

Crew Documents

SOP's and other crew documents.

- [Flight Crew SOP](#)
 - [Introduction from CEO](#)
 - [Goals](#)
 - [Staff Team](#)
 - [Registration Requirements](#)
 - [Staff Requirements](#)
 - [Code of Conduct](#)
 - [Pilot Requirements](#)
 - [PIREP Approval Criteria](#)
 - [Pilot Ranks](#)
 - [Schedule Search](#)
 - [Free Flights](#)
 - [Flight Assignments](#)
 - [Bonus Hours & Incentives](#)
 - [Flight Grading](#)
- [Code of Conduct](#)
- [VATSIM Setup](#)
 - [The VATSIM Network](#)
 - [Essential VATSIM Tools](#)
 - [Setting Up Your Pilot Client](#)
 - [Obtaining Pre-Flight Clearance on VATSIM](#)
 - [Requesting Taxi Clearance on VATSIM](#)
 - [Pre-Departure and Takeoff Procedures on VATSIM](#)
 - [Post-Takeoff Procedures and Transition on VATSIM](#)
 - [Descent and Approach Procedures on VATSIM](#)
 - [Landing and After-Landing Procedures on VATSIM](#)

- Oceanic Procedures on VATSIM
- Remarks

Flight Crew SOP

Standard Operating Procedures for United Virtual

Introduction from CEO

Dear Esteemed New Member,

It is with great pleasure that I extend to you a warm welcome to the Flight Operations team at United Virtual Airlines. Your decision to join our dynamic and expanding community marks the beginning of an exciting journey, and we are honored to have you with us.

At United Virtual, we pride ourselves on replicating the operations of United Airlines with remarkable fidelity, utilizing a suite of sophisticated PC flight simulation platforms, including Microsoft Flight Simulator, X-Plane, and Prepar3D. Since our inception in December 2020, our mission has been to offer virtual pilots a contemporary and engaging virtual airline experience that stands apart from the rest.

Our distinctive offerings include:

- Integrated SimBrief departure briefings for comprehensive pre-flight preparation,
- Weekly group flights and events to foster community engagement,
- A state-of-the-art Crew Center designed with the latest technological advancements,
- A dedicated and approachable staff team committed to delivering a bespoke experience,
- Complimentary VATSTAR virtual pilot training to enhance your skills,
- The MileagePlus rewards program, rewarding your commitment and passion.

Under our #flyFriendly ethos, we continuously strive for innovation, enhancement, and excellence in the virtual aviation experience. Our development and staff teams are committed to seeking out new ways to enrich your journey with us.

Enclosed in this communication, you will find essential information to navigate a successful career in virtual Flight Operations at United Virtual. Should you have any inquiries or require further assistance, I encourage you to reach out to our staff members via the contact details provided on the Staff Team page or join our conversations on Discord, our preferred communication channel.

Once again, welcome to United Virtual. I am confident that your time with us will be both fulfilling and enjoyable.

Warmest regards,

Jay D. Chief Executive Officer United Virtual Airlines



Goals

Purpose

The primary objective of this operations manual is to furnish comprehensive guidance to all pilots and staff members of United Virtual Airlines (UVA). It delineates the operational procedures, standards, and expectations within which UVA functions, ensuring clarity and consistency in all activities.

Scope

This manual has been ratified under the authority of the Chief Executive Officer of United Virtual Airlines. It is imperative that all pilots, staff, and administrators of UVA adhere strictly to the protocols and regulations presented within. Non-compliance with these directives may lead to corrective measures, which could include penalties or, in severe cases, termination of affiliation with the airline.

Mission Statement

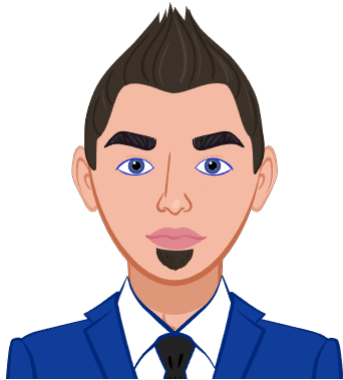
United Virtual Airlines is steadfast in its commitment to offering a sophisticated and contemporary virtual aviation experience, characterized by a blend of relaxation and modernity, conducted with utmost responsibility and respect. Our mission is articulated with the goal of fostering the growth and prominence of flight simulation as a hobby and the virtual airline community as a whole. For a detailed exploration of our mission, please refer to the following link: [United Virtual's Mission Statement](#).

This document serves as a cornerstone for operational excellence within United Virtual Airlines, guiding our collective efforts towards achieving a harmonious balance between a professionally structured virtual airline environment and a welcoming community for aviation enthusiasts.



Staff Team

Administrative Staff



Jay D. | UAL1

ceo@flyuva.org

Chairman & Chief Executive Officer (CEO)

Chairman of the Board of Directors

The Chairman plays a pivotal role in steering the Board of Directors (BOD), which is democratically constituted by members of both the Administrative and Executive Staff Teams. This position holds exclusive veto power over decisions presented to the Board, ensuring a balanced and judicious oversight of the airline's strategic direction.

Chief Executive Officer (CEO)

The CEO is entrusted with the comprehensive execution of strategies and initiatives that contribute positively to United Virtual Airlines (UVA). This encompasses a wide range of responsibilities, including:

- **Leadership and Management:** Spearheading the day-to-day operations to ensure the smooth functioning of the airline.
- **Staff Coordination and Development:** Overseeing all aspects of staff management, from coordination to the recruitment of new team members.
- **Marketing and Partnerships:** Playing a key role in marketing efforts and serving as the primary liaison with partner organizations.
- **Operational Collaboration:** Working in tandem with the Administrative and Executive staff teams to facilitate daily operations and the effective implementation of new policies, programs, and initiatives.

- **Compliance and Discipline:** Maintaining the authority to suspend or remove any pilot or staff member from the roster for non-compliance with the Pilot Standard Operating Procedures (SOP) or Staff SOP.

These roles are designed to ensure that UVA operates efficiently and continues to provide a premier virtual airline experience, guided by strong leadership and a commitment to excellence in all aspects of our operations.



Cody B. | UAL2

coo@flyuva.org

Chief Operations Officer (COO)

Overview

The Chief Operating Officer (COO) at United Virtual Airlines (UVA) occupies a central role in the management and operational leadership of the airline. Working closely with both the Administrative and Executive staff teams, the COO ensures the seamless execution of day-to-day activities and upholds the highest standards of operational excellence.

Key Responsibilities

- **Operational Management:** The COO is instrumental in the coordination and oversight of daily operations, ensuring that all activities align with UVA's strategic objectives and operational guidelines.
- **Strategic Leadership:** In collaboration with the CEO, the COO contributes to the overall leadership, management, and strategic direction of UVA. This partnership is crucial for the identification and realization of opportunities beneficial to the airline's growth and success.
- **Staff Management and Development:** Directing staff management efforts at the Executive level and below, the COO plays a vital role in team coordination, the recruitment of new staff members, and fostering a productive and positive work environment.
- **Marketing and Promotions:** Assisting with the marketing strategies of UVA, the COO helps in enhancing the airline's visibility and appeal within the virtual aviation community.

- **Policy Implementation and Management:** The COO aids in the development, implementation, and management of new corporate, pilot, and staff policies and programs, ensuring they are effectively communicated and adhered to across the organization.
- **Disciplinary Authority:** Maintaining the authority to suspend or remove pilots or staff members from the UVA roster for non-compliance with the Pilot Standard Operating Procedures (SOP) or Staff SOP, reinforcing the importance of adherence to established protocols and standards.

Position in Hierarchy

As the Second-in-Command within United Virtual Airlines, the COO holds a position of significant authority and responsibility. This role is critical in maintaining the operational integrity, efficiency, and reputation of UVA, ensuring that the airline continues to offer a premier virtual aviation experience to its members.

The COO's comprehensive approach to operational leadership, combined with a deep commitment to the airline's mission and values, is essential for driving UVA forward in its pursuit of excellence in the virtual aviation sector.

Reports to: Chief Executive Officer (CEO)



Vacant. | UAL3

cto@flyuva.org

Chief Technology Officer/Webmaster (CTO)

Overview

The Chief Operating Officer (CTO) at United Virtual Airlines (UVA) occupies a central role in the website management and maintenance.

Key Responsibilities

- **Crewsite/Hub Ops Management:** The CTO is instrumental in overall management and maintenance of the crew site. Making sure it remains functional and operational and updated.
- **Technology Infrastructure and Operations:** Ensure the smooth operation of all technology systems, including flight simulation platforms, customer-facing applications, and internal tools.
- **Product Development and Enhancement:** Support the VA's transition to future versions of PHPVMS, ensuring the ongoing delivery of its mission and objectives.

Impact

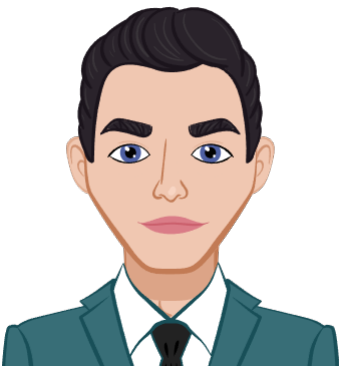
The CTO is vital to United Virtual (UVA)'s success by ensuring our systems remain operational and current as we manage daily operations.

