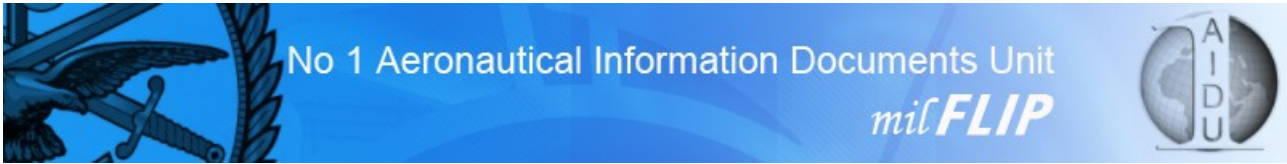


# Military Flight Information Publications

(*Mi/FLIP*)

# User Guide



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## Introduction

MilFLIP was developed by No1 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 No1 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 8209/8587, Civ: +44 (0)20 8833 8209/8587.

## 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 dependant on Microsoft 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.

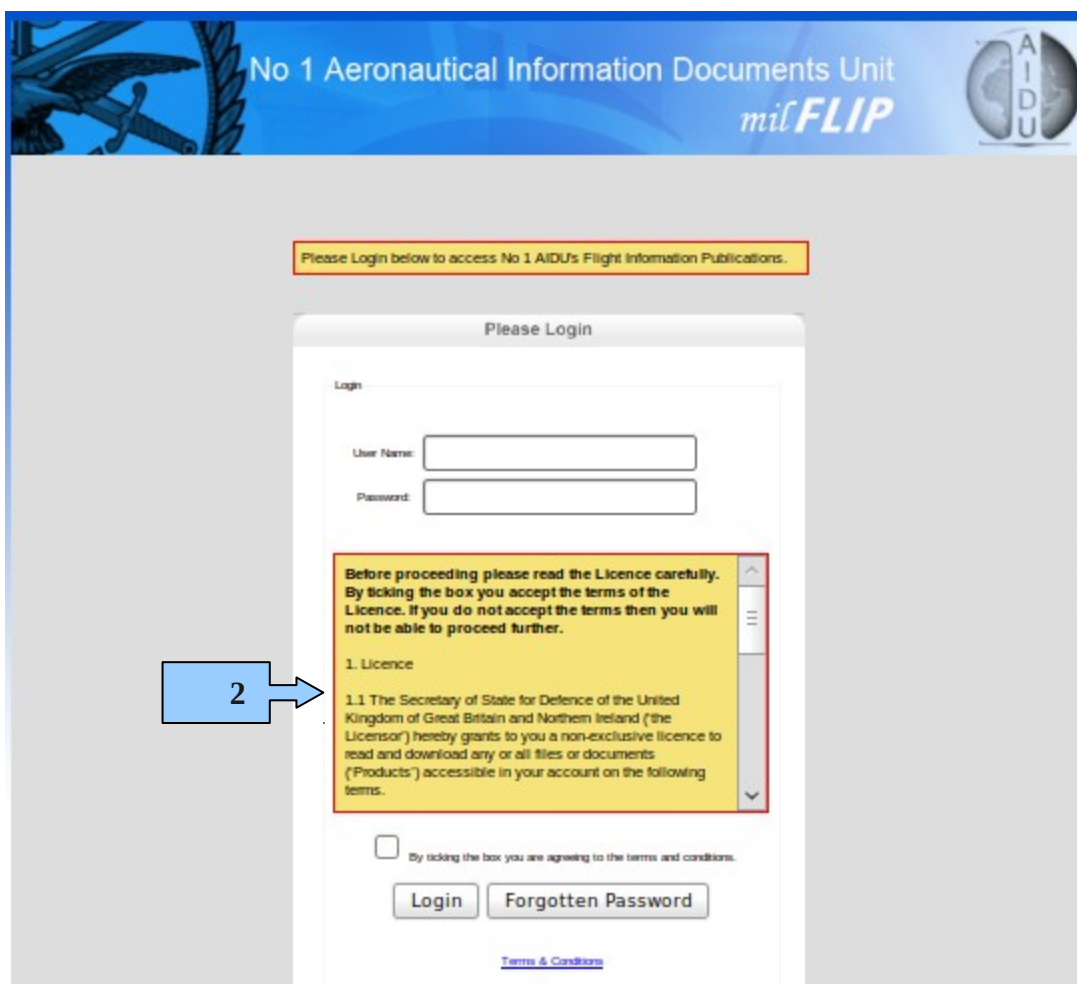
## Requesting a New Account

MilFLIP is for UK Military and authorised customers only. It can be accessed from either [www.AIDU.mod.uk/Milflip](http://www.AIDU.mod.uk/Milflip) or from the link on the AIDU website.

