

iPad

made easy

B787 edition

Published 07.05.2019



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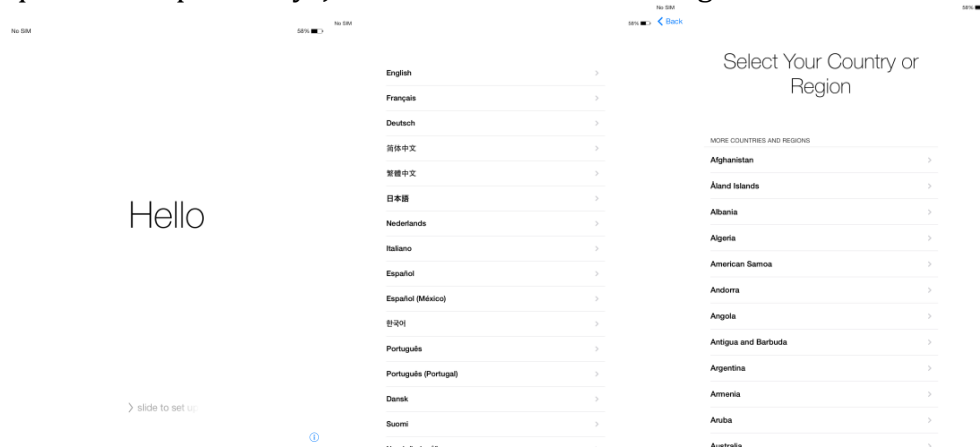
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This is iPad made easy

When unboxing your new iPad, you will see that it's not ready to use and that you will have to do some setup first. This guide will lead you through this setup. Since launch of IOS 5 in 2011 you will no longer have to connect your iPad to a PC or Mac in order to synchronize or update your iPad. This is now handled by iCloud (iTunes in the cloud)

Some of the steps in the configuration are not described in this guide as they are quite self-explanatory. Just follow the instructions given on the iPad.



Hello

> slide to set up

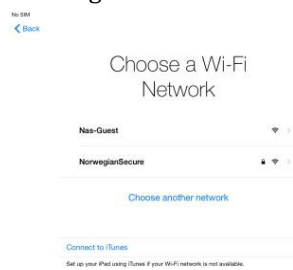
- English >
- Français >
- Deutsch >
- 简体中文 >
- 繁體中文 >
- 日本語 >
- Nederlands >
- Italiano >
- Español >
- Español (México) >
- 한국어 >
- Português >
- Português (Portugal) >
- Dansk >
- Suomi >

Select Your Country or Region

MORE COUNTRIES AND REGIONS

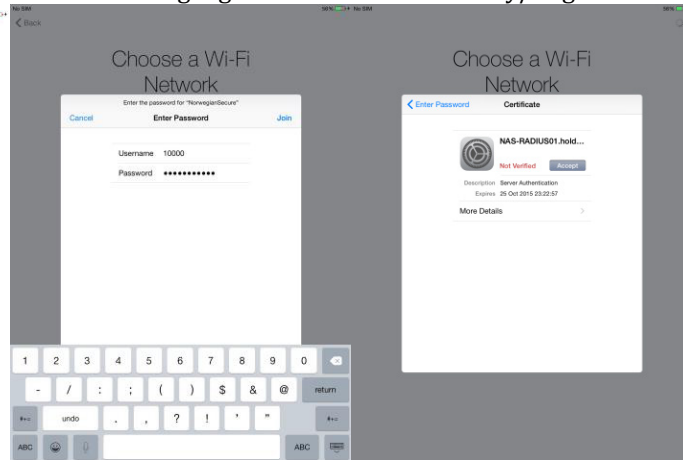
- Afghanistan >
- Åland Islands >
- Albania >
- Algeria >
- American Samoa >
- Andorra >
- Angola >
- Antigua and Barbuda >
- Argentina >
- Armenia >
- Aruba >
- Australia >

Slide right to unlock



Choose language

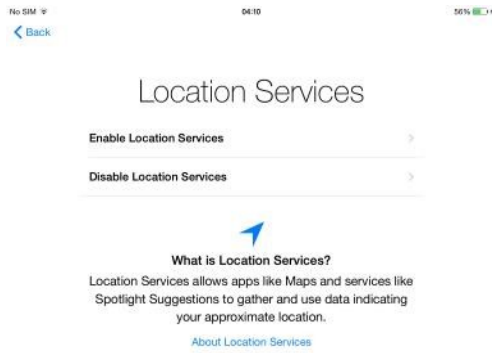
Choose country/Region



Choose and set-up Wi-Fi Username and password

Username and password is the same from **Rednose**

Please Accept/Trust when you get certificate warning



Enable/Disable location services

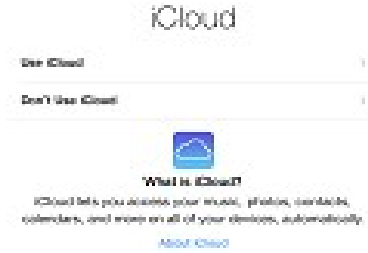
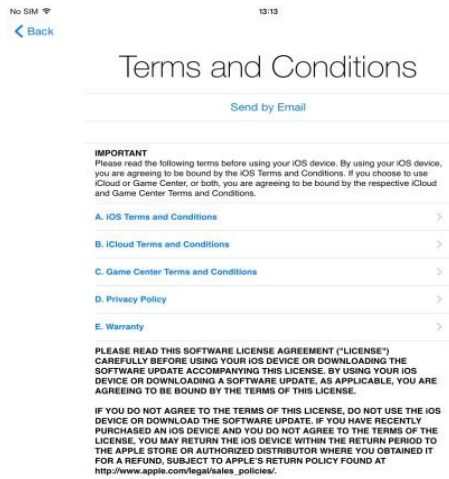


Choose to set up as new or restore from backup



Log in with your Apple ID or create new account

Log in with your Apple-ID. If you use iTunes already, you probably have an Apple ID. If you are a first time user you can create one now. This will also be the credentials you will need later in order to confirm purchases in Appstore and iTunes.

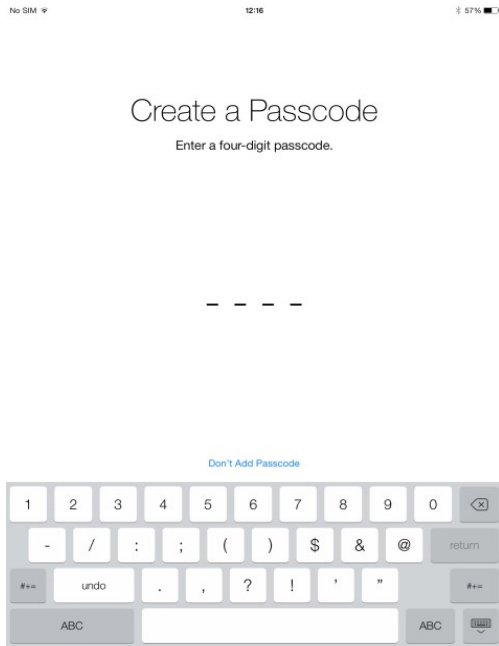


Disagree

Agree

Accept Terms and Conditions

Choose if you want to use iCloud



So, what's iCloud?

iCloud is iTunes in the cloud. It lets you backup and synchronize Your Apple products. For most of you it's easier to use iCloud than to use your PC or Mac to synchronize your iPad. When you have configured your iPad to iCloud you can also access your iCloud e-mail, calendar contacts, and notes and so on by going to www.icloud.com

So, manual sync to PC or Mac is only necessary if you plan to transfer music, films, etc to your iPad.

Create a passcode



No SIM

13:17

59% No SIM

12:17

57%

iCloud Keychain

To set up iCloud Keychain on this iPad, approve it from one of your other devices using iCloud Keychain or use your iCloud Security Code.

- Approve from Other Device >
- Use iCloud Security Code >
- Don't Restore Passwords >

[About iCloud Keychain and Privacy](#)

Diagnostics

- Automatically Send >
- Don't Send >



Diagnostics & Usage

Help Apple improve its products and services by automatically sending diagnostic and usage data. Diagnostic data may include location.

[About Diagnostics and Privacy](#)

In order to use iCloud Keychain Choose what to do with diagnostics
You have to approve from another device or by SMS code.



Home Screen – With preinstalled apps from Apple. Anything else you download from App Store yourself.

Set up your e-mail accounts

For set up of company mail see below or this link: [iPad e-mail Setup](#)



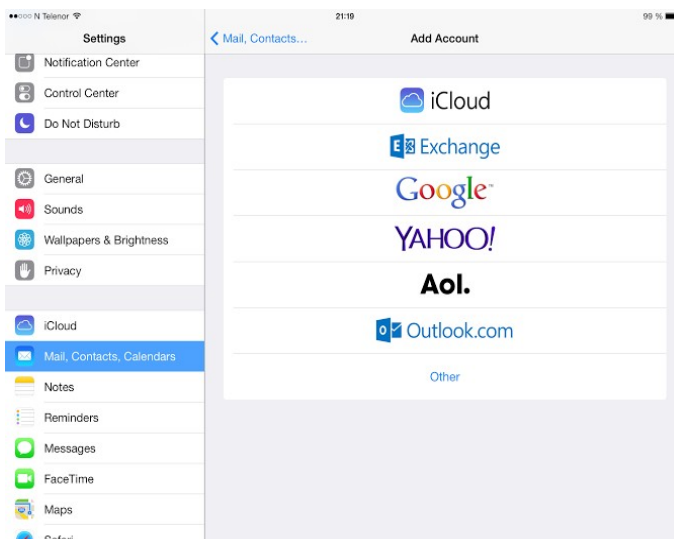
NOTE: You must set up the e-mail account for Jeppesen FliteDeck Pro to work

E-mail set up is next.

