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20. I am a class1 operator-admin and have requested a derogation. When can I expect an answer to this request?
21. In the unlikely case of Droneguide being unavailable, what do I do if I want to notify a flight or request a derogation?
22. I want to have an overview of the actual airspace situation, but don't have the need for anything else.
23. How do I log a drone flight with Droneguide?
24. I'm currently using Droneguide. Should I upgrade to the new extended Droneguide version?
25. The map in my current Droneguide session shows that I am allowed to fly at a specific location. My drone's geofencing however is indicating I cannot fly here. How should I deal with this?
26. I'm a foreign drone operator. May I fly at location X?
27. I have a question that is not answered in this list. Who do I contact?

ANSWER OVERVIEW	
1.	**How much does the new extended Droneguide cost?**
	The new extended Droneguide is offered free of charge and is available for both iOS and Android. Please note that BCAA will charge a fee for any approved derogation request launched via Droneguide. However, invoicing and payment remain unchanged and are handled outside of Droneguide platform (KB-defined).
2.	**How do I install the new extended version of Droneguide?**
	The new version of Droneguide is available in two forms: 1) The web app: No installation needed for the web app, only a web browser and an internet connection. For optimal user experience it is recommended to avoid Microsoft Internet Explorer as browser, and use Microsoft Edge, Google Chrome, Mozilla FireFox, Opera or Safari instead. 2) The mobile app: Use your mobile device specific installation procedure (i.e. the Play Store app on Android and the App Store app on iOS) to download and install the mobile app. You can easily locate the app in the Apple or Android app store by searching for "Droneguide".
3.	**What are the main functionalities of the new extended Droneguide version?**
	- Flight planning: definition and visualization of the intended flight zone on the map (circular, polygon or track based) including all main flight parameters - Flight validation: legal check against the main flight parameters, make sure you check the disclaimers - Derogations: automated drafting and sending over of official documents for requesting Class 1A flight permissions to the BCAA (derogations) if required - Notifications: official filing towards the BCAA of a flight plan notification as legal requirement prior to starting any Class 1A or Class1B flight - Automated import of drone and pilot resources from official BCAA validated Ops Manual for Class 1 operators - Automated logbook based on 'take-off' and 'land' buttons on mobile app - Drone fleet management - Logbook management
4.	**I'm using the latest version of Microsoft IE to access the Droneguide web app, and I received a popup that my browser is not supported. Why?**
	For optimal user experience, we recommend that you use one of the following browsers: Microsoft Edge, Mozilla Firefox, Google Chrome, Safari, Opera.
5.	**What is the difference between a drone operator and a drone pilot?**
	A drone operator is the legal entity or organization that organizes a drone flight. A drone pilot is the person physically operating a drone. If the operator is a one-man business, the operator admin and the pilot is one and the same person.

6. **I'm already a registered Droneguide user, will my account work after upgrading to the new extended version of Droneguide?**

Yes, your account will remain active when you switch to the new extended version of Droneguide. Your existing active account will be a recreational one, which, if desired, you can be further upgraded through your profile settings into Class2, Class1b or Class1a.

Be aware however that in case you select Class1A or Class1B, a CSAM connection will be established which will only work in case you have been assigned the role of operator-admin by the legal representative of a Class 1 operator officially authorized by the BCAA and therefor owner of a BCAA approved and valid Ops Manual.

In case you are a 'Class 1' pilot but not you have not been assigned the role of operator-admin you are left with two options:

1) in case you appear as pilot on the list of pilots in a valid Ops Manual of any Class 1 operator officially authorized by the BCAA, you should wait to receive an e-mail invitation from the operator-admin of such a Class 1 operator before you'll be able to execute a Class 1 flight. Before you receive such an invitation you will only be able to execute Class 2 flights and you should identify yourself on Droneguide as Class 2 operator.

2) in case you do not appear as pilot on any valid Ops Manual of any Class 1 operator officially authorized by the BCAA, you are only allowed to execute Class 2 flights and you should identify yourself on Droneguide as Class 2 operator.

7. **Why is there a web app and a mobile app for the new extended Droneguide version?**

Both applications on the new extended version of the Droneguide platform are complementary. The web app is designed for administration purposes while the mobile app targets users that are on the go. Notifications and flight activations (take-off and landing) are therefore done with the mobile application.

8. **I'm a registered user on the new extended Droneguide, but my credentials don't work when trying to log in. What could be wrong?**

Please verify that you have already registered an account, and that you are using the correct e-mail address and password (as provided when registering). If needed, you can select "I forgot my password" to receive a new password linked to the provided e-mail address.

Be aware however that in case you select Class1A or Class1B, a CSAM connection will be established which will only work in case you have been assigned the role of operator-admin by the legal representative of a Class 1 operator officially authorized by the BCAA and therefor owner of a BCAA approved and valid Ops Manual.