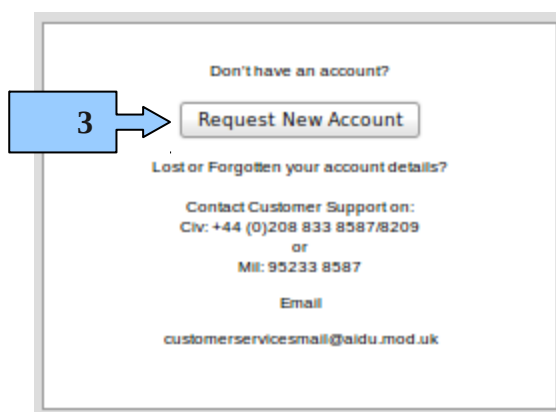
Before registration all customers are to read the Terms and Conditions information (see page 4).



1. Click on the Terms and Conditions tab to open it up.



2. Please read this before continuing to request a New Account.



Don't have an account?

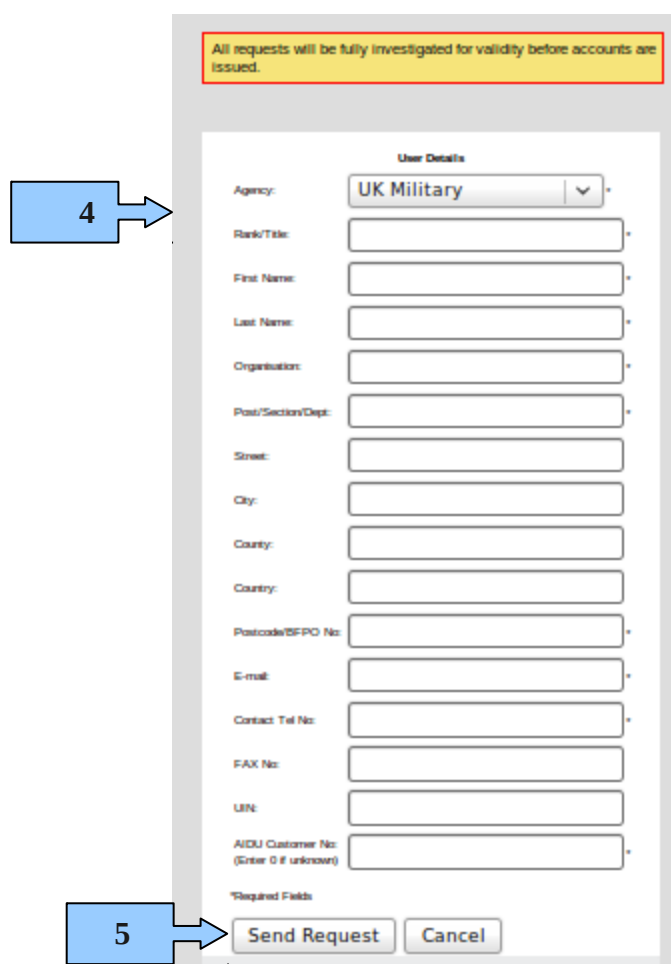
**3** →

Lost or Forgotten your account details?

Contact Customer Support on:  
Civ: +44 (0)208 833 8587/8209  
or  
Mil: 95233 8587

Email  
customerservicesmail@aidu.mod.uk

3. Click on the Request New Account button.



All requests will be fully investigated for validity before accounts are issued.

User Details

Agency:  \*

Rank/Title:  \*

First Name:  \*

Last Name:  \*

Organisation:  \*

Post/Section/Dept:  \*

Street:

City:

County:

Country:

Postcode/BPO No:  \*

E-mail:  \*

Contact Tel No:  \*

FAX No:

URN:

AIDU Customer No:  
(Enter 0 if unknown)  \*

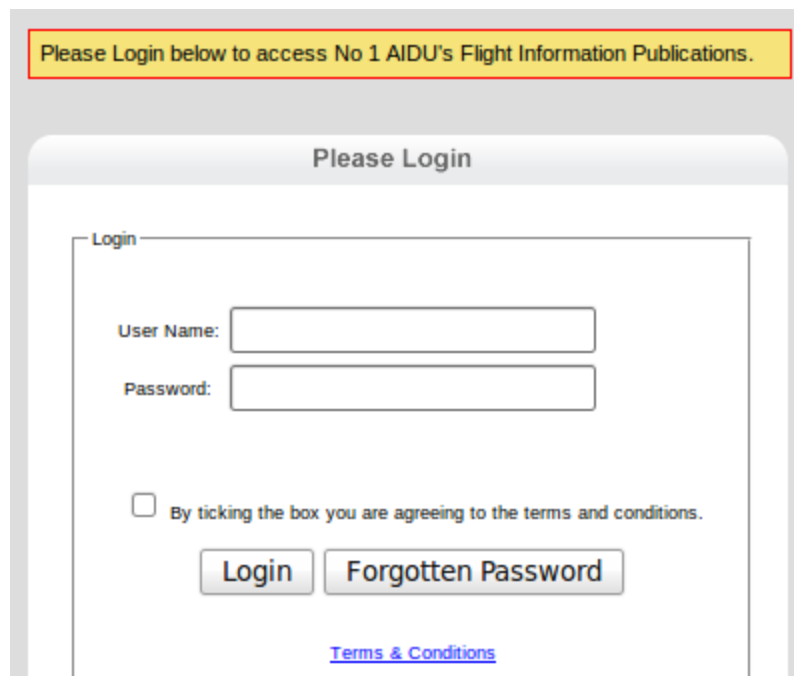
\*Required Fields

**4** →

4. You will then need to fill out the form, making sure all the mandatory \* fields are completed.
5. Once completed, click the Send Request button. This form will then be sent to our Customer Services department who will assess and issue a Username and Password for the account via your e-mail address. The initial Username and Password will require changing when you first log on.

## Logging In

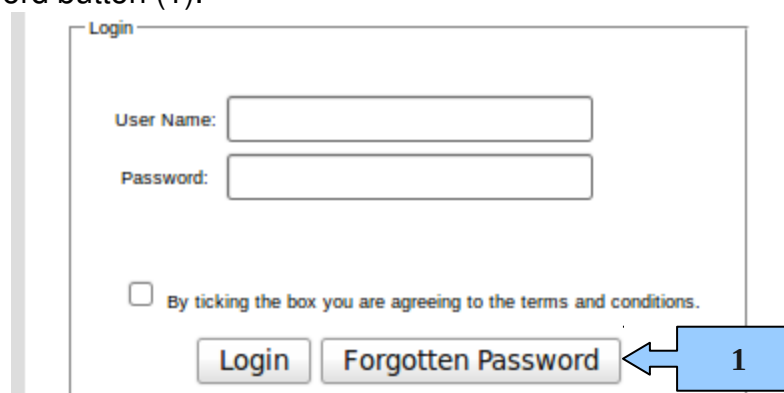
When you call up the MilFLIP website you will be presented with the screen below.



Fill in your details in the User Name and Password boxes and tick the Terms and Conditions box, then click the Login button. If you have entered your details correctly you will now have access to the MilFLIP website and can view, save or download AIDU products.

## Forgotten Password

If you can't remember your Password when you get to the Login page then click the Forgotten Password button (1).



You will then be presented with the screen below where you are required to fill in the details you used when you first created the account (unless they have been updated since). Upon completion click the Send Request (2) button which will then return an e-mail to your registered e-mail address.

Please enter your details below. The email field is the email you used to register for your MilFLIP account.

**User Details**

First Name:  \*

Last Name:  \*

Username:  \*

E-mail:  \*

\*Required Fields

The e-mail will contain a link to the page below (3) asking for the user to enter a new Password. Once you click the Submit button you will be taken to the MilFLIP Home Page where you will be asked to Log In to complete the process. If problems still persist then you will need to contact Customer Services.

Please enter a new Password. The Password must be at least 8 characters in length and contain at least 1 upper case character, lower case character and number.

**Password Reset for**

New Password:

Re-enter Password:

\*Required Fields

Customer Services telephone – Mil: 95233 8209/8587, Civ: +44 (0)20 8833 8209/8587.

**PLEASE KEEP YOUR MILFLIP ACCOUNT UP TO DATE, ESPECIALLY YOUR E-MAIL ADDRESS.**

## Navigating Around MiFLIP

Upon successful log in to MiFLIP you will be presented with the screen below.

