

“IOR – How-To Guide”

Submitting an Irregular Operations Report

Inflight Services

A STAR ALLIANCE MEMBER 

UNITED 

“How To Guide”

FOR SUBMITTING AN IRREGULAR OPERATIONS REPORT (IOR)

Welcome to United’s Safety Reporting System. This new electronic platform is United’s repository for all safety reports.

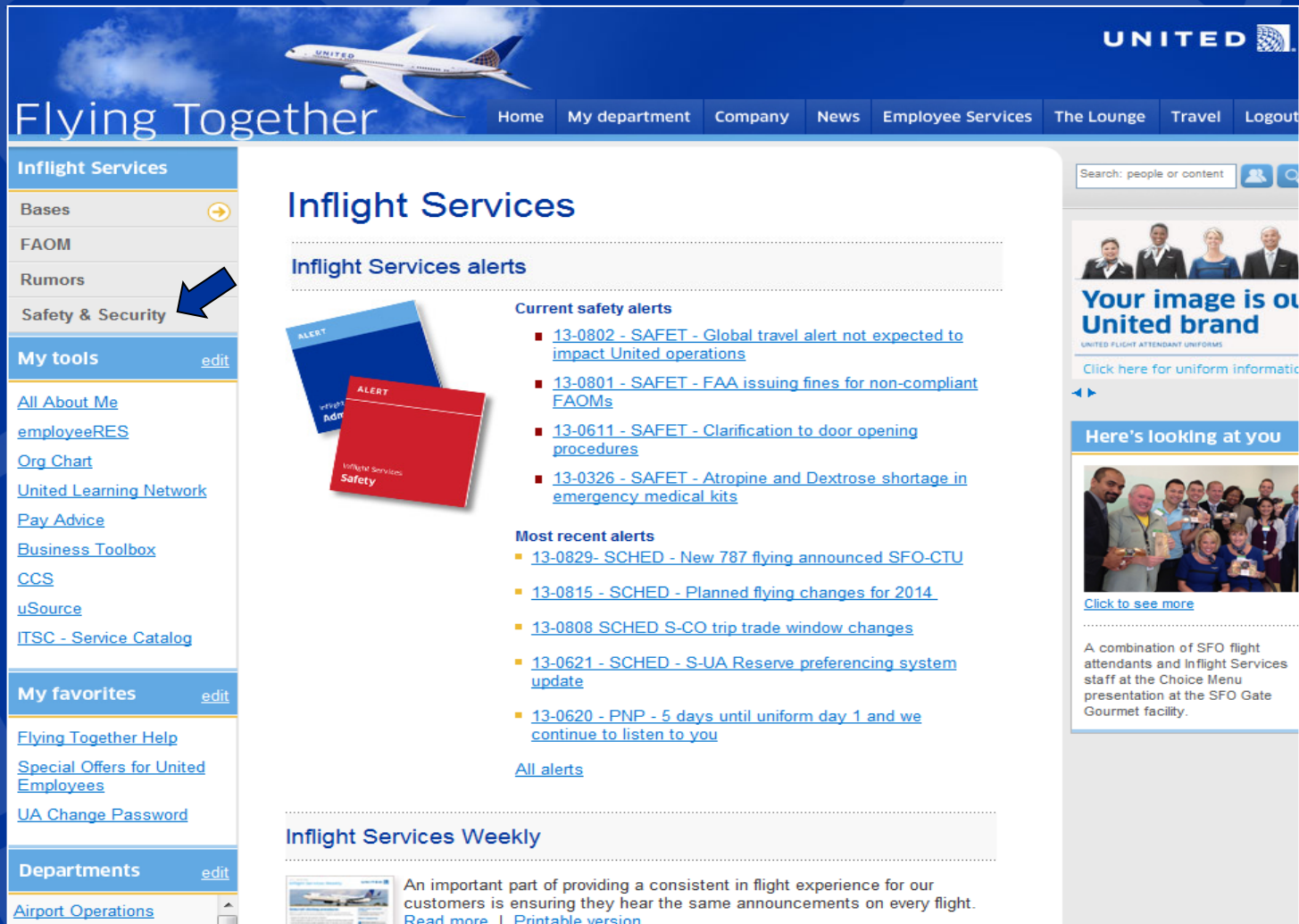
The new report that we will use in the system is the Irregular Operations Report (IOR). It will:

- Harmonize all safety, medical and security reporting; eliminating paper reports and the current Flight Attendant Safety Reporting (FASR) system.
- Be easy to use and improve the follow-up and reporting process.
- Provide the company with a centralized source for safety data.

