

6. Help

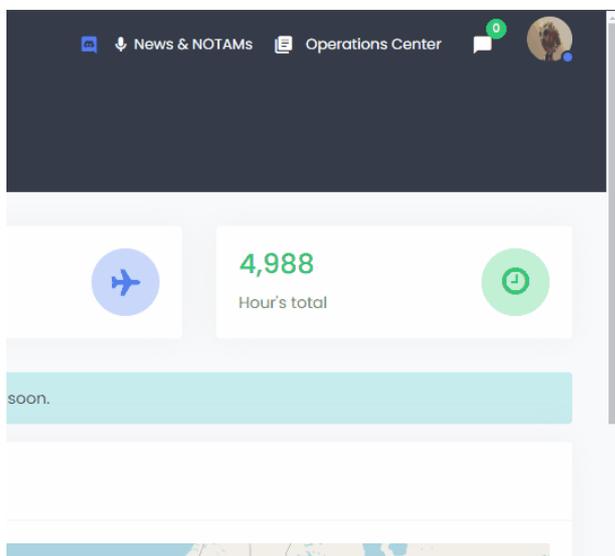
Website operation guides can be accessed via this book.

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Submitting Manual PIREP

To submit a manual PIREP you click on the **avatar** on the top right of the website & then you click on **Manual PIREP**.

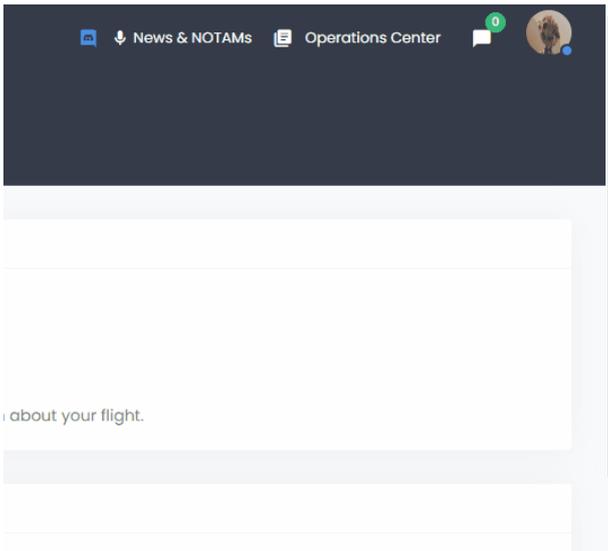


You can then fill in the various fields within the page to submit your PIREP.

Jumpseating

As a pilot within **Pacific Airways** you have the ability to change location by using our **Jump Seat** system.

To access the Jump Seat area you click on the avatar on the *top right* of the website and select **Jumpseat**.



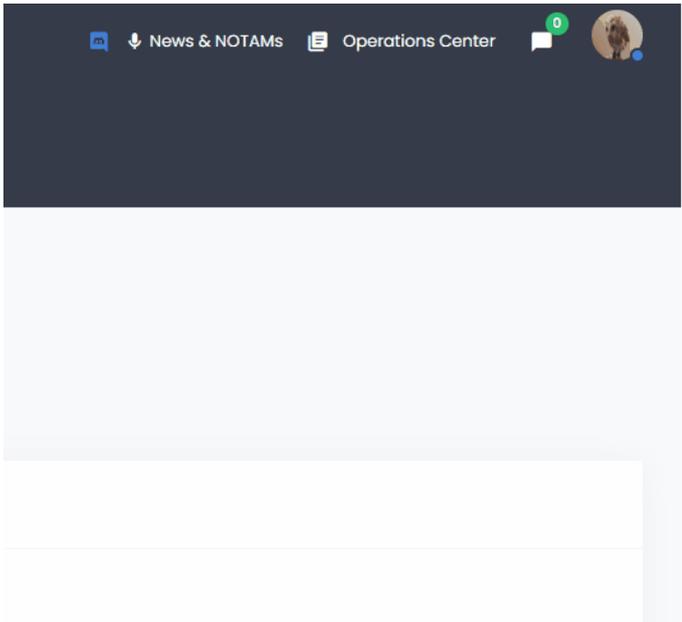
You select the airport ICAO that you wish to jumpseat to and if you have the funds available you can then click on **Confirm Jumpseat** button.

Jumpseat is a set price that can be changed at any time by our staff without warning. Ensure you select the correct location before submitting as this is non-refundable.

Account Settings

You are able to modify anything to do with your account within **Pacific Airways**

To access your *Account Settings* you click on the avatar on the *top right* of the website and select **Settings**.



You can update various parts of your account:

- Country
- Discord ID
- Vatsim ID
- Upload Avatar

Dispatching Flights

Scheduled Flights

We have over **3000+** scheduled flights for our pilots to choose from, visit **Dispatch Center** and click on **Find Scheduled Flights**.

Note: you can only depart from your current virtual location, you can click on your current **ICAO** location to show flights departing from it.

To select a flight you click on the **Flight No.** of the route you wish to take

Search Routes

Search for scheduled flights by their ICAO or from your current location.

Departure ICAO Arrival ICAO

View flights from your current location: [KMEM](#)

Scheduled Flights

Show entries

Flight No.	Departure ICAO	Arrival ICAO	Duration
4395a	KEWR	KLGA	00:00
4395b	KLGA	KEWR	00:00
4396a	KEWR	KJFK	00:00
4396b	KJFK	KEWR	00:00
4514a	KLAX	KVNY	00:00

This will then load up the flight information, once you have determined that you wish to fly the route you have selected you can click on **Dispatch Flight**.