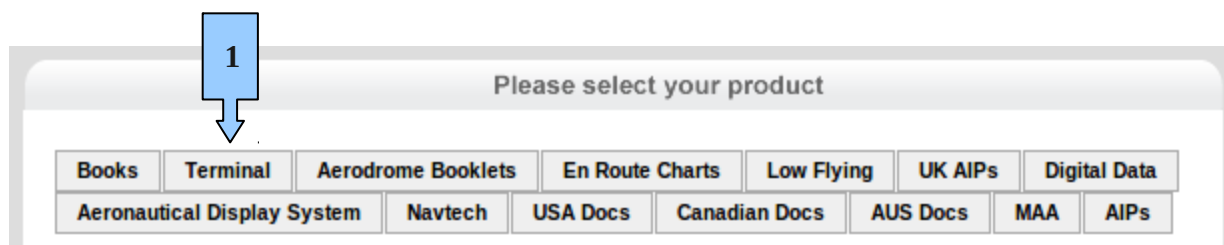
The screenshot shows the MiFLIP user interface. At the top, there is a navigation bar with the following elements: 'Status: Logged On | Customer No: 10064' (callout 1 and 2), and a set of links: 'Service Request | Catalogue 2011/12 | My Account | Safety Case | Contacts | Help/FAQ's | Log Off' (callouts 3, 4, and 5). Below this is a yellow box containing 'User Details', 'MiFLIP Feedback', 'M5219A Sheet 1 Powerlines', and 'London Olympics 2012'. Callouts 6, 7, 8, and 9 point to links within this box. Below the yellow box is a section titled 'Please select your product' with a grid of product categories. Callout 10 points to the yellow box, and callout 11 points to the product selection grid.

1. Shows your status – Logged On or Logged Off.
2. This is your Customer Number. You will need this when corresponding with Customer services.
3. The Service Request form can be used for ordering, fault reporting, queries about products, etc.
4. You can view the current No1 AIDU Catalogue of products and services.
5. Click on My Account to view and amend any of your details.
6. The No1 AIDU Safety Case document details how AIDU receives/uses data.
7. If you need to contact any of the AIDU Execs, Customer Services or the Functional Customer Groups.
8. If you are struggling with anything on the website there may be a solution under the Help/Frequently Asked Questions tab.
9. Log Off tab.
10. The yellow box is used for notices that may be of relevance to the customer.
11. These are the MiFLIP sections containing all AIDU products. Also contains products from USA, Canada and Australia and various AIP's from around the world.



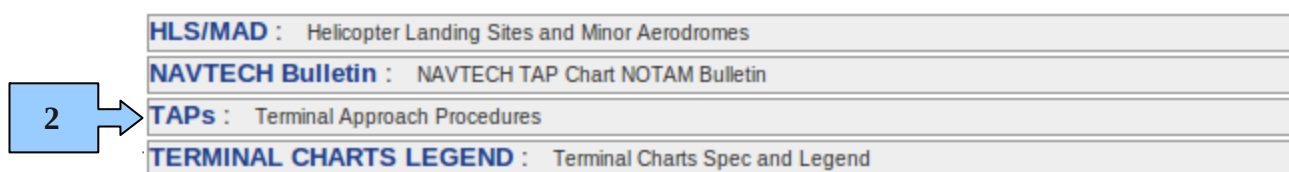
## Downloading TAP Charts

Once you have logged into MilFLIP select the Terminal Button from the products list (1).

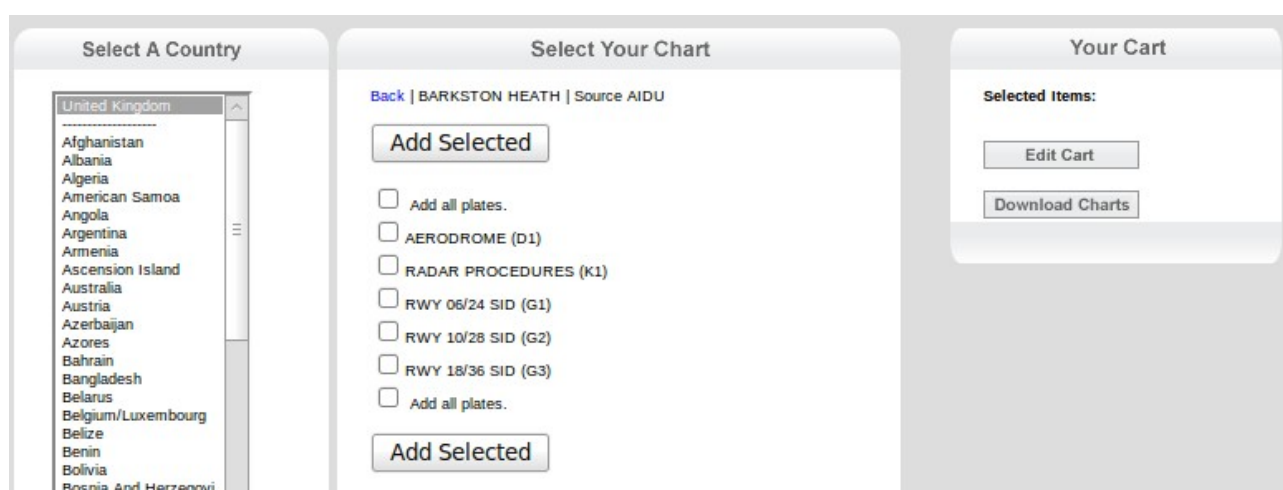


You can then click on the TAPs link (2).