Reports to: Chief Executive Officer (CEO)

Executive Staff Team

Daniel S. | UAL4

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Director of Human Resources (DHR)

Overview

The Director of Human Resources (DHR) at United Virtual Airlines (UVA) is a cornerstone role responsible for overseeing the organization's human resources policies, programs, and practices. This leadership position involves a strategic approach to managing the airline's workforce, ensuring a supportive, diverse, and dynamic work environment that aligns with UVA's mission and values.

Key Responsibilities

- **Workforce Planning and Development:** Leads the strategy for staffing and development, ensuring UVA has a skilled, motivated, and engaged workforce capable of meeting current and future organizational objectives.
- **Recruitment and Selection:** Manages the recruitment process, from the identification of staffing needs to the selection and onboarding of new team members, ensuring a fit both in terms of skills and alignment with UVA's culture.
- **Employee Relations and Engagement:** Acts as a primary point of contact for employee relations, fostering a positive work environment, addressing grievances, and implementing programs that promote staff retention and satisfaction.
- **Training and Development:** Oversees the development and delivery of training programs that equip staff with the necessary skills and knowledge to perform their roles effectively and advance in their careers.
- **Performance Management:** Implements and manages a performance review process that aligns individual objectives with organizational goals, providing regular feedback and identifying opportunities for growth.
- **Compliance and Policy Management:** Ensures all HR practices comply with relevant laws and regulations, and that HR policies are up to date, clearly communicated, and consistently applied across the organization.
- **Diversity and Inclusion:** Champions diversity and inclusion initiatives, ensuring that UVA's workplace is inclusive, respectful, and open to all individuals.

Key Attributes

The ideal candidate for the Director of Human Resources position will possess strong leadership qualities, excellent communication and interpersonal skills, and a proven track record in HR management within a dynamic and changing environment. Strategic thinking, problem-solving capabilities, and a commitment to fostering a positive organizational culture are essential. Experience in conflict resolution, negotiation, and change management is highly valued.

Impact

The DHR plays a crucial role in shaping the organizational culture and ensuring UVA remains a desirable and supportive place to work. Through effective HR management, the DHR contributes significantly to the overall productivity and success of the airline, making it a key strategic partner in achieving UVA's objectives and enhancing its reputation in the virtual aviation community.

Reports to: Chief Operations Officer (COO)



TJ W. | UAL5

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Director of Pilot Operations (DPO)

Overview

The Director of Pilot Operations holds a pivotal role at United Virtual Airlines (UVA), overseeing the intricacies of daily operations and ensuring the seamless functioning of the airline's pilot-related activities. This leadership position is central to maintaining operational excellence and upholding the high standards for which UVA is known.

Key Responsibilities

- **Operational Leadership:** Ensures the efficient management of the Operations Staff, overseeing their day-to-day activities and ensuring alignment with UVA's strategic goals and operational policies.
- **Compliance and Standards:** Vigilantly upholds and maintains the guidelines outlined in the Flight Crew Standard Operating Procedures (FCSOP), ensuring all operations adhere to these established protocols.
- **Pilot Recruitment:** Manages the entire lifecycle of pilot engagement, from processing new pilot applications to addressing inquiries from prospective pilots through various channels including social media and forums.
- **Staff Development:** Takes charge of interviewing, hiring, processing, and training new Operations Staff, ensuring they are fully equipped to meet the demands of their roles and contribute effectively to UVA's mission.
- **Community Engagement:** Serves as a primary point of contact for potential new pilots, providing timely and informative responses to queries, thereby fostering a welcoming and inclusive environment for newcomers.

Key Attributes

The Director of Pilot Operations is expected to exhibit a high level of leadership, organizational, and communicative skills, paired with a deep understanding of virtual aviation operations and pilot management. The ability to engage with both internal team members and the external pilot community effectively is crucial. This role demands a proactive approach to problem-solving, excellent decision-making capabilities, and a commitment to enhancing the pilot experience at

UVA.

Impact

By ensuring the smooth operation of pilot activities and the professional development of the Operations Staff, the Director of Pilot Operations plays a critical role in advancing UVA's reputation as a leading virtual airline. This position directly contributes to the overall satisfaction of UVA's pilots and staff, thereby supporting the airline's growth and success in the virtual aviation community.

Reports to: Chief Operations Officer (COO)



Russell H. | UAL1612

events@flyuva.org

Director of Marketing & Events (DME)

Overview

The Director of Marketing and Events (DME) at United Virtual Airlines (UVA) is a cornerstone role responsible for overseeing the organization's external partnerships and internal events. This leadership position is central to maintaining operational excellence and upholding the high standards to better our industry partnerships and pilot experience.

Key Responsibilities

- **Events Team Workforce Management and Development:** Leads the strategy for staffing and development of the events team, ensuring UVA has a skilled, motivated, and engaged events team capable of meeting current and future organizational objectives.
- **Event Management:** Acts as the primary overseer of all VA sponsored events and ensured proper procedural planning, preparation, and execution of event(s).

- **External Relations:** Oversees and manages VA external partnerships and relationships. Explores options for potential new partnerships as the VA continues to grow and expand.
- **Diversity and Inclusion:** Champions diversity and inclusion initiatives, ensuring that UVA's workplace is inclusive, respectful, and open to all individuals.

Key Attributes

The ideal candidate for the Director of Marketing & Events position will possess strong leadership qualities, excellent communication and interpersonal skills. And a proven track record in organizational skills, strategic thinking, problem-solving capabilities, and a commitment to fostering a positive organizational culture are essential.

Impact

The DME plays a crucial role in shaping the organizational culture and ensuring UVA remains a desirable and engaging environment for our pilots and VA partners. Through effective event and partner management, the DME contributes significantly to the overall productivity and success of the airline, making it a key strategic partner in achieving UVA's objectives and enhancing its reputation in the virtual aviation community.

Reports to: Chief Operations Officer (COO)

Chief Pilot



***Now Hiring* | UAL6**

cp@flyuva.org

Chief Pilot (CP)

Overview

The chief pilot role at United Virtual Airlines (UVA) is pivotal in overseeing and supporting daily pilot operations. This position requires coordination with all staff members, ensuring pilots operate effectively and efficiently, promoting collaboration, and maintaining adherence to established operational guidelines.

Key Responsibilities

- **Pilot Training:** Developing materials and organizing training sessions for pilots to attend, aimed at enhancing overall VA performance and skills.
- **Pilot Support:** Collaborating with the leadership team to create documentation, including checklists and procedural guides.
- **Discord Server Engagement:** Actively engaging with pilots and maintaining a prominent presence in the community Discord. The Chief Pilot will collaborate with the events team to organize challenges and activities that promote pilot participation and skill improvement.
- **Communication with Leadership:** Ensuring transparent communication with UVA leadership by providing regular updates on daily operations, pilot involvement, and addressing any emerging issues.

Key Attributes

The Chief Pilot position necessitates robust organizational and communication abilities, meticulous attention to detail, and the capacity to deliver prompt and efficient assistance to pilots. Proficiency in virtual aviation operations and procedures is crucial. Upholding a positive and collaborative environment within the VA is imperative

Impact

The Chief Pilot plays a pivotal role in the ongoing success of the VA. As our community expands and evolves, this role will be essential in expanding our pilot base and fostering continuous improvement within our community for the foreseeable future.

Reports to: Director of Pilot Operations (DPO)

Events Staff



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Events Coordinator - USA (EC)

Overview

The Events Coordinator/s at United Virtual Airlines (UVA) holds a key role in enhancing the pilot experience by orchestrating and managing a variety of online group flights, events, and tours. This position is instrumental in maintaining a dynamic and engaging environment for UVA pilots, ensuring active participation in both internal and external virtual aviation events.

Key Responsibilities

- **Group Flights and Events:** Plans, organizes, and executes online group flights and events, fostering a sense of community among UVA pilots and providing opportunities for collaborative flying experiences.
- **United Virtual Tours:** Develops and implements new UVA tours, creating exciting and challenging routes that showcase the diversity of virtual aviation and encourage pilot participation.
- **Event Communication:** Keeps UVA pilots informed about upcoming VATSIM/VATUSA events by regularly updating information on the Discord server and the UVA website.
- **Collaboration with DPO:** Works closely with the Director of Pilot Operations (DPO) to align event planning with the overall pilot engagement strategy, ensuring a consistent and varied schedule of weekly, bi-weekly, and monthly group flights and events.
- **Partnership Engagement:** Collaborates with external organizations and networks to explore and participate in joint events, expanding UVA's presence in the virtual aviation community.

Reporting Structure

Reports directly to the Director of Pilot Operations (DPO), providing regular updates on event planning, execution, and participant engagement. Maintains open communication channels to ensure seamless coordination between Events and Pilot Operations teams.

Key Attributes

The Events Coordinator should possess strong organizational skills, creativity in event planning, and effective communication abilities. A passion for virtual aviation and a commitment to fostering a sense of community among UVA pilots are essential. Additionally, the ability to collaborate with various stakeholders, both internally and externally, is crucial for the success of this role.

Impact

The Events Coordinator contributes significantly to the vibrancy and engagement of the UVA pilot community, creating memorable experiences and reinforcing UVA's position as a dynamic virtual airline. By aligning with the broader pilot engagement strategy, this role plays a key part in enhancing the overall satisfaction and retention of UVA pilots.

Operations Staff

Hub Managers (HM)

Overview

As a Hub Manager at United Virtual Airlines (UVA), you play a crucial role in the oversight and management of daily pilot operations within your assigned base. This position involves coordinating and ensuring the efficiency of pilot activities, fostering a collaborative environment, and upholding the established operational guidelines.