In case you are a 'Class 1' pilot but not you have not been assigned the role of operator-admin you are left with two options:

1) in case you appear as pilot on the list of pilots in a valid Ops Manual of any Class 1 operator officially authorized by the BCAA, you should wait to receive an e-mail invitation from the operator-admin of such a Class 1 operator before you'll be able to execute a Class 1 flight. Before you receive such an invitation you will only be able to execute Class 2 flights and you should indentify yourself on Droneguide as Class 2 operator.

2) in case you do not appear as pilot on any valid Ops Manual of any Class 1 operator officially authorized by the BCAA, you are only allowed to execute Class 2 flights and you should identify yourself on Droneguide as Class 2 operator.

9.	I am the legal representative of a Class 1 operator. How do I assign somebody to take up the role of operator admin in Droneguide?
	Every Class 1 operator needs to have one or more persons assigned as operator-admin. To do so, you need to login and take a couple of steps within eGov role management (https://iamapps.belgium.be/rma/). An extensive manual is available on the droneguide.be page but here's the short version: 1) Go to "manage role assignments" 2) Go to tab "manage invitations" 3) Create a new invitation 4) Fill out all required details of the invitee and make sure you select the role of "FODMOB Droneguide User" in the dropdown list of roles. 5) The person you invited with the new role will receive an e-mail which he/she will need to confirm and accept 6) Get in touch with the person you invited and make sure he or she has read the invitation Email and formally accepts to take that role by clicking on the link in the e-mail and logging in to the same e-gov platform (https://iamapps.belgium.be/rma/). We assume that might take a while so feel free to logout from the eGov portal. 7) Once the invitee has accepted you can login again and go to "my open items". There you will notice that the invitation has been accepted by the person you invited. The only thing you now still need to do is to select that invitation and do the final confirmation by clicking on the "approve" button.
10.	Am I obliged to use Droneguide to notify Class 1 flights and request derogations?
	Yes. This is the only way to legally notify your Class 1 drone flights and request derogations. There is, however, a transition period in place until December 12th 2019 during which you can notify and request permissions using previously allowed means. Users however are strongly encouraged to start using the app asap for their own ease of use.
11.	In my role of operator-admin I want to invite myself as a pilot for that operator. I do see my name in the list of pilots imported from the BCAA but when I click on "invite" button in the pilot management module and I fill out my Email address, the application returns an errorstating that the e-mail address is already associated to an existing Droneguide account.
	When you carry out two roles within the same operator (operator-admin role through CSAM and pilot role), you will have registered the first role under account A with a certain e-mail address. To invite yourself to also play the second role of pilot (appearing in the list of pilots imported from the BCAA), you will need to create a separate account B with a different e-mail address. In other words: the operator-admin role (account A) invites the pilot role (account B), regardless of the fact that they can both be the same physical person.

12.	**I'm having troubles logging in to my new Droneguide account with CSAM. What happened?**
	Please be aware that login via CSAM is only available for users who have the role of admin for a Class 1 operator officially authorized by the BCAA and therefor owner of a BCAA approved and valid Ops Manual. First of all, during the login process for Droneguide using CSAM make sure you select the checkbox "In the name of a company", not "In my personal name".
	As a second check, you can verify whether the "FODMOB Droneguide User" has been assigned to you and is still valid. To do so, log on to https://iamapps.belgium.be/rma and consult the roles assigned to you.
	In case you do see there that you have that role assigned to you: there might be technical problem or your credential in CSAM are not right. As CSAM is a service offered through a joint initiative within the Belgian government, please refer to the website https://www.csam.be/ for any further information.
	In case you see there that you do NOT have that role assigned to you: please get in touch with the legal representative of the BCAA authorized Class 1 operator
13.	**On the Droneguide web app I see my name multiple times. Why?**
	In Droneguide you might have multiple profiles: your personal one (Recreational and/or Class2 license), and if you are linked to an operator (in case of a Class1) you will also see your operator. You can manage your info (names etc.) under your profile settings if you wish to change anything.
14.	**I am an operator-admin and I want to invite pilots to my operator. What can I do?**
	As operator-admin there are two ways to add a pilots:
	1) for Class1 licensed pilots: all pilots linked to the operator's Ops Manual are automatically imported automatically into Droneguide, those are identified by the tag "BCAA" in the source column of the "Users" tab in Droneguide. Only those pilots will be able to execute Class 1 flights in Droneguide. If you want an other pilots to also execute Class 1 flights you should adapt the Ops Manual of the operator to also include that pilot. You cannot do that through Droneguide but use the existing Ops Manual update process with the BCAA. Once that change to the Ops Manual is approved by the BCAA that additional pilot will automatically appear in the list of imported pilots and you'll be able to invite him/her using the invite button appearing next to his or her name.
	2) You have the possibility to manually add pilots yourself in Droneguide. You can do so by clicking the "Add" button on the far right corner of the "Users" tab in Droneguide.
	Important note: Manually added drone pilots can only be assigned to recreational or Class2 flights
15.	**I am a Class1 operator-admin and I can see all drones linked to my OPS handbook in Droneguide. I would like to add some additional drones that do not appear on my Ops Manual, can I do this?**
	Yes, this is perfectly possible. Just click "add drone" on the drones overview screen on your operator profile and fill in your drone details.
	Important note:
	- This does not mean you are adding a drone to your OPS handbook, to do so you need to get in touch with the BCAA by e-mail.
	- This also means that you can only carry out class 2 flights or recreational flights with your manually added drones.
16.	**Which reference number should I use in any communication with skeyes SPACC and/or BCAA?**
	In Droneguide the derogation screen shows you a (derogation) reference number, e.g. '1000283'. If any additional communication with skeyes SPACC or the BCAA is needed, please reference this number.