### Terminal



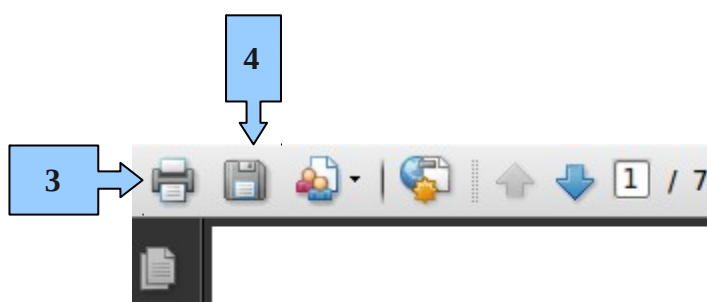
You can then select any country from the list that appears on the left of the screen by highlighting it. Once the country has been highlighted a separate list will appear of all the airfields in that country. You can now highlight the airfield you are interested in and that will bring up a list of all the TAPs for that specific airfield and the source (who created them).



If you want to download the whole airfield then tick 'Add all plates' and then the Add Selected button, otherwise you can tick individual TAPs and when happy with the selection

click the Add Selected button. Your choice will then move to the right hand side of the screen into Your Cart ready to download. You can keep adding to Your Cart by repeating the process above as many times as you wish and if you make a wrong selection then you can click on Edit Cart. This will allow you to de-select any TAPs you do not require any more by ticking them and pressing the Delete Selected button or the Delete All button if you wish to start again.

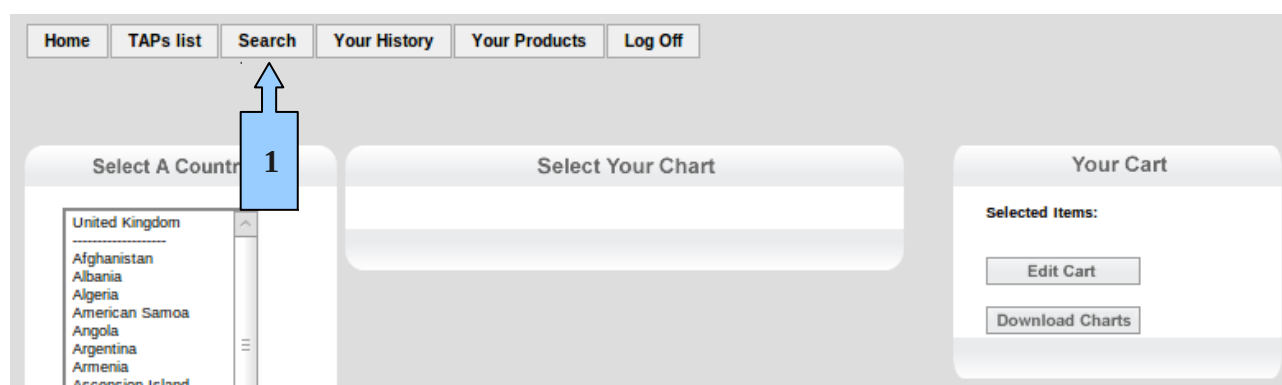
When you are finally happy with your selection you can click on the Download Charts button which will call up a separate window containing the TAPs you picked in PDF format. These PDFs can then either be printed or saved to a location of your choice using the Print (3) or Save (4) icons on the Menu Bar.



Once you have finished using the PDFs you can delete them from Your Cart by clicking on Edit Cart – Delete All – Return to TAPs.

## How to Search for TAPs

If you know the Airfield or ICAO you are looking for then you can use the TAPs Search facility. To get to this from the Home Page click on the Terminal product button, then the TAPs link and you will be presented with the screen shot below.



To Search for a specific airfield click on the Search button (1). You now have a variety of search options and there are some examples below.