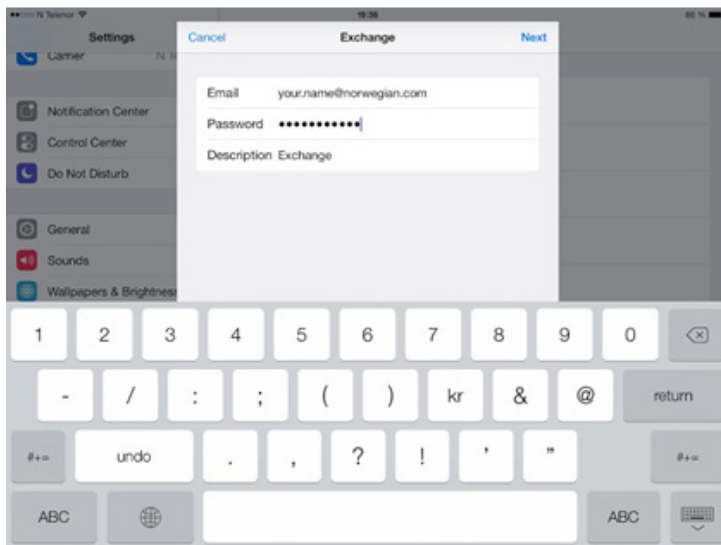
On your Home screen, press the Settings icon. Then go to Mail, Contacts and Calendars in the side bar.

As you can see there's already an iCloud e-mail account there from the set up.

Choose **"Add account"**



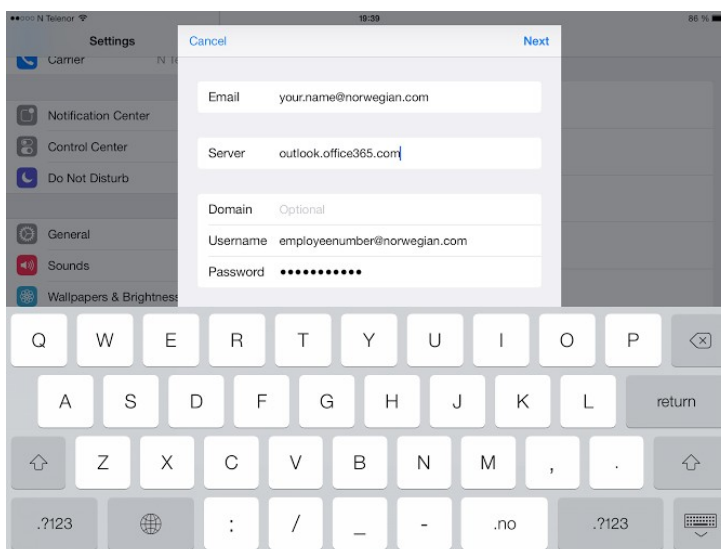
Now choose which type of e-mail you're going to set up. Norwegian uses Microsoft Exchange, so start by pressing the **Exchange logo**.



Enter your full e-mail address ending with **@norwegian.com**

Yes, it's the same password you use when logging in to Citrix, webmail or RedNose.

Then press "Next"



Some more e-mail settings are needed.

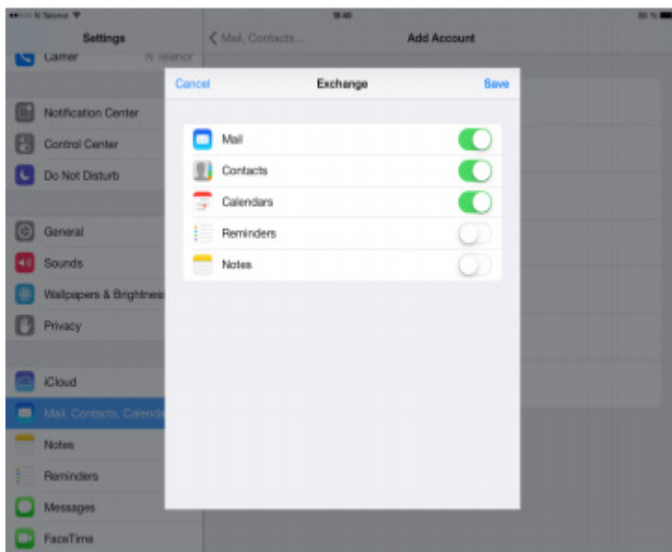
Server: **outlook.office365.com**

Domain: **Leave this field blank**

Username:
Employeenumber@norwegian.com

Description: Optional field (Leave it as it is or give it another name if you want.)

Then hit "Next"



Now toggle the services you want to synchronize from your Exchange account and press «**Save**»

Please note: You should consider to synchronize your contacts and calendar as well as your e-mail. Then you will always have them backed up if you should lose your phone.

Security

First a little about data security. Be aware that a copy of this iPad is now stored in Apples cloud. This is very convenient, but keep it in mind when you store documents and attachments and so on.

Always use PIN-code and automatic screen lock on your iPad. That prevents others from accessing your iPad. Go to Settings - General - Passcode lock and activate it and set a PIN-code.

Lost your iPad?

You can track your iPad through iCloud. Log in to: www.icloud.com





Here you will find an icon named Find my iPhone. This can be used to localize your iPad, or send a message or make it start ringing. Very helpful if you have misplaced it somewhere.

If you have lost your iPad and you are sure you won't get it back you can wipe it to make sure someone else doesn't get to your data and apps. The easiest way to do this is to log into your NAS webmail at **mail.norwegian.com**. This will only work if you have configured your iPad with your company mail.

In the upper right hand corner of your webmail, press **Options** and then **See all options**. From the side menu, choose **Phone**. You will now get a list over the devices that you use to synchronize your company e-mail to. Click on the line showing your lost iPad and press **Wipe Device**. Your iPad will now be wiped when it receives the wipe command from the Exchange server.

Note: This will only work if you have WiFi or Mobile data enabled.

Then send an e-mail to: itsupport@norwegian.com and inform us about your lost iPad.

Cellular data roaming

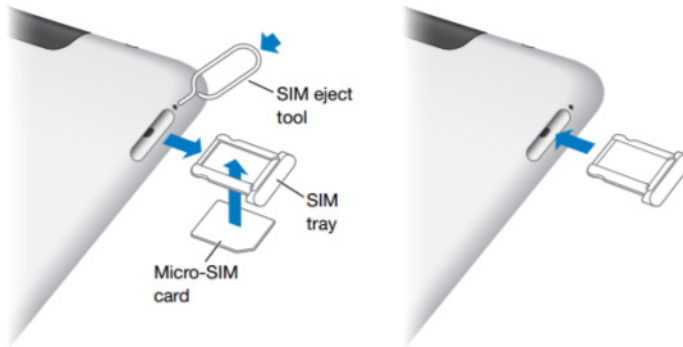
Be careful when using cellular data when traveling abroad. In most countries you will travel to it's very expensive to use cellular data. The recommendation is to deactivate Data Roaming in the iPads settings. This gives you control over when the iPad can access internet to sync data/e-mail and update apps. WiFi sync will still work when you deactivate cellular data.

The iPad is equipped with a slot for a SIM card which can be used for connecting the iPad to the network over mobile broadband. No SIM card is provided; this has to be acquired privately if desired.

The SIM-card need to be a "micro-SIM" card, sized to work in an iPad. If installing a SIM card, in the iPad's original box, you will find a small pin. Use it to open the 'door' on the iPad's left side. See the image below for detailed instructions on how to insert the SIM-card:

Micro-SIM Card Tray

The micro-SIM card in some iPad Wi-Fi + 3G models is used for cellular data. It's also known as a third form factor (or 3FF) SIM. If your micro-SIM card wasn't preinstalled or if you change cellular data carriers, you may need to install or replace the micro-SIM card.



Open the SIM tray:

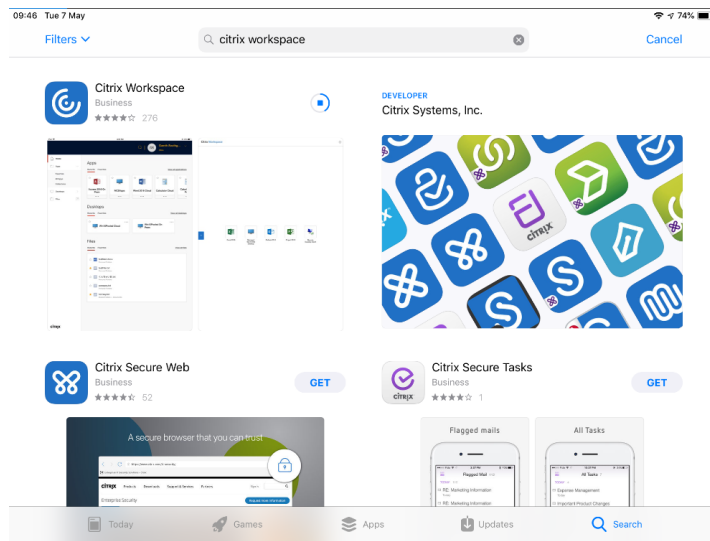
- 1 Insert the tip of the SIM eject tool into the hole on the SIM tray.

