

## OAN 121-2018 LAUNCH OF AIRPORT COMMUNITY APP TO REPLACE OPERATIONAL SMS

<b>OAN REF:-</b>	121-2018	<b>DATE OF ISSUE:-</b>	16/11/18	<b>EFFECTIVE DATE:-</b>	10/12/18
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PLEASE ENSURE THIS INFORMATION IS PROMULGATED TO ALL STAFF

### 1.0 SUMMARY

- 1.1 On the 10 December 2018 the Airport Community App will be launched. The app provides access to real time operational data to increase situational awareness and collaboration and is available to anyone working at our airport.
- 1.2 From December, the app will be used to send operational alert notifications that are currently sent via SMS. SMS will continue to be sent alongside app notifications until the 31 January 2019. From the 1 February, only app notifications will be sent.
- 1.3 The app is compatible with IOS and Android devices but will not work on Windows phones.

### 2.0 PROCEDURE

- 2.1 Ensure that any colleagues currently receiving SMS have a mobile device which allows them to download the app and receive notifications from the 1 February 2019.
- 2.2 If you are not employed by MAG, nominate someone from your organisation that can help test the app and provide feedback improvements. Email [emma.stone@magairports.com](mailto:emma.stone@magairports.com) with contact details of this person by the 30 November.
- 2.3 Instructions will be sent on how to download the app when we launch in December. To view airport information, users will need to subscribe to channels (e.g. delayed flights, gate changes) and set up notifications on the channels they want to receive alerts on. If you have any questions, contact [airportapp@magairports.com](mailto:airportapp@magairports.com).

<b>ORIGINATOR:-</b> (PRINT NAME)	KELLY SHARKEY	<b>CONFIRMED &amp; APPROVED BY:-</b> (PRINT NAME)	CHRIS WILD
<b>ROLE:-</b>	TECHNICAL ADMINISTRATOR	<b>ROLE:-</b>	HEAD OF AIRFIELD OPERATIONS
<b>SIGNATURE:-</b>		<b>SIGNATURE:-</b>	