC or FSS

Display

- **Why can't I see the play bar on the CBT?**
 - The CBT file is displayed in a fix frame size. Monitors have to be 14 inches or more for best results. The play bar, although helpful to increase the play speed and to pause, is not essential to run the CBT.
- **SNOWiz does not display properly if I use Internet Explorer.**
 - Internet Explorer Version 8 or above is required
- **SNOWiz does not display properly when I use Firefox**
 - Version 6 or above is required
 - The browser maybe "zoomed in" or "zoomed out" too much. Go to View, then select zoom in or zoom out; or, click on CTRL and scroll at the same time.
 - Go to "Tools", then "Clear Recent History" (select the time range you want) and then Refresh the page.
- **I am unable to view the tool tips.**

- *Tool tips can be disabled/enabled in the user management "Administer ACS". Contact NAV CANADA Customer Service to ensure the box "HMI Tool tips" is checked.*
- **Language of interaction and NOTAMJ Display**
 - *Version (such and such) of SNOWiz always displays a retained SNOWTAM in English on the aerodrome page, even if the selected language of interaction is French. This is true also at bilingual site where a NOTAMJ/SNOWTAM exists in English and French.*
- **Why can't I see the SNOWTAM form or SNOWTAM format?**
 - *Only the users with the role "Display_Control_Users" are able to view the SNOWTAM form. This is normally reserved to NAV CANADA FIC and FSS Specialists. To add this role to your profile, contact NAV CANADA Customer Service.*
 - *The SNOWTAM format can be viewed by any SNOWiz user on the SNOWTAM Submission Report. If you are assigned the role of "Display_Control_Users", you can also view the RSC in a NOTAMJ or SNOWTAM format on the Review Submit page.*

Submission & Dissemination

- **I got a message "System error occurred. Please contact your system administrator" after submitting a SNOWTAM/NOTAMJ.**
 - *The message has not been sent due to a failure. Try to resend it and if the failure persists contact your SNOWiz Group Administrator or NAV CANADA Customer Service.*
- **How do I know that my NOTAMJ/SNOWTAM has successfully been sent?**
 - *The display of the SNOWTAM Submission Report once the submit button is pressed is your confirmation that the message was sent.*
 - *You can confirm that the NOTAMJ/SNOWTAM is available to all by visiting the NAV CANADA Aviation and Weather Web Site (AWWS). Your NOTAMJ should be published within 2 minutes or less.*
- **What happens to the NOTAMJ/SNOWTAM I have issued after 24 hours?**
 - *The NOTAMJ/SNOWTAM is not valid but is still available for all users to see. The only current way to completely remove an invalid NOTAMJ/SNOWTAM from circulation is to replace it with valid information (for example 100% bare and dry) and then cancel it.*
- **How do I cancel a NOTAMJ/SNOWTAM that is older than 24 hours?**
 - *The only current way to remove an invalid NOTAMJ/SNOWTAM from circulation is to replace it with valid information (for example 100% bare and dry) and then cancel it.*
- **Can I update a NOTAMJ/SNOWTAM that is older than 24 hours?**
 - *Yes. SNOWiz will retain all the previous data except for the cleared runway observation time. If you wish to update only 1 of multiple runways, you may have to re enter the previous observation times (as applicable).*
- **I submitted a NOTAMJ/SNOWTAM, received confirmation via the SNOWTAM Submission report but the NOTAMJ is not on AWWS.**
 - *Verify that you did not use a SNOWiz account in Training Mode. SNOWiz in training mode behaves the same as SNOWiz in Operational mode except that there is no dissemination.*

- *If the SNOWiz account used is in operational mode and the problem persist, fax an AMSCR form to your FSS/FIC and contact NAV CANADA Customer Service.*
- **Are SNOWTAM disseminated if a FIC or FSS specialist issues the RSC on my behalf?**
 - *If the FIC or FSS specialist is able to use SNOWiz, both a NOTAMJ a SNOWTAM will be produced.*
 - *If the FIC or FSS specialist is unable to use SNOWiz and has to fall back on a legacy system, only a NOTAMJ will be disseminated.*

