

**This Document provides a comprehensive process of managing functions of Amateur License in Self-Care Portal of eService for AITI customers. The contents of the document covers from workflows and description of functions.**

# User Guide for SCP Amateur License AITI eServices

**Revision History**

Version	Revision Date	Summary of Changes	Changes Marked

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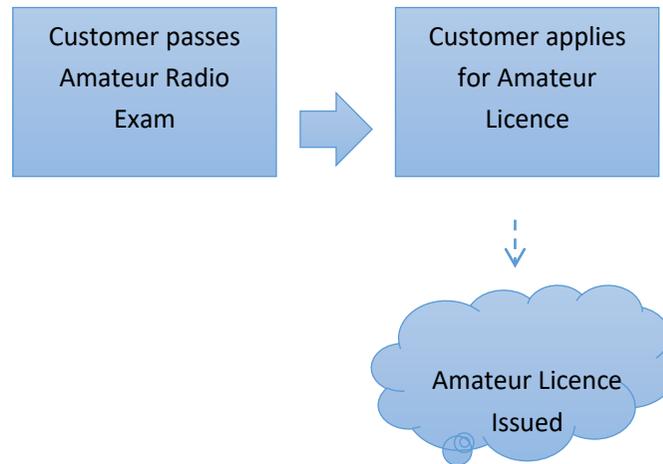
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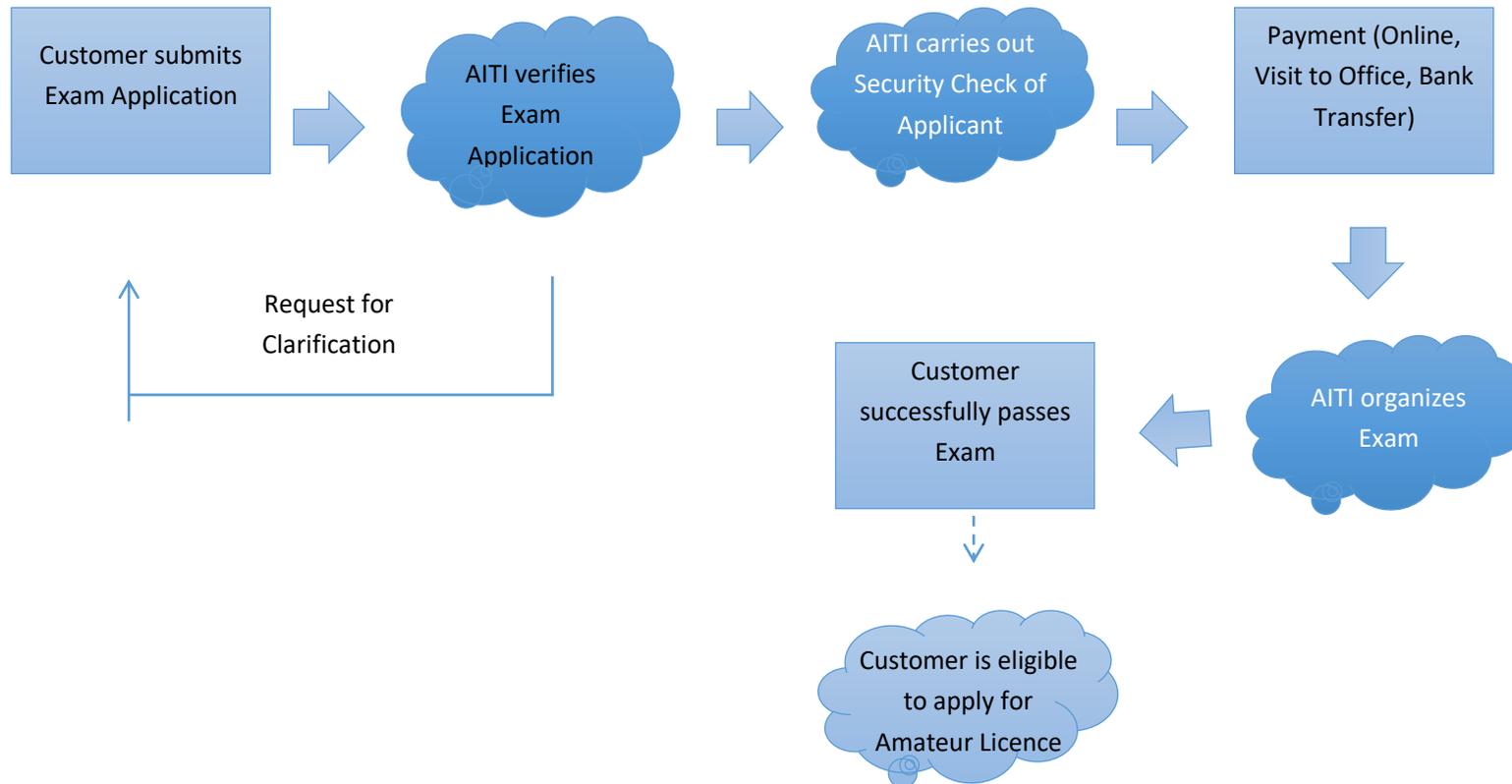
## 1      **AMATEUR LICENSE WORKFLOW**

