

# Deferral Resolution Feature

Reference	Revision	Date
TL-UGA APP-002	1.0	6th December 2024

## Overview

The deferral resolution functionality gives MCC full control over the deferral process in Tech Log and is only available on App version 1.36.0 and above.

**Note:** You can rename this feature in the Web Dashboard to fit your organisation's terminology.

1. **Navigate to:** Operator Settings -> Edit Operator Settings -> Terminology – Resolution
2. **Edit Terminology:** Remove the word "Resolution" and add your preferred terminology.
3. **Save** the settings.

## Enabling the Deferral Approval Feature

To enable the Deferral Approval feature, follow these steps via the Web Dashboard:

1. **Enable Operator Settings:**
  - **Defect Processes Requiring Approval -> Select Resolution Approval**
  - **Defect Process Approval Methods -> Select iPad One Time Password and Dashboard Approval**

Once these settings are enabled, any deferrals added to an aircraft will enter a pending state until they are approved. Only users with the Deferral Approval permissions can approve resolutions on deferrals.

## Granting Access to Approve Deferrals

Note: By default, all existing and new users with the Admin or CAMO role will have the capability to Approve Resolution set to "YES".

Approval rights are granted through user settings in the Web Dashboard.

- Go to user settings
- Click on the 3 dots menu and Select Edit
- Set Approve deferrals to Yes and click Save