Effective December 5, 2013, flight attendants are required to submit an IOR when documenting safety, security or medical incidents involving customers or crewmembers, that may require follow-up by the company.

The new safety report (IOR) will be submitted via the Flying Together website. To access the system:

- Go to Flying Together
- From the Inflight Services Department page, click on the Safety & Security link (pictured below)



The screenshot shows the United Flying Together website. The top navigation bar includes links for Home, My department, Company, News, Employee Services, The Lounge, Travel, and Logout. The main content area is titled "Inflight Services" and features a search bar, a list of current safety alerts, and a section for "Inflight Services Weekly". A blue arrow points to the "Safety & Security" link in the left-hand navigation menu.

Navigation Menu:

- Inflight Services
- Bases
- FAOM
- Rumors
- Safety & Security
- My tools
- All About Me
- employeeRES
- Org Chart
- United Learning Network
- Pay Advice
- Business Toolbox
- CCS
- uSource
- ITSC - Service Catalog
- My favorites
- Flying Together Help
- Special Offers for United Employees
- UA Change Password
- Departments
- Airport Operations

Current safety alerts

- 13-0802 - SAFET - Global travel alert not expected to impact United operations
- 13-0801 - SAFET - FAA issuing fines for non-compliant FAOMs
- 13-0611 - SAFET - Clarification to door opening procedures
- 13-0326 - SAFET - Atropine and Dextrose shortage in emergency medical kits

Most recent alerts

- 13-0829- SCHED - New 787 flying announced SFO-CTU
- 13-0815 - SCHED - Planned flying changes for 2014
- 13-0808 SCHED S-CO trip trade window changes
- 13-0621 - SCHED - S-UA Reserve preferencing system update
- 13-0620 - PNP - 5 days until uniform day 1 and we continue to listen to you

Inflight Services Weekly

An important part of providing a consistent in flight experience for our customers is ensuring they hear the same announcements on every flight. [Read more](#) | [Printable version](#)

- Under Reporting, click where directed “To file a new IOR” (pictured below)

[Flying Together Help](#)

Departments [edit](#)

- [Airport Operations](#)
- [Alliances](#)
- [Aviation Safety](#)
- [Community Affairs](#)
- [Contact Centers](#)
- [Corporate and Government Affairs](#)
- [Corporate Quality Assurance](#)
- [Corporate Safety](#)

Safety

Reporting

IOR (Irregular operations report)

To file a new IOR [click here](#).

To view a previously submitted IOR [click here](#).

IOR resources

- [Online tutorial](#)
- [FAQ](#)
- [Inflight Services Weekly](#)
- [Inflight](#)


S-UA ISAP (Inflight Safety Action Program)

To file an ISAP report from work [click here](#).

To file an ISAP report from home [click here](#).


Inadvertant slide deployments (ISDs)

- [Year-to-date ISDs](#)
- [Door arming/disarming tips](#)




FAOM compliance

- [Ensure your FAOM is compliant](#)
- [Is Your FAOM compliant?](#)
- [FAA issues letters of warning](#)




Turbulence

- [CIT Avoidance and Airborne Radar article from the Summer 2013 Safetyliner](#)
- [Turbulence article Inflight Services Weekly - 8-21-2013](#)
- [Turbulence survey results](#)



- After clicking on the IOR link, you will see a screen with the status of the report at the top (draft, submitted, validated, completed).
- When drafting the report, remember to save every **30 minutes** to avoid being logged out
- Scroll down to the Employee Information section.

FA IOR (New) Created on Oct 29, 2013 2:18:58 PM


Draft Submitted Validated Completed

Incident Information **All Tabs**


Incident Information


Important note!
This reporting system has been developed for **Internet Explorer v7, 8, & 9, Firefox 5 & 6, and the iPad browsers**. Using newer versions is generally acceptable but may result in some unexpected behavior.