Key Responsibilities

- **Daily Operations Oversight:** Manage and oversee daily pilot operations in your designated base, ensuring the productivity and adherence to established protocols by base pilots.
- **PIREP Processing:** Responsible for processing all Pilot Reports (PIREPs) and associated commentary submitted by pilots in your base, ensuring accuracy and completeness.
- **Pilot Support:** Act as a primary point of contact for pilots in your base, addressing their questions, concerns, and providing assistance as needed.
- **Discord Server Moderation:** Monitor and moderate the UVA Discord server regularly, ensuring a respectful and supportive online community for all members.
- **Guideline Adherence:** Ensure that all pilots within your base adhere to the guidelines outlined in the Flight Crew Standard Operating Procedures (FCSOP), maintaining a high standard of operational excellence.
- **Communication with Leadership:** Maintain open communication with UVA leadership, reporting on the status of daily operations, pilot engagement, and any issues that may

arise within your base.

Key Attributes

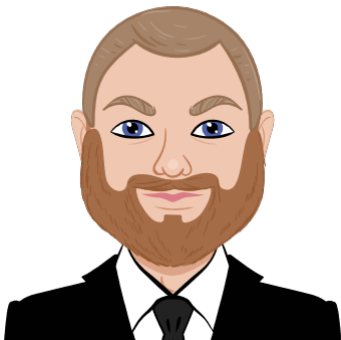
The Hub Manager role requires strong organizational and communication skills, a keen attention to detail, and the ability to provide timely and effective support to pilots. An understanding of virtual aviation operations and familiarity with Discord server management is advantageous. The ability to maintain a positive and collaborative atmosphere within the base is essential.

Reporting Structure

Hub Managers report directly to the Director of Pilot Operations (DPO), ensuring that daily operations within their bases align with the broader organizational objectives and guidelines.

Impact

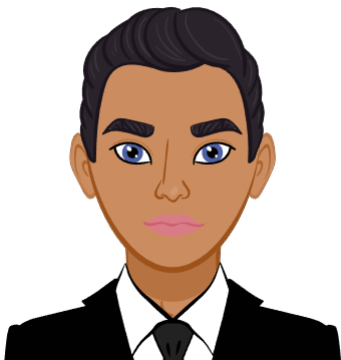
Hub Managers are instrumental in creating a cohesive and well-functioning environment within their respective bases. Their efforts contribute directly to the overall success of UVA by ensuring that pilot activities are conducted efficiently, in compliance with guidelines, and with a strong sense of community and support.



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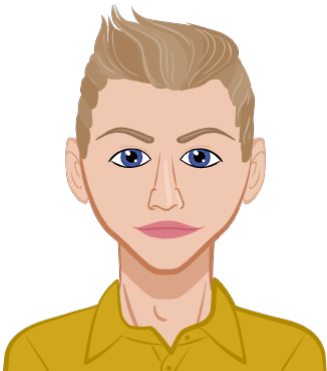
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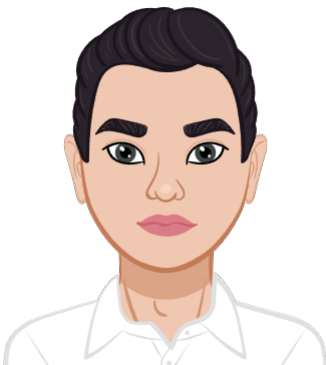
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Staff Position Application Process

If you are interested in applying for a staff position currently listed as VACANT, we invite you to follow the outlined steps below:

1. **Visit the Staff Application Page:** Navigate to the Staff Application page on our crew website. The application page is designed to streamline the process and ensure that your submission is received promptly.

2. **Carefully Review Position Requirements:** Before applying, carefully review the specific requirements and responsibilities associated with the vacant staff position. This will help you understand the expectations and ensure your alignment with the role.
3. **Complete the Application Form:** Fill out the application form with accurate and relevant information. Provide detailed responses that showcase your qualifications, experience, and enthusiasm for the position.
4. **Submit Required Documentation:** Ensure that any required documentation or additional materials, such as a resume or cover letter, are attached as specified in the application form.
5. **Follow Submission Instructions:** Adhere to any specific submission instructions outlined on the application page. This may include specific formats, file types, or additional details requested by the hiring team.
6. **Confirmation of Submission:** After submitting your application, you may receive a confirmation message or acknowledgment of receipt. If not, please allow some time for the processing of applications.
7. **Application Review Process:** Our staff recruitment team will carefully review all applications. Shortlisted candidates may be contacted for further assessments or interviews.
8. **Notification of Outcome:** Once the review process is complete, all applicants will be notified of the outcome. Successful candidates will be provided with additional instructions regarding the onboarding process.

Thank you for expressing your interest in contributing to our team. We appreciate the time and effort you invest in your application. Should you have any questions or require further assistance, feel free to reach out to the designated contact person listed on the Staff Application page.

We look forward to receiving your application and potentially welcoming you to our dedicated team at United Virtual Airlines.



Registration Requirements

To ensure a streamlined and compliant registration process, please carefully review and adhere to the following requirements:

1. **Age Limitation:**
 - You must be at least fourteen (14) years of age to register with United Virtual Airlines.
2. **Use of Real Name:**
 - It is mandatory to use your real name during the registration process. Fake names or aliases are not permitted.
3. **Single Registration:**
 - Registering on our website and Discord is a one-time process. Multiple registrations using different email addresses are strictly prohibited.
4. **Flight Simulation Software:**
 - Ownership of a licensed copy of one of the following flight simulation platforms is required:
 - Microsoft Flight Simulator 2004
 - FSX (Flight Simulator X)
 - FSX:SE (Flight Simulator X: Steam Edition)
 - MSFS2020 (Microsoft Flight Simulator 2020)
 - X-Plane
 - Prepar3D
5. **Active Email Account:**
 - A regularly accessed and active email account is necessary for communication purposes.
6. **Regulatory Agreement:**
 - By registering, you agree to abide by the regulations outlined in our manuals, including NOTAMS, memos, and any other company-provided documents.
7. **Application Requirements:**
 - Essential application details include Country of Residence and Date of Birth.
8. **VATSIM ID (Optional but Recommended):**
 - While not mandatory for joining, having a VATSIM ID is recommended to fully participate in our group flights, primarily conducted on VATSIM.
9. **First Flight Commitment:**
 - A commitment to complete your first approved PIREP **within 30 days of registration** acceptance is required to remain on our roster. Rejected PIREPs do not fulfill this requirement.
10. **Transfer Hours Policy:**
 - Transfer hours will not be accepted, as our pilots have the flexibility to fly any preferred aircraft at any time.

For additional details and clarification, please refer to [Note on item #9](#).

We appreciate your commitment to complying with these requirements, ensuring a smooth onboarding process and a positive experience as a member of United Virtual Airlines.



Staff Requirements

To maintain the professionalism, integrity, and functionality of our staff team, we have established the following requirements for all staff members at United Virtual Airlines:

1. **Flight Commitment:**
 - Staff members are required to complete a minimum of four (4) flights every 30 days to retain active status.
2. **Exclusivity Clause:**
 - Staff members may not simultaneously hold a staff role with another virtual airline.
3. **Pilot Status with Other Airlines:**
 - Staff members must not be in an "active" pilot status with another virtual airline unless on Leave of Absence (LOA) or Retired status, unless prior approval is obtained from a UVA Admin team member.
4. **Minimum Age Requirement:**
 - The minimum age for a staff member is **18 years old**.
5. **Monthly Staff Meetings:**
 - Staff members must be available to attend a monthly staff meeting scheduled by the Administrative or Executive team.
6. **SmartCARS Activity:**
 - Staff members must have a minimum of one month (30 days) with the airline and have submitted and had approved a minimum of ten (10) Pilot Reports (PIREPs) through SmartCARS.
7. **Good Standing Requirement:**
 - Staff members must be in good standing with the airline, with no pending or active disciplinary actions.
8. **Discord Presence:**
 - Staff members are expected to be **active and sociable** participants on our Discord server both **prior to and upon placement** onto the staff roster.
9. **Probation Period:**
 - All staff new hires will undergo a probation period of one month (30 days) for performance evaluation. During this period, their position may be reconsidered if necessary.
10. **Group Flight/Event Participation:**
 - While not currently a requirement, staff members are encouraged to participate in at least one group flight or event per month. This is subject to change at the discretion of the Administrative and/or Executive teams based on staff participation levels.

These requirements are designed to ensure a committed, engaged, and professional staff team that contributes positively to the success of United Virtual Airlines. We appreciate your dedication to meeting these standards and fostering a collaborative and vibrant community within our virtual

airline.



