

User Manual
Collaborative Space for Customer and
Partners
PT Dirgantara Indonesia

1 INTRODUCTION

1.1 Purpose of This Manual

The Collaborative Space for Customer and Partners is a secure digital portal provided by PT Dirgantara Indonesia to support customers and partners in accessing aircraft technical documentation, drawings, and digital manuals.

This platform enables efficient collaboration, controlled access to sensitive documents, and streamlined requests for technical publications.

The portal is designed to:

- Provide centralized access to aircraft technical documentation
- Enable customers to request access to restricted documents

Improve collaboration between PT Dirgantara Indonesia and its customers/partners

1.2 Scope

This manual covers customer-side functionality only. Administrative features are excluded.

2 SYSTEM OVERVIEW

2.1 General Description

The Collaborative Space for Customer and Partners is currently focused on the management and distribution of Aircraft Technical Publications. The system is designed as a secure, role-based digital platform that enables controlled access, administration, and usage of technical documents related to aircraft operation, maintenance, and engineering support.

At its core, the system separates functionality and access rights based on user roles. The two primary roles implemented in the current phase are Admin and Customer. Each role has clearly defined responsibilities and permissions to ensure data integrity, security, and operational efficiency.

Aircraft Technical Publications within the system include, but are not limited to, maintenance manuals, structural repair manuals, illustrated parts catalogs, service bulletins, drawings, and other approved technical documents. All documents are managed in digital format and distributed through the portal to ensure users always access the latest and authorized revisions.

3 ACCESSING AICON

3.1 Login Procedure

The AICON (Aerospace Information and Collaboration Network) portal is a web-based platform provided by PT Dirgantara Indonesia. Authorized users can access the portal using a standard web browser without the need for additional software installation.

Portal Access Steps

1. Open a web browser

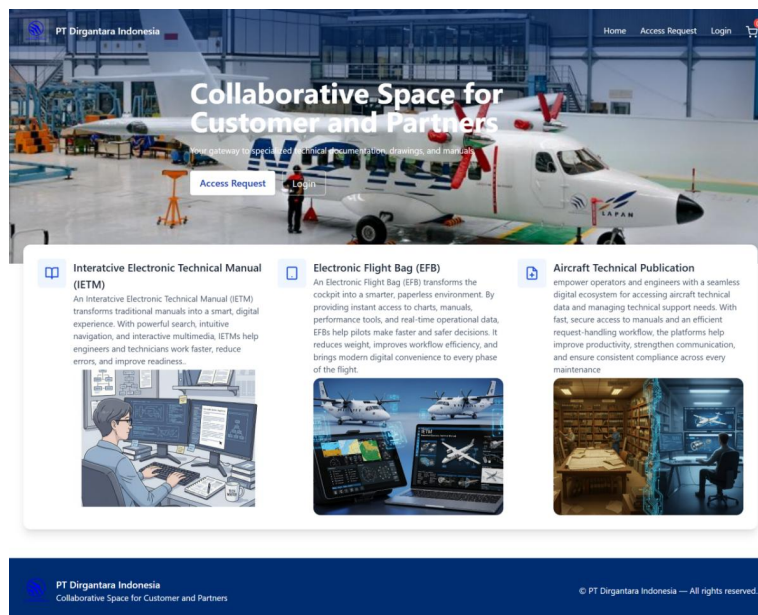
Use a modern and supported web browser such as Google Chrome or Mozilla Firefox to ensure optimal performance and compatibility.

2. Enter the portal URL

In the browser address bar, enter the official AICON portal URL provided by PT Dirgantara Indonesia, <https://aicon.indonesian-aerispace.com> and The home page will be displayed, showing the portal overview and available services.

3. Home Page Overview

The home page will be displayed



On the home page, users will see:

- Portal title and description
- Navigation menu (Home, Access Request, Login)

4. Login to the Portal

Click the Login button located in the top-right corner of the page.



Enter your registered username as an email and password, then click Login to proceed.

A screenshot of the PT Dirgantara Indonesia website showing a 'Sign In' form. The form is centered on the page and has a white background with a subtle shadow. It features a title 'Sign In' in bold blue text. Below the title are two input fields: 'Email' and 'Password'. The 'Email' field is empty, and the 'Password' field contains a single vertical bar. Below the input fields is a blue 'Login' button. At the bottom of the form, there is a link that says 'Forgot your password? Reset here'.

If the credentials are valid and the account is active, the system will redirect the user to the authenticated user area.

5. Access Request (New Users)

Users who do not yet have an account or require additional access must select Access Request from the navigation menu.



It will be displayed Form Access Request

Access Request

First Name * Last Name *

Company *

Job Title Country *

Email Address * Phone Number

Access Details

Requested Services *


Technical Publications Technical Support

Additional Information

Aircraft (Model / Serial / Registration)

Other Notes

Security

 Refresh

Enter Captcha

The user is required to:

- Provide first name, last name, company, country, and official email
- Indicate the requested services (Technical Publications or Technical Support)
- Specify the purpose of access

Submitted requests will be reviewed by the system administrator. Access will be granted only after approval.

6. Security Notes

- User credentials are personal and must not be shared
- Access rights are limited based on assigned role and approval status

All access activities may be logged for audit and compliance purposes

4 CUSTOMER PORTAL

4.1 MyManual

After successful login, the system redirects the user to the Customer Portal.

This area provides access to features and information that are available based on the user's assigned role as a Customer.

