

Pilot Handbook

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vasystem.org

 SkyTeam Virtual

 STAR ALLIANCE VIRTUAL

oneworld virtual

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Chapter 1

Introduction

We would like to welcome you to your new Virtual Airline!

In this document, we will guide you through the process at our virtual airline and give background information on our airlines.

Chapter 2

Membership

All of our pilots are registered to our website.

2.1 Staff

Our staff members are there to help you in any way they can. All of our staff members are listed on the website. However, please do not contact a staff member directly. Instead, create a support ticket, such that your support request will be handled by the correct person at once.

Please refrain from sending direct messages/private messages to staff members unless your issue is pressing or if you require additional support that can not be provided through a support ticket. This is to allow for staff members to keep private and VA matters separate.

2.2 Pilot Policy

In this document, we will describe all guidelines our pilots are expected to comply with. In the case that pilots are non-compliant we reserve the right to remove them from the Virtual airline.

Our Virtual Airline is run by volunteers who work on running the virtual airline. We expect everyone to be treated with respect and as such we have created the following guidelines to adhere to:

- **Be friendly and patient.**
- **Be welcoming.** We strive to be a community that welcomes and supports people of all backgrounds, whether professionals or hobbyists and irrespective of their origins.
- **Be respectful.** Everyone in the community deserves to be treated with respect, whether you agree with them or not. Remember, a respectful conversation leads to more results.
- **Be careful in the words that you choose.** Be kind to others. Do not insult or put down other community members. Harassment and other exclusionary behavior aren't acceptable. This includes, but is not limited to:
 - Public or private harassment

- Trolling, insulting/derogatory comments, and personal, religious or political attacks
- Sharing private information of other community members
- Posting sexually explicit, exceedingly religious, highly political/divisive or violent material
- **Follow the Flight Policy.** Following the flight policy creates a equal and fair environment for all pilots to engage in their hobby.

2.2.1 Ranking

Our ranking system is based on pilot points, which are acquired by completing flights. The pilot points you acquire depend on the duration of the flight, your flight scoring and your rank. All ranks can be found on the pilots page. You will automatically be promoted to the next rank when you have reached the point threshold.

2.2.2 Online Flying

If you fly online, you can add your VATSIM and/or IVAO ID's on your Third-Party Links Settings page. This information is used to report our pilot roster to VATSIM and IVAO.

2.2.3 Transfer Hours

We allow a single hour transfer from your previous VA. These hours will not be taken into account for the ranking of active pilots to keep it fair for first-timers. Please note that we do require proof, preferably in the form of a public pilot profile or ranking on your previous VA.

If you have flown at Royal Dutch Virtual, Air France Virtual or simVA, we will be happy to do a complete migration of your flights if you can provide us with the ZIP file sent when they closed down.

Hour transfers from within VASystem airlines are not permitted and these VA's, and your respective pilot profiles, will remain completely separate.

2.2.4 Pilot Badges

Badges may be given to pilots based on a number of criteria.

2.3 Single Login

It is possible to create a VASystem account and link it to your SkyTeam Virtual, Star Alliance Virtual and/or oneworld virtual accounts, so you can login using your VASystem account. This will reduce the number of credentials you need to remember to one if you are registered to both VA's. A guide on how to link your accounts can be found on the [VASystem website](#).

Chapter 3

VAS ACARS

To get started with VAS ACARS, first download VAS ACARS from [here](#).

Then, run the installer and open VAS ACARS. You can now select the airline you would like to fly for and login.

