

**TO:** ALL GAMA AVIATION FLIGHT OPERATIONS PERSONNEL  
**FROM:** DIRECTOR OF SAFETY  
**SUBJECT:** DIGITAL EVENT LOG for MOBILE DEVICES  
**EFFECTIVE:** 07/05/17

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You can now send Event and ASAP Reports from your personal mobile device. Gama Aviation will now be using an industry standard, confidential, safety and risk management software program called Q-Pulse.

This will make reporting of non-standard occurrences or other safety concerns much easier, and less time consuming than our present Word document/PDF email submission method.

Additionally, Q-Pulse is a very powerful tool for the analysis of the data we receive and will help Gama Aviation more effectively identify risks and determine how best to improve our margins of safety.

It is also compliant with the guidelines set forth in our FAA approved Safety Management System.

**ALL occurrence reporting (Event or ASAP) must now be submitted using this mobile application**

- To set the application up on your device, please follow the instructions on the following pages.
- If you have difficulty with any of the set up or sign in instructions, or how to use the reporting system, review the FAQ's on pages 4 & 5 – if you can't find an answer, please email [safety@gamaaviation.com](mailto:safety@gamaaviation.com) with the title "Q-Pulse Help" and your phone # and we will call you to assist.


## Gama Aviation Event & ASAP Reporting Mobile Application

To set the application up on your device, please follow these instructions

### for iPhones & iPads

Get the **Q-Pulse**  iOS app in the [App Store](#)

### for Android Phones & Tablets

Get the **Q-Pulse**  Android app in the [Android PlayStore](#)

### After putting the Q-Pulse app on your device

**Open** the application

**\*\*\* It is recommended that this be done on a reliable wireless connection or strong broadband connection – if not the procedure may not sequence correctly**

**Copy and paste** the following into the **Server URL:**

<http://qpulse.gamaaviation.com/QPulse5WebServices/services/>

➤ **leave the Audit Server URL: BLANK**

**Press NEXT**

**Q-Pulse Database** – select **GamaAviationUS**

**Username** - First Initial (capitalized) Last Name (first letter capitalized)

(Example - [GWashington](#))

**Password** - **1111** (this is your password/PIN – you may change it once you sign in)

**Remember Me** – tap this so you won't have to sign in each time you use the app

**Press Log In**

## You are now on the HOME screen

- The application will synchronize as indicated on the bottom of the screen – wait for it to indicate Sync Completed!
- Tap the menu button in the upper left corner
- Press **Reporting**
- Select Gama Aviation - **Occurrence Report** or Gama Aviation - **ASAP Report**
- Fill in each question that details/supports your report  
(many of the fields will identify your entry as you start to type, *if the item you wish to select is missing, such as an airport identifier, leave it blank, we will fill it in and update the database*)
- Attach photos, AML, etcetera where indicated if you wish
- When you have made all the desired entries, scroll to the bottom of the form and press the SUBMIT button

If you would like to practice using the app, put the word **TEST** in the Title block at the beginning of the report

## Q-Pulse - Frequently Asked Questions

**Q – When I am setting up the application, there is no provision to select the database?**

**A – there is an issue with the cut & pasted URL – please type each character of the URL address**  
<http://qpulse.gamaaviation.com/QPulse5WebServices/services/>

**or**

**A - there is an issue with the wireless or broadband strength connectivity to your device - it is recommended that set up be done on a reliable wireless connection or strong broadband connection – if not the procedure may not sequence correctly**

**Q – What if things just aren't working or showing up when I am trying the set up the application?**

**A – DELETE the application from your device and reload it**

**Q – What if I forget my User Name or Password, or how-to set-up or use the mobile application, or it freezes, have some other issue or a question of how to fill out a report?**

**A – send an email with the Subject Q-Pulse Help to [safety@gamaaviation.com](mailto:safety@gamaaviation.com) – tell us what the issue is and give us the best phone number to call you.**

**Q – When I open the mobile application I can't select Occurrence Report or ASAP Report?**

**A –** tap the menu icon in the upper left corner of the app and tap Sync, then tap Sync Now.

**Q - If the information for an entry/data field (Airport, Tail #, Pilot's Name, etc.) does not appear during a search or inquiry what should I do?**

**A –** nothing, leave it blank – it is not yet in the database – once you submit your report we will update the database and make sure the proper detail is in your report and available for future reporting.

**Q – What if I want to submit an Anonymous (sender cannot be identified) ASAP Report or Occurrence Report?**

**A –** Log Out of the Q-Pulse Mobile App – sign in using the following credentials

- **User Name: Anonymous**
- **Password: anonymous**
- **Select Occurrence Report or ASAP Report and type Anonymous in the Reported By field**
- **When completed, sign out of the mobile app**

**Q – Can I still send a “paper” PDF or Word attachment ASAP Report or Event Log?**

**A – No –** if you send a paper Event Log/ASAP Report we will send it back to you and ask you to submit it via the Q-Pulse Mobile Application – we will ask if you need help and we'll be happy to assist.

**Q – Why does the date look weird?**

**A –** The dates are structured using the international format of DD/MM/YYYY

**Q – What Time Zone should I use?**

**A –** Always use Universal Coordinated Time (UTC, Zulu)

**Q – What if I start a report and then exit the application before submitting it, do I have to start a new report?**

**A – No,** your partial report is saved. To access it, re-enter the application at any time, tap the Menu button in the upper left corner, tap Reporting, tap the icon with the red dot in the upper right corner. Your started report will appear and can now be completed.

**Q – Do I have to answer every question?**

**A –** Please answer all questions that apply to the incident being reported or that are mandatory.

**Q – Will I receive a confirmation that my report was received by the Safety Department?**

**A – Yes,** you will receive an acknowledgement (copy of the report) in 24 hours or less from the time you submit a report.

**Q – I did not get a confirmation that my report was received by the Safety Department?**

**A –** You will always receive a confirmation of your report, **UNLESS**, you do not enter your name or you file the report as ANONYMOUS

**Q – Do a lot of people see my report when I submit it?**

**A – No,** the report is received by the Director of Safety. It is reviewed by the Director, and forwarded only to persons who need the information. ASAP Reports are deidentified. Traceable information about the participant(s) is removed.

**Q – Why are there so many “Occurrence Types” to choose from?**

**A – Every incident is classified based on the ICAO (International Civil Aviation Organization) Standard. Pick the one(s) you think most accurately describe the incident. If you can't find one, leave it blank.**

**Q – What if I press the SUBMIT button and I get a message that says the report was not submitted?**

**A – Wait a moment and try again.**

**Q – What if I just can't make things work right, and I want to delete this “piece of junk application” and not be bothered?**

**A – send an email with the Subject Q-Pulse Help to [safety@gamaaviation.com](mailto:safety@gamaaviation.com) – tell us what the issue is and give us the best phone number to call you – we will help you get it working**

If you have difficulty with any of these set up or sign in instructions, or how to use the reporting system, please email [safety@gamaaviation.com](mailto:safety@gamaaviation.com) with the title **Q-Pulse Help** and **your phone #** we will call you to assist.