Press firmly and push the tool straight in until the tray pops out. If you don't have a SIM eject tool, you can use the end of a paper clip.

- 2 Pull out the SIM tray to install or replace the micro-SIM card.



First app download



We're starting with the most used app in Norwegian. Citrix Workspace. This will give you access to all the tools you normally use at work and provides you with a desktop like on a computer.

Open the App Store and search for: **Citrix Workspace**

Press **Free** and **install** and type in your iTunes password when you're prompted for it.

See below for information to configure Citrix on your iPad:

Citrix Workspace



Securely access your favorite apps and services in one place and access them anytime on any device

[Get Started](#)

Don't have an account? [Try the demo.](#)

Welcome

To get started, enter your company email address or Store URL

<https://citrix.norwegian.com>

Use smart card

[Continue](#)

Press the new Citrix icon. On the *Citrix Workspace* page, select *Get Started*.

At the *Welcome* screen, enter the Norwegian Citrix address (<https://citrix.norwegian.com>) and click **Continue**.



Sign in

Enter the Username and Password

21928

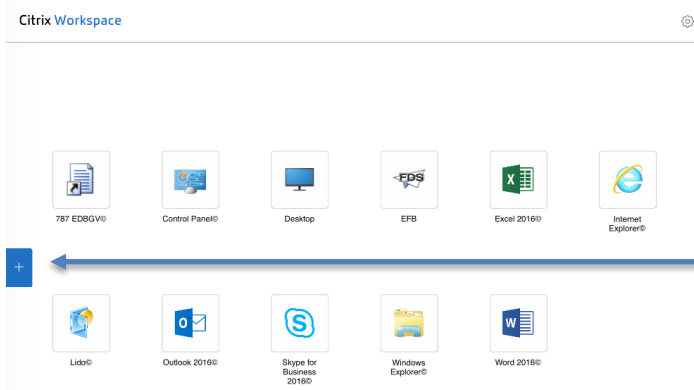
.....

Domain
holding.intra >

Sign in

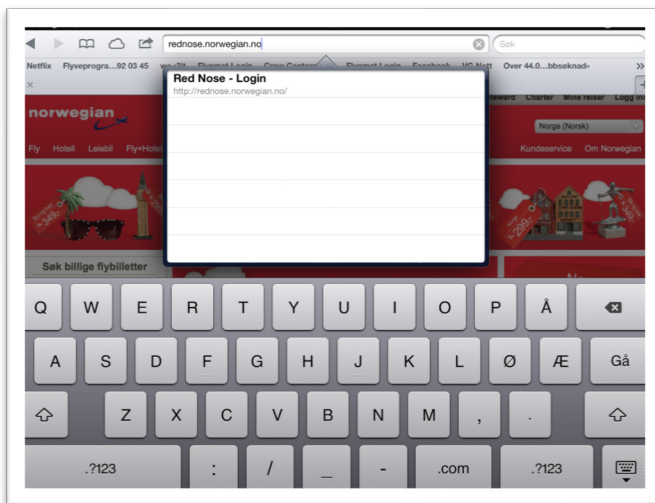
At the *Sign In* screen, enter your username (staff ID) and (RedNose) password. If the Domain is not already pre-populated, select **holding.intra** and click **Sign in**.

If you cannot remember your password, you should contact Norwegian IT Support.



Once signed in, you are presented with your Workspace home screen. You can add additional programs to this screen by pressing the + button.

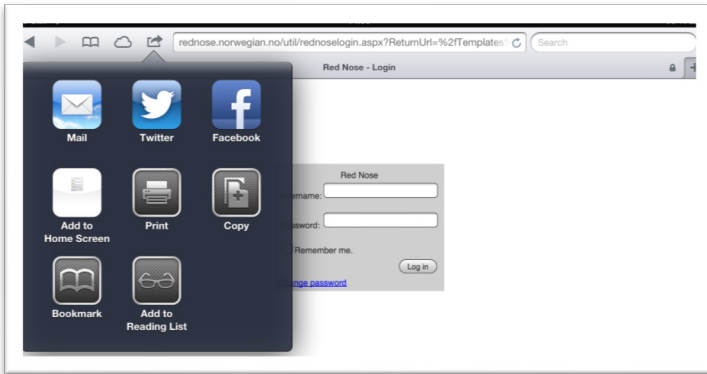
iPad apps (B787)



RedNose

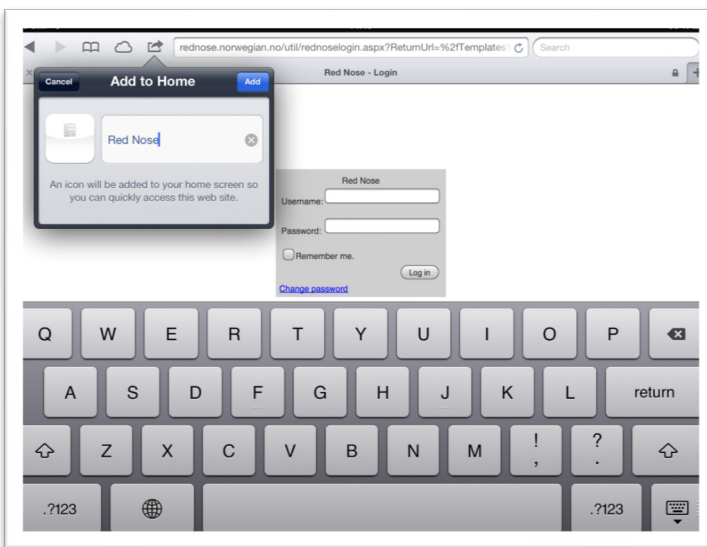
RedNose is the Norwegian common intranet and your portal to company information. Start the Safari internet browser, navigate to <http://rednose.norwegian.no> and make future access easy by placing a bookmark on your workspace:

Enter the address.
Click on the symbol (nr. 5 at the top left)



Type “Red Nose” (or what you prefer) in the box and click on “Add”

The shortcut should now be on your “home screen”



Note that you can use virtually any device with a connected web browser to access Rednose using the following URL:

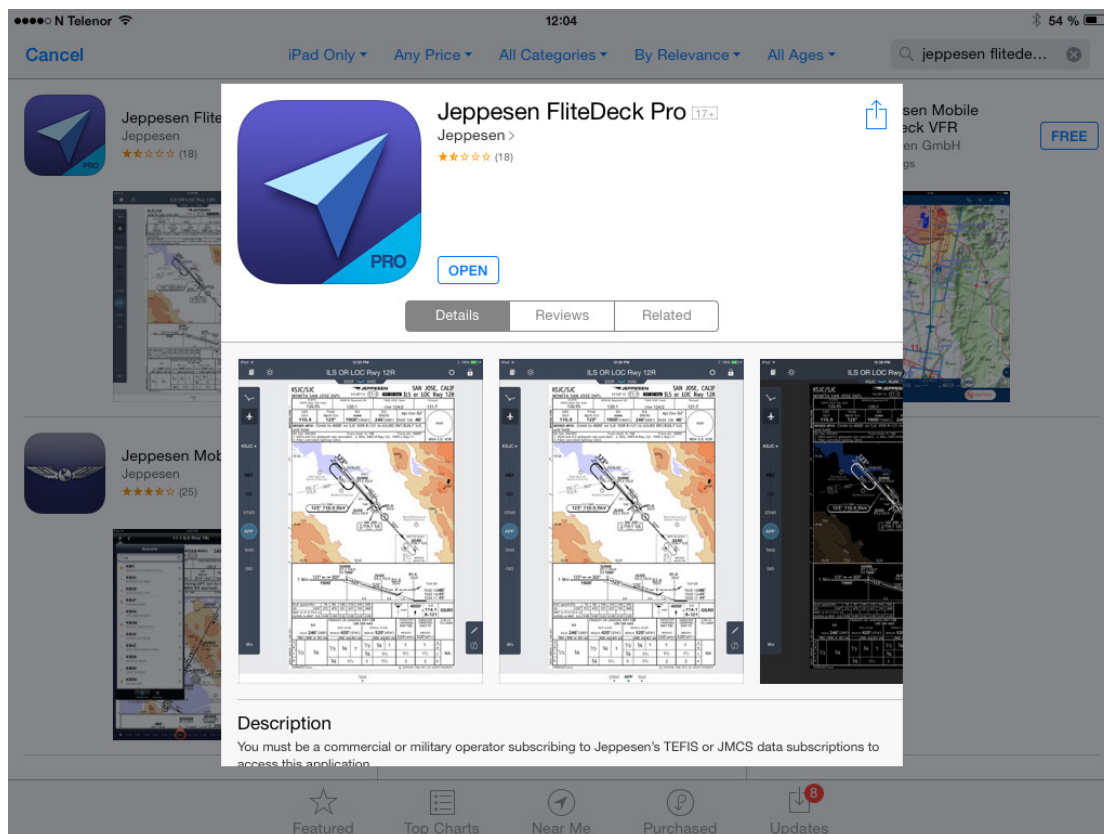
<https://rednose.norwegian.no>



Jeppesen FliteDeck Pro

Note: It is essential that you have set up your e-mail accounts on your iPad to be able to set up Jeppesen FliteDeck Pro correctly. Visit the chapter “*Set up your e-mail accounts*” above if you have not done so yet.