Essentially, you will need to execute the following steps in order:

1. Download and install [FSUIPC](#). This is required for recording your flight.
2. Download and install VAS ACARS from [our quick start guide](#).
3. Start VAS ACARS.
4. Select the VA you would like to fly for. You will be requested to login.
5. Make sure you have booked a flight on the VA website. If you booked your flight after starting VAS ACARS, click **Refresh Flight** after booking your flight.
6. If you are using Microsoft Flight Simulator, start FSUIPC7 after having started your simulator. This is necessary for every time you start your simulator and is a limitation of FSUIPC7.
7. When you are ready to start recording (i.e. have loaded a *cold and dark* start-up at the departure airport, set the fuel and payload), click **Start Recording**.
8. You can now start flying! Make sure your pre-departure lasts at least *10 minutes* to get full points. For more information about scoring, please visit [the flight scoring guide](#).
9. When you have completed your flight (i.e. have landed at your arrival airport, have taxied to the gate and *have shut off your engines* (N2 < 5.0), you can click **Stop Recording**, followed by **Submit Report**.
10. You can now submit your report and leave any comments about the flight that should be taken into consideration by staff when reviewing your flight. Make that you leave a comment when flying a charter flight, as required by the Flight Policy (see Chapter 4).

3.1 Troubleshooting

Troubleshooting steps and other information related to VAS ACARS can be found on the [VASystem VAS ACARS support page](#). Make sure to follow the guides if an upload fails or you are going to be flying using X-Plane.

Chapter 4

Flight Policy

4.1 Flights

4.1.1 Normal Flights

Normal routes, also referred to as scheduled routes, may be booked by using the **Book Flight** button under the *Pilot Actions* menu of the respective Virtual Airline. Pressing this button will show you a list of all of the scheduled routes that may be booked from your current location. To change your current location you may use the **Jumpseat** button which is also found under the *Pilot Actions* menu; jumpseats are not penalized or limited in any way.

The booking page itself will display the respective flight number, destination, departure and arrival times, the scheduled flight time and the aircraft types which operate the route. If an aircraft is available the aircraft available column will show a green circle and display which aircraft type is currently at your location. If you would like to fly a route whereby no aircraft is at your location you may press the **Book** button and relocate an eligible aircraft to your current location. There is no penalty or limit on using this. The departure and arrival times are not a hard requirement and these may differ from your actual departure and arrival time without penalty, however you should try and keep your flight within the specified flight duration.

After your flight has been booked you will be redirected to the flight briefing page, this will display your current booking as well as a suggested route, which may be downloaded in multiple formats. Other sources are listed as well, and you can prefile your flight plan on VATSIM from this page as well.

Flying on multiple virtual airlines at the same time is strictly prohibited and will lead to denial.

4.1.2 Aircraft Return Flights

When an aircraft is flown from its specified hub airport and has been left idle for more than 7 days, the flight is eligible for a return flight. This flight may be performed using the regular route booking system. Booking a return flight is marked by the purple icon next to the tail number of the available aircraft. For a return flight to be valid the aircraft has to be returned to

its hub using a scheduled route; charters or aircraft re-locations void the return flight. All return flights are granted a 100% score bonus on flight hours as well as any additional bonuses that the flight may be eligible for.

4.1.3 Delivery Flights

Delivery flights are flights performed by newly delivered aircraft. These can be found and booked by referencing the **View New Deliveries** page which itself can be found by referencing the *Fleets* page of your respective Virtual Airline. The delivery flights page contains the list of aircraft which need to be delivered to their respective airline. Each aircraft card contains the basic information of each aircraft, this includes the tail number, the aircraft type and the route which needs to be flown. By pressing the **Book now** or the **Jumpseat and Book Now** button at the bottom of each card this flight leg will be booked and you may operate this flight as normal and you will be redirected to the regular flight briefing page. Each delivery flight will grant a 100% score bonus on all flight hours. No additional bonuses are granted with delivery flights.

Only one aircraft may be delivered at a time, delivering multiple aircraft at a time and jump seating between them will lead to denial. Delivery flights are held to a higher standard and require a flight score at least 90% to be accepted.

When a delivery flight is booked, we expect pilots to fly them within a reasonable period of time, rather than the standard 24 hours. Delivery flights for certain aircraft are usually popular, and a delivery aircraft disappearing from the New Deliveries page without it being flown within a few hours is demotivating for other pilots. Therefore, when a booking is held open too long for a delivery flight, it may be released before the stated expiration time. In this case, you may rebook the flight if you are ready to fly it.

