# ELP Crew Portal: Set-up & User Guide

Introduction

ELP CrewPortal Crewmember Application allows crewmembers to accept notifications regarding schedule changes and receive important communications without phone conversations with the Crew Scheduling team.
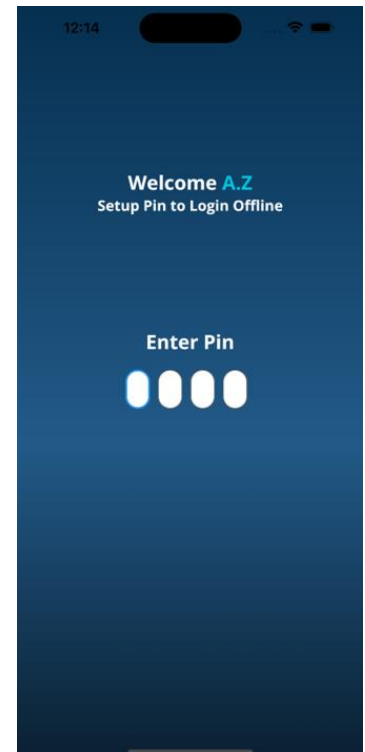
Logging into the App

Open the app on your FlyTab and log into the app using your Microsoft credentials.

1. Enter your company email address and click on Continue.

2. You will then be directed to the Frontier SSO log-in page.

3. Enter your password and click Sign in.
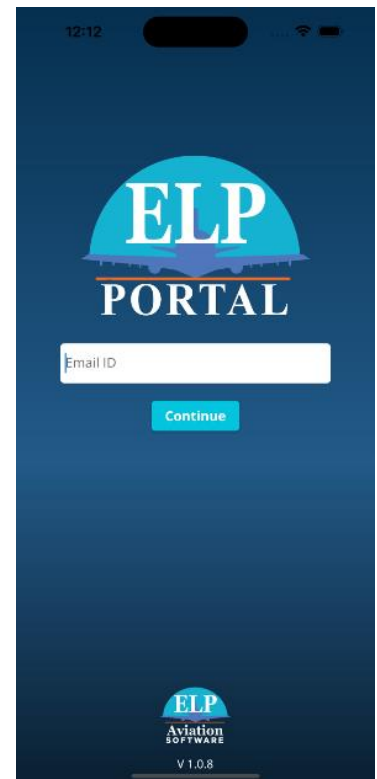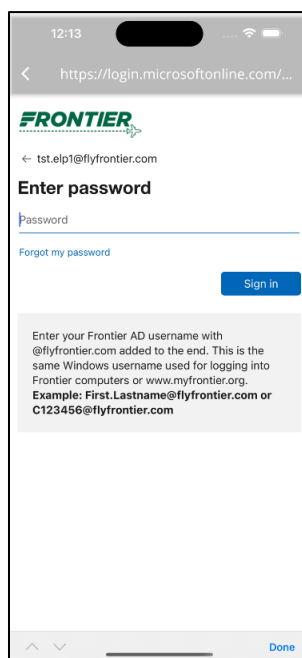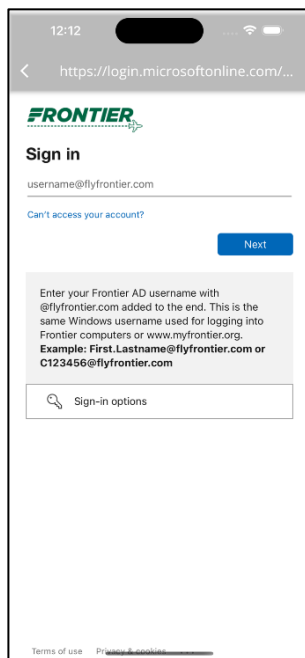
Entering/Creating a Pin

When you first sign in to the ELP CrewPortal app, you will be prompted to login using your Frontier's SSO authentication. After a successful login, you will be prompted to enter a 4-digit pin and set up biometrics (Touch ID or Face ID). This pin, or biometric, is to help you log in quicker next time. If you forget this 4-digit pin, you will need to clear the App cache and storage or uninstall the app from your device and reinstall it.