Code of Conduct

To uphold a professional and respectful environment, all Staff Members and Pilots of United Virtual Airlines (UVA) are expected to adhere to the following Code of Conduct across all communication channels and representations of UVA:

Prohibited Actions:

1. **Verbal Abuse and Bullying:**
 - No engaging in verbal abuse or bullying of any UVA member or member of partner organizations while representing United Virtual.
2. **Harmful Activities:**
 - Prohibited from participating in any activity that is harmful to the virtual airline.
3. **Inappropriate Messages:**
 - Sending explicit, controversial, or degrading messages related to race, color, religion, gender, sexual orientation, gender identity, national origin, veteran or disability status, or any other protected classifications is strictly prohibited.
4. **Offensive Language:**
 - Usage of vulgar profanity or offensive language is prohibited on UVA's and partner's public-facing Discord channels.
5. **Advertising Products/Services:**
 - Sending any form of advertisements for the sale of products or services on UVA's communication outlets, including Discord, is not allowed.
6. **Discussion of Piracy:**
 - Discussing or promoting the pirating or distribution of entertainment without proper legal purchases is strictly prohibited.
7. **Use of @everyone/@here Commands:**
 - Using @everyone/@here commands in UVA's Discord server is not allowed.
8. **Exploitative Activities:**
 - Performing or promoting the intentional use of glitches, hacks, bugs, or other exploits that may cause incidents within the community and among pilots is strictly forbidden.
9. **Spamming and Flooding:**
 - Spamming or flooding any communication outlet within or used by UVA is not permitted.
10. **Multiple Registrations:**
 - Registering on the website or Discord with more than one email account/Pilot ID is strictly prohibited.
11. **Promotion of Other Airlines:**
 - Advertising or promoting any other virtual airline on UVA's communication outlets is not allowed.

12. **Use of Aliases or Fake Names:**

- Use of aliases or fake names on UVA's website or communication outlets, including Discord, is not permitted.

13. **Nuisance Behavior:**

- Causing a nuisance at United Virtual is not tolerated. Repeated complaints may lead to administrative action, including termination, after a formal investigation.

Warning Levels:

- **Level 1 Warning:**

- Issued with a clear definition of the grievance/violation and corrective actions to be taken. Probation or suspension may follow if corrective action is not implemented.

- **Level 2 Warning:**

- Formal written notice with defined grievance/violation and corrective actions. May include probation, suspension, or termination, based on the severity.

- **Level 3 Warning:**

- Formal written notice with defined grievance/violation and corrective actions. May result in suspension or termination, depending on severity.

- **Level 4 Warning:**

- Formal termination from UVA with a ban set for future membership.

Warning Level Progression:

- If a member is on a Warning Level of discipline, the next applicable Warning Level will be issued for any violations within the rolling 12-month period from the date of issuance.
- Appeals for Warning Levels or terminations may be addressed to the Chief Operations Officer (COO) at coo@flyuva.org and/or the Chief Executive Officer (CEO) at ceo@flyuva.org.

For detailed information, refer to [Code of Conduct Document](#).

Voice Channel Code of Conduct:

- Our voice channels (VC) are enjoyable spaces to connect and share our passion for flying, but it's essential that we uphold mutual respect in these interactions.
- When participating in general VC channels, be mindful of the atmosphere and ongoing dynamics. If a VC is hosting a large group, minimize background noise to maintain respect for others.
- During group flights, we often implement a push-to-talk protocol. This is because many pilots, including ourselves, manage multiple audio sources simultaneously, especially when flying on VATSIM.
- As part of pre-, in-, and post-flight routines, going through checklists is vital. However, given that we may be at different stages of our flights or using different aircraft, we ask that you conduct these checklists privately within your own cockpit.

- We also remind you that the use of vulgar profanity & pervasive language is prohibited, and all language should be kept at a PG-13 level.

Warning Level Progression

- **First offence:** Verbal warning
- **Second offence:** 10 minute time out in Discord
- **Third offence:** 24 hour time out in Discord and an official written pilot misconduct.



Pilot Requirements

Pilot Requirements:

1. **Monthly PIREP Submission:**

- Pilots are required to submit at least one (1) Pilot Report (PIREP) per month. The submission must be made using the smartCARS flight logging and monitoring software provided by United Virtual. If unable to comply, pilots may submit a manual PIREP through the Crew Center website, with a link from an approved source (VATSIM, ProjectFLY, etc.) to verify the flight's completion.

2. **Responsibility for Compliance:**

- It is the pilot's responsibility to ensure they fly at least one (1) flight every 30 days to remain active.

Pilot Inactivity Warnings:

1. **Warning Emails:**

- United Virtual will send warning emails at 30 days and 90 days if a pilot becomes inactive.

2. **Inactivity Periods:**

- Pilots are required to complete one (1) flight every thirty (30) days to remain active.
- After 30 days of inactivity, a pilot will be placed on a leave of absence.
- After 90 days of inactivity, a pilot will be retired, losing access to the Crew Center.

3. **Return from Retirement:**

- Pilots retired after 90 days of inactivity may request a return to active status by contacting their Hub Manager (HM) or dpo@flyuva.org.
- If the HM or DPO is unavailable, pilots may contact any member of the staff team via email or Discord message to make this request.

4. **Leave of Absence Requests:**

- Pilots can request a leave of absence through the Crew Center, which will be submitted to HR, Executive, or Administrative staff.
- Leaves of absence must be between 30 and 90 days and not repeated more than twice per calendar year.

5. **Return from Leave of Absence:**

- Upon return from a leave of absence, pilots have fourteen (14) days to submit an ACCEPTED PIREP to avoid being marked as retired due to inactivity.
- The PIREP submitted upon return cannot be a manual PIREP.

Roster Purges:

- **First PIREP Approval:**

- Roster purges occur daily for pilots who do not get their first PIREP approved within 30 days of joining UVA.

- **12-Month Inactivity Purge:**

- After 12 months (365 days) of inactivity, pilots will be removed from the roster, deleted from the database, and their previous profile cannot be retrieved.

For additional details, refer to [Pilot Requirements and Inactivity Policy Document](#).



PIREP Approval Criteria

To maintain consistency and uphold standards, United Virtual Airlines (UVA) follows specific criteria for Pilot Report (PIREP) approval. Pilots are required to adhere to the following guidelines:

Simulation Rate:

1. **CRUISE Phase Time Acceleration:**

- Pilots may use any simulation rate (time acceleration) during the CRUISE phase only, from top-of-climb (TOC) to top-of-descent (TOD).
- Time acceleration is strictly prohibited during taxi, take-off, climb, descent, approach, and landing.

2. **ATC Permission on VATSIM:**

- Pilots on VATSIM must receive permission from ATC before using time acceleration.

3. **Phases Jumping Prohibition:**

- Use of any feature allowing jumping between flight phases (e.g., to the next waypoint, top of descent, slewing) is strictly prohibited.

Landing Rate:

1. **Maximum Landing Rate:**

- Landing rate must not exceed -600 feet per minute (fpm).
- Multiple touchdowns must not exceed -600 fpm each.

Routing:

1. **smartCARS Routing Requirement:**

- Routing must be entered in smartCARS.
- Direct (airport to airport) routes are not permitted.

Flight Errors:

1. **Stalls, Overspeeds, Violations:**

- Stalls, overspeeds, and >250kts below 10,000 ft. MSL violations may lead to PIREP rejection, based on severity and/or duration.
- **MSFS2020/2024 users:** note that using "Active Pause" registers as a stall; avoid using this feature during flight recording.

Fuel Guidelines:

1. **Minimum Fuel at Landing:**

- At landing, fuel must be more than 2000 lbs. for all passenger transport aircraft.

2. **Reserve Fuel:**

- Reserve fuel should be added before departure for emergency, holding, or unforeseen circumstances.
- Using "Unlimited Fuel" option in any simulator is strictly prohibited.
- In-flight refueling is NOT permitted and any PIREPs submitted with a logged inflight refueling will be rejected (at Hub Manager/Executive/Admin Staff discretion).

Staff:

1. **Discretionary Approval/Rejection:**

- Staff may approve or reject a PIREP at their discretion.
- A reason for rejection will always be provided in the comments section.
- Any administrative team member may overrule a rejection if found unnecessary.
- Pireps of any staff member must be reviewed by a member of the executive or administrative team.

2. **Self-Approval Prohibition:**

- No staff member may accept their own PIREP.

Diversions:

1. **Notation Requirement:**

- Pilots must note the diversion airport and reason in the "Comments" section of smartCARS if flight conditions are unsafe or in case of an emergency.

Slew Mode:

1. **Slew Mode Restriction:**

- PIREPs showing slew mode toggled on for more than 3 seconds after pushback completion will be rejected.

Double Dipping:

1. **Hours Accrual Limitation:**

- Accruing hours for another virtual airline during the same flight is strictly prohibited.
- Violators may face PIREP rejection and possible disciplinary action by the Executive/Administration Team.

Airline & Aircraft Type Restrictions:

1. **General Requirements:**

- Pilots may fly any airline and aircraft type, considering fuel range, appropriate aircraft size for departure and arrival airports, and runway length.
- Substituting aircraft is allowed, but pilots must leave a comment in the "Comments" section of smartCARS before PIREP submission.

Charter Operations:

1. Charters Creation Limitation:

- Charters (also known as **Free Flights**) can only be created for routes not already in the scheduling system.
- Aircraft substitutions can be made through smartCARS, so charters/free flights should not be created solely for changing aircraft type.



Pilot Ranks

At United Virtual Airlines (UVA), we champion the freedom of our pilots to select their preferred aircraft types, regardless of their experience level. Whether you're embarking on your journey with us or are a seasoned pilot, our philosophy encourages flying the aircraft you love. However, Pilot Reports (PIREPs) undergo evaluation by our system and/or staff, emphasizing the importance of choosing aircraft in which pilots are competent and comfortable. Failure to do so may lead to rejection of PIREPs.