Open App Store on your iPad and download and install “Jeppesen FliteDeck Pro”.



To successfully register your specific device you will need an activation link. Please note that you will need a new activation link for each device you would like to activate. To obtain activation link please contact norwegiancrewinfo@norwegian.com.

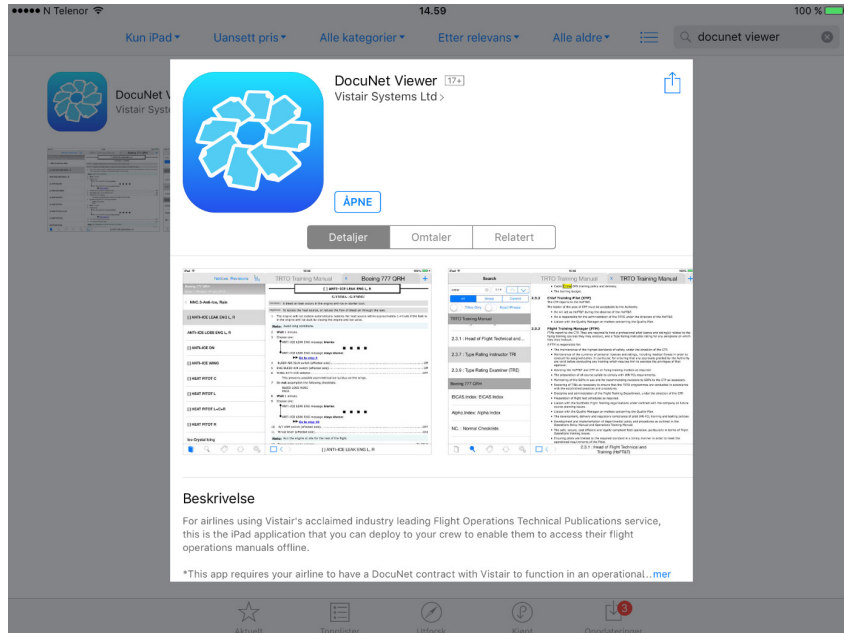
When you receive the activation link please do as follows:

1. Ensure that Jeppesen FDP app is terminated
2. Open the email with the activation link in you iPad mail app.
Do not click the link in any other e-mail reading program.
3. Click the activation link, Jeppesen FDP app should now start and automatically activate.
4. When activated, update your chart databases, which will take a considerable amount of time. You cannot leave the update page on the iPad while update is going on.

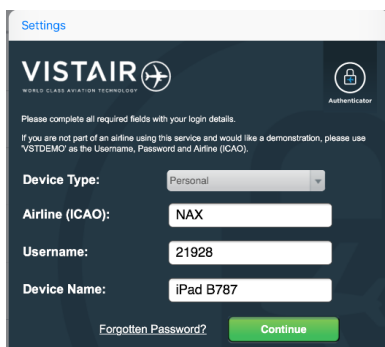


DocuNet Viewer for iPad / Vistair Manual Viewer

Open App Store on your iPad and download and install "DocuNet Viewer for iPad".

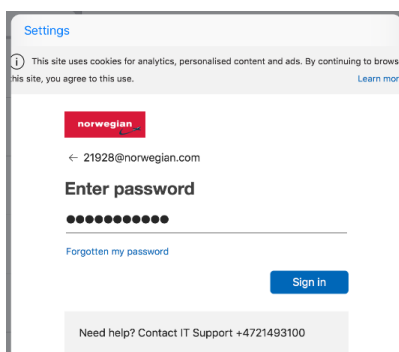


To successfully register the DocuNet app you will need to use your Norwegian login information.



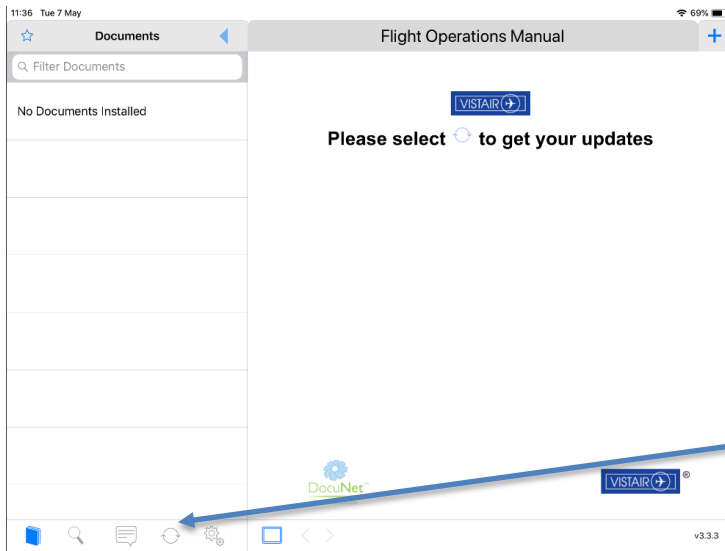
To register DocuNet app:

1. Designator: NAX
2. Username: your employee number
3. Device name: Optional, iPad etc, may be left blank if desired



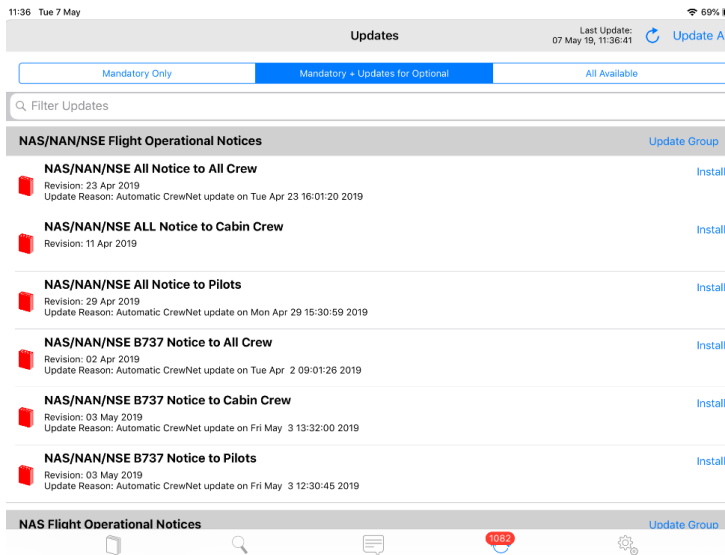
Enter your ID (staffnumber@norwegian.com) and your (RedNose) password.

If you cannot remember your password, you should contact Norwegian IT Support.



1) Press update icon in the lower left corner.

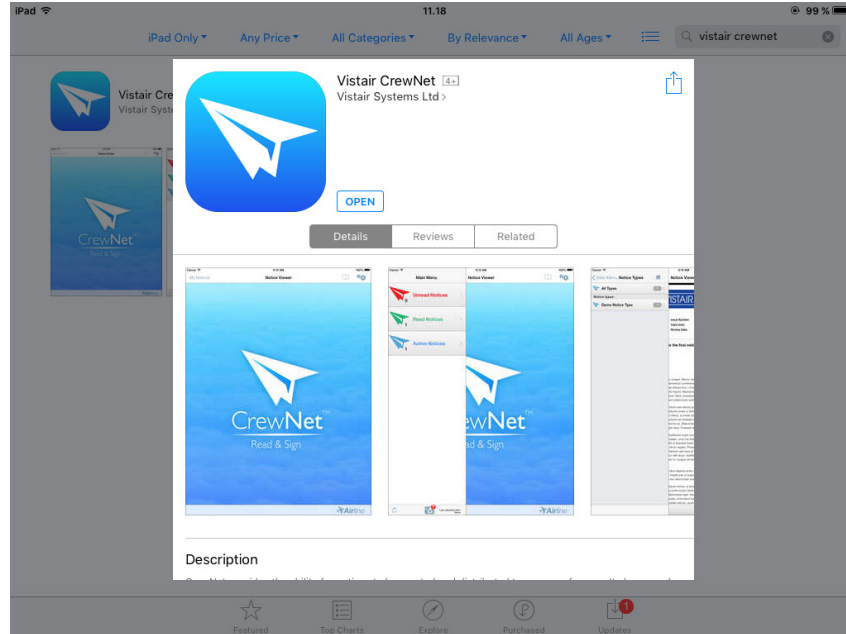
2) Update all content. DocuNet is now ready for use, and you will see all the manuals you have access to.





Notices Read and Sign for iPad / Vistair CrewNet

Open App Store on your iPad and download and install "Vistair CrewNet".