Number
Please Save

CAUTION: Time-out is set to 30 minutes. Please make sure you **SAVE** at least once every 30 minutes.

Link to Parent

Other Links 





- Employee information has been completed for you, based on your employee number.
- Designate whether a copy should be sent to AFA.
- Click on Start Report; this will allow you to select the flight on which the incident occurred.

i Important note!

This reporting system has been developed for Internet Explorer v7, 8, & 9, Firefox 5 & 6, and the iPad browsers. Using newer versions is generally acceptable but may result in some unexpected behavior.

Number
Please Save

i CAUTION: Time-out is set to 30 minutes. Please make sure you SAVE at least once every 30 minutes.

Link to Parent

Other Links 



Employee Information

Name	Employee #	Title	Base	Department
[REDACTED]	[REDACTED]	Flight Attendant-Intl	EWR	EWRIT

Date & Time
Oct 29, 2013 2:18:58 PM

Copy to AFA?

Yes No



i Please click on "Start Report" and select your flight from the drop down menu. If your flight does not appear or your issue was not flight related please select Other/NA and manually input the required data.



Start Report

Save Draft

Save & Close

Close

- Select a flight from the “Flight Information Lookup” menu. If the flight is not listed, select “other” and manually enter the data.
- It captures the last 25 segments within a 30-day period.
- Click OK.

Refresh  Spell Check  Close

Flight Information Lookup

	Flight Number	Departure Airport	Destination Airport	Airport Diverted	Carrier Code	Scheduled Date
<input type="radio"/>	Other (N/A)	Other (N/A)	Other (N/A)	Other (N/A)	Other (N/A)	Sep 13, 2013
<input type="radio"/>	860	GIG	GRU		UA	Aug 28, 2013
<input checked="" type="radio"/>	861	GRU	GIG		UA	Aug 28, 2013
<input type="radio"/>	861	IAD	GRU		UA	Aug 27, 2013
<input type="radio"/>	860	GRU	IAD		UA	Aug 24, 2013
<input type="radio"/>	860	GIG	GRU		UA	Aug 22, 2013
<input type="radio"/>	861	IAD	GRU		UA	Aug 21, 2013
<input type="radio"/>	184	MNL	GUM		CO	Mar 2, 2013

- Once the flight is selected, flight and crew information is automatically displayed.
- Click “Start Report” at any time to select a different flight.

Save Draft Save & Close Refresh Spell Check Close Submit

Start Report

Flight Information

Aircraft Type 77D	Nose Number 2481	Tail Number N781UA
Carrier Code UA	Flight Number 861	Scheduled Flight Date (ex. Jan 31, 2012) Aug 28, 2013
Departure Airport GRU	Destination Airport GIG	Diverted Airport

Crew Information

Employee #	Domicile Base	Position	First Name	Last Name
[REDACTED]	DCA	M	[REDACTED]	[REDACTED]
[REDACTED]	DCA	Q	[REDACTED]	[REDACTED]
[REDACTED]	DCA	M	[REDACTED]	[REDACTED]
[REDACTED]	DCA	FS	[REDACTED]	[REDACTED]
[REDACTED]	DCA	P	[REDACTED]	[REDACTED]
[REDACTED]	DCA	O	[REDACTED]	[REDACTED]
[REDACTED]	DCA	M	[REDACTED]	[REDACTED]

- Scroll down to the Conditions section.
- Click on each drop down menu and click on the appropriate answer.
- All sections marked with an asterisk must be completed.

Reliance Home | Safety Reports | FA IOR-00036 | IOR (New)

Save Draft | Save & Close | Refresh | Spell Check | Close | Submit

Employee #	Domicile Base	Position	First Name	Last Name
[REDACTED]	DCA	F/O	[REDACTED]	[REDACTED]

Employee #	Domicile Base	Position	First Name	Last Name
[REDACTED]	DCA	CAP	[REDACTED]	[REDACTED]

Conditions

Hours Awake Prior to Event

Phase of Operation

Jumpseat

Hours on Duty Prior to Event

Duties at Time of Event

Events

Events

Add Events

- Below is an example of the drop down menu when selected.

