

# Registration-ID issues and how to solve them

### I see a yellow banner when creating my operation

From now on you will be required to provide a valid registration-ID if not your operations will be rejected. If you encounter any issues please contact drones@skeyes.be.

This banner is solely present to inform all operators about the new update and the requirement to provide a valid registration-ID to your account. Even if the information in your account is correct this banner will remain visible.

## My operation is rejected due to an incorrect registration-ID

If you receive this negative restriction it means that your organisation either doesn't contain a valid registration ID or you have not provided the 3 verification digits.

#### Restrictions

Negative

The Registration ID of the Operator you have assigned to your mission is not recognised as a Registration ID issued by an EASA member National Aviation Authority. Please check whether the Registration ID of the Operator (in your Organisation asset list) is correct. Don't forget to assign the updated Operator to a new or duplicated Operation before submission!

Please contact skeyes Drone Support in case of further questions.

### Where do I update this information?

Open DSA Planner and in your account go to the Assets tab:

DSA Planner	l
0	
Operations	
Assets	Name
<ul> <li>Organisations</li> </ul>	
Crewmembers	10/255
UAVs	Registration ID (Optional) XXX
Support	This field should be a valid operator registration id including the 3 verification digits.
	Contact First Name
된 Logout	
	4/255
	Contact Last Name
	5/255
Skeydrone <	Mobile phone number +32 - 4737
v1.9.1	Example: +32499998877

Update the registration ID for (all) your organisation(s).

As long as the red line and text are visible the field hasn't been updated correctly.



#### Where do I find these 3 verification digits?

This information is not available on your PDF certificate but you can find it in your personal information on the website from BCAA (drone portal DGLV/DGTA).

Home > Certificaat van exploitant					
BEL[ Persoonsgegevens	Oper	ator			Actief
	Rijksregisternummer Naam				'
	Adres				
	FullString E-mail	BELI	t-1		
	Telefoonnummer				
	Verzekeringsnummer				

You will need the FullString value including the last 3 digits in -xxx format.

#### I already provided this information but my operations still get rejected

Make sure that in the overview of your organisations the last 3 verification digits are not visible in the list. If they are visible, modify your organisation and remove the value and then add it again. Once saved the 3 verifications digits should no longer be visible. They are only required to check for a valid registration-ID, they are not saved.

### Note !

If you duplicate operations that were in your account before the modification of the registration-ID, they will still get rejected. For these operations the old value was used and will be copied into the duplicated operations hence the rejection.

How to avoid this:

- Create a new operation. Once the new correct values are linked to an operation you can duplicate them again. They will now contain the correct data.
- If you must duplicate an operation, make sure to change the operator in the operation before submitting your operation.

←	OPERATION ID 082823c1	05:30	68/45	O Draft
•	GENERAL Port of Antwerp	>	Operator	
6	CHARACTERISTICS Specific, BVLOS Exempted	>	OVERATOR NAME Albert Seilwell	
n	AREA OVERVIEW 200 FEET - AGL	>	REGISTRATION ID 546465615	
•	OPERATOR Albert Sellwell	>		
-	CREWMEMBERS Albert Sellwell +32475575757	>	Contact details	
*	UAVS	>	Persy NAME Albert	
6	DOCUMENTS	>	LAST NAME Sellwell	
G	HISTORY	>	DAAK	
Ľ	Submit		MORE PHONE +32475575757	
	Duplicate			
L	Discard			Change operator