Search Criteria	Search Results
Country: <input type="text" value="All"/>	The search for 'North' in all countries returned the following results:  <u>Canada:</u> <input type="checkbox"/> NORTH BAY (CYYB) <u>United Kingdom:</u> <input type="checkbox"/> NORTHAMPTON (EGBK) <input type="checkbox"/> NORTHOLT (EGWU) <u>United States:</u> <input type="checkbox"/> CINCINNATI NORTHERN KENTUCKY INTL (KCVG)
Airfield: <input type="text" value="North"/>	
ICAO: <input type="text"/>	
<input type="button" value="Start Search"/>	

An example whereby you know part of the name of the airfield and have not specified a Country.

Search Criteria	Search Results
Country: <input type="text" value="UNITED KINGDOM"/>	The search for 'North' in UNITED KINGDOM returned the following results:  <input type="checkbox"/> NORTHAMPTON (EGBK) <input type="checkbox"/> NORTHOLT (EGWU)  <input type="button" value="Add selected items to cart"/>
Airfield: <input type="text" value="North"/>	
ICAO: <input type="text"/>	
<input type="button" value="Start Search"/>	

An example whereby you know part of the name of the airfield and have specified a Country.

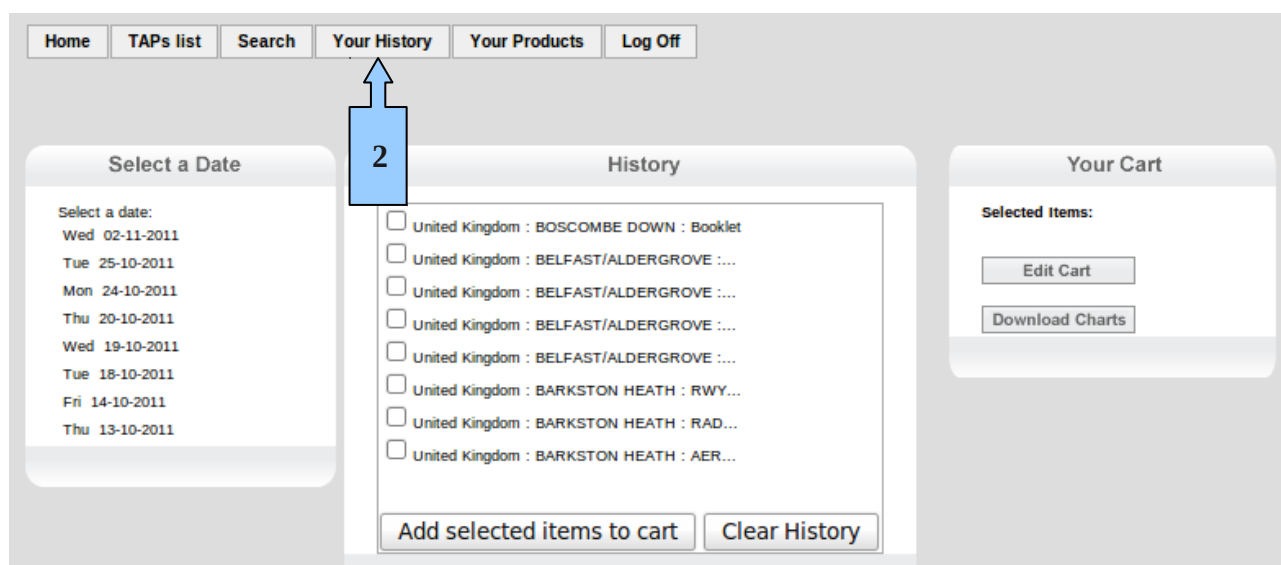
Search Criteria	Search Results
Country: <input type="text" value="All"/>	The search ICAO for 'EGWU' in all countries returned the following results:  <u>United Kingdom:</u> <input type="checkbox"/> EGWU : NORTHOLT  <input type="button" value="Add selected items to cart"/>
Airfield: <input type="text"/>	
ICAO: <input type="text" value="EGWU"/>	
<input type="button" value="Start Search"/>	

An example whereby you know the ICAO and do not need to specify a Country.

In all the examples you can tick the box of the airfield you require and then 'Add selected items to cart'. You can then Print/Download/Save or Edit your TAP PDF files as described on Page 9.