Save Draft Save & Close Refresh Spell Check Close Submit

Employee #	Domicile Base	Position	First Name	Last Name
[REDACTED]	DCA	F/O	[REDACTED]	[REDACTED]

Employee #	Domicile Base	Position	First Name	Last Name
[REDACTED]	DCA	CAP	[REDACTED]	[REDACTED]

Conditions

Hours Awake Prior to Event

Hours on Duty Prior to Event

Phase of Operation

Duties at Time of Event

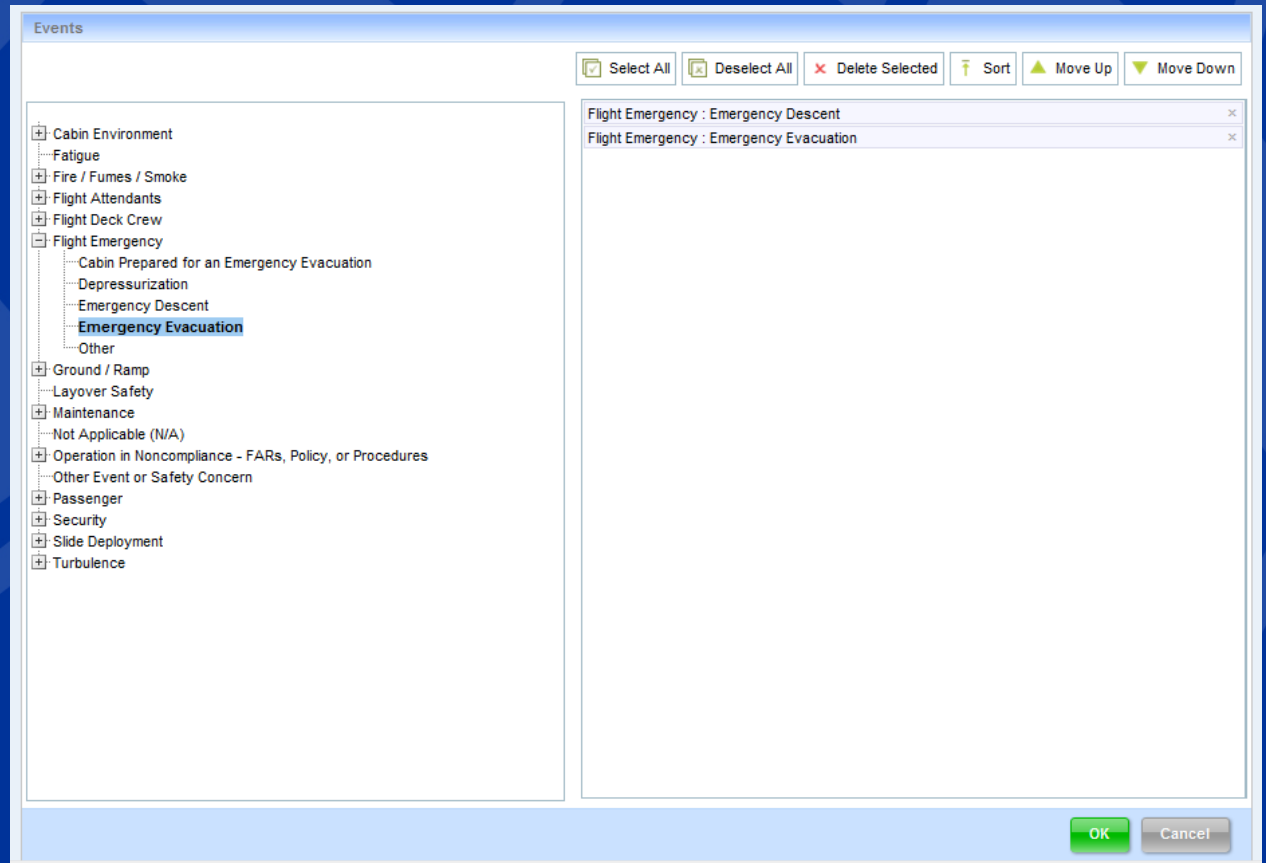
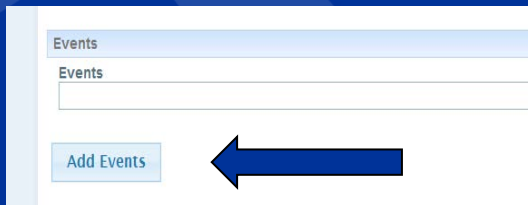
- Crew briefing
- Prior to Customer Boarding
- Customer Boarding
- Prior to Door Closure
- Door Closure
- Prior to Pushback
- Pushback and Taxi
- Takeoff and Inflight
- Prior to Landing
- Landing and Taxi
- Arrival
- Other