Editing: Cindy Training

First Name: Cindy Last Name: Training

Email: cindy.davis+training@trustflight.com

Operator: TrustFlight Training Role: Camo

Capabilities

Access iPad  Yes  No

Approve deferrals  Yes  No

Approve Release  Yes  No

**Approve Resolution  Yes  No**

Edit PIN

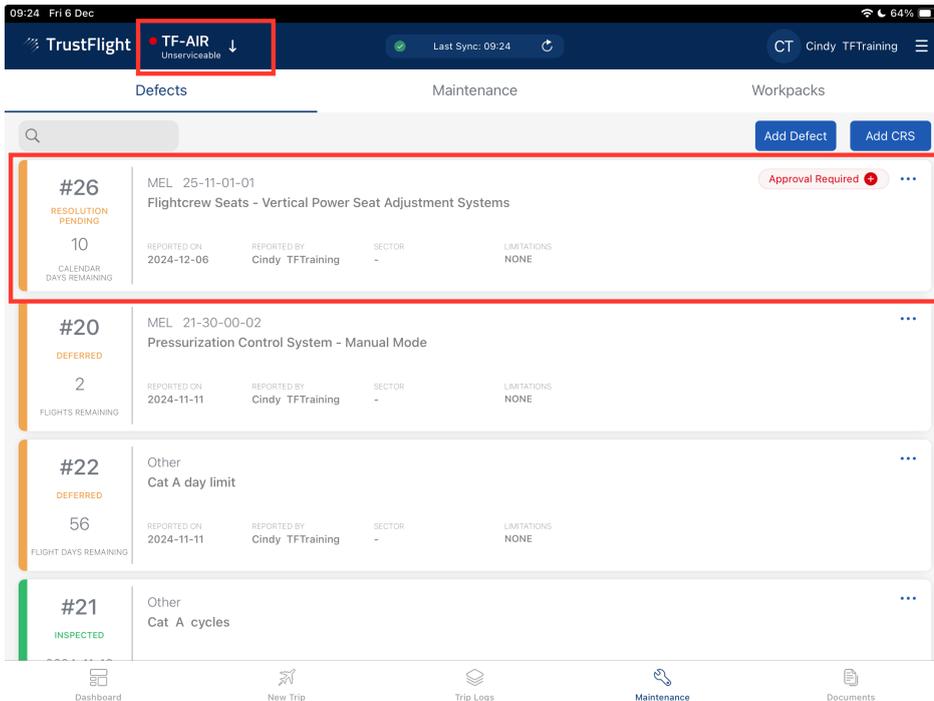
Save Cancel

Aircraft Permissions

## Approving Deferral Resolutions

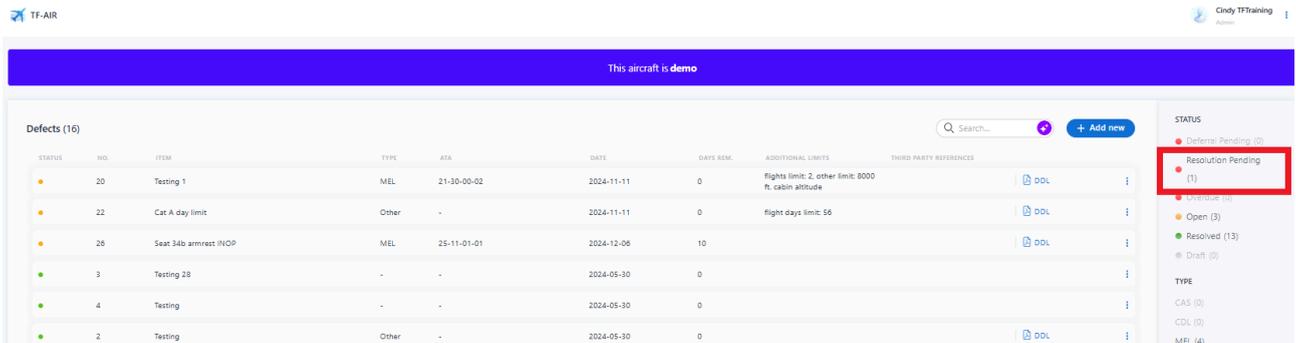
### 1. Resolving a Deferral

- A deferral is resolved using the iPad following the standard procedure.
- After the deferral is resolved, it will show a status of **Resolution Pending** and marked as **Approval Required**, and the aircraft will be considered **unserviceable** until the resolution is approved.

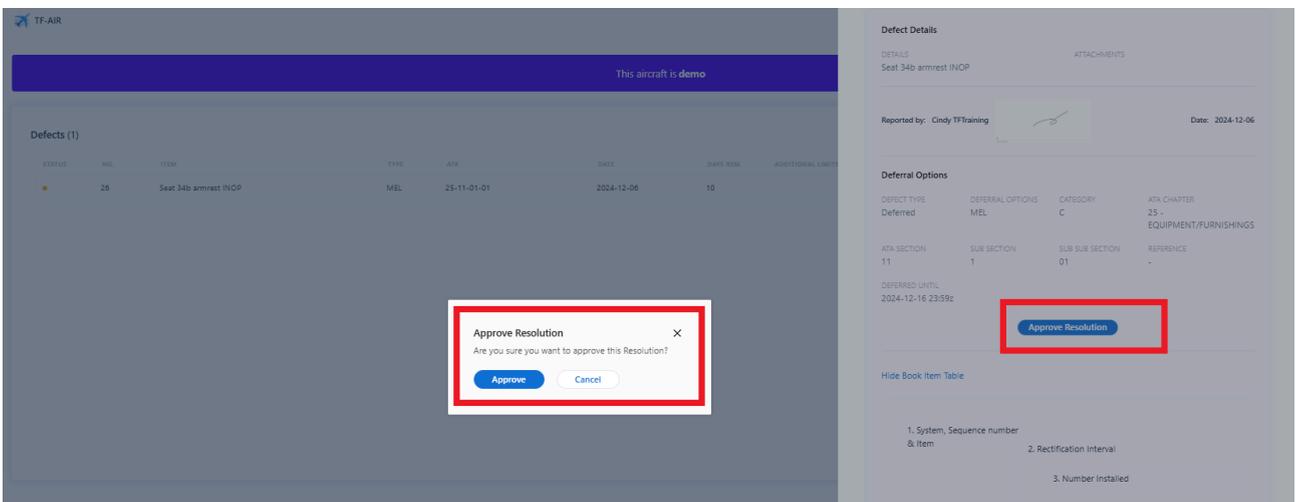


## 2. Approving a resolution

- Users with the appropriate permissions can approve resolution from the Web Dashboard.
  - Navigate to the **Defects** view.
  - Filter for **Resolution Pending** status to view all defects awaiting approval.