Notifications

After entering the Pin, if this is the first time you're logging in into the crew portal app, a popup is shown saying "To add or edit email id and enable Email notifications, please click on Update Preferences button in Settings tab". Click OK. You will be redirected to Alerts Tab.
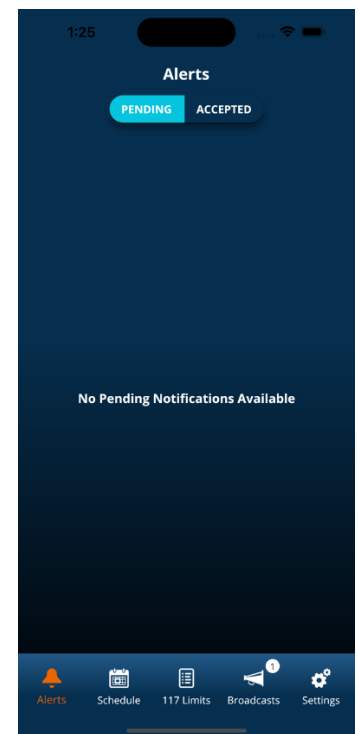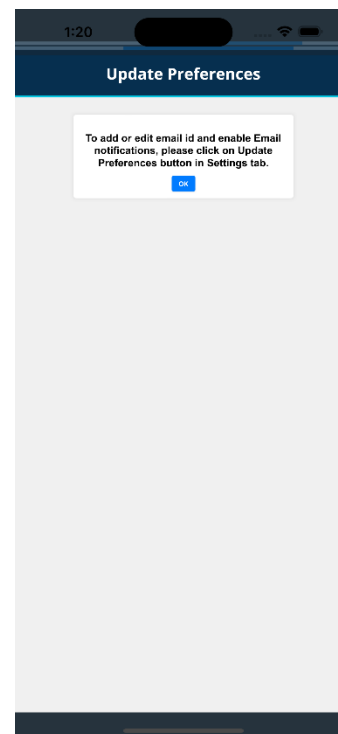
Pending Notifications

When an event is eligible for notification, it is pushed to the APP and will display in the Pending alerts section. The notification will be displayed with the pairing number and date.

Clicking on the notification will open the full pairing details.

Accepted Notifications

All notifications that are accepted by the crewmember will be displayed here in the Accepted notifications for the crewmembers reference.
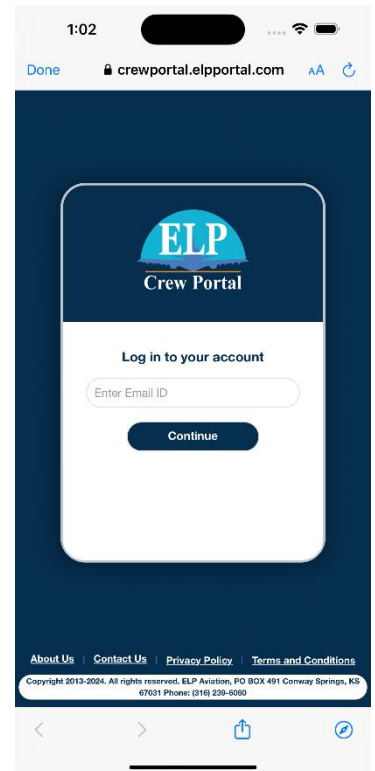

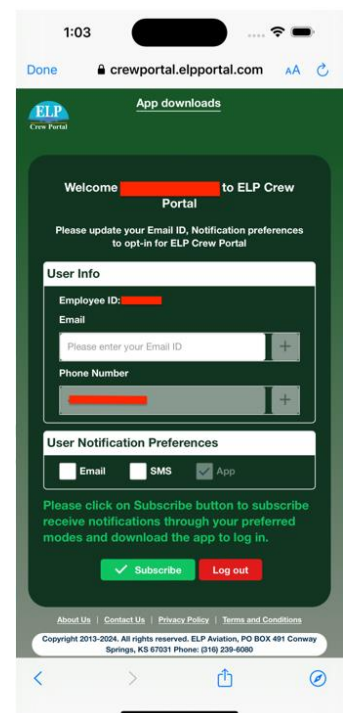## Changing Your Email & Phone Number for Notifications