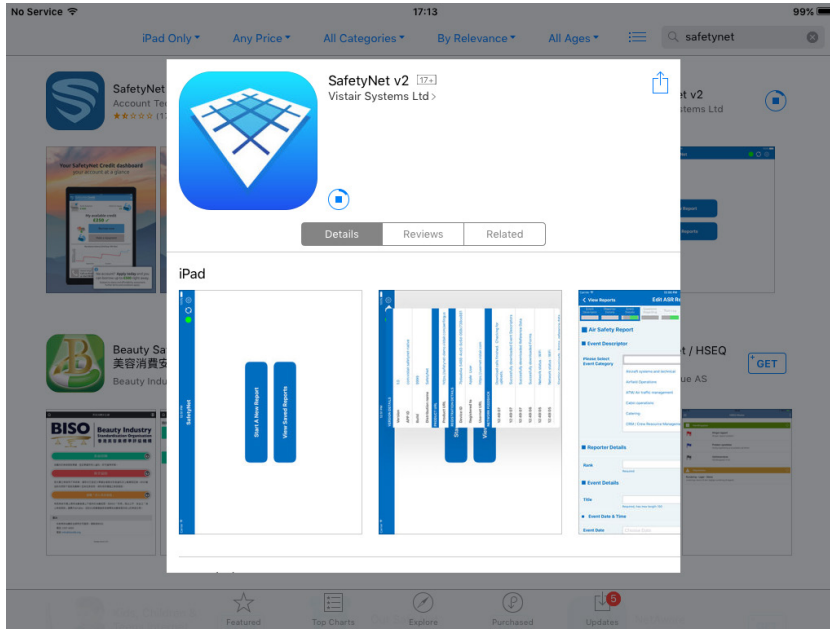


CrewNet uses the same registration as DocuNet and further registration is not necessary.

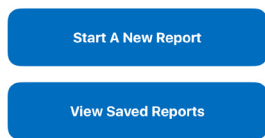


Safety Reports for iPad / Vistair SafetyNet

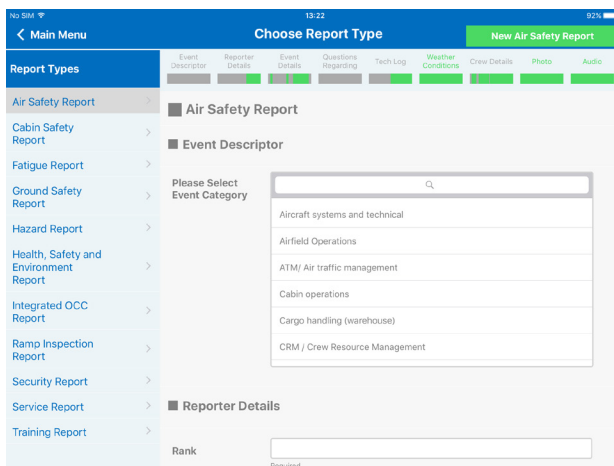
Open App Store on your iPad and download and install "SafetyNet v2".



CrewNet uses the same registration as DocuNet and further registration is not necessary.



To get started, select "Start A New Report"



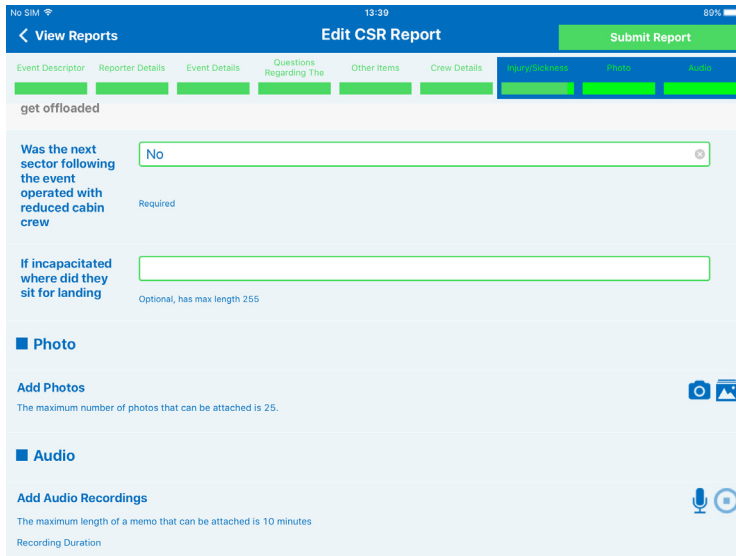
Select "New Air Safety Report" (or cabin, fatigue etc as required)



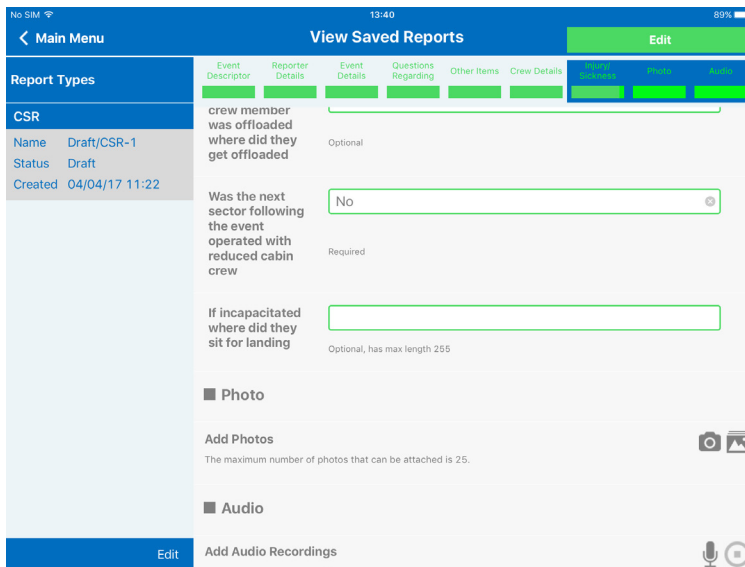
Where necessary, select the relevant drop-down selections

In the free-text section, type all required information

You can add photos or audio recordings relevant to your report



Once you are finished writing your report, press the **“Submit Report”** button to send it to the Safety Department.



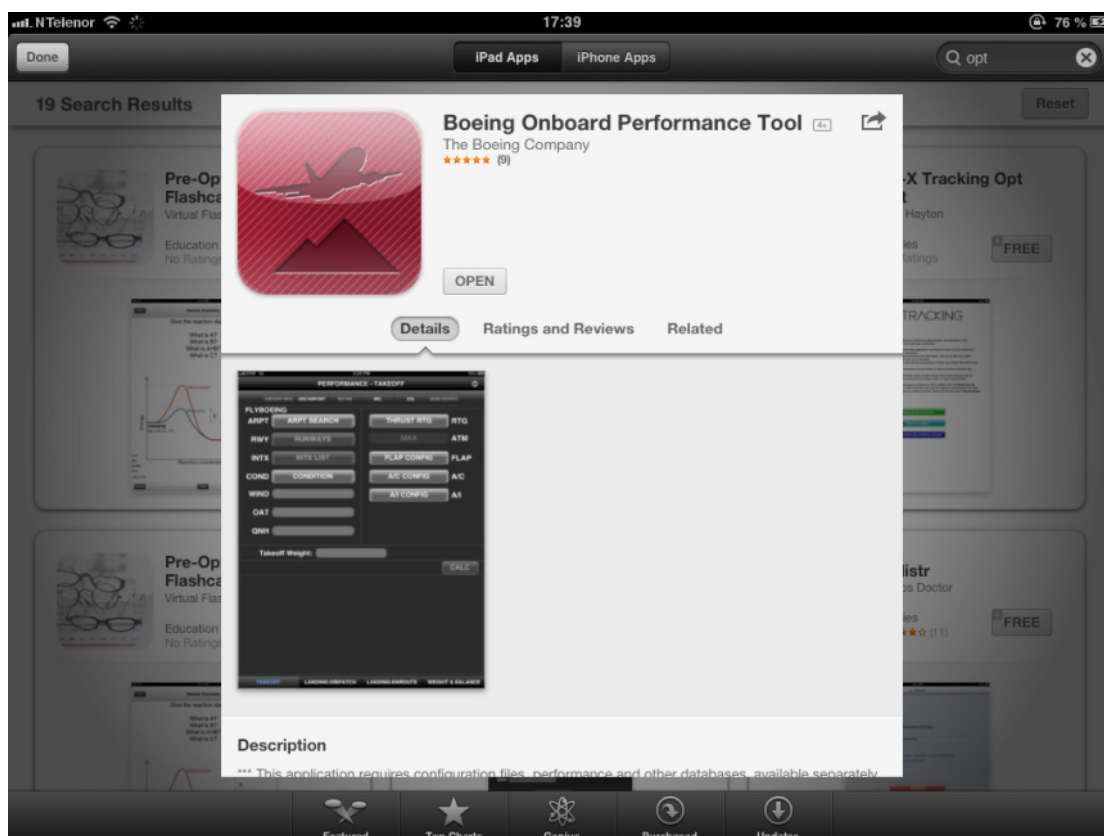
If you do not have time to complete the report in one sitting, you may exit the app at any time and your progress will be saved. In the example shown (left) you can continue from where you left off by selecting the report on the left hand side, then press **“Edit”** in the top right hand corner.

For further assistance using SafetyNet, please contact SafetyNet@Norwegian.com or alternatively, the Safety Manager in your AOC.