4.1.4 Charters

Do not perform charters that would not be performed in real-life (ex. a Boeing 747-400 from EHAM to LFPG). Keep your charters as realistic as possible, this can be done by using a relatively charter centric airline, for example DPJ, TRA, TVF on SkyTeam Virtual, or by performing crew training flights or maintenance ferry flights. Please leave a pilot comment as to which charter you performed, and the reason for it, preferably with proof provided, either in the form of a link to a FlightAware/FlightRadar24 page or at the very least a flight number we can look up to verify the validity of your charter flight. Examples of valid reasons may include:

- Re-positioning flight for TVF, as found here [link to your source]
- Maintenance flight KLM9869, [link to your source]

If a real route is available but not in our database you may use charters. If that is the case, could you please notify us in the pilot comment so we can add the route to our system. If you would like to fly a route that is in our database, but it is not flown by a specific aircraft type please confirm this with us by creating a support ticket.

The charter flights system is not meant to be used to fly any aircraft on any route you want, this

not the intention with which the charter system was created. If you have performed a charter flight without specifying a reason, always double check your flight report for reviewer remarks. Previous warnings regarding deviation from the flight policy will have been listed there, and if this is a first offense a warning will also be listed, please adhere to these warnings as we do not enjoy denying flights however we encourage pilots to keep to the flight policy to create a fair and equal experience for everyone.

4.2 Aircraft

To fly a route you should use the correct aircraft type and model. This will be enforced to permit a high level of realism for the VA. This rule must be adhered to and it will be checked by staff members, who will be notified automatically when you use a different aircraft.

When booking your flight all aircraft available are shown with their respective tail numbers. Once you have booked your flight it is expected that you perform the flight with that specific aircraft type. As a general rule aircraft substitutions are permitted within the same aircraft family, routes should be flown by the aircraft types that usually perform this route. Should you not have an aircraft available from within the same family you are permitted to choose an aircraft of similar specifications. Your livery should be up to date for the aircraft which you have chosen. For example a Delta Airlines flight should always be performed by an aircraft holding the Delta Airlines livery. There are many resources out there which provide high quality liveries, should your aircraft not have the correct one. Some aircraft have fictional liveries (i.e. PMDG 777-200LR) this is generally permitted. For a complete overview of what we constitute as aircraft families and when we do or do not allow an aircraft substitution, please see the aircraft substitution widget at <https://vasystem.org/support/aircraft-substitutions/>. Aircraft substitutions should only be used to be able to fly routes for which you do not possess the aircraft, and not to fly any route with an aircraft you prefer.

If a comment is required, please include the reason why you substituted the aircraft. For example: "substituted B738 for an A320 as I do not have a B738 available."

4.3 Flight Scoring

To be accepted your flight must have a score that is higher than 70%. Any score lower will be automatically denied. Staff members will occasionally leave tips to encourage pilots to improve their flying. All flight reports must be complete. This includes boarding, push-back, taxi-out, take-off, climb, cruise, descent, taxi-in and arrival. VAS ACARS reports a series of data points every 5 seconds. These include position, altitude, speed and G-force data, among others. These data points combined lead to your flight time and flight score. This data must be complete to have a complete flight report for your logbook. Your flight should only include one take-off and one landing. Your flight enters the next phase once you meet the requirements for it (these requirements are explained in [The Complete Guide to Flight Scoring](#)). A touch and go is not recommended, as it is neither realistic nor can we guarantee the correct working of your flight report.

Should your simulator crash you may continue your flight from where it left off and follow this procedure. Simply exit VAS ACARS without submitting your flight then you can restart your simulator and load your autosave. Wait until everything has been loaded then restart VAS ACARS and retrieve your booking. You will be prompted that you are not at your departure airport, press continue, and then you will be prompted that you can start a new recording or continue your previous one. Continue your previous one and you are good to go.