After logging into the app, navigate to Settings tab and click on Update Preferences button
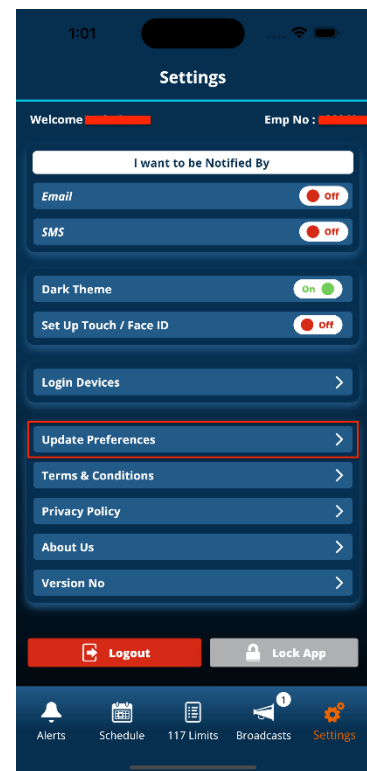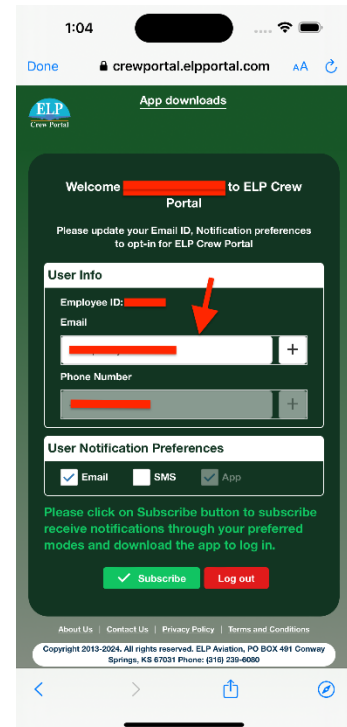
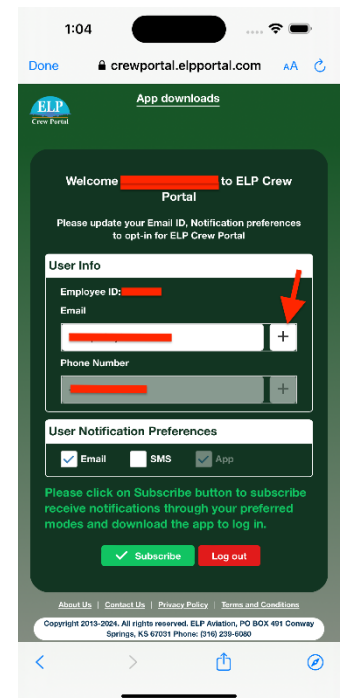You will be redirected to the Login web page. Enter your username or Email ID to login.

After successful login, you will be redirected to update preferences page.

Enter your email ID in the input box below Email text.

If you want to receive email notifications on multiple emails, click on Add (+) icon and add another email. You can add up to 2 email addresses.

After adding email ID, to receive email notifications, please check Email checkbox under User Notification Preferences section and click Subscribe button.
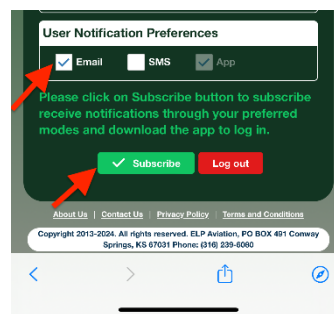
Download the App onto a Personal Device

If downloading the app onto a personal device:

**Step 1**: Open Safari (Apple phones) or any mobile browser (Android phones) and enter the below URL.

https://www.crewportal.elpportal.com

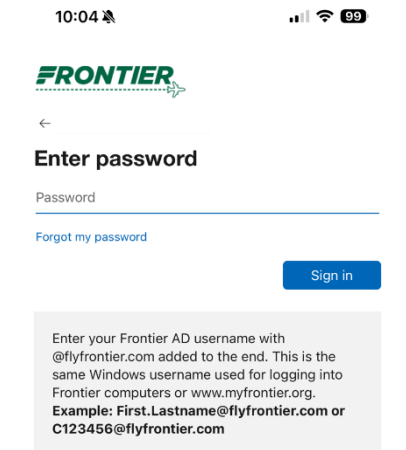Note: To download the app to Apple devices, use Safari browser only.