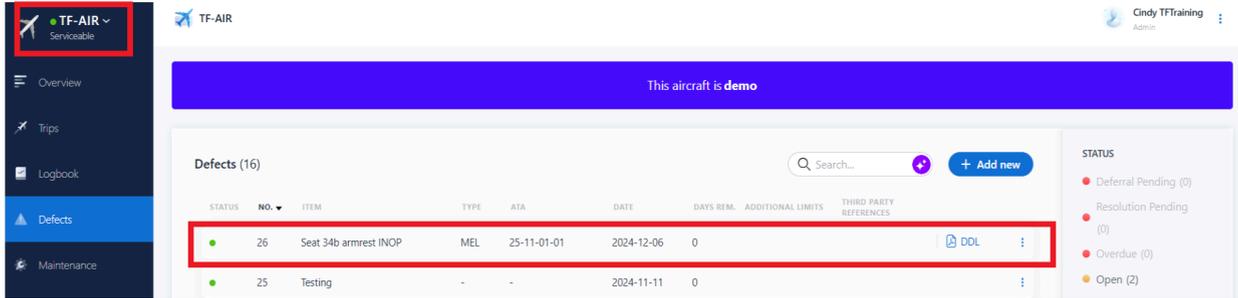


- Select the defect that needs approval. (It is assumed that the engineer or pilot is coordinating with the approver, likely via phone.)
- Click the **Approve Resolution** button and confirm the approval.



## 3. Result After Approval

- Once the defect is approved, it is officially resolved. The aircraft's status should now be updated to **serviceable**.