Should there be any anomalies in your flight report, or if it has been denied check the reviewer remarks to see a further explanation, or tips for future flights. Should you have any further questions do not hesitate to create a support ticket.

4.4 Flight Briefing

Any flight which is performed should adhere to a valid flight plan. Following a valid flight plan helps the virtual airline keep its operations as realistic as possible. Failing to adhere to a valid and realistic flight plan may lead to denial. As well as this it is recommended to use up to date navigation data and using up to date charts when creating your flight plan. There are many resources out there which are linked on your flight briefing page to help you in creating such a flight plan, such as SimBrief. Your altitude must never exceed the service ceiling of your aircraft; the service ceiling of each aircraft can be found on the fleet page and in VAS ACARS. Furthermore your altitude must be fitting for the flight you have chosen.

4.5 Simulator Settings

Pilots are allowed to fly routes at any time of your preference regardless of their stated departure and arrival times. We do recommend changing your simulator settings to match these, however this is not required.

Flights should always depart and arrive from a suitable location. These include gates, remote ramps, parking stands and cargo stands. Starting or ending your flight whilst on the active runway (or on the taxiway directly adjacent to the active runway) will lead to denial.

Your simulation rate should always be 1x. This is so that your flight time is correctly registered, and so that your flight operation is as realistic as possible. Furthermore this complies with online flying regulations for both VATSIM and IVAO. If you change your simulation rate accidentally, or if it is your first time you will receive a warning as opposed to an outright denial.

The use of slew mode is strictly forbidden. It creates unrealistic and extreme values in your flight report, and it will lead to a deduction in points. If you must use slew to get to a gate before departure, do so before starting the recording.

We allow up to fifteen (15) minutes of pausing per flight. This is not a hard limit however please keep to an absolute maximum of 30 minutes. This time can be used at any time if deemed necessary by the pilot. All pause time will be deducted from the reported flight time and an excessive use of pause will lead to a warning. After multiple warnings future flights may be denied on the basis of excessive pausing. We will accept flights that specify a valid reason for

the pause in the pilot remarks, as we understand there may be circumstances in which it is not possible to complete the flight at once.

We highly recommend the use of a real-time weather engine. This may also be the one built into your flight simulator. There are many options out there which provide enhanced experiences such as Active Sky, REX and xEnviro. If you are flying online use the VATSIM or IVAO provided weather, as per the online flying requirements. If you are unable to use a real-time weather engine please set your weather settings appropriately, failing to do so may lead to denial in the case of abuse.

4.6 Abnormal Situations

Diversions are allowed if the pilot experiences one of the following:

- The aircraft experiences technical issues which inhibit the safe continuation of the flight.
- If the weather at the arrival airport is beyond the safe operating limits of the aircraft.
- If any abnormal situations occur whilst airborne, which lead to a loss of fuel restricting aircraft range.
- If an airport is not available in your current scenery library pilots may divert to a nearby airport.
- Diversions are made at the discretion of the pilot and need not be communicated beforehand, however do leave a pilot comment as to why your flight diverted from its original destination. The flight can be continued in a different leg by making use of the charter flights system.

Chapter 5

Tours & Events

5.1 Tours

Tours are available and may be completed at your leisure. They can be found under the *Operations* tab and navigating to the **Tours** page. There are several types of tours, ranging from visiting unique destinations, flying for specific airlines to completing tours relevant to specific aircraft types. Tour progression is shown by clicking the specific tour card, this will show the amount of legs flown as well as the eligible routes which can be flown. To progress in the tour you must fulfill the requirements if there are any. This may range from using the correct airline to flying the correct aircraft type. After completion of a tour, you will usually receive a badge. More information about this can be found in Section 5.3.2

If you have any tour suggestions, please post them on the forum or create a support ticket. That way, we can incorporate them in future tours.

