

# NAV DRONE FREQUENTLY ASKED QUESTIONS

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## 1. What functionality is not available in the mobile app?

The following functionalities are only available in the NAV Drone Web application and are not available in the NAV Drone Mobile app:

- Enter a pilot certificate, which is required to plan Advanced operations
- Associate a registration number to a drone
- Upload documents, which may be required to access NAV CANADA controlled airspace
- Associate users with an operator
- Visualize the flight zones of active drone operations on a map
- Edit a published operation
- Copy an existing operation
- Acknowledge a rescinded permission request

## 2. How do I access NAV Drone Apps?

NAV Drone is accessible through the following websites:

- NAV Drone Viewer to view map of controlled airspace  
<https://map.navdrone.ca/>
- NAV Drone Web to login and request authorizations  
<https://portal.navdrone.ca>
- NAV Drone Mobile apps (Android or iOS) can be downloaded from the app store (Android/Apple)

## 3. What browsers are supported by NAV Drone?

NAV Drone supports the following web browsers:

- Safari (Mac OS and Windows) - current version and one version back
- Firefox (Mac OS, Windows and Linux) - current version and two versions back
- Chrome (Mac OS, Windows and Linux) - current version and two versions back
- Edge (Mac OS and Windows) - current version and two versions back

## 4. Do I need to create an account to use NAV Drone?

Both the NAV Drone Viewer web and NAV Drone Mobile app can be explored without an account up by clicking the “Explore without account” link from the log in page. To take advantage of the all the functionality NAV Drone has to offer, you must create an account.

## 5. What do I need for requesting access to controlled airspace?

First you will require a completed NAV Drone user profile. In order to access controlled airspace in Canada, drone pilots are required to have a Pilot Certificate – Advanced Operations from Transport Canada, as well as a means by which they can have two-way communication with the appropriate air traffic services unit. NAV Drone will not allow a pilot to request access to controlled airspace until they have listed a valid Pilot Certificate – Advanced Operations and their mobile telephone number in their NAV Drone user profile.

## 6. Why should I validate my mobile phone number?

Validating your mobile phone number ensures that two-way communication capability can be maintained with the appropriate NAV CANADA Air Traffic Services unit while operating in a control zone.

## 7. Why is the pilot certification needed?

According to Transport Canada, drones are aircraft, which makes you a pilot. When you fly your drone, you are sharing the sky with other drones and manned aircraft.

When flying a drone heavier than 249 grams, drone pilots must carry a valid drone pilot certificate at all times while operating their drone. A valid drone pilot certificate is a printed or electronic document issued by Transport Canada.

To learn more about drone pilot certificates, visit [Transport Canada's website](#).

## 8. Why is a Pilot Certificate – Advanced Operations needed to fly in controlled airspace?

The ***Canadian Aviation Regulations (CARs) Part IX*** states that a flight in controlled airspace is considered an Advanced operation. To fly Advanced operations, you must obtain a Pilot Certificate – Advanced Operations from Transport Canada. As a provider of air traffic services, NAV CANADA must collect the pilot certification number from all pilots requesting access to airspace that it controls.

## 9. How long does it take to get an approval to access controlled airspace?

Requests to access controlled airspace may be evaluated in two ways, depending on the location and altitude of the operation.

For a flight zone with an altitude that is at or below the lowest maximum altitude threshold for all selected cells of a control zone grid, an automatic approval will be issued when submitting a permission request.

For a flight zone with an altitude above the lowest maximum altitude threshold for all selected cells of a control zone grid, a manual review of the operation by NAV CANADA is required.

## 10. What devices are supported by NAV Drone?

The NAV Drone Mobile app supports iOS and Android devices released within the past three years and running a version of the mobile operating system that is currently supported by Apple/Google.

## 11. How do I add a drone that is not available in the drone list?

On the NAV Drone Web application, click on *Gear* in the left sidebar. Click on the [ + Add ] button and update the necessary information in the *New drone* screen.

Please refer to section 4.1 of the *NAV Drone Web User Guide* for detailed instructions.

## 12. How do I delete my profile?

From the NAV Drone Web application:

1. Click on the menu button at the top left of the screen to display the menu
2. Click on the Profile & Account Settings menu entry
3. You will now see the My account screen displaying your personal details in the Personal Info tab
4. Click on Delete account link in the Security area
5. Link will open an email client with an email addressed to [privacy@unifly.aero](mailto:privacy@unifly.aero)
6. Enter subject "Delete Account" and include your name and the email address for the account to be deleted in the body of the email
7. Send the email

From the NAV Drone Mobile app:

1. Tap on the ... button in the menu bar at the bottom right of the screen to access the More screen.
2. Tap on My Account
3. Tap on Delete account

4. Delete account will open an email client with an email addressed to [privacy@unifly.aero](mailto:privacy@unifly.aero)
5. Enter subject "Delete Account" and include your name and the email address for the account to be deleted in the body of the email
6. Send the email

### **13. What happens if I choose to delete my profile?**

Request to delete profile will be forwarded to NAV CANADA for action. It may take up to 30 days to complete the request to delete your profile from NAV Drone.