Add Events

There are two options for entering event information.

First option for entering event information:

- Click on Add Events button
- From the left column, select applicable information as it relates to your incident.
- It will move to the right-hand column.
- The right hand column should paint a picture of your event. You will provide more detail in the narrative.



- To remove an item from the list, click on the “x” at the far right.

The screenshot shows a software window titled "Events". At the top right, there is a toolbar with buttons: "Select All", "Deselect All", "Delete Selected", "Sort", "Move Up", and "Move Down".

On the left side, there is a tree view with the following categories and sub-items:

- [-] Cabin Environment
 - Fatigue
- [-] Fire / Fumes / Smoke
- [-] Flight Attendants
- [-] Flight Deck Crew
- [-] Flight Emergency
 - Cabin Prepared for an Emergency Evacuation
 - Depressurization
 - Emergency Descent
 - Emergency Evacuation**
 - Other
- [-] Ground / Ramp
 - Layover Safety
- [-] Maintenance
 - Not Applicable (N/A)
- [-] Operation in Noncompliance - FARs, Policy, or Procedures
- [-] Other Event or Safety Concern
- [-] Passenger
- [-] Security
- [-] Slide Deployment
- [-] Turbulence

On the right side, there is a list of selected events:

- Flight Emergency : Emergency Descent [x]
- Flight Emergency : Emergency Evacuation [x]

A blue arrow points to the "x" icon at the end of the "Flight Emergency : Emergency Evacuation" entry.


At the bottom right, there are "OK" and "Cancel" buttons.

Second option for entering events information:

- Type a word that describes your incident.
- A drop down word list will appear.
- Select the appropriate information from the drop down list.

Events

Events

turb 

Flight Attendants : Injury : Turbulence Related


Passenger : Injury : Turbulence Related


Turbulence


Turbulence : Light Turbulence

Turbulence : Moderate Turbulence


Turbulence : Severe Turbulence


 Include as much information in the narrative as possible. You may also attach a document to this section. In that case please indicate here with "see attached" as this field is required to have at least some text in it.

 Note: The analyst may edit the narrative slightly for security or readability reasons. A copy of the original narrative is always maintained in the tracking log.


Event Description (Keywords)  *

[Spell Check](#)



Narrative  *

 Please include any suggestions you have to help improve the issue or help to prevent it from happening again.

Do you have a suggested resolution to the event?


Attachment 

- Depending on the selected event, additional questions may appear.

Check  Close  Submit

Events

Events


Passenger	x	
Passenger : Injury	x	
Passenger : Injury : Paramedics in Attendance	x	

Add Events


Passenger Name


Passenger Injury


Witness Name(s)


Assisting Medical Professional Name(s) 

Narrative

 Include as much information in the narrative as possible. You may also attach a document to this section. In that case please indicate here with "see attached" as this field is required to have at least some text in it.

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Event Description (Keywords)  *

Narrative  *

- Below is another example of questions that may appear given the event selected.

Events

Events

Turbulence	x	📄
Turbulence : Severe Turbulence	x	

Add Events

Flight Attendants Instructed to be Seated
 Yes No No Information

Seat Belt Sign Illuminated at Time of Occurrence
 Yes No No Information

Narrative

i Include as much information in the narrative as possible. You may also attach a document to this section. In that case please indicate here with "see attached" as this field is required to have at least some text in it.

i Note: The analyst may edit the narrative slightly for security or readability reasons. A copy of the original narrative is always maintained in the tracking log.