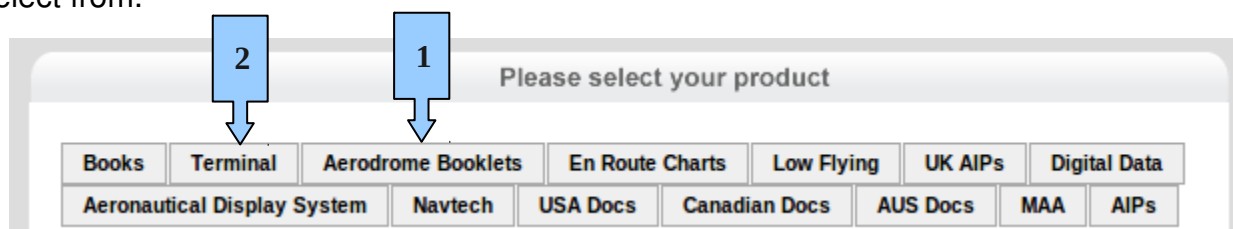
You can also access Your History (2) which will give you a list of the TAPs you selected on a certain date. You can highlight a date, select the items you require and 'Add selected items to cart'. You can then Print/Download/Save or Edit your TAP PDF files as described on Page 9.

**WARNING** – Clicking on the Clear History button will delete your ENTIRE History and not just the day you have selected.



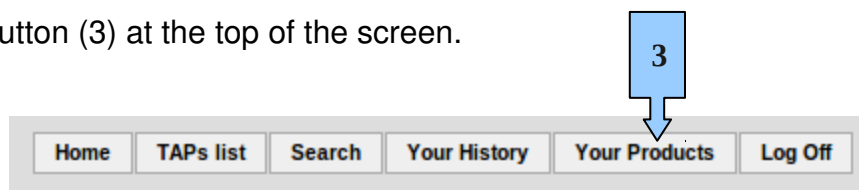
## Creating bespoke TAP Booklets

There are over 30 Aerodrome Booklets already created and ready to download or print. From the Home Page click on the Aerodrome Booklets button (1) to reveal the list you can select from.

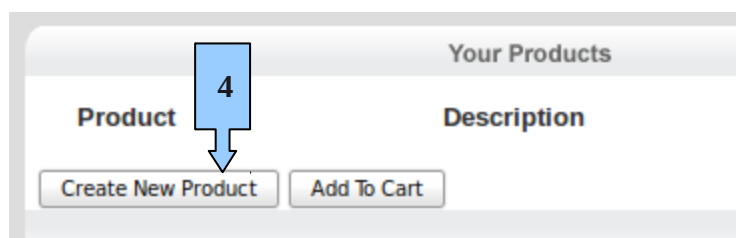


If, however, you wish to create your own bespoke TAP Booklet then click on the Terminal button (2) from the Home Page and then select the TAPs link.

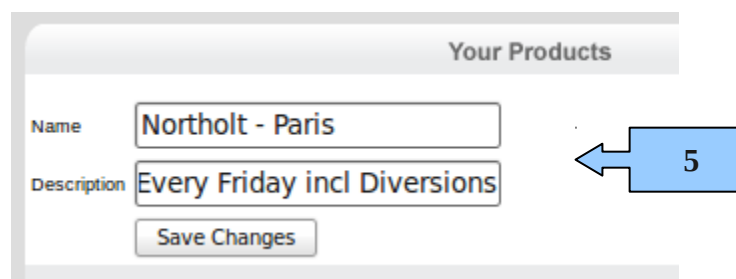
Click on the Your Products button (3) at the top of the screen.



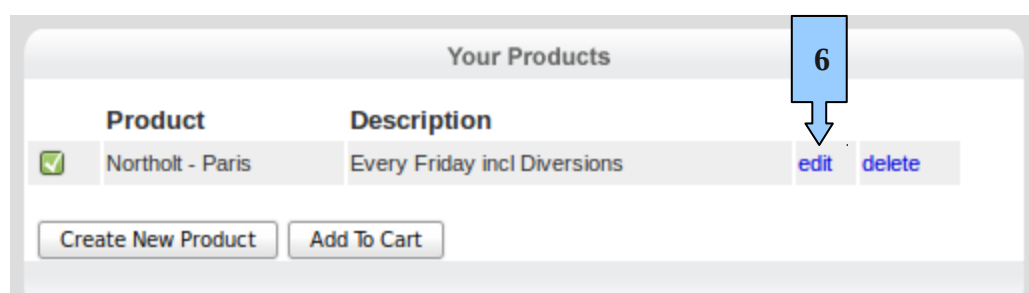
You will now be looking at the screen below and can click on the Create New Product button (4)