### **14. Why did my permission get rescinded?**

Permission requests may be rescinded for the following reason:

- A decision by NAV CANADA due to exceptional circumstances that could have a safety implication to manned aviation

### **15. What does a NOTAM mean?**

A notice distributed by means of telecommunication containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.

The app will provide the operator with NOTAM information, but the complete and official source for Canadian NOTAMs is the NAV CANADA website:

<https://www.navcanada.ca/EN/products-and-services/Pages/NOTAMProcedure.aspx>

### **16. What do the different colours of airspace mean?**

The different colours are used to represent geozones. A geozone is defined as any airspace that may have restrictions, may require permission, or may require awareness of manned aviation. Geozones colors in the map will change based on the pilot certification level selected in the Map Layers menu. Geozones can be either yellow, orange or red.

- Yellow - exercise caution due to the potential presence of manned aviation
- Orange - Permission required to access this geozone
- Red - geozone is restricted to drone operations

## 17. How to get situational awareness of airspace that is applicable to visual line of sight (VLOS) drone operations?

An overview of the airspace applicable to VLOS drone operations can be viewed at <https://map.navdrone.ca>

## 18. What should I do if I encounter an issue/incorrect data with the app?

NAV CANADA Support Site

- Have a look at the NAV CANADA Support Site to see if the information you need is there. If there is an outage on the app it will be reported there along with an estimated recovery time.
- Issue/incorrect data etc. may be reported by sending an email to [navdrone@navcanada.ca](mailto:navdrone@navcanada.ca)

When reporting an issue, please include:

- A description of the issue and time it occurred
- The steps you took to get to that condition
- A screen capture of the issue (if possible)

## 19. What is the difference between a drone operator and a drone pilot?

A drone operator is the legal entity or organization that organizes a drone flight. The drone operator is accountable for the drone ownership. A drone pilot is the person accountable for flying the operation with the drone.

If the owner of the drone is also flying that drone, then the operator and pilot are one and the same person.

## 20. What are the restrictions for a NAV Drone operation?

The following operational restrictions must be followed while planning an operation:

- Duration of Operations
  - Operation length is limited to 24 hrs to prevent multiple repetitive flights
  - At the end of 24 hrs the mission has to be ended and marked as Landed
- Operation Planning
  - Maximum of 60 days in advance
- RPAS Flight zone
  - Limits for the RPAS Flight Zone are defined based on the shape
    - Polygon: 10 Sq.NM



- Circle: 12.5 Sq.NM (2 NM radius)
- Path/Line: 10 NM length
- All the measurement for length, area etc. in nautical miles and feet as default units and the users can change their preference if needed
- Operational constraints will show a warning on the parameters screen when entering a shape/line, and
- Operational constraints have a publish validator with an error to indicate that they have exceeded the limits and should submit multiple requests.

## **21. What is the difference between basic and advanced operations?**

Please refer to the following information from Transport Canada regarding the difference between basic and advanced operations:

<https://tc.canada.ca/en/aviation/drone-safety/find-your-category-drone-operation>

## **22. Why does my name appear several times on some screens?**

You can create an Operator in NAV Drone and the Operator can have one or more Pilots associated with them. If you are an Operator (e.g. company representative) and a Pilot registered under that Operator, you will see references to yourself as both Pilot and Operator on some screens.

## **23. How do I obtain permission to fly in controlled airspace?**

Access to controlled airspace via NAV Drone is limited to control zones under the jurisdiction of NAV CANADA. Access to control zones not controlled by

NAV CANADA cannot be provided via NAV Drone. Permission must be obtained directly from the controlling agency.

To obtain permission to access NAV CANADA controlled airspace, you must have a NAV Drone user profile, which includes a Pilot Certificate – Advanced Operations and a verified mobile telephone number.

Once completed, an operation can be created by defining the flight zone and associated parameters in a NAV CANADA control zone grid. Next, validate and publish the operation prior to submitting the permission request

## **24. How can I turn off / disable Multi-Factor Authentication (MFA) option?**

The MFA can be enabled/disabled through the check box option under: Profile & Account Setting > My Account > Personal Info > Security.

**25. When will I get a response to my request to fly in controlled airspace?**

The app automatically approves many requests. You will receive a quick response to these requests in the app.

Other requests will need to go to NAV CANADA for review.

Requests to access controlled airspace may be evaluated in two ways, depending on the location and altitude of the operation.

- For a flight zone with an altitude that is at or below the lowest maximum altitude threshold for all selected cells of a control zone grid, an automatic approval will be issued when submitting a permission request.
- For a flight zone with an altitude above the lowest maximum altitude threshold for all selected cells of a control zone grid, a manual review of the operation by NAV CANADA is required.

**26. What are control zone grids?**

Each control zone under the jurisdiction of NAV CANADA has been divided into a number of  $\frac{1}{2} \times \frac{1}{2}$  NM grid cells. Each grid cell has been assigned a maximum altitude threshold ranging from 0 to 400 ft Above Ground Level (AGL) increasing in increments of 100 ft. Control zone grids are used by NAV Drone to determine if a request for permission to access controlled airspace can be approved automatically or if the request needs to be sent to NAV CANADA Air Traffic Services for further assessment.