For all Vistair related user content enquiries, please contact NorwegianCrewInfo@Norwegian.com

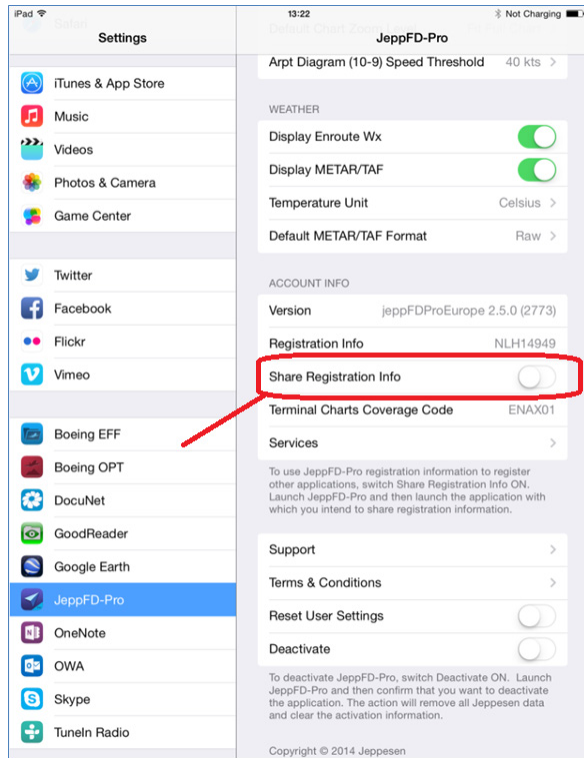
Boeing Onboard Performance Tool

Note: It is essential that you have set up your e-mail accounts on your iPad to be able to set up Boeing Onboard Performance Tool correctly. Visit the chapter “*Set up your e-mail accounts*” above if you have not done so yet.

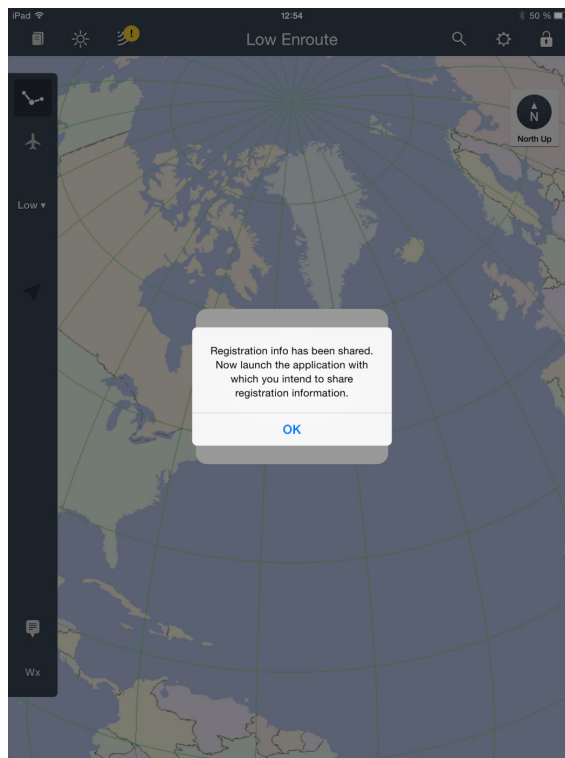


1. Ensure that JeppFD-Pro is installed. If not see page 15.
2. Open App Store on your iPad and download and install “Boeing Onboard Performance Tool”. Do not open it yet.
3. Ensure that both the JeppFD-Pro and Boeing OPT app are shut down. See page 33 how to.

4. From the app settings for JeppFD-Pro, enable “Share Registration Info”

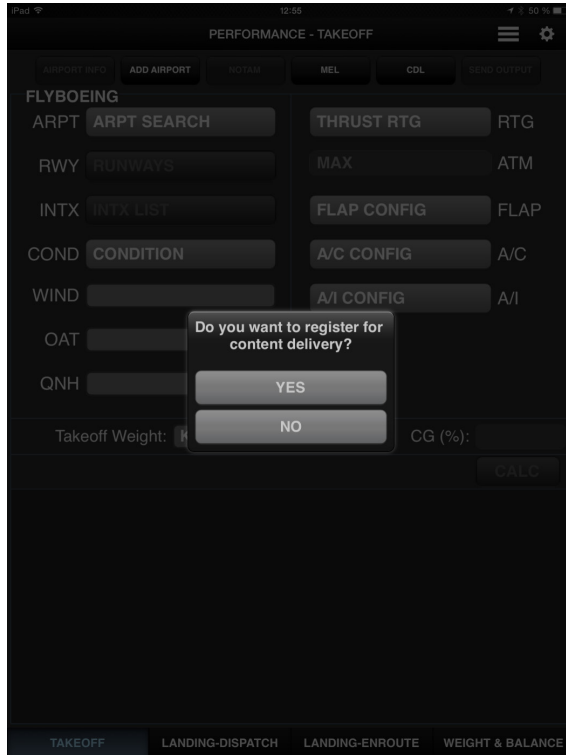


5. Launch JeppFD-Pro and tap OK to allow app sharing.

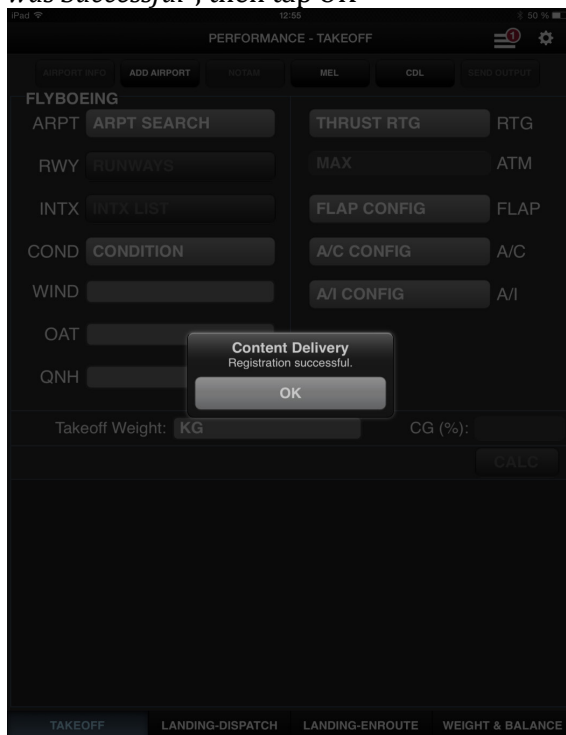




6. Launch Boeing OPT and tap “Yes” to register for content delivery.

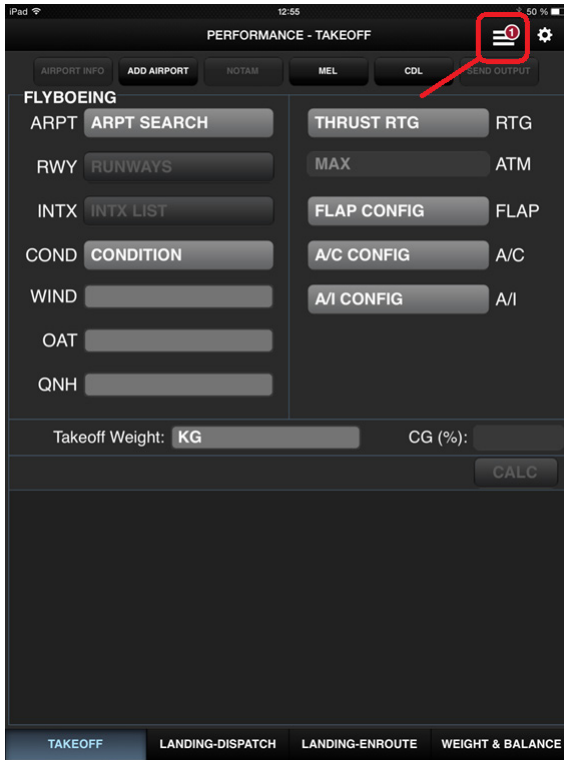


7. After tapping “Yes”, you see a pop up stating that “Content Delivery Registration was Successful”, then tap OK

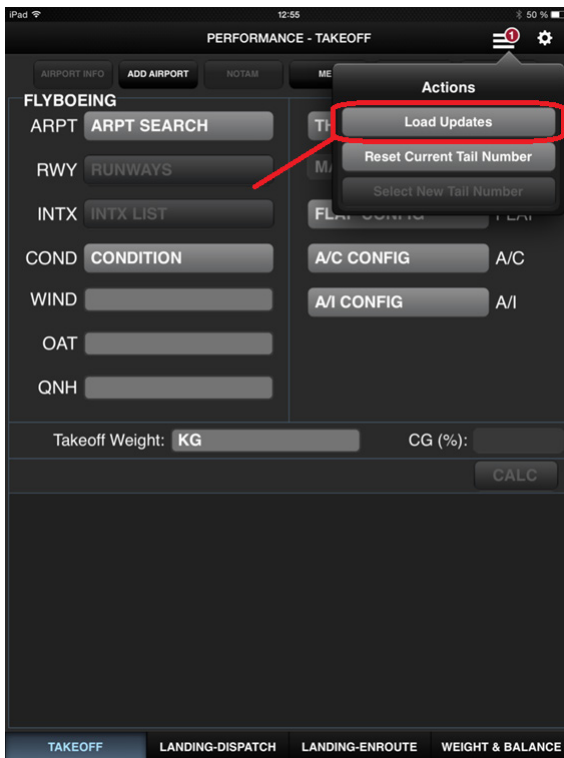




- In Boeing OPT, you will now see a red badge that indicates that there is an update available.