17.	**I have been assigned the role of Droneguide operator-admin by more than one operator. What happens when I login with CSAM?**
	Through CSAM you log in 'in name of a company' without specifying which one. This means that all operators you are linked to will be loaded and visible in the left pane of Droneguide. Depending on your role and rights for each operator, available actions are visible and limited accordingly for each of the individual operators in your list.
18.	**As a Class 1-licensed pilot, I'm planning a Class1 flight on the Droneguide mobile app. However, I'm not able to select a Class1 flight profile. Why?**
	If you are a Class1-licensed pilot and you are registered under an operator, you can carry out Class1 operations for that operator. In that case you will have two accounts available in Droneguide: one account under your own name (Class2 or Recreational) and a second one under the operator name (Class1). In the mobile app please verify in the user settings that your operator is selected by:
	1) Navigating to "More" by clicking on the ellipse (...)
	2) Selecting "My account"
	3) Scroll down, under "Operator" select the name of the right Class1 operator
	4) Important: do not forget to click "Save" after selecting the right option
19.	**When selecting my drone from the list, I see the different types but not their registration numbers. I have multiple drones of the same type and would therefore like to make a clear distinction. How can I do this?**
	In your drones overview list, you can adapt your drone callsigns and drone names yourself. After saving your adaptations, you will see them in your drone lists.
20.	**I am a Class1 operator-admin and have requested a derogation. When can I expect an answer to this request?**
	The handling period remains the same as previously defined. Please consult the BCAA for details. https://mobilit.belgium.be/nl/luchtvaart/drones
21.	**In the unlikely case of Droneguide being unavailable, what do I do if I want to notify a flight or request a derogation?**
	During the transition period which will end on December 12th 2019 you can still use the existing BCAA communication channels: the notification portal.
22.	**I want to have an overview of the actual airspace situation, but don't have the need for anything else.**
	Please refer to map.droneguide.be to find out where you may or may not fly within the Belgian airspace (no registration or login is required). Remember to choose the appropriate map/layer in function of your needs (recreational or commercial) and make sure you read the disclaimers.
23.	**How do I log a drone flight with Droneguide?**
	After validating and notifying the intended drone flight, you can move on to the actual execution of the drone flight. Droneguide will help you to keep track of your drone flights by allowing you to register the start and end of a flight and a series of other flight parameters in your personal logbook. The only thing you have to do is to select the correct flight parameters and to signal the start and the end of the flight using the app, and your logbook will be updated accordingly following the flight.
24.	**I'm currently using Droneguide. Should I upgrade to the new extended Droneguide version?**
	Yes. Upgrading to the new extended Droneguide is free of charge and offers you many additional features. To automatically upgrade to the new extended Droneguide, it suffices to update your current Droneguide version via the app store.

25.	The map in my current Droneguide session shows that I am allowed to fly at a specific location. My drone's geofencing however is indicating I cannot fly here. How should I deal with this?
	If the Droneguide map data indicates that you may fly at a certain location and there is a discrepancy with your drone data, please contact your drone manufacturer. In addition, please remember to reader all disclaimers and check NOTAMs before each flight.
26.	I'm a foreign drone operator. May I fly at location X?
	Please refer to map.droneguide.be to find out where you may or may not fly within the Belgian airspace (no registration or login is required). Remember to choose the appropriate map/layer in function of your needs (recreational or commercial) and make sure you have read the disclaimers. Please also verify the website of the BCAA for any additional conditions applicable to foreign operators.
27.	I have a question that is not answered in this list. Who do I contact?
	For any additional legal matters related to drone flights, please contact the BCAA. https://mobilit.belgium.be/nl/luchtvaart/drones For any additional questions on Droneguide, you can send an e-mail to droneguide@skeyes.be