5.2 Events

On occasion there will be events from us or our partners listed on the **Events** page, which is found under the *Company* tab. These events may have a bonus attached to them, which will be clearly listed on the event's page.

If you have any events that you find fitting for the VA, please create a support ticket so we can add them to our website.

5.3 Badges

As you progress your pilot career you will automatically obtain numerous badges. Below is a list of all the badges that can be obtained, and the requirements needed to obtain them. These requirements are also shown when you mouse over badges. Badges are divided into several categories, the first being 'Captain', the second 'Tour', the third 'Destinations' and lastly 'SkyTeam Elite'/'Star Alliance Premier'/'oneworld Member' badges.

If a badge is missing, which might occasionally happen for e.g. a tour, please create a support ticket so we can rectify the situation.

5.3.1 Captain Badges

Captain badges are gained as you fly aircraft. A minimum of 20 flight hours is required to obtain a badge for a certain aircraft type. The aircraft types are listed below.

Boeing Aircraft

- 737: Fly 20 hours in any of the 737-family of aircraft, this includes the 737 classic, 737 Next-generation and the 737 MAX.
- 747: Fly 20 hours in any of the 747-family of aircraft this includes the 747-400 series of aircraft as well as the 747-8i and -8f series.
- 757: Fly 20 hours in any of the 757 aircraft.
- 767: Fly 20 hours in any of the 767 aircraft.
- 777: Fly 20 hours in any of the 777 aircraft, this includes the 777F.
- 787: Fly 20 hours in any of the 787 aircraft.

Airbus Aircraft

- A320: Fly 20 hours in any of the A320-family of aircraft this includes both the A320CEO and the A320NEO families.
- A330: Fly 20 hours in any of the A330 and A340 families of aircraft. These have been grouped together as they feature the same systems due to the co-development of these aircraft.
- A350: Fly 20 hours in any of the A350 aircraft.
- A380: Fly 20 hours in any of the A380 aircraft.

Regional Jets

- CRJ: Fly 20 hours in any of the CRJ-family of aircraft.
- E-Jet: Fly 20 hours in any of the Embraer E170, E175, E190 and E195 aircraft.

5.3.2 Tour Badges

Tour badges are obtained by completing a tour. Tours may be completed in any order and do not have to be completed in one stretch (i.e., you may fly to other destinations and your progression will not be lost). There are a number of monthly tours; these badges can only be acquired by flying the tour legs between the start and end dates of this tour. The permanent tours have no such restrictions.

5.3.3 Destination Badges

Unique destination badges are awarded when you visit a set number of airports. The number of airports visited can be found on your pilot profile page. Badges are awarded for several milestones.

- 25 Unique Destinations
- 50 Unique Destinations
- 100 Unique Destinations

- 250 Unique Destinations
- 500 Unique Destinations
- 1000 Unique Destinations

5.3.4 Elite/Premier Badges

Elite/Premier member badges are earned when you donate to the respective Virtual Airline to help cover our server costs. Pilots are under no obligation to donate and of course all features will remain free of charge for all pilots. There are three badge Tiers.

SkyTeam Virtual

- Elite member: any donation up to 25 euros.
- Elite Plus member: any donation from 25 to 50 euros.
- Elite Lifetime member: any donation above 50 euros.

Star Alliance Virtual

- Premier Silver member: any donation up to 25 euros.
- Premier Gold member: any donation from 25 to 50 euros.
- Premier Lifetime member: any donation above 50 euros.

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- Ruby Member: any donation up to 25 euros.
- Sapphire Member: any donation from 25 to 50 euros.
- Emerald Member: any donation above 50 euros.

Chapter 6

Frequently Asked Questions

1. **Why do I get a Chrome and SmartScreen warning when downloading VAS ACARS?**
VAS ACARS has not been downloaded by many people, which is why Chrome and Windows do not trust the VAS ACARS executable. However, we have completely tested VAS ACARS and it is safe to download.