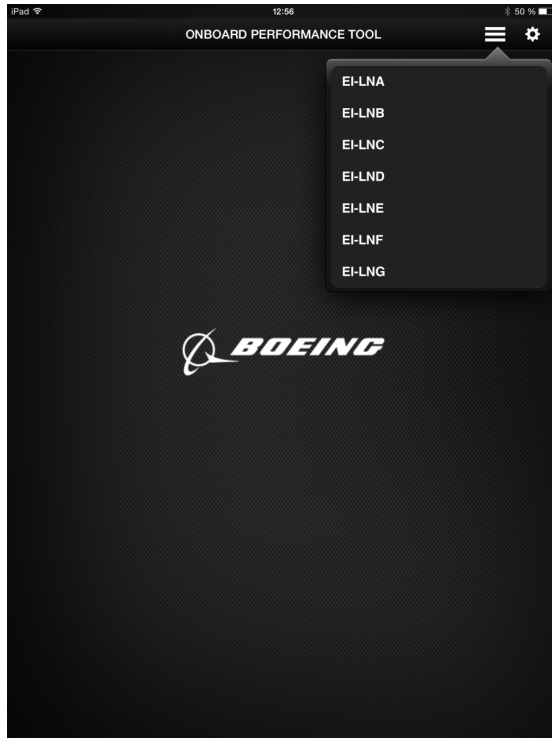
- Apply the updates by clicking on the button "Load Updates" in the Actions menu.





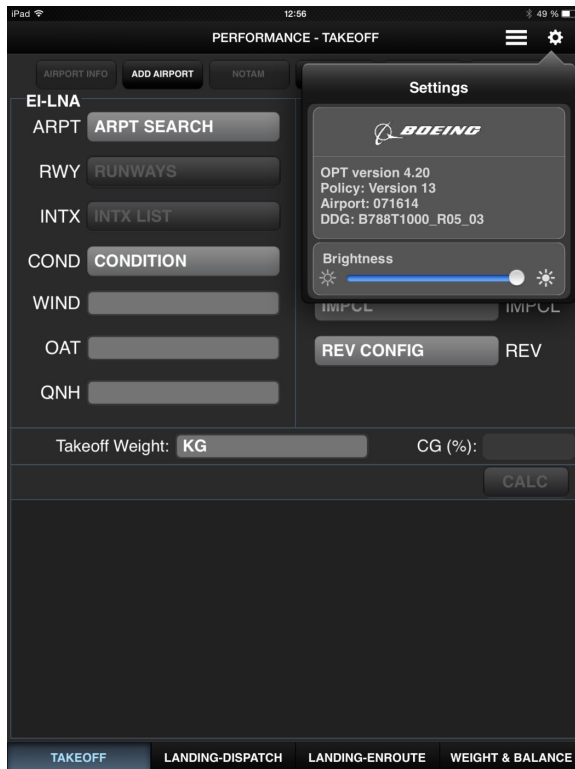
10. The application will now update itself automatically. When finished you will have all registrations available.

- Select any registration you like.





11. To verify the version of the databases in the OPT, please click the settings menu (the “gearwheel”).
- NOTE: You need to have a registration selected to be able to see the database version information.



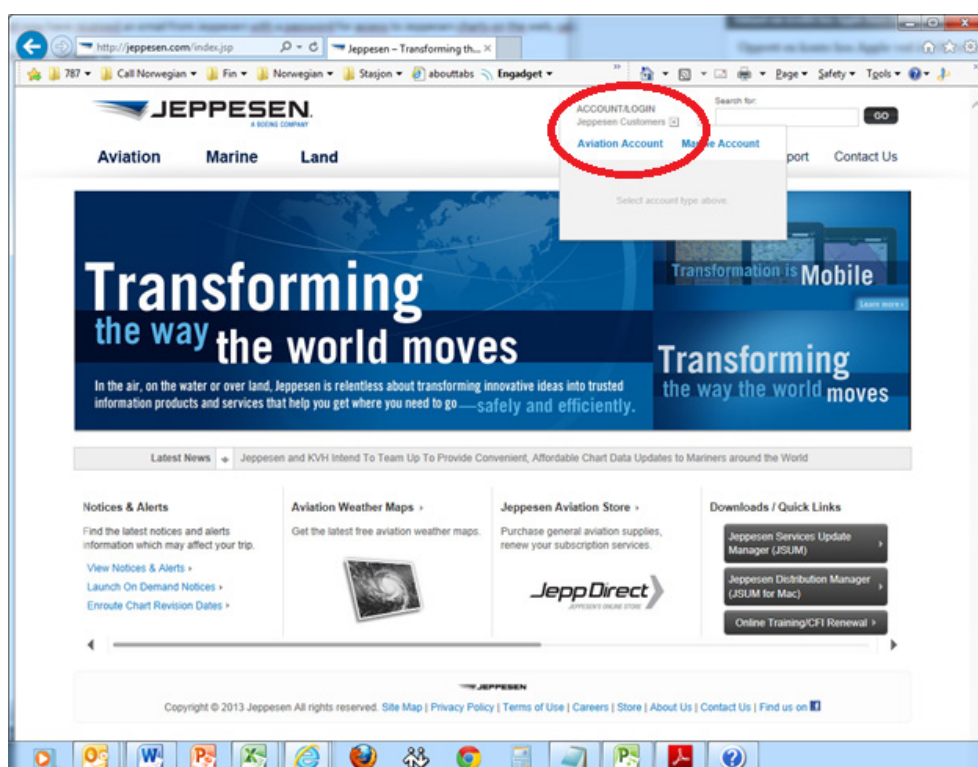
12. You are now finished!
- Boeing OPT will now, when connected to the internet, be able to download updates as they become available. If you wish to check for an update click the action menu button and then click “*Check for Updates*”. If no more updates are available it will give the message, “*Content delivery – Files are up to date*”

Jeppesen eLink chart viewer

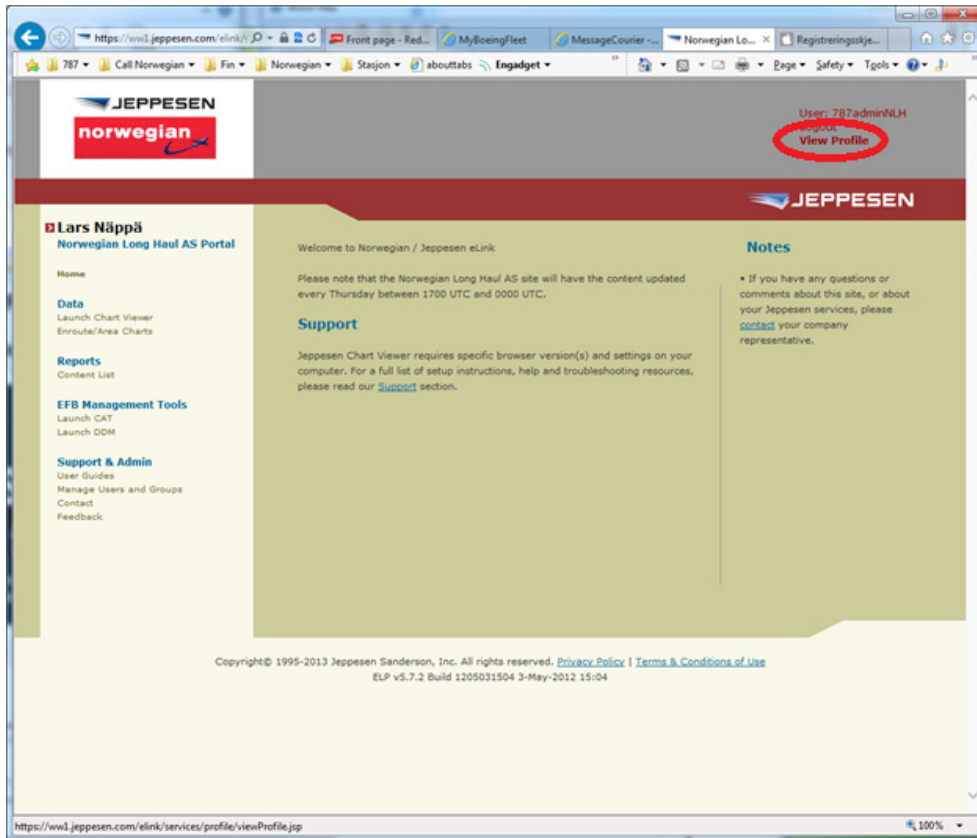
In cases when e.g. you do not have access to your iPad, you can use the Jeppesen eLink web service to access Jeppesen charts.