**27. How to change the role of an operator from admin to user?**

The operator Admin role can invite other users to join the operator's team. To edit the role of a user, click on the menu icon ( : ) on the right side of the user entry in the table and select the menu item Edit.

**28. My drone geofences do not match with the NAV Drone map**

If you encounter a discrepancy between a NAV Drone map data and your drone manufacture's geofence data, please contact your drone manufacturer.

**29. What do I do if I cannot find an answer to my questions in this list?**

Please refer to the NAV Drone user guides and the NAV CANADA Support Site for additional information.

### **30. How do I change the default operator in the NAV Drone app?**

In the NAV Drone Web application, the Settings tab allows you to set your preference for the following settings for the Default operator in case your personal account is associated with multiple operators (e.g. if you are a freelance pilot contracted by multiple operators), you can select which operator is displayed by default when opening NAV Drone.

### **31. Where does NAV CANADA provide bilingual services?**

NAV CANADA operates in compliance with Canada's *Official Languages Act* and the *Official Languages (Communications with and Services to the Public) Regulations*. The *Canadian Aviation Regulations* identify the geographical areas within Canada where air traffic control and related advisory services must be available in both English and French. In accordance with this legislation, NAV CANADA provides services in both official languages (French and English) in the National Capital Region (Ottawa/Gatineau) and throughout the province of Quebec.

### **32. How do I report safety concerns with my operations, such as a runaway drone?**

*Canadian Aviation Regulations* (CARs) provides a Site Survey list (see CARs 901.27) which includes knowing the proximity of aerodromes, airports and heliports, etc. Pilot/operator best practices suggests having a list of emergency contacts applicable to the flying site (flyaway, EMS etc.).

In the event of a flyaway, it's important to contact the affected authority providing last known position, direction, height and remaining battery life.

### **33. What if my operation overlaps two or more control zones?**

A separate permission request is required for each NAV CANADA control zone. It is possible you may receive permission to operate in one control zone and not the other.

For Non-NAV CANADA Control Zones, you need permission from the Controlling agency which cannot be obtained from NAV CANADA. Please contact the controlling agency.

**34. How do I update my mobile number?**

User can update mobile number under:

Profile and Account Settings > Personal Info. > Mobile > Edit (+1-Mobile number) and then Send verification code

**35. What are the rules for micro drone (under 250 grams)?**

Rules for micro drones can be found at Transport Canada's website:

<https://tc.canada.ca/en/aviation/drone-safety/find-your-category-drone-operation>

**36. Why is the "Action Required" message still there on a Published permission request?**

The Action Required message will stay there if the request is still with NAV CANADA to review and approve.

**37. Why is my drone weight on the web application showing the weight with only two decimals?**

The web version of the application is currently rounding up the weight to two digits e.g. .XX kg. The system records the weight of the drone accurately to three digits and is shown in the Mobile iOS and Android applications, for example a DJI Mavic Mini shows as .249 kg.

**38. Phone number entry is showing error: "The Country code is not recognized". What should I do?**

Enter phone number in the following format: +1-XXX-XXX-XXXX.

**39. Can I see what other drones are being used in my company?**

Pilots can change their view between different Operators that they are associated with to view the operations taking place under that Operator.

#### 40. How do I add my pilot certificate?

Pilot certificates can be added on NAV Drone Web at [portal.navdrone.ca](https://portal.navdrone.ca).

Click on the drop-down at the top left > Profile & Account Setting > My documents > Add document > License > Enter your pilot certificate details.

For more information, please refer to this NAV Drone Web tutorial video or Chapter 3 of the NAV Drone Web User Guide.

Note: Pilot certificates cannot be added on NAV Drone's mobile app.

#### 41. I am a foreign operator with a SFOC allowing me to fly in Canada. How do I enter my credentials in NAV Drone?

As an international user with a valid Special Flight Operation Certificate (SFOC) but without a Transport Canada issued Pilot Certificate – Advanced Operations, please follow the below steps to enable the use of NAV Drone to create advanced operations.

1. Login into NAV Drone web at <https://portal.navdrone.ca>
2. Click the down arrow next to your name located at the top left of the screen
3. Click **Profile & Account Settings**
4. Click **My documents** tab
5. Click **Add document** button
6. Select "Licence" from the drop down
7. On the **Add pilot licence** form:
  - a. Ensure the fields are set as follows:
    - Country = Canada
    - Type = Pilot Certificate
    - Subtype = Advanced
  - b. Enter PC0000000000 in the field named **Certificate number or reference**
  - c. Upload a copy of your SFOC:
    - Click the **Upload** link
    - Select a copy of your SFOC from your computer
    - Click **Open** button
  - d. Click the **Save** button at the bottom of the form

\*Note that this is a temporary workaround and should not be shared with other users. NAV CANADA may require you to make changes to your licence/documents setting in the future once a permanent solution is implemented