2. **Does VAS ACARS work with X-Plane?**

Please see [this page](#) on our support for X-Plane using XPUIPC. Usually, you will only need to install XPUIPC and run VAS ACARS as Administrator to fly with X-Plane.

A note about the FlightFactor A320

If you are flying the FlightFactor A320 Ultimate, it might be possible that some of your flight phases are not recognized correctly. To resolve this problem, please view our instructions to solve the problem [here](#).

A note about the IXEG 737

If you are flying the IXEG 737 Classic, it might be possible the throttle setting is not recognized. To resolve this problem, please view our instructions to solve the problem [here](#).

3. **If my simulator crashes can I continue flying?**

Yes, we understand that flight simulators can crash (often) as such we allow continuation of flights. Please visit [this page](#) to visit our section on crashes.

4. **I receive a “no data received for 30 seconds” error, what should I do?**

This error will only appear, along with an audible warning, when VAS ACARS (regardless of your active internet connection) is not receiving any data from FSUIPC/XPUIPC, this **REQUIRES ACTION** on your part, as we can not score flight data that we do not have. FSUIPC/XPUIPC can freeze/crash/lose connection, thereby not providing any data. In the last case restarting VAS-ACARS using the [following procedure](#) will force a reconnection and this is the primary step to take if this error occurs. If the error continues to occur, you will need to restart your simulator to reload FSUIPC/XPUIPC, this can be done in the same way.

5. **Do I need a rank to fly different aircraft?**

No you may fly all aircraft types in our fleet without rank requirements.

6. Are aircraft substitutions permitted?

As a general rule aircraft substitutions are permitted if they are within the same aircraft family, and routes should be flown by the aircraft types that usually perform this route. If you want to substitute an aircraft outside the respective aircraft family, you may perform the regular route, with your substituted aircraft. The substituted aircraft should be similar in specification and use case. If you substitute an aircraft leave a note in the pilot comments regarding your substitution. For a complete overview of what we constitute as aircraft families and when we do or do not allow an aircraft substitution, please use the aircraft substitution widget at <https://vasystem.org/support/aircraft-substitutions/>.

7. My flight report failed to upload can I reupload it?

Yes, most often this happens because your local internet connection drops/times out momentarily. To view instructions on how to try again, please visit ([this page](#)).

8. How do I get badges?

Badges can be obtained by having 20 flight hours in an aircraft type (i.e. the Airbus A320 family). Badges for tours will be awarded upon completion of said tour.

9. Why do I not have any points for the pushback phase?

The pushback phase assumes that the engines are started after starting pushback. Therefore, only start your engines after you have started your pushback.

10. Why do I not have any points for the arrived phase?

The arrived phase only starts when the N2 of your engines is below 5. Therefore, be sure to let your engines spin down before submitting your flight report.

11. May I fly on multiple VASystem airlines simultaneously?

Flying on multiple airlines at the same time is strictly prohibited and will lead to denial of all flights. It leads to highly inflated and unrealistic flight hours. Being a member of multiple VA's at the same time is of course permitted, however flying simultaneously on multiple VA's will lead to all flights being denied.

12. Do you allow hour transfers? Yes, we allow hour transfers. If a complete flight report can be provided for each flight, which should include most of the data we record. These flight data files will be uploaded and scored by our flight processor and you will receive a flight score for your routes. To see if your previous VA qualifies for this, please create a support ticket, as not all systems are listed below. The systems listed below are already supported, if you would like to transfer your hours from one of these systems, please create a support ticket:

- Royal Dutch Virtual/Air France Virtual/SimVA

Any other transfer hours can be submitted via a support ticket with a screenshot from your previous virtual airline to show how many hours you have flown and how many you

would like to have transferred. These hours will not be scored, but will be displayed on your profile page.

Hour transfers from within VASystem airlines are not permitted and these VA's, and your respective pilot profiles, will remain completely separate.

6.1 More questions

For more help topics, please see the [Support](#) section of the VASystem website.