When you have received an email from Jeppesen with a password for access to Jeppesen eLink charts on the web, navigate to <http://jeppesen.com>, click on «ACCOUNT/LOGIN» and then on «Aviation Account»

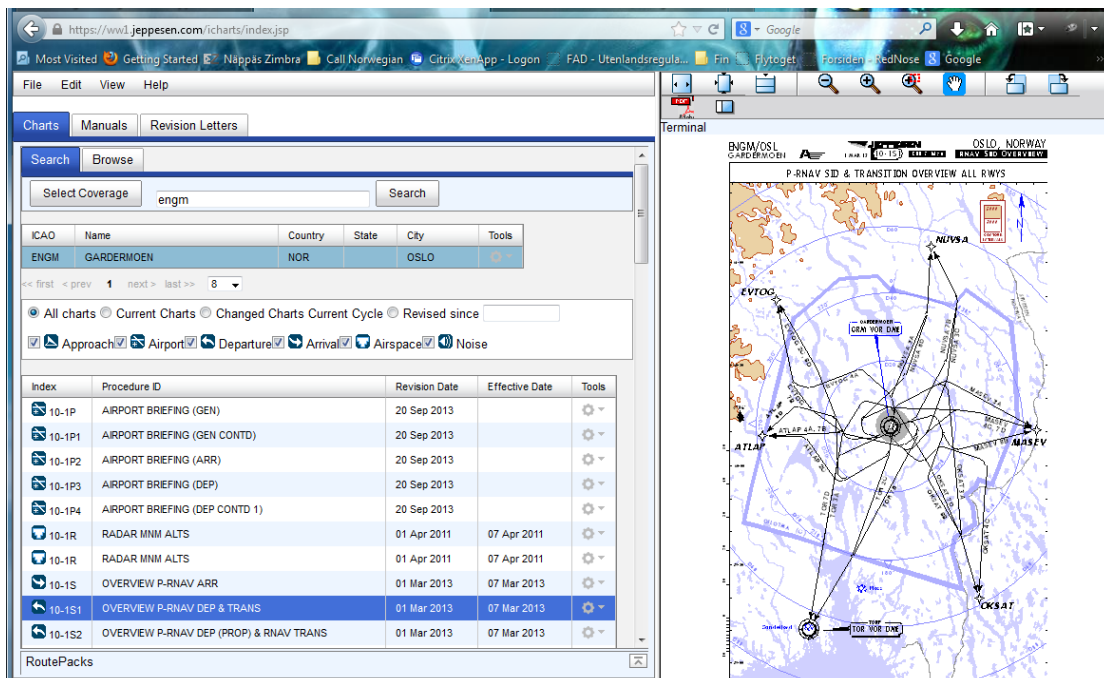
Your user name is “nlh” followed by your employment number and you should find your password in the email received from Jeppesen.com.



When logged in, you can set your password to your own preferred password, using the «View Profile» link.



Here you can access Terminal Charts and Airway Manuals, e.g.:





https://www1.jeppesen.com/charts/index.jsp

File Edit View Help

Charts Manuals Revision Letters

Contents Search

Search for: engm Search

Filter by Manual

Filters

- EUROPE-MEDITERRANEAN
Show only the 6 results within AERM04 >>>
- EUROPE
Show only the 5 results within AEUR04 >>>
- EUROPE FLIGHT SUPPLEMENT BOOKLET (TEXT)

Results

Search Results

- ENROUTE NORWAY-401/BLK**
Score: 74%
... for westbound traffic PIPEX/SABAK Compulsory for traffic Dest: **ENGM** overfly... .. AT LAP - ADOPI Not available for traffic Dep. **ENGM** T400 SOGLO... .. - ADOPI Not available for traffic Dest: **ENGM** Z103 SOMUB - RBU...
- ENROUTE E-267/E-268**
Score: 35%
... are available ENCN: AMSEV/BEDIKLANTVOSVALRASVVSUBUX/TPSO **ENGM**... .. are available ENCN: AMSEV/BEDIKLANTVOSVALRAS VVSUBUX/TPSO **ENGM**...
- BACK COVER (TNLH1) NLH-3/4 (NLH)**
Score: 31%
... OSLO (Gardermoen) **ENGM** OSLO OTTAWA (Ottawa/ Macdonald-Cartier Intl)...
- ENTRY REQ ISRAEL-1/2**
Score: 16%
... EFHK, EGCC, EGGW, EGKK, EGLL, EGSS, EHA M, EKCH, **ENGM** EPKK,...

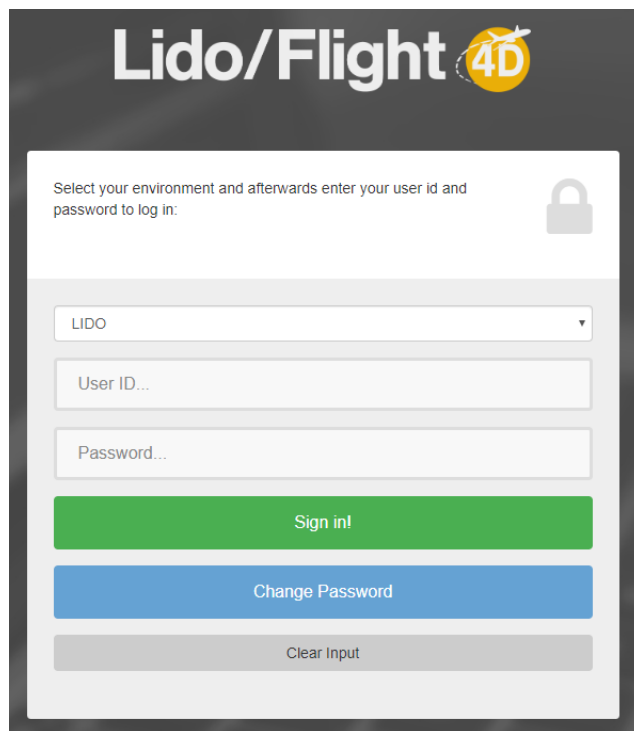
Terminal

BVGM/OSL
OSLO, NORWAY

P-RNAV SID & TRANSITION OVERVIEW ALL RWYS

Lido FlightCrewBrief (FCB)

You may access flight plans using the Lido FlightCrewBrief website by the url <https://nax.lido.aero/briefing/>



The screenshot shows the login page for Lido/Flight 4D. At the top, the text reads "Lido/Flight 4D" with a yellow circular icon containing "4D" and a small airplane icon. Below this, a white box contains the instruction: "Select your environment and afterwards enter your user id and password to log in:" followed by a lock icon. The form includes a dropdown menu currently set to "LIDO", three input fields for "User ID...", "Password...", and a "Clear Input" button. Below the input fields are three buttons: a green "Sign in" button, a blue "Change Password" button, and a grey "Clear Input" button.

Specific credentials for this web site are distributed to you separately via NTP.

The generic login details are:

User ID: **NAXPILOT**

Password: **Br1efing**

Note: NAS/NAN/NSE users should use the above credentials

Note 2: For NAI users, replace "NAX" with "IBK"

Note 3: For NUK users, replace "NAX" with "NRS"

Fault Isolation Manual – what to do when it does not work

I cannot access my email

The password is expired. If you are unable to update your password, and need support, try:

- <https://rednose.norwegian.no/tema/it-og-drift/it-hjelp/>
- Email itsupport@norwegian.no
- Call IT Support +47 21 49 31 00

I cannot access Citrix

The password is expired. If you are unable to update your password, and need support, try:

- <https://rednose.norwegian.no/tema/it-og-drift/it-hjelp/>
- Email itsupport@norwegian.no
- Call +47 21 49 31 00

I cannot access DocuNet Reader for iPad / Vistair Manual Viewer

The password is expired. If you are unable to update your password, and need support, try:

- <https://rednose.norwegian.no/tema/it-og-drift/it-hjelp/>
- Email itsupport@norwegian.no
- Call +47 21 49 31 00

iPad Unresponsive/General

The iPad appears to have frozen:

- Restart your iPad by powering it off, by concurrently pressing and holding the circular button in the front and the small square button on the rim until the screen goes black. Press the square button on the rim to power up again.
- Retry.

An update was loaded to iOS or an app that modified the iPad's behavior and/or contains errors/bugs.

- It is not possible to "back out" updates to iOS or apps, so you need to be careful when deciding whether to install updates. Please verify in advance.
- If an update causing problems was installed, look out for the next update to correct the problem, install and retry.

I am not getting anywhere, I need help.

- Take one or more screen shots showing the problem (e.g. error messages) by briefly pressing both buttons, front round and rectangular on rim, of each screen.
- Attach the screen shot(s) to an email by creating a new email in the iPad email reader and pressing and holding in the message part until a menu comes up, where "Insert Photo or Video" is selected.
- Write a description of your problem in the email.
- Send the email to NorwegianCrewInfo@norwegian.no.



I cannot access Lido FlightCrewBrief

Contact:

- Email
 - DL_FS_DataMaintenance@norwegian.com

Jeppsen FliteDeck Pro will not update or registration fails

The storage of your iPad is overloaded.

- Delete unnecessary apps, files and documents (e.g. pictures, music, films)
- Retry.
- Registration links cannot be used for more than one device simultaneously. To migrate your FliteDeck Pro registration from one device to another, follow the below steps:
 - Deactivate the (old) app:
 - Go to (iPad) Settings
 - Scroll down on the left and tap 'JeppFD-Pro'
 - Scroll down the list of options on the right and turn Deactivate ON
 - Exit Settings and relaunch FD-Pro. A notification shall appear to confirm the device has been de-registered.
 - On the new device, follow the instructions as per Jeppesen FliteDeck Pro section of this document, to activate and download initial content.

~~An update was loaded to iOS or an app that modified the iPad's behavior and/or contains errors/bugs.~~

~~It is not possible to "back-out" updates to iOS or apps, so you need to be careful when deciding whether to install updates. Please verify in advance.~~

~~If an update causing problems was installed, look out for the next update to correct the problem, install and retry.~~

I cannot access Jeppsen eLink chart viewer

User name and/or password are misspelt.

- Read above section on eLink chart viewer carefully.

I still need support:

- Email Norwegian Crew Info: NorwegianCrewInfo@norwegian.no
- Call IT Support +47 21 49 31 00
- Email itsupport@norwegian.no