Errors and Failures

- **Where can I find information on error messages?**
 - *Error Messages, their meaning and possible solutions are found in the SNOWiz Online Help. Use the Index, Content or Search feature to look for error messages.*
- **I got an error message and I don't understand the message or what I need to do to fix the error.**
 - *Error Messages, their meaning and possible solutions are found in the SNOWiz Online Help. Use the Index, Content or Search feature to look for error messages.*
 - *Use the Feedback feature of the ACS homepage to forward your concerns/observation to NAV CANADA Customer Service.*
- **I got a message "<text> is longer than the maximum of 1800 characters". What does it means?**
 - *SNOWiz uses the ICAO standard that describes a SNOWTAM/NOTAMJ can't be longer than 1800 characters for a complete message. Try to shorten the text by using ICAO approved abbreviations (as listed in the [CNPM](#)) and/or limit free text comments, taxiway and apron conditions to essential information only.*
- **I got a message "System error occurred. Please contact your system administrator" after submitting a SNOWTAM/NOTAMJ.**
 - *The message has not been sent due to a failure. Try to resend it and if the failure persists contact your SNOWiz Group Administrator or NAV CANADA Customer Service.*
- **What does "Please use only ICAO compliant characters." mean?**
 - *Some characters are not transmitted properly on the Aeronautical Fixed Telecommunications Network (AFTN) and therefore should be avoided. Letters ABCDEFGHIJKLMNOPQRSTUVWXYZ, figures 1234567890 and the characters - ? : () . , ' = / + are allowed. Remove all other characters and signs.*

Validation and format

- **Why are some fields not validated at the time of input?**
 - *To reduce the "annoyance factor", validation of the fields occurs when the user attempts to leave the page or tab (for example, clicking on Review/Submit). All missing or erroneous fields on the actual screen will be marked and a message will be shown ONLY when you leave the screen or move to a different tab view.*
- **Why can't I insert values when the field is light grey?**
 - *These fields are disabled when entry isn't allowed or required in combination with other data already entered. For example, you cannot*

report contaminants for the remaining width of the runway if the reported cleared width is "FULL".

- **Frequency Format Validation**
 - In the Planned Clearance Contact information section, it is possible to enter a frequency. SNOWiz will inform the user when an invalid frequency format is entered, such as 1.18250 or 11855 or 12655.555. However; an entry of 123 will be changed without warning to 123.0 and an entry of 0123 or 00123 or 000123 (etc) will be changed without warning to 123.0.
- **Prohibited words**
 - Words CRFI, TIL, UNTIL, UNTILL and TILL are prohibited in SNOWiz free text comments (interface with other systems and AFTN truncates the text following these words or systems are looking for specific sequence using these words). SNOWiz currently prohibits these and any words containing any of the listed words (e.g. "STILL" would be rejected).
- **Cleared Runway Portion – Use of Offset.**
 - This section is used to describe the cleared width (see cleared width definition) on either side of the centreline when the cleared width is not centred. The version (such and such) of SNOWiz accepts a side to be selected twice without generating an error: 50 FT NORTH AND 10FT NORTH. Only combinations of different sides are allowed. Examples:
 - 40FT SOUTH AND 10FT NORTH
 - 0FT EAST AND 60FT WEST
 - 100FT SOUTH AND 0FT NORTH

Contingency Procedures

- **What do I do if I am not able to submit via TRACR or Winter Ops?**
 - Your system may be set up to send a fax or email to the FSS or FIC by default – Check with your provider
 - If your system does not send a FAX by default, you can use SNOWiz web application (if enabled in your user profile) or use a hard copy of [AMSCR](#) form and fax the report to your FSS/FIC
- **What to do if I can't access SNOWiz but I need to submit a report?**
 - Use a hard copy of [AMSCR](#) form and fax the report to your FSS/FIC or give a verbal update to your FSS/FIC if this procedure has been pre-arranged.
- **What do I do if I am a FIC and I can't use SNOWiz? (any reason)**
 - Contact NAV CANADA Customer Service and use FIMS until the issue is resolved.
- **What to do if the web/internet is working but the server is not accessible?**
 - Contact customer Service (who will contact Engineering)
 - Outside work hours – Fill and [AMSCR](#) form and fax to your FIC or FSS

Reporting of Bugs and Errors

- **What to do if you have questions on reporting requirements and wording?**
 - Go to [CNPM](#) Online or call a FIC or FSS for guidance.
- **Who to contact to report a bug in the application?**
 - Use the feedback mechanism provided on this web page or call NAV CANADA Customer Services directly who will contact the Engineering Department.

- **Who should I contact if the information about my aerodrome is incorrect in SNOWiz?**
 - *Contact NAV CANADA Customer Service who will notify the AIS Data Collection Unit.*
- **Why are the taxiway(s) and apron(s) at my aerodrome not displayed in the navigation tree?**
 - *It is possible that the Data Collection Unit at NAV CANADA has not been able to enter the information in the database because all or some of the information is missing. Contact NAV CANADA Customer Service. The information may have been provided in a format that cannot be processed.*
 - *It is still possible to provide important taxiway and/or apron conditions by clicking on the appropriate SNOWiz tabs.*