Military

Flight

Information

Publications

milFLIP

User Guide

Contents

Introduction

milFLIP was developed by No 1 AIDU, RAF Northolt as a supplement to printed products or digital data on CDs. The milFLIP website contains the vast majority of products that are output from No 1 AIDU and allow users 24hr access, 365 days a year from anywhere in the world with an internet connection.

Waiver:
Some users may find that not all the products mentioned in this User Guide are available to them. If you require access to any of the products on milFLIP then please contact AIDU Customer Services for more information.

Customer Services telephone – Mil: 95233 8209, Civ: +44 (0)20 8833 8209

System requirements

milFLIP can be accessed from any internet enabled device that has an up-to-date Adobe Acrobat reader. The system has also been developed to allow DII users full access. There may be slight differences in the look of the website depending on which Internet Browser you operate and two of the products (UK Mil AIP and UK Low Flying Handbook) are dependent on Microsoft Internet Explorer being used.

milFLIP is fully secure, therefore users must have an individual username and password before access can be granted. Please see below for registration details.

New Features in milFLIP Version 5.0

1. Categories are tabbed vertically down the side
2. Products are now selected by the effective date of either the current or, if available, the next edition.
3. News items will now appear in a scrolling news area near the top. Click to see more.

4. Within the new TAP menu airfield information (where available) now appears above the menu.

5. You can also create an airport supplement for the airfield or view it on an interactive map (ADS).
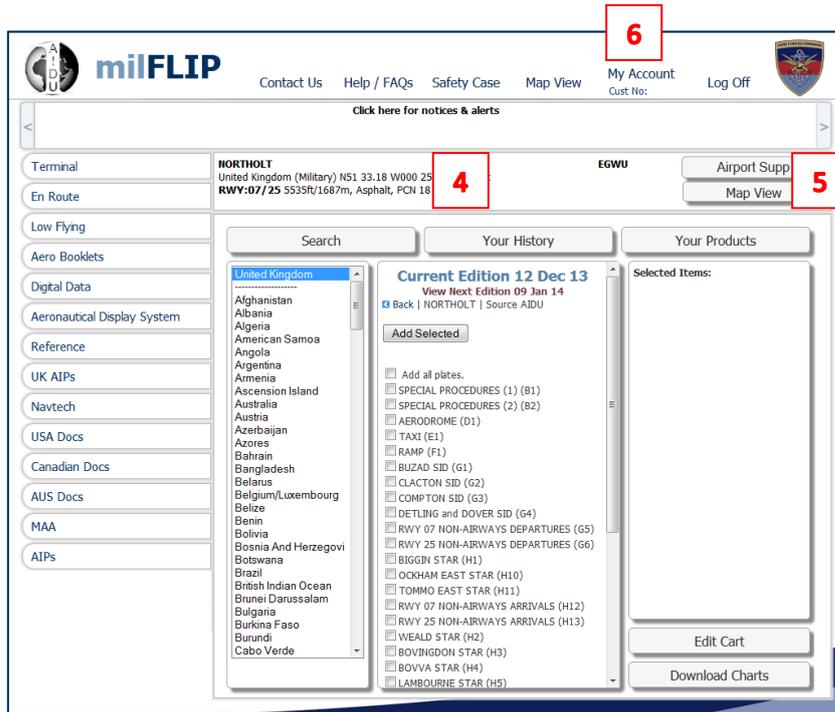
6. You can select a default category to load upon first login, from the My Account tab at the top of the page.

Requesting a New Account

milFLIP is for UK military, partner military and authorised external customers only.

1. It can be accessed from www.milflip.com

2. Click on the New User button on the home page.

3. Fill out the form, ensuring all mandatory * fields are completed.
4. Once the form is submitted it will go to our customer services department who will assess and issue a Username and password for the account via your provide email addresses.
5. You will be asked to create a unique username and change your password upon first login.

Logging In

1. Visit www.milflip.com (you will be redirected to https://www.aidu.mod.uk/Milflip/)
2. Fill in your details in the User Name and Password boxes and click Login.
3. If you have entered your details correctly you will now have access to the milFLIP website.

Forgotten Password

1. If you cannot remember your password click the Forgotten Password button and the extra boxes will appear.
2. Fill out your details as they are on your account and the reCAPTCHA and click Send Password Reset Request
3. If your details match you will receive an email to your registered addresses.
4. Follow the instructions in the email to complete the reset process.

In order to ensure you can reset your password easily please keep your milFLIP account details up to date.

Navigating Around milFLIP

1. These are the categories containing all AIDU products. They also contain products from the USA, Canada, Australia and various international AIPs.
2. Product effective dates, either the current edition (blue) or, if available, the next edition (red).
3. News bar. This is a scrolling news bar with any news we have to share. Click the bar to find out more.
4. Contact Us. A simple form to contact customer services with any orders, fault reporting, queries, requests, complaints or compliments.
5. Help / FAQs. This help guide.
6. The No 1 AIDU Safety Case document details how AIDU receives/uses data.
7. Map View. This is a quick shortcut to our Aeronautical Display System, an interactive map where you can choose different background charts and overlay them with data from our database such as runways, airways or airspace.
8. My Account. Here you can update all of your details, which we encourage you to do regularly.
9. Log Off.