The screenshot shows the 'Flight Info (9436b)' page. At the top right, there are navigation links for 'News & NOTAMs' and 'Operations Center'. The main heading is 'Flight Info (9436b)' with a breadcrumb 'Dashboard / Flight Info (9436b)'. A green 'Dispatch Flight' button is located in the top right corner, with a red arrow pointing to it. Below this is a 'Flight Information' section with the following data:

Flight Number	9436b	Approx Flight Duration	01:20:00
		Operational Day(s)	Mo Tu We Th Fr Sa Su

Below the flight information is a 'Departure / Arrival Information' section with the following data:

ICAO / IATA	KMEM / MEM	ICAO / IATA	KATL / ATL
Airport Name	Memphis International Airport	Airport Name	Hartsfield Jackson Atlanta International Airport
City	Memphis	City	Atlanta

Once you click on **Dispatch Flight** button the flight will then be assigned to you.

You can now click on the **Dispatch Center** button or click on **Dispatch Center** on the left main navigation bar, an alert will also show up on the **Dashboard** indicating that you have an active flight.

The screenshot shows the 'Flight Info (9436b)' page after a successful booking. A green 'Success!' message banner is at the top, stating: 'You have successfully booked this flight. Please visit the [Dispatch Center](#) for a flight briefing.' Below the banner is the 'Flight Information' section, with a red arrow pointing to the 'Dispatch Center' button in the message. The flight details are identical to the previous screenshot:

Flight Number	9436b	Approx Flight Duration	01:20:00
		Operational Day(s)	Mo Tu We Th Fr Sa Su

You can now fly this route via our **ACARS** software, but you can also **Dispatch via Simbrief** this will allow you to create a full flight plan through SimBrief.

Just click on the **Dispatch via Simbrief** button and fill in the appropriate information required to create a full flight plan, you do not have to visit SimBrief as you can do it via our website, but that's entirely up to you.

Dispatch Center
Dashboard / Dispatch Center

You can dispatch this flight via simbrief.

[Dispatch via Simbrief](#) [Cancel Flight](#)

9436b OFF Summary (29-03-2024)

Basic overview of the dispatched flight.

Flight No.	9436b	Departure	KMEM	Approx. Distance	380.9 nm
Flight Time.	01:20:00	Arrival	KATL	Pilot In Charge	Serenity Williams
				Pilot Callsign	PAY2981

KMEM Departure Weather Information

Zulu Time	03/29 04:58 (GMT)	Wind	Direction: 190 ° Speed: 6kts / 7 mph / 11 kmh / 3.1 m/s Gust: kts / 0 mph / 0 kmh / 0.0 m/s	METAR Memphis International A... VFR ● 10 mi ● None 17 °C
Elevation	256 ft / 78 m	Temperature	10 °C / 50 °F	
		Dew Point	1.7 °C / 35 °F	
		Altimeter	30.18 inHg / 1022 hpa	
		Sky Condition	CIR at AGL	

If you choose to no longer fly the route you can click on the **Cancel Flight** button and this will terminate the job.

You will **not** be deducted any credits for cancelling a flight.

Charter Flights

Our pilots have the option to generate a **Charter** flight via our **Dispatch Center** and click on **Dispatch Charter Flight**.

Note: you can only depart from your current virtual location, your departure location will automatically be added to the flight plan.

The screenshot shows the 'Simbrief Charter Flight Dispatcher' interface. At the top, there is a navigation bar with 'Dashboard / Dispatch Center / Simbrief / Charter Flight'. Below this, a message states: 'Leave fields that are not required blank to be auto-generated by Simbrief. Fields marked with * are required.' Underneath, 'Dispatch NOTAMs' information is provided: 'Departure time is +45 minutes from now using Zulu / UTC+0, you can change this time to whatever you like. When setting your cargo (freight) value (unless you leave blank) you must use a decimal place in your formatting, eg: 12.500 will = 12500 lb, or the value will be wrong.'

The main section is titled 'Flight Info' and contains several input fields:

- Flight Number:** Input field with 'PAY' and an asterisk (*).
- Departure Hour:** Input field with '23' and a clock icon.
- Departure Minute:** Input field with '43' and a clock icon.
- Departure Date:** Input field with '29MAR24' and a calendar icon.
- Departure:** Input field with 'KMEM' and an asterisk (*).
- Arrival:** Input field with 'ICAO...' and an asterisk (*).

Below the 'Flight Info' section, there is an 'Aircraft Info' section with a green button labeled 'Airframes Search'.

This system uses our **SimBiref** integration tool, which will submit a flight plan through simbrief and will give you the option to *pre-file* via vatsim.

You just fill the * required fields and any additional fields you wish to fill then click on **Dispatch Flight**.

This will then open a SimBrief pop-up window showing the flight plan being generated, once it has been generated, the website will then redirect you to the generated plan as shown below.



Charter Flight Overview

Dashboard / Dispatch Center / Charter Flight Overview

Actions ▾

● PLANNED OPTIMUM FLIGHT LEVEL



PAY2981 | PAY2981
SERENITY W.
LBS | B738 | AIRAC 2403



KMEM 18R
MEMPHIS INTL
341 ft



KATL 26R
HARTSFIELD - JACKSON ATLANTA I
1,026 ft

OFP Summary

Overview of filed Simbrief flight plan.

23:43
Departure Time

00:59
Arrival Time

00:48
Flight Time

280 nm
Distance

KBNA
Alternate

FL350
Altitude

20
Cost Index

LIDO
Format

14,975 lbs
Block Fuel

2,918 lbs
FMS Reserve

12,753 lbs
Min. Takeoff Fuel

101,894 lbs
Zero Fuel Weight