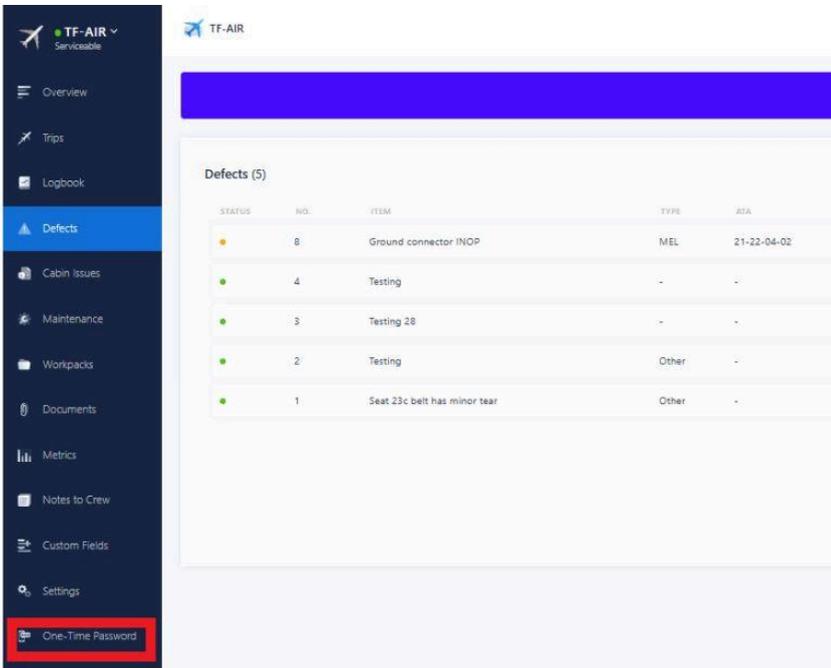


## Using the One-Time Password (OTP) Approval Method

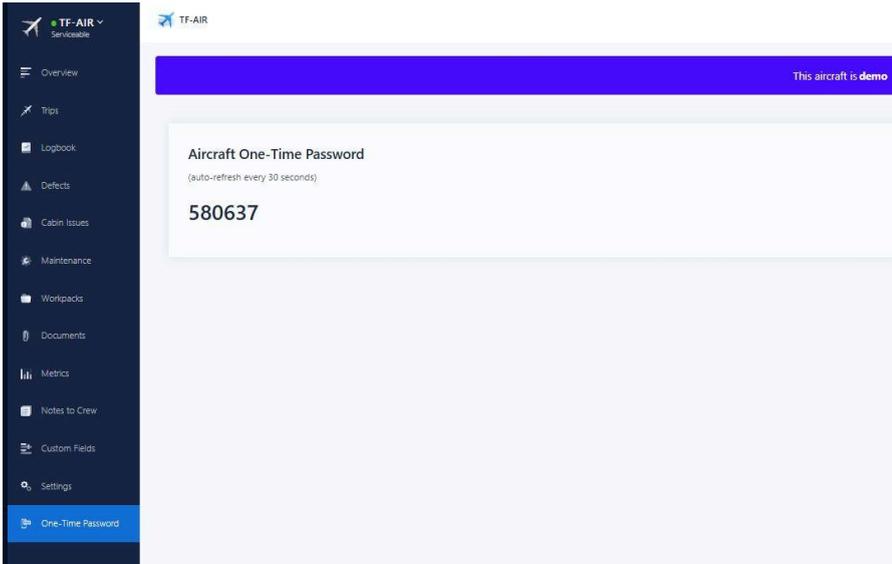
It is possible to approve deferral resolutions using a one time password.

### 1. Generating a One-Time Password (OTP)

- Users with the appropriate permissions can approve the deferral using an OTP:
  - Navigate to the **Aircraft** on the Web Dashboard.
  - In the blue-ribbon menu bar, click on **One-Time Password**.

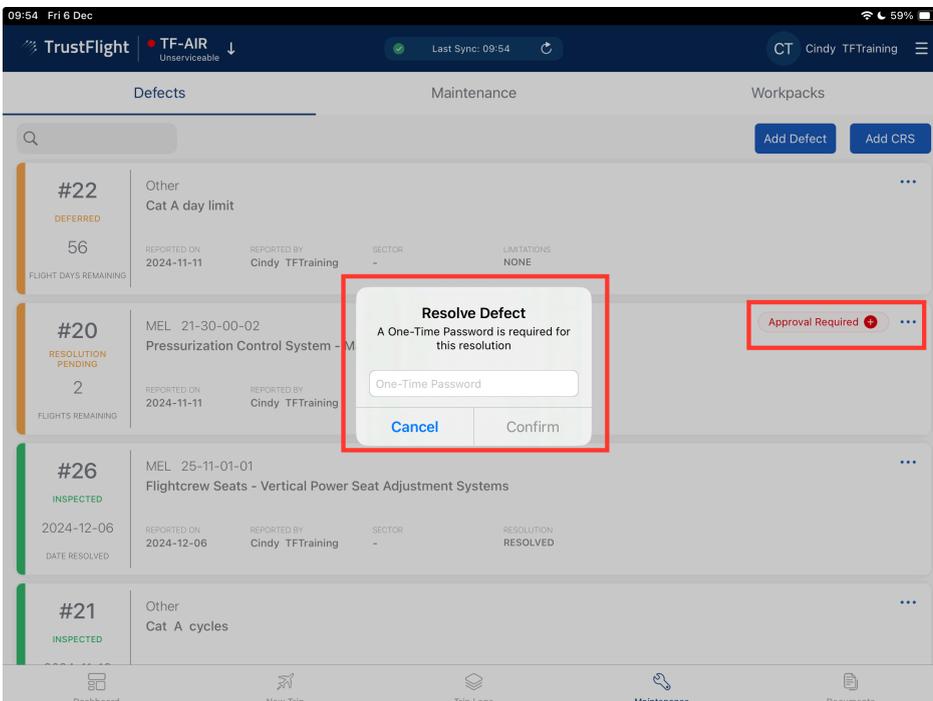


- A password will be generated, which can then be provided to the engineer or pilot (usually via phone).



## 2. Approving the resolution via iPad

- The engineer or pilot, after receiving the OTP, will:
  - Tap on **Approval Required** in the app.
  - Enter the one-time password to finalise the approval.



**Note:** The Resolution Approval can also be added by tapping the banner in the defect summary.

### 3. Result After Approval

- The defect will now be closed
- The aircraft status should show as **serviceable**.

**Note:** As with the standard release process, if the resolved MEL has a linked uncleared Maintenance Task, this is deleted after the MEL is resolved.