Downloading TAP Charts

1. Once you have logged on select the Terminal category, if not already selected.
2. Choose either the current or next edition date for TAPs (top product).
3. The TAP menu will now appear. Choose the country of the procedure you are after from the first menu.
4. Choose which plate you are after or choose 'Add all plates' if you require all of them.
5. Click 'Add Selected' to add these procedures to your cart.
6. They selected procedures appear in your cart. You can keep selecting more TAPs, adding them to your cart.
7. If you need to edit your selection choose 'Edit Cart' if you are ready to download click 'Download Charts', they will download in PDF format for you to use as required.

8. DAFIF information from our database appears at the top of the main area, it gives you a quick overview of the selected airfield. You can also choose to download an Airport Supplement of this data or view it on the Aeronautical Display System (interactive map).
9. Search opens a simple search. You can search by ICAO, Country and Airfield name.
10. The history tab shows all the products you have recently downloaded.
11. Your products – See Creating bespoke TAP booklets below.

Creating bespoke TAP booklets

There are over 30 Aerodrome Booklets already created and ready to download and print. These can be found under the 'Aero Booklets' category tab on the left hand side of the page.

If, however you wish to create your own bespoke TAP booklet then click on the 'Your Products' tab at the top of the TAPs menu (see item 11 in the 'Downloading TAP Charts' section above).

Click 'Create New Product' button.
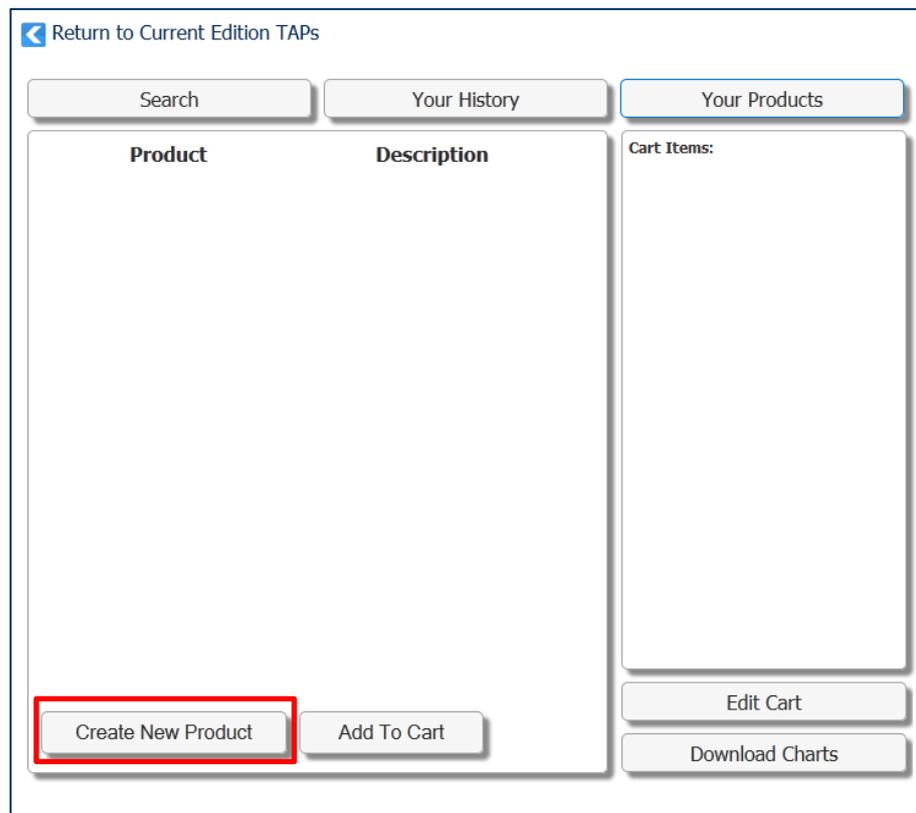
Give your new product a name and description and click Save Changes.
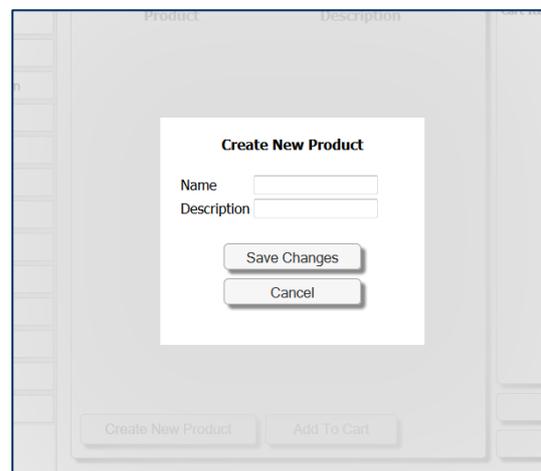
You have now created an empty product. Click edit to start adding items to your product.