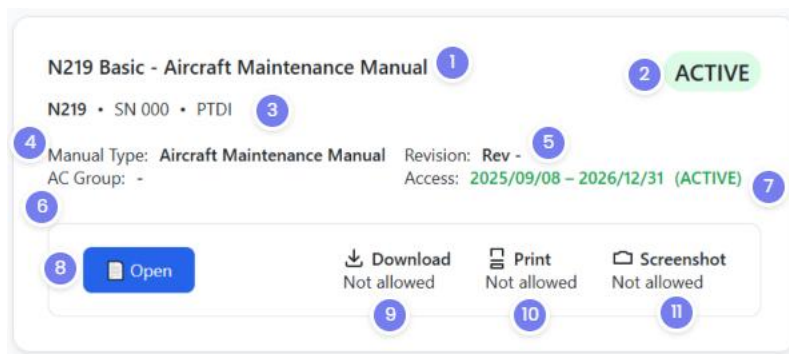
The top navigation bar displays the portal identity, user information, and available menus. All menu items are designed to support customer interaction with aircraft technical documentation and related services.



The MyManual menu provides access to aircraft technical publications assigned to the customer.

Through this menu, customers can:

1. View a list of authorized technical manuals
2. Access manuals based on approved access rights and validity periods
3. Open and read digital manuals in a controlled environment
4. Ensure access to the latest and approved document revisions



1. Document Title
Displays the official title of the technical publication
2. Document Status
Indicates the current document status.
 - ACTIVE: The document is valid and accessible
 - Other statuses (if applicable) may include Expired or Inactive
3. Aircraft Information
Displays aircraft-related data, including:
 - Aircraft type
 - Serial number
 - Customer or operator name
4. Manual Type

Indicates the classification of the technical publication, such as:

Aircraft Maintenance Manual (AMM), Illustrated Parts Catalog (IPC), Structural Repair Manual (SRM)

5. Revision
Shows the current revision level of the document to ensure users are referencing the latest approved version.
6. Aircraft Group (AC Group)
Identifies the applicable aircraft group or configuration associated with the manual.
7. Access Period
Displays the authorized access validity period for the document.
Access is automatically restricted outside the defined date range.
8. Open Document Button
Allows the user to open the manual for viewing.
Only documents with active access status can be opened.
9. Download Permission
Indicates whether document download is:
 - Allowed
 - Not Allowed
10. Print Permission
Indicates whether document printing is:
 - Allowed
 - Not Allowed
11. Screenshot Permission
Indicates whether screenshot capture is:
 - Allowed
 - Not Allowed

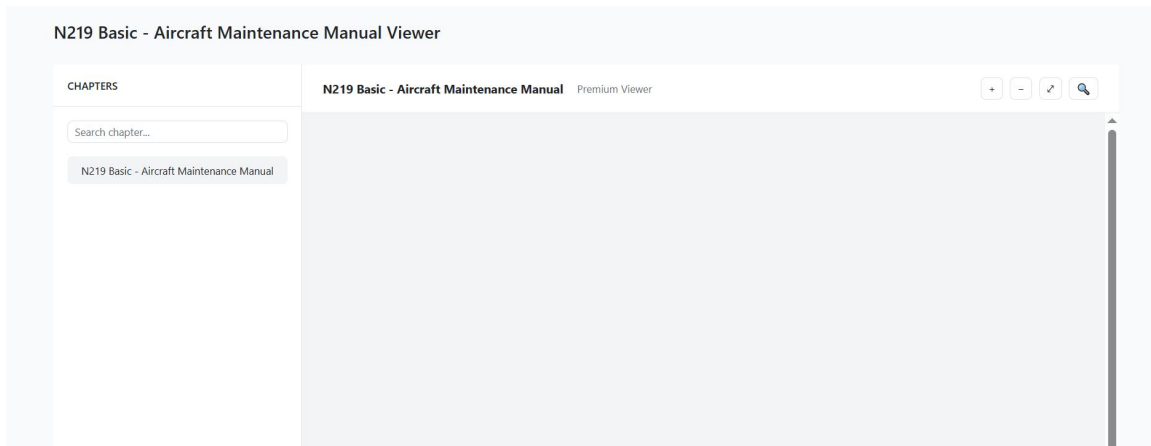
All permissions are predefined by the system administrator and enforced automatically

4.1.1. Opening a Manual Document

When the Open button is clicked, the system opens the selected manual in a new browser tab. The document is displayed using a secure document viewer.

Download, print, and screenshot functions are enabled or disabled based on the assigned permissions.

Due to large file sizes, technical manuals are **segmented by chapters** to improve performance and usability.



Within the document viewer:

The left panel displays a list of available chapters, Users can search for specific chapters using the chapter search field. Clicking a chapter loads the selected section for reading.

This chapter-based structure allows users to quickly access specific technical content without loading the entire document at once.

4.2 In Service

The In Service menu provides information related to aircraft that are currently in operation under the customer's responsibility.

This section may include:

1. Aircraft or fleet-related information
2. In-service documentation references
3. Operational status or supporting technical data (if applicable)

The content displayed in this menu is determined by customer authorization and contractual scope.

4.3 Technical Request

The Technical Request menu allows customers to submit technical-related requests to PT Dirgantara Indonesia.

Using this menu, customers can:

1. Submit requests for technical assistance
2. Request additional documentation or clarification
3. Communicate technical issues or inquiries related to aircraft operation or maintenance

All submitted requests are recorded in the system and processed according to internal workflows.