Rank assignments at UVA are based on the cumulative hours flown, providing a source of pride, bragging rights, and determining payroll. The table below outlines the breakdown of hours required for each rank:

Rank	Hours Range	Pay Rate
Regional Pilot	0-49 hours	\$50/hr
First Officer	50-149 hours	\$150/hr
Captain	150-299 hours	\$250/hr
Senior Captain	300-499 hours	\$300/hr
ATP Captain	500 hours	\$350/hr

This ranking system serves to acknowledge and reward pilots for their dedication while offering a flexible and enjoyable flying experience for all.



Schedule Search

At United Virtual Airlines (UVA), we provide pilots with diverse flight options and the flexibility to tailor their flying experience:

1. **Scheduled Flights:**

- Pilots can choose from a wide range of scheduled flights accessible through the Schedule Search page.
- These scheduled flights encompass various routes, airlines, and aircraft types.

2. **Free Flights:**

- Pilots have the option to create their own Free flights using our Free Flights system.
- Free Flights allow the selection of any airline and aircraft, provided they adhere to the specified aircraft type restrictions detailed in the PIREP approval criteria.

3. **Bidding System:**

- Pilots are free to place as many bids as they desire, offering the flexibility to select flights that align with their preferences and schedules.

4. **Real-Time Flight Planning:**

- Utilize the Scheduled Flights tool to search for flights at any time, even while currently airborne.
- Plan future flights conveniently and efficiently.

5. **Custom Trip Building:**

- Explore the Flight Assignments page on our Crew Center to construct personalized trips, enhancing realism according to individual preferences.
- Assigned flights are optional, allowing pilots to choose whether to use this feature based on their preferences.

This approach ensures that our pilots have the autonomy to shape their virtual airline experience, fostering a dynamic and engaging environment. For additional details, pilots can refer to the [Flight Assignments](#).



Free Flights

Pilots at United Virtual Airlines (UVA) enjoy the freedom of conducting Free Flights, offering a personalized and unrestricted flying experience.

Key Features:

1. Accessible to All Pilots:

- The Free Flights menu is open to all pilots, providing an avenue for self-directed flights.

2. Limitless Creativity:

- Pilots have the liberty to create their own Free Flights without any restrictions on the number of flights per month.

3. Unrestricted Airlines and Aircraft:

- Free Flights can be designed for any airline at any time, allowing pilots to explore various carriers, aircraft, and routes.
- Pilots are not confined to airlines already present in our scheduling system, providing complete freedom of choice.

4. Aircraft Changes in smartCARS:

- Free Flights are not intended for mere aircraft changes.
- Pilots can make aircraft substitutions using our smartCARS flight logging software.

This approach empowers pilots with the flexibility to shape their flying adventures, fostering creativity and diversity in their virtual airline experience. For more information, pilots can refer to

[Free Flights documentation](#).



Flight Assignments

At United Virtual Airlines, the Flight Assignments module, accessible under the Flight Ops menu on the Crew Center, offers a streamlined process for creating and executing pairings (or trips). Here's a guide on how to make the most of this feature:

Steps to Create Pairings:

1. Access the Dispatch Menu:

- Navigate to the Flight Ops menu on the Crew Center.

2. Select Your Preferences:

- Begin by choosing your preferences, such as the airline, aircraft, and other relevant details.

3. Generate Pairing:

- Use the module to generate a pairing based on your selected preferences.

4. Handling Multiple Legs:

- If the generated pairing consists of multiple legs, it's essential to complete them in the specified order on your "Flight Assignments" page.

5. Adding to Bids:

- For pairings with more than one flight/leg, you have the option to add all flight assignments into your bids.

6. Explore Help Pages:

- For comprehensive guidance on using the Flight Assignments module, its functions, and instructions, visit the "Flight Assignments" help pages.

This module is designed to enhance your virtual airline experience by providing a structured and customizable approach to planning and executing flights. For detailed assistance, refer to the [Flight Assignments help pages](#) within the Crew Center.



Bonus Hours & Incentives

At United Virtual Airlines, we appreciate the engagement and efforts of our pilots. To further enhance your experience, we offer various bonus hours and incentives:

1. Advertise United Virtual:

- Promote United Virtual on social media or public flight simulation forums.
- Live-stream or record a flight, mentioning UVA by name, and direct viewers to our website and promo video.
- Earn double (x2) hours for the flight by submitting a PIREP through smartCARS. Provide a link to the recorded video for verification on our Discord server.

2. Monthly Focus Airport:

- Check the main page of the crew center for the monthly focus airport.
- Fly in or out of this airport during the specified month to receive bonus MileagePlus miles on approved PIREPs (bonus details available in the NOTAMS channel on Discord, typically +200).

3. Group Flights/Events:

- Participate in group flights or events hosted by United Virtual.
- Earn double (x2) hours on approved PIREPs for participating.
- Stay informed about upcoming events through the events section on the website and our Discord event channel.

4. Refer-a-Friend:

- Refer a friend or family member to sign up with UVA.
- Instruct them to include your name and pilot ID in the reference/comments box of their initial pilot application.
- Receive 25 additional hours as a thank you for the referral.

These incentives are our way of recognizing and rewarding the dedication and involvement of our pilots.



Flight Grading

Purpose

The Flight Grading System is designed to evaluate pilots' performance based on the PIREP logs. This system encourages realism, rewards good practices, and provides actionable feedback to help pilots improve their skills.

How It Works

When a PIREP is filed, the system analyzes the log data and assigns a **score out of 100%**. The score is influenced by specific flight behaviors, categorized into **bonuses** (for good practices) and **deductions** (for undesirable behaviors).

Scoring Criteria



Bonuses

- **Smooth Landings:**
 - Landing Rate: **-1 to -150 fpm** — **+5%**
 - Landing Rate: **-151 to -250 fpm** — **+2%**
- **Realistic Boarding:**

- If the time between "Boarding Started" and "Pushback" exceeds **20 minutes**, you'll earn **+5%** for realistic boarding procedures.

Deductions

- **Stalling: -20% per instance**
 - **Overspeeding: -10% per instance**
 - **Hard Landings:**
 - Landing Rate: **-251 to -450 fpm** — **-2%**
 - Landing Rate: **-451 to -599 fpm** — **-10%**
 - Landing Rate: **less than -600 fpm** — **-25%**
 - **Exceeded 250 Knots Below 10,000 ft: -5% per instance**
 - **Bounced Landings: -5%**
 - **Low Fuel: -10%** (if landing fuel is less than 2000 lbs)
-

Detailed Feedback

The system provides detailed feedback by aggregating all deductions and bonuses for each criterion. For example:

- **Stalling Detected:**
 - Total Deduction: **-40%** (2 instances)
- **Overspeeding Detected:**
 - Total Deduction: **-20%** (2 instances)
- **Smooth Landing Bonus:**
 - Total Bonus: **+5%** (-1 to -150 fpm)

This feedback is displayed alongside the total score so pilots can understand what impacted their grade.

Display of Results

After submitting a PIREP, pilots can view:

1. **Total Score**
 - A progress bar shows the overall percentage.
2. **Summary of Metrics**
 - Key statistics like stalling instances, overspeeding instances, and landing rate.
3. **Grading Criteria**
 - A detailed breakdown of all bonuses and deductions, including totals for each criterion.

Example Output

Total Score: 85%

Summary Metrics:

- Stalling Instances: 2
- Overspeeding Instances: 2
- Landing Rate: -200 fpm
- Boarding to Pushback Time: 25 minutes

Grading Details:

- -40% : Stalling detected (2 instances).
- -20% : Overspeeding detected (2 instances).
- +5% : Boarding duration exceeded 20 minutes.
- +2% : Decent landing (-151 to -250 fpm).

Why Use the Flight Grading System?

- 1. Encourages Realism:**
 - Pilots are rewarded for adhering to realistic flight procedures and penalized for unrealistic behaviors.
- 2. Improves Skills:**
 - Detailed feedback helps pilots identify areas for improvement.
- 3. Transparency:**
 - All deductions and bonuses are explained clearly, making the scoring process fair and easy to understand.

FAQs

Q: What happens if my score is low? A: A low score is an opportunity to identify areas for improvement. The detailed feedback will highlight the specific actions that impacted your grade.

Q: Can I still pass a PIREP with a low score? A: Yes, the grading system is for feedback purposes and does not determine whether a PIREP is accepted or rejected.

Q: How is the boarding time calculated? A: The system calculates the time between "Boarding Started" and "Pushback" based on timestamps in the log. If this time exceeds 20 minutes, you'll earn a bonus.

Q: Are there any plans to expand the grading criteria? A: Yes! We welcome feedback and suggestions to improve the system. Feel free to share your ideas with the team.

Code of Conduct

Code of Conduct - Pilot Regulations:

At United Virtual Airlines, we uphold a high standard of conduct from our pilots. Please adhere to the following regulations:

1. **Respectful Interaction:**

- Avoid verbal abuse or bullying of any member.
- Do not engage in activities deemed harmful to the airline.
- Refrain from sending explicit or degrading messages based on protected classifications.

2. **Profanity and Advertising:**

- Profanity is strictly prohibited.
- Advertisements or links to other sites/discord servers are allowed only when streaming on Twitch and in the designated streamer channel.

3. **Ethical Conduct:**

- Do not discuss or promote illegal activities, including pirating or unauthorized distribution of entertainment.
- Avoid intentional use of glitches, hacks, or exploits.

4. **Communication Etiquette:**

- Do not use the @everyone/@here command in our Discord server.
- Refrain from spamming or flooding any communication outlet within or used by United Virtual.