Add plates to your product as you would add plates to your cart (see 'Downloading TAP Charts' section above).

Once you have compiled your products click 'Done'.

Your completed product will appear in 'Your Products' where you can download it by selecting the tick box and selecting 'Add to Cart'

Frequently Asked Questions

1.   How do I create an Account?

Please register as described from page 4. If you have any problems then please contact No 1 AIDU Customer Services team by choosing the Contact Us button on the home screen and filling out the form or alternatively by calling Mil: 95233 8209 or Civ: +44 (0)20 8833 8209.

2.   Can I change my account information?

Yes, your Account should be kept up-to-date at all times, especially if you move Stations and your position/email/telephone changes. Your Account can be accessed by clicking on the My Account link as detailed on Page 6 item 8. All account details can be viewed and changed on the form but remember to click the Save Details button to save your changes.

3.   Can we have a Squadron account?

No, everyone should have their own account as passwords should not be shared and if someone forgets the password and has it changed then there may be an access issue for the rest of the users. If anyone needs an account, please see Question 1.

4.   I can't remember my password or login details.

If you can't remember your Password then please follow the instruction detailed on Page 6. If you can't remember your username then you will need to contact Customer Services as listed in Question 1.

5.   I don't have access to all the products, some are greyed out.

You may not be entitled to view certain products if you are not military but if you feel that you need anything that you currently don't have access to then you can contact Customer Services as listed in Question 1. They will then decide whether access is granted to that Product.

6.   I would like to make an amendment or have spotted an error with one of the products, what do I do?

You can fill in a Contact Us form by clicking on the tab at the top of the Home Page, detailed on Page 6 item 4. This form will then be sent to Customer Services who will pass it on to the relevant section for action.

7.   Can I create and save TAP selections?

Yes, you can gain access to your selections by either clicking the Your History button or by using the Your Products function where you can create bespoke TAP Booklets, as detailed from Page 8 onwards.

8.   When I create my own TAP Products can I change them?
Yes, please refer to Page 8 onwards which details the use of the Edit function.

9.   When I download a Product why do I sometimes see a grey screen?
A grey screen sometimes appears when your computer browser is downloading a PDF and depending on your browser and version of Adobe Reader you may be presented with a progress bar. Please be patient until your PDF loads and if you still experience problems then please contact Customer Services as listed in Question 1.

10. Why do some Products take so long to load?

DII users may notice extremely slow speeds with some of the products due to the Internet bandwidth and security settings imposed. Normal internet users may experience slow speeds if they have any of the following:

- A shared connection
- A Dial Up modem
- A slow broadband connection
- Mobile broadband.

If you experience problems then please contact Customer Services as listed in Question 1.

11. Why are some of the Products zipped?

Some of the Products (mainly Digital) are zipped to make the download speed quicker for these large files. You can either Open the zipped file or grab what you need or Save the whole file to a destination of your choice.

12. Can I view Products that have changed before the AIRAC date?

Yes, we aim to get the amended Products onto the milFLIP website at least 7 days before the AIRAC date, some Products may appear earlier. When Products have been put on the website early they can be accessed via the Next AIRAC column which is red for clarity (Page 6 item 2).

13. I cannot find the AIP I am looking for.

We hold a substantial list of AIPs on milFLIP but not every Country will have a website that you can access. We hold a paper AIP library at AIDU which holds a more comprehensive list of Countries and we can scan any information from them and either e-mail or fax this to you.

Please use the Contact Us tab (See Page 6 item 4) or if urgent then phone the Aeronautical Information Bureau (AIB) on - Mil: 95233 8539, Civ: +44 (0)20 8833 8539 if you require this service.

14. I want to contact a member of No1 AIDU.

There is a Contacts list at the top of the Home Page, as shown on Page 6 item 4.

15. I am leaving the Military or no longer require my Account, should I tell AIDU?

Yes, however, if an Account is not accessed for six months then it will be deleted anyway. If you have not used your Account for six months and are now unable to access it then the chances are that it has been deleted and you will need to request a New Account by following the steps from Page 4 onwards.

16. I don't have Adobe Reader (needed for viewing PDFs) on my computer.

Adobe Reader is a free download from www.adobe.com/Acrobat but you may need to speak to your IT department before downloading it.

17. The UK Military AIP and the UK Military Low Flying Handbook has links that won't work on my computer.

The UK Mil AIP and the UK Mil LFHB are designed to work in Microsoft Internet Explorer (version 7.0 or higher). If you are using any other browser to view these products and are experiencing difficulties then please contact Customer Services as listed in Question 1.

18. A booklet that I have created does not load and comes up with an error message.

Creating bespoke booklets is a great way to save your usual routes and the product you create will automatically update every time you use it. They are, however, limited by download size (approximately 1000 charts) and we would suggest that you look at the size of your booklets if they are not downloading or taking a long time to appear on screen. If the error persists try deleting the product from the 'Your products' section and recreating it.