Step 2: Please enter your username or email id in the input box below. Log in to your account and click the Continue button.
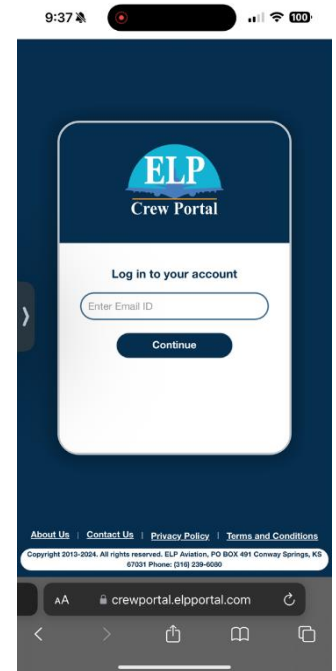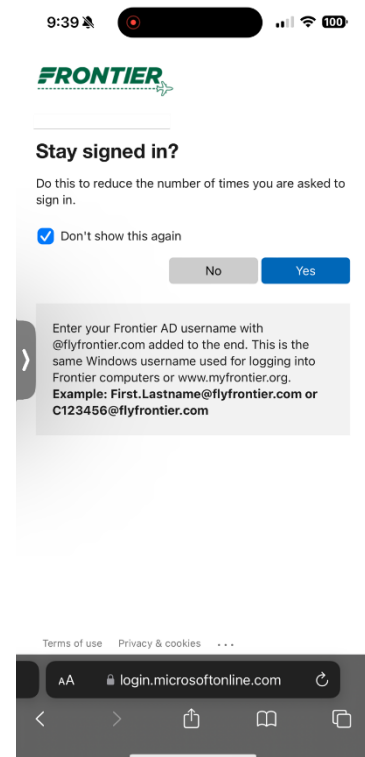

Step 3: You will be redirected to your domain login, please enter your username and click Next button.
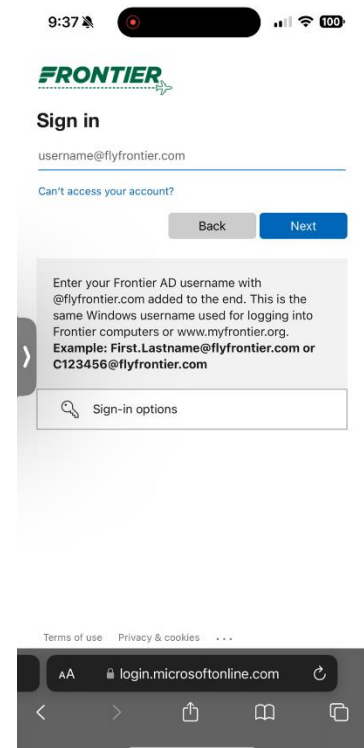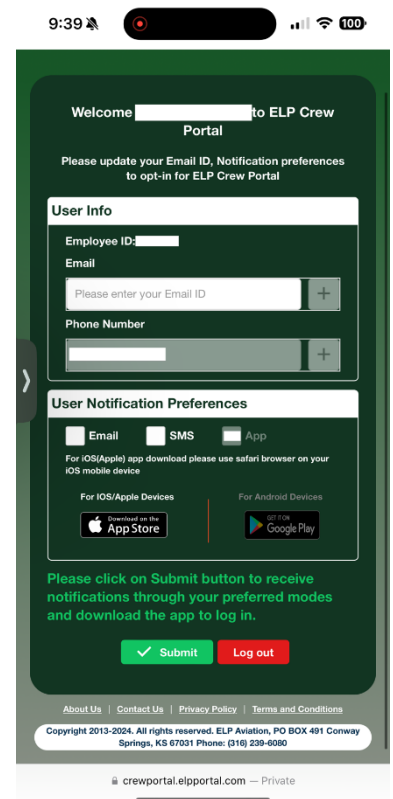
**Step 4:** You need to enter your password and then click Sign in button.