5. **Registration and Identity:**

- Only one pilot registration and one Discord registration are permitted.
- Real names must be used, and aliases or fake names are not allowed.

6. **Positive Community Engagement:**

- Treat others with respect, and avoid causing a nuisance.
- Repeated complaints may lead to administrative action, including termination.

Legal Information:

1. **Affiliation Disclaimer:**

- United Virtual is not affiliated with, endorsed, or sponsored by United Airlines, Inc.

2. **COPPA Compliance:**

- Complies with the Children's Online Privacy Protection Act (COPPA).
- No child under 16 may join without parental consent.
- Applicants under 16 must verify parental consent during registration.

3. **Verification and Compliance:**

- United Virtual maintains compliance with COPPA and its amendments.
- No applicant under 14 will be accepted.

- Misrepresentation may lead to termination and a permanent ban.

4. **Parental Inquiries:**

- Parents can request information about their child by contacting the CEO at ceo@flyuva.org.



VATSIM Setup

The VATSIM Network



Founded in July 2001, VATSIM emerged from the collective vision of a group of individuals dedicated to fulfilling the needs of flight simulation enthusiasts worldwide. The initiative aimed to establish an inclusive online community, providing a platform for enthusiasts to connect, while fostering a global community dedicated to learning, sharing experiences, and exploring new opportunities within the virtual aviation realm. This pioneering group is now recognized as the VATSIM Founders, continuing to guide the network's strategic direction.

Organizational Structure

The governance of VATSIM is entrusted to the Board of Governors, comprising individuals tasked with overseeing specific aspects of the network's operations. This board includes Regional Vice Presidents, each representing one of VATSIM's regions, supported by a comprehensive local staff structure. It is noteworthy that all positions within VATSIM are filled by volunteers.

VATSIM's global community is organized into Regions, Divisions, and then local facilities, the names of which vary by location. This hierarchical structure is designed to cultivate and support communities worldwide, providing resources, training, and a forum for sharing the VATSIM experience. Additionally, VATSIM serves as the principal network for numerous established Virtual Airlines and other virtual flying organizations, enriching our skies daily with hundreds of flights.

Our Members: The Core of VATSIM

At the heart of VATSIM are our members, whose participation and engagement are paramount. Members have the freedom to experience VATSIM in their preferred manner, whether through flying, controlling, or both. VATSIM is a platform for everyone, embodying a network that is as

diverse and enriching as the members who make it vibrant.

Welcome to VATSIM, a community where your aviation aspirations can soar.

Essential VATSIM Tools

As you prepare to embark on your flight simulation journey, consider integrating a selection of pivotal tools that are extensively utilized by the flight sim community. While the adoption of these tools is at your discretion and not obligatory, they are designed to significantly enhance your flight simulation experience. It's important to note that while some tools offer free versions, others may require a subscription fee.

Navigraph Charts

Navigraph Charts stands out as a premier tool among flight simulation aficionados, compatible with a variety of platforms such as X-Plane 11, X-Plane 12, P3D, and MSFS2020. It offers an exhaustive array of VFR maps, IFR charts, airport diagrams, and interactive enroute charts, serving as an indispensable resource for meticulous flight planning. The Navigraph team commits to regular updates, underscoring its value as a subscription service within the flight simulation ecosystem.

Chartfox

Chart Fox offers a free chart service that includes a broad selection of navigational charts. While it provides extensive coverage in Europe and the United States, it's worth noting that some global regions may not be as thoroughly covered. For pilots who frequently navigate the skies of these well-served areas, Chart Fox presents an ideal solution.

Flowpro (MSFS)

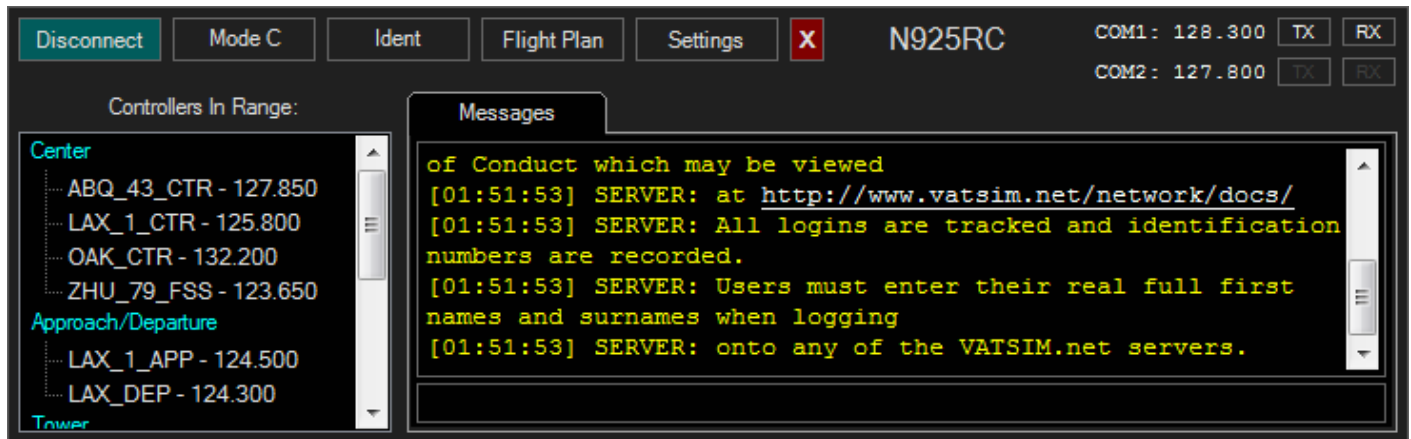
FlowPro reimagines the MSFS user interface by eliminating the standard toolbar and introducing an innovative custom wheel feature. This tool simplifies access to functionalities with a straightforward click, enabling you to customize wheels for different aircraft types. For those looking to further refine their MSFS experience, additional FlowPro widgets are available at flightsim.to, offering enhanced utility and immersion.

Ground Services X (GSX)

GSX offers a highly realistic ground crew simulation, encompassing catering, refueling, boarding, and pushback operations. To achieve a truly immersive experience, users can download specific airport profiles from flightsim.to, ensuring that each airport setup is tailored to the unique requirements of your simulation environment.

Integrating these tools into your VATSIM experience can greatly enrich your flight simulation, providing you with the resources and functionalities needed to elevate your virtual aviation journey.

Setting Up Your Pilot Client



Upon initiating your flight simulation session, a crucial first step involves seamlessly integrating into the VATSIM network through your pilot client, such as vPilot or xPilot. This integration is pivotal for engaging with air traffic control (ATC) and ensuring a realistic flight experience. Here's a guide to effectively setting up your pilot client and initiating communication with ATC.

Initial Steps in Your Simulator:

1. **Log into vPilot/xPilot:** Start by logging into your chosen pilot client. This is your gateway to accessing the VATSIM network and its array of online controllers.
2. **Interface Overview:** Upon successful login, you will be presented with an interface that lists available controllers. This interface is intuitive and designed to give you a comprehensive overview of ATC services available in your immediate vicinity.

Establishing Communication with ATC:

The process for identifying which controller to contact depends significantly on the specific airport and its available ATC services. Follow this structured approach to determine the correct point of contact:

1. **Ground Controllers:** Initially, scroll through the list to check for the presence of ground controllers at your location. If available, promptly set your aircraft's radio to the frequency assigned to the ground controller.
2. **Tower Controllers:** In the absence of ground control, your next step should be to look for a tower controller. If a tower controller is listed, adjust your radio frequency accordingly to establish contact.
3. **Approach/Departure Controllers:** If neither ground nor tower controllers are available, the appropriate action is to reach out to approach or departure control. They will guide you in airspace management around the airport.

4. **Center Controllers:** In scenarios where only the center controller is active, it is imperative to communicate with the center. The center controller will provide instructions for your flight across larger sections of airspace.

Summary:

Navigating the ATC communication setup within VATSIM requires a methodical approach, starting with ground control and moving up through tower, approach/departure, and finally, center controllers, based on availability. This structured method ensures that pilots can effectively communicate with ATC, fostering a realistic and immersive flight simulation experience. Remember, clear and proper communication with ATC enhances safety and efficiency, making your VATSIM experience more enjoyable and authentic.

Obtaining Pre-Flight Clearance on VATSIM

Securing pre-flight clearance is a pivotal step before boarding and starting your aircraft from a cold state on the VATSIM network. This section outlines the procedure for obtaining clearance, ensuring you're ready for an immersive and procedurally accurate flight experience.

Preparing for Clearance:

1. **ATIS Information:** Before reaching out for clearance, it's crucial to acquire the latest Automatic Terminal Information Service (ATIS) details. This can be done directly through your pilot client, such as vPilot, or by visiting <https://datis.clowd.io> for real-time ATIS updates.
2. **Contacting the Controller:** With the ATIS information at hand, you are now ready to request clearance from the available controller, typically ground control at your departure airport.