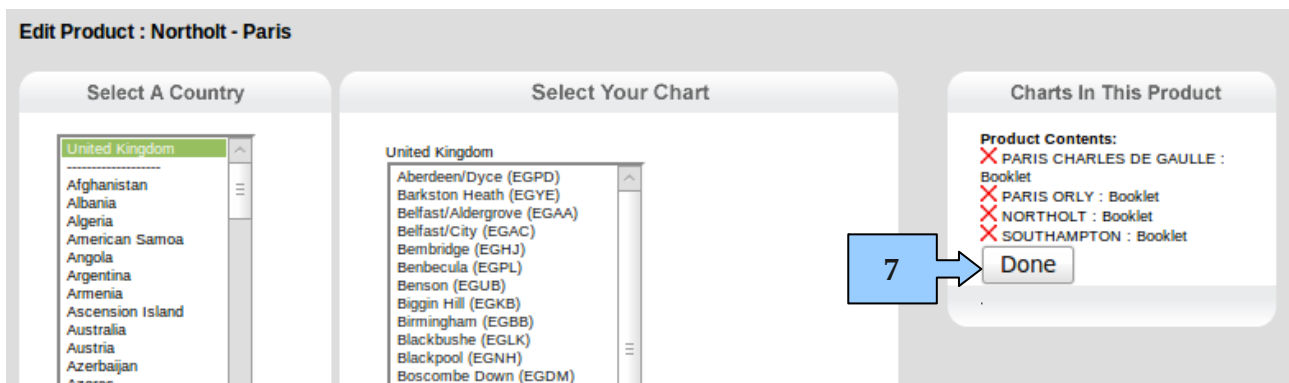
Your Booklet (5) will need a Name (so that you can find it again with ease) and you may wish to add a Description. When you are finished click the Save Changes button.



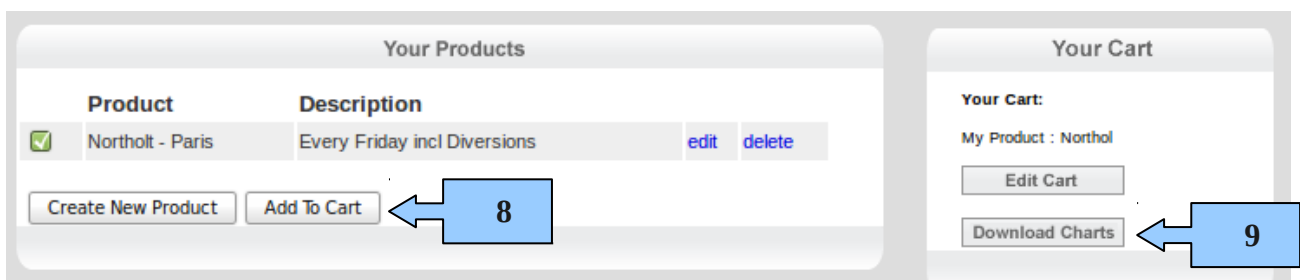
Your Booklet has now been created but at present is empty. Tick the box relating to the Booklet you have just created and click on 'edit' (6).



You can now fill your Booklet with the charts you need by highlighting the Country, the Airfield, then either 'Add all plates' and the Add Selected button, or by choosing a distinct selection of plates and the Add Selected button. Continue this until you are happy your Booklet is complete. Then click the Done button (7).



The Booklets you create will stay on your MiFLIP login until you decide to delete them. They can be edited at any time and will automatically use the most up-to-date charts. You can download them by ticking the box of the Booklet you require then clicking the Add To Cart button (8). Your Booklet will now be in Your Cart and you can press the Download Charts button (9) to view/print/save the TAP PDFs.



## Frequently Asked Questions

### 1. How do I create an Account?

Please Register as described from Page 3 onwards. If you have any problems then contact the No1 AIDU Customer Services team on - Mil: 95233 8209/8587, Civ: +44 (0)20 8833 8209/8587 or via the e-mail – [customerservicesmail@aidu.mod.uk](mailto:customerservicesmail@aidu.mod.uk)

### 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/e-mail/telephone changes. Your Account can be accessed by clicking on the My Account link as detailed on Page 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 from Page 6 onwards. If you can't remember your login details then you will need to contact Customer Services on the telephone or via e-mail 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 on the telephone or via e-mail 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 Service Request form by clicking on the tab at the top of the Home Page, detailed on Page 8. This form will then be e-mailed 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 12 onwards.

**8. When I create my own TAP Products can I change them?**

Yes, please refer to Page 12 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 on the telephone or via e-mail 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 band width and security settings imposed. Normal internet users may experience slow speeds if they have the following:

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

If you experience problems then please contact Customer Services on the telephone or via e-mail 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 and 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** tab at the top of the Home Page (this tab will not appear until there are Products to view).

**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 phone the Aeronautical Information Bureau (AIB) on - **Mil: 95233 8341**, **Civ: +44 (0)20 8833 8341** 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 8.

**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 3 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](http://www.adobe.com/Acrobat) but you will 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 on the telephone or via e-mail 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.