Step 5: You will see this page asking if you wish to remain signed in, click the Yes button and then proceed to next.

Step 6: You will be redirected back to ELP Crew Portal application and will see preferences sign up page. You can add email id's and enable Email and SMS notifications.
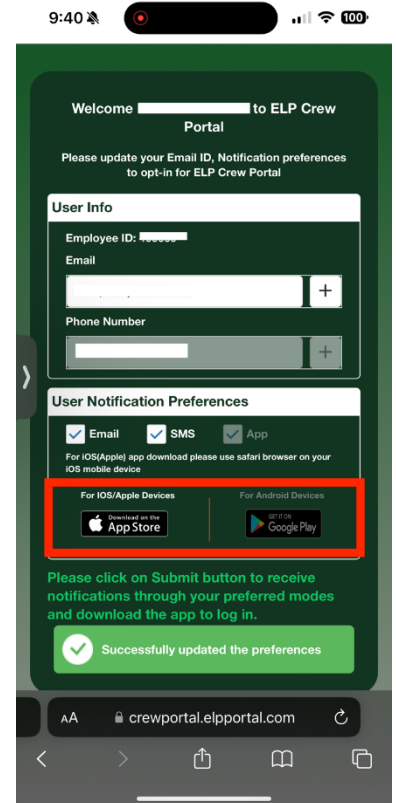

**Step 7:** Click on Submit button below to submit preferences.
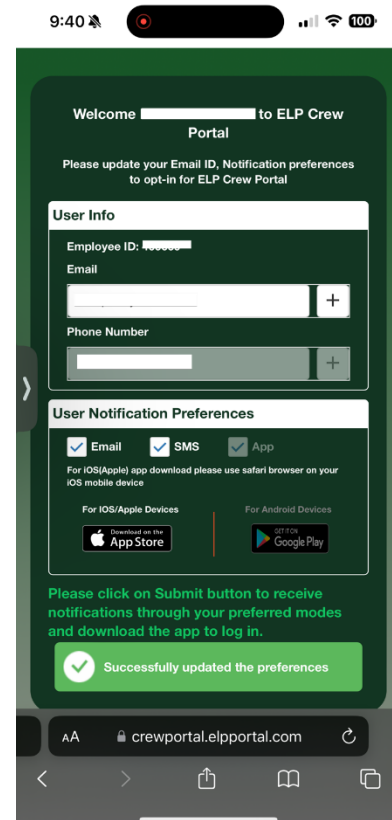
Step 8: To download the app click on either App Store image (for Apple devices) or Google play Image (for Android devices)

Note: To download the app to Apple devices, use Safari browser only.

Step 9: On Apple devices, you will see this below pop up and redirected to app store and then app will be downloaded to your mobile phone.
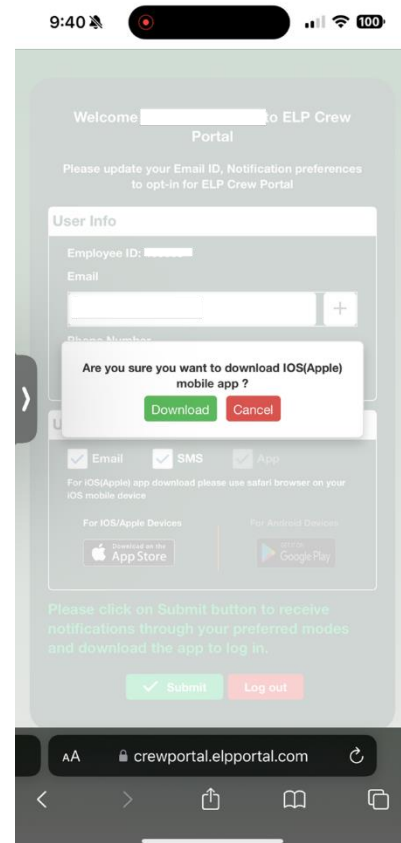
Schedule