Requesting Clearance:

The format for requesting IFR clearance is straightforward:

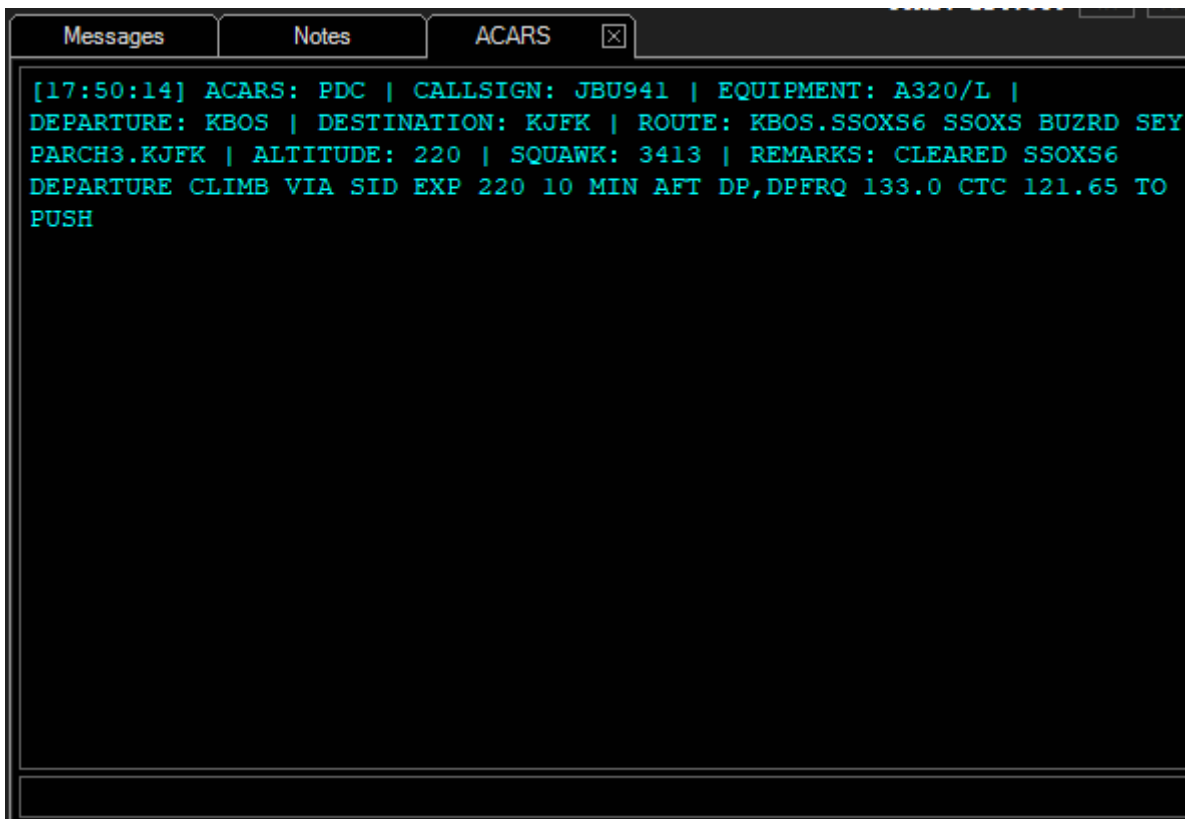
[Controller ID], [Your Callsign] requesting IFR to [Destination], with information [ATIS code].

Example:

"Las Vegas Ground, UAL1179 requesting IFR to George Bush Intercontinental, with information Echo."

Upon your request, the controller may provide verbal clearance or issue a Pre-Departure Clearance (PDC) via your pilot client.

Example PDC:



Clearance Read-back:

The clearance provided by the controller typically follows this structure:

Cleared to [destination airport], via [departure procedure] [transition or radar vectors], then as filed. Climb [via SID/instructions], expect [cruise altitude] [time] minutes after departure, departure frequency [frequency], squawk [squawk code].

While receiving clearance, it's a good practice to jot down the details in your pilot client's notes. If clarity is needed, don't hesitate to request the controller to repeat the clearance.

Example Read-back:

"Cleared to Houston Intercontinental, via NIITZ3 departure, SSKEE transition, then as filed. Climb via SID, expect flight level 370, 10 minutes after departure. Departure frequency 125.8, squawk 4733."

Following your read-back, the controller will confirm with "readback correct" or provide necessary corrections.

Final Steps:

- After the clearance read-back is confirmed, the controller will instruct you on the next steps, typically to "contact when ready for pushback and start" or "contact when ready for taxi."
- If instructed to "contact when ready for taxi," you have the discretion for pushback. Conversely, if the controller specifies "Call for push and start," you must obtain ATC approval before pushback to ensure coordination and safety on the ground.

This process underscores the importance of clear communication and adherence to ATC instructions for a seamless pre-flight setup on VATSIM, enhancing the realism and enjoyment of your virtual flight experience.

Requesting Taxi Clearance on VATSIM

Requesting Taxi Clearance on VATSIM

Once your pushback is complete and you've coordinated with the ground crew (if using GSX for ground services), your next step is to request taxi clearance from ATC. This procedure is vital for integrating seamlessly into the active airport environment and proceeding to the runway in a manner that ensures both your safety and the efficiency of airport operations. Below is a guide to properly request and confirm your taxi clearance on VATSIM.

Before Requesting Taxi:

- **Squawk Mode C:** Ensure your transponder is set to "Mode C" to transmit your altitude information. This setting is crucial for ATC to track your aircraft on ground radar accurately.
- **Format for Request:** Your request should succinctly communicate your readiness to taxi, including your current location and the ATIS information you've received.

[Controller ID], [Your Callsign], at [location/gate], with Information [ATIS letter], ready to taxi.

Example Request:

"Las Vegas Ground, UAL1179, at gate D9, with Information Delta, ready to taxi."

Receiving Taxi Instructions:

- The controller will respond with your taxi clearance, outlining your path to the assigned runway. It's essential to note these instructions in your pilot client for reference.
- Pay careful attention to any instructions regarding hold shorts or runway crossings, as these are critical for maintaining safe ground operations.

Example Instruction and Readback:

Instruction from ATC:

"UAL1179, taxi to Runway 19R via taxiways Charlie, Golf, Delta, hold short of Runway 19L."

Your Readback:

"Taxi to Runway 19R via Charlie, Golf, Delta, hold short of Runway 19L, UAL1179."

During Taxi:

- As you taxi, remain vigilant for other aircraft on your path and any intersecting taxiways. Adhering to your assigned route and any hold short instructions is paramount for safety.
- Approaching the runway, ATC may direct you to switch to another controller (e.g., tower) for takeoff clearance or provide further instructions.

Transition to Takeoff:

- Upon nearing the runway, if instructed by ATC to change frequency, acknowledge the handoff with a readback of the new frequency and proceed to contact the next controller.

Key Takeaways:

Requesting and receiving taxi clearance on VATSIM requires clear communication and adherence to ATC instructions. By following the established protocol and maintaining awareness during taxi, pilots contribute to the smooth operation of virtual airport environments, enhancing the realism and enjoyment of the VATSIM experience for all participants.

Pre-Departure and Takeoff Procedures on VATSIM

Following the transition from Ground to Local frequency and completion of your final pre-departure checks, it's time to initiate contact with the tower for takeoff clearance on VATSIM. The process involves precise communication and adherence to the instructions provided by the air traffic controller. Here's a step-by-step guide to the pre-departure and takeoff procedures:

Initial Contact with Tower:

1. Tune into the tower frequency as instructed by the ground controller. Pay attention to any specific instructions given by the ground controller, such as "Monitor Tower," which indicates that you should wait for the tower controller to initiate contact.
2. When initiating contact, adhere to the following format:

[Controller ID], [Your Callsign], short of/coming up on [runway], ready for departure.

Example Contact:

"Las Vegas Tower, UAL1179, short of 19L, ready for departure."

Takeoff Clearance Format:

1. The tower controller will respond with your takeoff clearance, providing essential information for a safe departure.

[Callsign], [Controller ID], Wind [wind direction + speed], [after takeoff instruction], runway [runway], cleared for takeoff.

Example Takeoff Clearance:

"UAL1179, Las Vegas Tower, wind 170 at 6, RNAV to DEREW, runway 19L, cleared for takeoff."

2. Ensure you read back the entire takeoff clearance, including any after-takeoff instructions, headings, or RNAV points specified by the controller.
3. The typical format for a takeoff clearance includes details like wind direction and speed, after-takeoff instructions, assigned runway, and the explicit clearance to take off.

Example Readback:

"Las Vegas Tower, UAL1179, wind 170 at 6, RNAV to DEREW, runway 19L, cleared for takeoff."

Execute Takeoff:

1. After receiving the takeoff clearance and confirming with a readback, execute your takeoff procedures, including engaging the Takeoff/Go-Around (TO/GA) mode.
2. Follow any specific instructions provided by the tower, such as flying RNAV to a designated point or adhering to a specified heading.

Important Note:

- Always pay attention to the controller's instructions and read them back accurately to ensure a smooth and coordinated departure.
- Be prepared to comply with any additional instructions or clearances that may be issued by the tower during the departure phase.

By following these procedures, you contribute to the realistic and organized flow of traffic on VATSIM, enhancing the overall experience for yourself and fellow virtual aviators.

Post-Takeoff Procedures and Transition on VATSIM

As you ascend into the skies, your interaction with air traffic control (ATC) evolves, transitioning from departure control to en-route Center controllers on VATSIM. The following outlines the procedures and communication formats during and after takeoff:

Contacting Departure Controller:

1. **Post-Takeoff Contact:**

- Once airborne, you'll receive instructions to contact the departure controller. Tune into the provided departure frequency from your preflight clearance and wait for an appropriate moment to initiate your call.
- Format for initial contact with Departure:

"UAL1179, Las Vegas Departure, radar contact, climb and maintain FL190."