Event Description (Keywords) **i** *

Spell Check

Narrative **i** *


i Please include any suggestions you have to help improve the issue or help to prevent it from happening again.

Do you have a suggested resolution to the event?




- Enter 1 – 3 keywords in the event description line, i.e. passenger non-compliance, turbulence injury, etc.
- This field is required.
- Complete the narrative.
- Include any suggestions or attachments, if applicable.

Events


Events 

[Add Events](#)


Narrative


 Include as much information in the narrative as possible. You may also attach a document to this section. In that case please indicate here with "see attached" as this field is required to have at least some text in it.

Briefly describe the event type (1-3 words). Use keywords such as unexpected turbulence, security, etc. of the original narrative is always maintained in

Event Description (Keywords)  *


[Spell Check](#)

Narrative  *

 Please include any suggestions you have to help improve the issue or help to prevent it from happening again.

Do you have a suggested resolution to the event?

Attachment



- Scroll to the bottom; click “Submit” once the report has been reviewed for accuracy.
- Once submitted, a confirmation will be sent to your company e-mail address, including the number of your specific report.
- If not complete, you may click “Save Draft.”

Add Events

Narrative

i Include as much information in the narrative as possible. You may also attach a document to this section. In that case please indicate here with "see attached" as this field is required to have at least some text in it.

i Note: The analyst may edit the narrative slightly for security or readability reasons. A copy of the original narrative is always maintained in the tracking log.

Event Description (Keywords) ⓘ *


Spell Check

Narrative ⓘ *

i Please include any suggestions you have to help improve the issue or help to prevent it from happening again.

Do you have a suggested resolution to the event?

Attachment



Save Draft **Save & Close** **Submit** **Close**

- View a report at anytime
- Under Reporting, click where directed “To view a previously submitted IOR” (pictured below)

[Flying Together Help](#)

Departments [edit](#)

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- IOR will store all submitted reports. You may view your reports and the action taken by clicking on the report number.
- Find the report and click on the number to open.
- You may view any action taken based on your report.

The screenshot displays the 'Safety Reports' section of a web application. The breadcrumb trail is 'Reliance Home > Safety Reports'. The user is identified as 'Rivero, Juan | GMT | Close | Log'. The main content area is titled 'My Reports \ My Filed Safety Reports'. It features a navigation menu on the left with options: 'My Reports' (expanded), 'My Assigned Safety Reports', 'My Filed Safety Reports' (highlighted), 'Reports Awaiting My Input', and 'Reports Sent to Me'. Below this is a 'United Voices' section. The main report list includes a toolbar with 'New Document', 'Refresh', 'Copy Links', 'Export to Excel', and 'Print View'. A search bar is present with a search icon and links for 'Columns Search', 'Advanced', and 'Reset View'. The table is sorted by 'Created Date descending'. A blue arrow points to the report with ID 'FA IOR-00049'.

Number	Created Date	Incident Type	Phase	Report Type	Location
FA IOR-00048	Sep 13, 2013		Submitted	IOR	
FA IOR-00049	Sep 13, 2013		Submitted	IOR	
FA IOR-00037	Sep 5, 2013		Submitted	IOR	
FA IOR-00036	Sep 5, 2013		Validated	IOR	
FA IOR-00035	Sep 5, 2013		Submitted	IOR	
FA IOR-00033	Sep 4, 2013		Submitted	IOR	
FA IOR-00032	Sep 4, 2013		Submitted	IOR	
FA IOR-00029	Sep 3, 2013		Submitted	IOR	
FA IOR-00028	Sep 3, 2013		Submitted	IOR	
FA IOR-00027	Sep 3, 2013		Submitted	IOR	

Documents 1 to 11 of 11

Want to know more?

- Visit the Flight Attendant Briefing Center for a one-on-one demo (now – Dec 15th)
- Ask a supervisor
- On the Safety & Security page, under IOR resources:
 - See Frequently Asked Questions by clicking *FAQ*
 - View recent publications about IOR by clicking on *Inflight Services Weekly* or *Inflight*