The Schedule tab displays all crewmember events for the selected month. This tab defaults to current month and day. Small blue lines on a day or days, depending on the pairing, will be a visible cue to the crewmember there is an event on their schedule for that given day(s). If there is an event on the selected day, it will be displayed below the calendar.
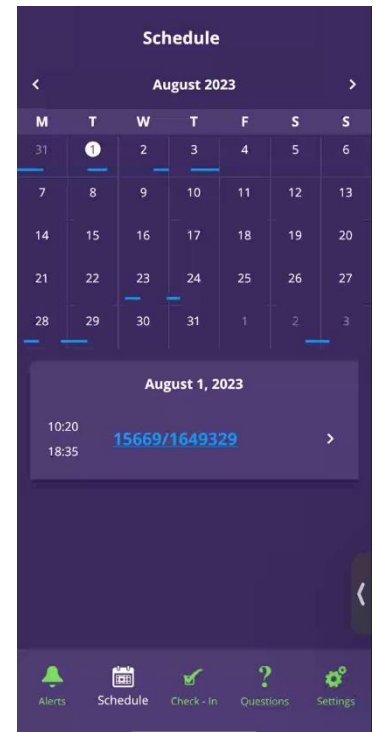
Clicking on the event will open the below window, which displays all pairing details and hotel details, if applicable.
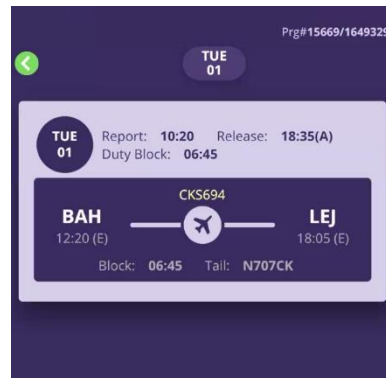
Settings

The Settings menu allows the crewmember to:

- Set up Touch/Face ID

- Enable the Dark theme

- View Broadcast messages

- Select desired tabs to be displayed on the main tab bar located on the bottom of the screen.
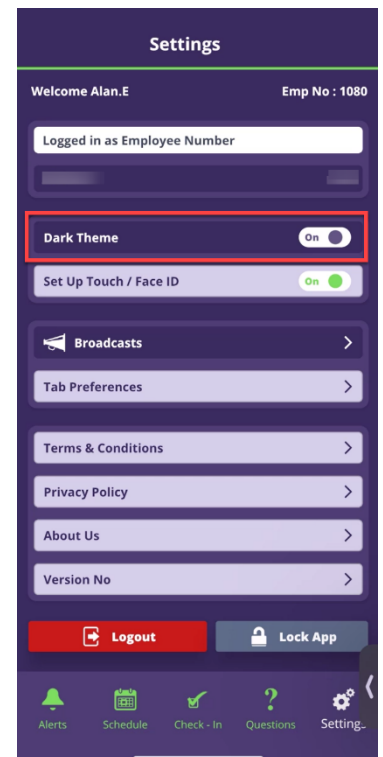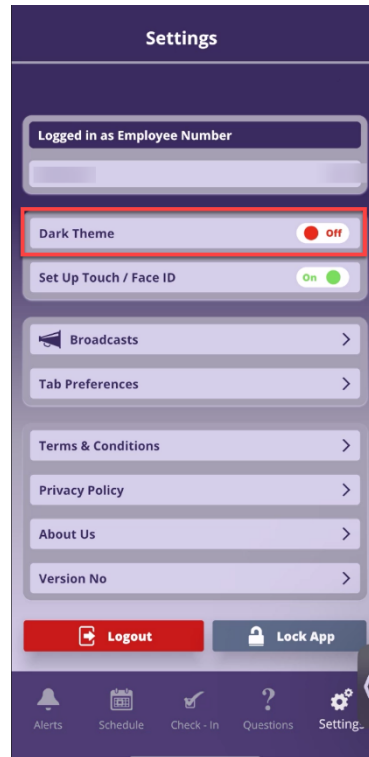
Also located in the Settings Tab are the following options:

- Terms and Conditions

- Privacy Policy

- About Us – This directs you directly to the ELP website.

