

NOTAM Entry System FAQ

Login, Password & User Accounts

- **I can't log in.**
 - Check you are using the correct username and password,
 - Refresh the cache on the browser you are using,
 - If the failure persists, contact your Group Administrator or NAV CANADA Customer and Stakeholder Services.
- **I got a failure message with detailed text "Invalid login attempt."**
 - You are using the wrong combination of username and password. Either the username or password or both are incorrect. Be careful because after 5 successive failures you will be locked out of the system.
- **I am redirected to a page that indicates that the account is locked out. I got a failure message with detailed text "Your account has been locked out for 15 minutes due to multiple failed login attempts, please try again later."**
 - Select "Forgot Password" on the NES Login page. Fill in the fields as requested.
- **I got a failure message with detailed text "Your password has expired. Please reset it by selecting the "Forgot Password" link."**
 - Select "Forgot Password" on the NES Login page. Fill in the fields as requested.
- **How do I change my password?**
 - Select "Forgot Password" on the NES Login page. Fill in the fields as requested.
- **What if I forget my password?**
 - Select "Forgot Password" on the NES Login page. Fill in the fields as requested.
- **I got a failure message with detailed text "The system is unavailable. Please contact your Administrator."**
 - Contact your Group Administrator or NAV CANADA Customer and Stakeholder Services.

Internet & Server Connection

- **NES is inactive and the message “404” is displayed. What does that mean?**
 - Sometimes, if the internet connection is lost it is possible you will get a browser message. Check your internet connection.
 - Contact NAV CANADA Customer and Stakeholder Services (who will contact Engineering)
 - Outside work hours – Fill in AMSCR form and fax to your FIC
- **The “wait” or “connecting” dialog is shown for more than 5 minutes.**
 - If the internet connection is lost or if the server is busy, the browser may not recognize the latest action.
 - Press “refresh” and check your last entries/submissions.
 - If the problem persists, or happens regularly, contact the NAV CANADA Customer and Stakeholder Services, and provide them information on the circumstances when this occurs.
 - Outside work hours – Fill in AMSCR form and fax to your FIC
- **What to do if the web/internet is working but the server is not accessible?**
 - Contact NAV CANADA Customer and Stakeholders Service (who will contact Engineering)
 - Outside work hours – Fill in AMSCR form and fax to your FIC

Display

- **Chrome is the recommended browser for using NES.**
- **NES does not display properly if I use Internet Explorer.**
 - Internet Explorer Version 11 or above is required
- **NES does not display properly when I use Firefox.**
 - Install the latest version

Submission & Dissemination

- **How do I know that my RSC NOTAM has successfully been sent?**
 - The display of the RSC NOTAM proposal once the Disseminate t button is pressed is your confirmation that the message was sent.
 - You can confirm that the RSC NOTAM is available to all by visiting the NAV CANADA Collaborative Flight Plan Services Web Site (CFPS) <https://plan.navcanada.ca/wxrecall/>
 - Your RSC NOTAM should be published within 2 minutes or less.
- **I submitted an RSC NOTAM, but the RSC NOTAM is not on CFPS.**
 - If the problem persists, fax an AMSCR form to your FIC and contact NAV CANADA Customer and Stakeholder Services.

Contingency Procedures

- **What to do if I can't access NES but I need to submit a report?**
 - Use a hard copy of AMSCR form and fax the report to your FIC or give a verbal update to your FIC if this procedure has been pre-arranged.
- **What to do if the web/internet is working but the server is not accessible?**
 - Contact NAV CANADA Customer and Stakeholder Services (who will contact Engineering)
 - Outside work hours – Fill in AMSCR form and fax to your FIC.

Reporting of Bugs and Errors

- **What to do if you have questions on reporting requirements and wording?**
 - Go to NAV CANADA's Corporate Website: <https://www.navcanada.ca/en/aeronautical-information/operational-guides.aspx> or call a FIC for guidance.
- **Who to contact to report a bug in the application?**
 - Contact NAV CANADA Customer and Stakeholder Services.
- **Who should I contact if the information about my aerodrome is incorrect in NES?**
 - Contact NAV CANADA Customer and Stakeholder Services.

More Questions?

Contact NAV CANADA Customer and Stakeholder Services.

The NAV CANADA Customer and Stakeholder Services contact information is on NAV CANADA corporate site: [NAV CANADA - Contact Us](#).