2. **Handoff to Center:**

- Departure will guide you to a certain altitude, at which point you'll be handed off to a Center controller.

3. **Contacting Center Controller:**

- Upon handoff, readback the new frequency and initiate contact with the Center controller.
- Format for contacting Center:

[Controller ID], [Your Callsign], climbing through [current altitude] for [assigned altitude], [SID name or D-TO].

4. **Cruise Level Instructions:**

- The Center controller will instruct you to climb to your assigned cruise level. If necessary, you can request a different cruise altitude or heading deviation due to weather conditions.
- Example Request and Acknowledgment:

"Pacific Center, UAL1179, requesting FL350 due to turbulence."

"UAL1179, climb and maintain FL350, approved."

5. **Handoff to Subsequent Centers:**

- As you approach the boundary of the current Center's airspace, you'll be handed off to the next Center, either within the same FIR/ARTCC or a neighboring one.

- For each handoff, follow the same procedure of reading back the new frequency and initiating contact.

6. **Unicom Frequency Transition:**

- In instances where the next controller is not online, Center will hand you off to Unicom on frequency 122.800.
- During this phase, no specific calls are required until you reach the approach/landing phase.

Key Notes:

- **Clear and Concise Communication:**

- Maintain clear and concise communication with ATC, adhering to their instructions and promptly responding to any queries.

- **Proactive Request for Changes:**

- Feel free to request changes in altitude or heading if needed, and the controller will either approve the request or provide an alternative.

- **Smooth Handoff Process:**

- The handoff process between controllers ensures a seamless transition and organized airspace management.

By following these procedures, you contribute to the realism and efficiency of the VATSIM network, enhancing the overall experience for yourself and fellow virtual aviators.

Descent and Approach Procedures on VATSIM

As you commence your descent towards the destination airport, adherence to proper procedures and effective communication with air traffic control (ATC) is essential. Below are guidelines for navigating the descent and approach phases on VATSIM:

Transition from Center to Approach:

1. **Top of Descent (TOD) Instructions:**

- As you approach the Top of Descent, the Center controller will issue either a 'descend via' instruction, instructing you to follow published procedures, or provide specific altitudes for descent.
- Example 'Descend Via' Instruction:

"UAL1179, descend via the DRLLR5 arrival, the Houston altimeter, 29.81."

2. **Handoff to Approach:**

- When nearing a certain altitude, the Center controller will instruct you to contact Approach.
- Format for Approach Check-In:

[Controller ID], [Your Callsign] descending [current altitude] for [assigned altitude], Information [ATIS]" OR "descending via [STAR name], Information [ATIS].

- Example Check-In:

"Houston Approach, UAL1179 descending through 10,000 for 3,000, Information Echo."

3. **ATIS Verification:**

- Prior to approach handoff, ensure you have the current ATIS information for your destination airport. This is crucial for selecting the correct approach runway and verifying the arrival procedure endpoint.

Approach Clearances:

1. **Approach Information:**

- Approach will respond with the current altimeter setting and the expected approach procedure.

- Example Response:

"UAL1179, Houston Approach, expect ILS 26R, the Houston altimeter, 29.81."

2. **Final Approach Clearance:**

- As you near the final approach corridor, Approach will issue your final approach clearance, including position, turn, altitude, and the overall approach clearance.
- Example Final Approach Clearance:

"UAL1179, 6 miles from CHUBS, turn right heading 240, maintain 3,000 until established on the localizer, cleared ILS 26R approach."

3. **Readback Procedure:**

- Read back the turn, altitude, and clearance components of the approach clearance.
- Example Readback:

"Turn right heading 240, maintain 3000 until established, cleared ILS 26R."

Handoff to Tower:

1. **Handoff from Approach to Tower:**

- Approach will hand you off to the Tower controller sometime before reaching the final approach fix.

2. **Acknowledgment and Contact with Tower:**

- Acknowledge the handoff and make contact with the Tower controller for further instructions.

By diligently following these procedures and maintaining effective communication, you contribute to the realism and efficiency of VATSIM airspace management, ensuring a safe and enjoyable virtual flight experience.

Landing and After-Landing Procedures on VATSIM

Successfully completing your flight on VATSIM involves careful execution of landing and post-landing procedures. The following outlines the steps to be taken during and after landing, ensuring a smooth conclusion to your virtual flight:

Landing Procedures:

1. **After Exiting Runway:**

- Upon exiting the runway, initiate contact with Ground using the following format:

[Controller ID], [Your Callsign], just exited [runway], parking at [Gate or Terminal].

2. **Gate Selection:**

- When handed over to Ground, be prepared to state your preferred gate or terminal. Having a specific location in mind streamlines the taxiing process.

3. **Taxi Instructions to Parking:**

- Ground will issue taxi instructions to guide you to the designated parking location.

[Callsign], [Controller ID], taxi to [Gate or terminal] via [taxi instructions].

Tower Instructions:

1. **Landing Clearance:**

- Prior to landing, Tower will issue your landing clearance, including wind information and the cleared runway.

[Callsign], [Controller ID], [wind dir + spd], [runway] cleared to land.

2. **Contact with Tower after Landing:**

- After landing and rollout, promptly exit the runway as directed by ATC. Tower will then instruct you to contact Ground or provide temporary instructions for runway crossings.

[Callsign], [left/right] when able, [taxi instructions]

[Callsign], [left/right] when able, contact ground [frequency].

After-Landing:

1. **Taxi to Parking:**

- Follow Ground's instructions to taxi your aircraft to the designated parking spot.

2. **Shutdown Procedures:**

- Once parked, initiate shutdown procedures for your aircraft.

3. **PIREP Filing:**

- File a Pilot Report (PIREP) on SmartCARS or the applicable platform used by your virtual airline.

[Callsign], [Controller ID], just parked at [Gate or Terminal], shutdown.

Conclusion:

By meticulously following these procedures, you wrap up your virtual flight on VATSIM in a realistic and professional manner. These steps contribute to the overall efficiency and immersion of the virtual airspace, enhancing the experience for both pilots and controllers. Congratulations on completing another successful flight for FlyUnitedVirtualAirlines!

Oceanic Procedures on VATSIM

Obtaining Oceanic Clearance:

1. **Filing Flight Plan:**

- Before entering Oceanic airspace on VATSIM, file your flight plan with either Gander (Atlantic Eastbound) or Shanwick (Atlantic Westbound) Oceanic Centers.

2. **Clearance Filing Links:**

- Use the following links to directly access the clearance filing pages:
 - [Atlantic Eastbound Clearance](#)
 - [Atlantic Westbound Clearance](#)

Special Oceanic Procedures: SELCAL:

1. **SELCAL System:**

- Aircraft flying transatlantic or transpacific routes must be equipped with an HF radio due to VHF limitations over the ocean.

2. **SELCAL Code Entry:**

- Enter your aircraft's SELCAL code in the pilot client or refer to the real SELCAL at rzjets.net.



3. **ATC Contact Using SELCAL:**

- Ensure your SELCAL is entered in your flight plan, allowing ATC to contact you using this unique identifier.

Special Oceanic Procedures: Position Reports:

1. **Position Reports in Oakland Oceanic Airspace:**

- In areas without radar coverage, pilots must make occasional position reports to maintain separation.

2. **Oakland ARTCC Format Generator:**

- Use the [Oakland ARTCC format generator](#) for position report message generation.

Special Oceanic Procedures: Radio Telephony:

1. **ATC Communication in Oceanic Airspace:**

- Within Oceanic Airspace, pilots communicate with a messenger, often referred to as "Radio," who relays instructions from enroute controllers.

2. **Sample Communication:**

- Use phrases like "Gander Radio, UAL948 Heavy is overhead 50N040W, time 1840 Zulu" when contacting "Radio."

North Atlantic (NAT) Oceanic Procedures:

1. **Advisories for Crossing the Atlantic:**

- Be alert to SELCALs, traffic advisories, and weather. Request climbs or descents to avoid weather.

2. **Check-Ins with Gander/Shanwick:**

- Regularly check in with Gander/Shanwick to avoid missed handoffs, especially when approaching 030 West.

3. **Handoffs Between Gander and Shanwick:**

- Be prepared for handoffs between Gander and Shanwick approaching 030 West.

Pacific Oceanic Procedures:

1. **Continuous Contact with San Francisco Radio:**

- Unlike the Atlantic, expect continuous contact with "San Francisco Radio" without frequent handoffs.

2. **Position Reports for Oakland Oceanic:**

- In Oakland Oceanic airspace, inquire with San Francisco Radio about the need for position reports.

3. **Hawaiian Islands Clearance:**

- Oakland Oceanic does not control the Hawaiian Islands; do not request clearance from them.

4. **Radio Check and CPDLC:**

- If you lose radio communication with San Francisco Radio, request a radio check. If issues persist, switch to CPDLC services.

By adhering to these procedures, pilots contribute to the orderly and safe flow of traffic over oceanic airspace on VATSIM, enhancing the realism of their virtual flights.

Remarks

I have invested considerable time in crafting this handbook to offer guidance and support for newcomers navigating the VATSIM Network. In addition to providing information, I actively organize weekly group flights and extend a warm invitation to all, regardless of their level of experience, to join in these activities.

If you ever have questions or concerns, please do not hesitate to reach out to me via Discord. I am consistently online and committed to responding to your inquiries within 24 to 48 hours.

Your participation and engagement are valued contributions to our community, and I look forward to assisting you on your VATSIM journey.

Ketan K. | Events Coordinator