- Version Number
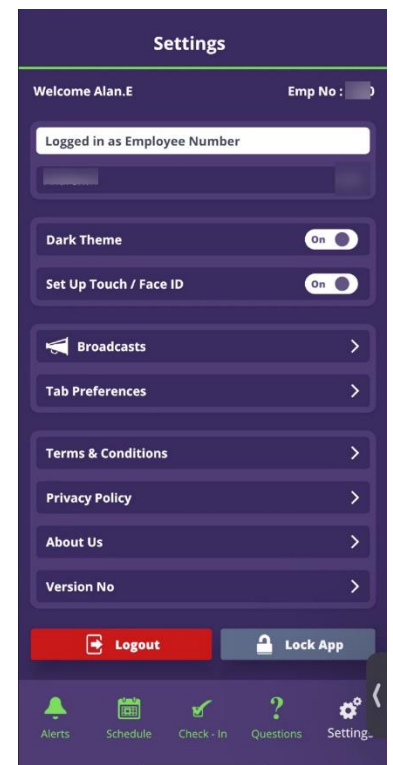
Dark Theme

Selecting Dark Theme on/off simply changes the display to a lighter/darker color on every tab within the app.

Set Up Touch/Face ID

Set Up Touch / Face ID allows crewmembers to enable Face ID recognition for logging into the app via their device, if not already done so during the initial login procedure.

Broadcast Messages

The Broadcast option allows Admin/CrewScheduling to send out one-way mass communications to crewmembers. If a broadcast has been sent, the crewmember will first see an alert via a push notification. Also, the crewmember will see a bubble appear next to the Broadcast icon (if selected to display in Settings → Tab Preferences) with the number of pending Broadcasts to review. A crewmember can reference past broadcast messages here as well.
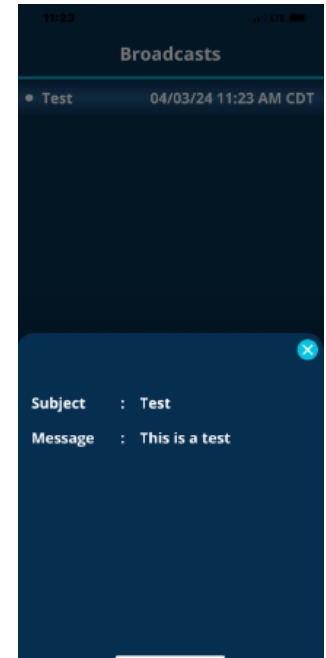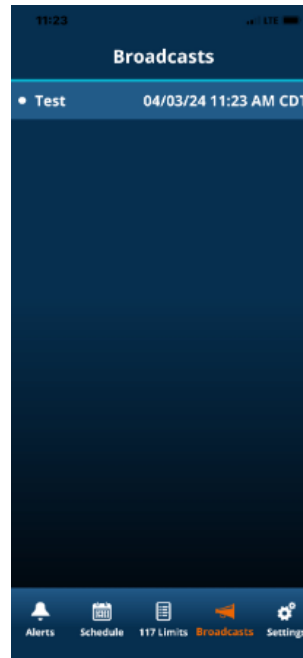
Tab Preferences

In the Tab Preferences window, the crewmember can select which tabs they want to be displayed on the main bottom tab bar.

- Note: Only 4 tabs can be selected at one time.
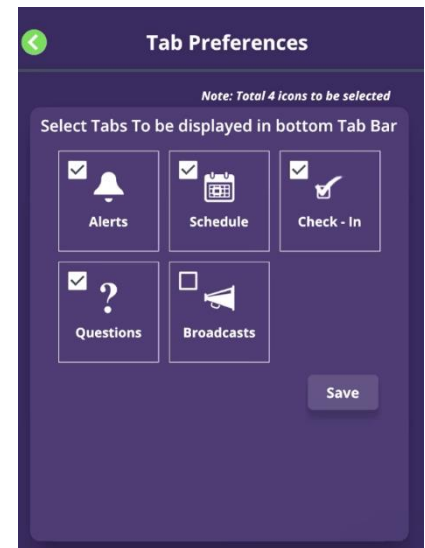
Logout

After selecting Logout, the following pop-up will appear asking the crewmember if they are sure they want to logout from this device.

- Note: If the crewmember logs out of the application they will no longer receive any notifications on the device until logging back in.

Lock App

The Lock App feature simply locks the application down and requires a pin (the pin created by the crewmember when logging in initially) to reopen. Unlike logging out of the app completely, when locked the crewmember will still receive notifications on that device.