The following workflow shows the general workflow of Amateur License application to approval. It is required to pass the Amateur Radio Exam to apply for the Amateur License.



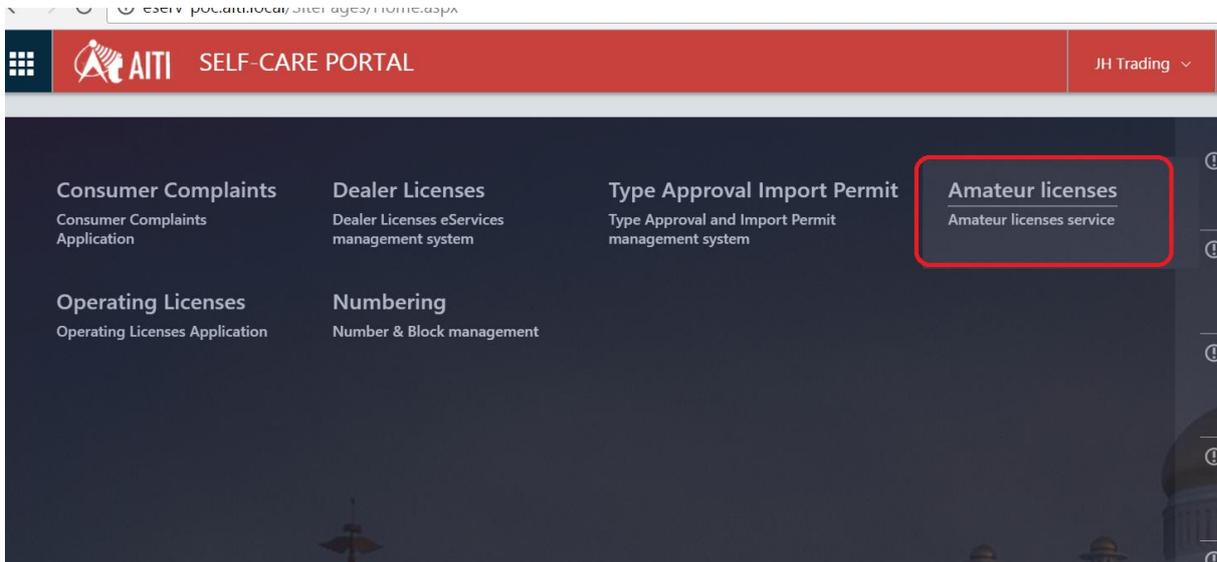
## 2      AMATEUR RADIO EXAM

### 2.1    Amateur Radio Exam Workflow

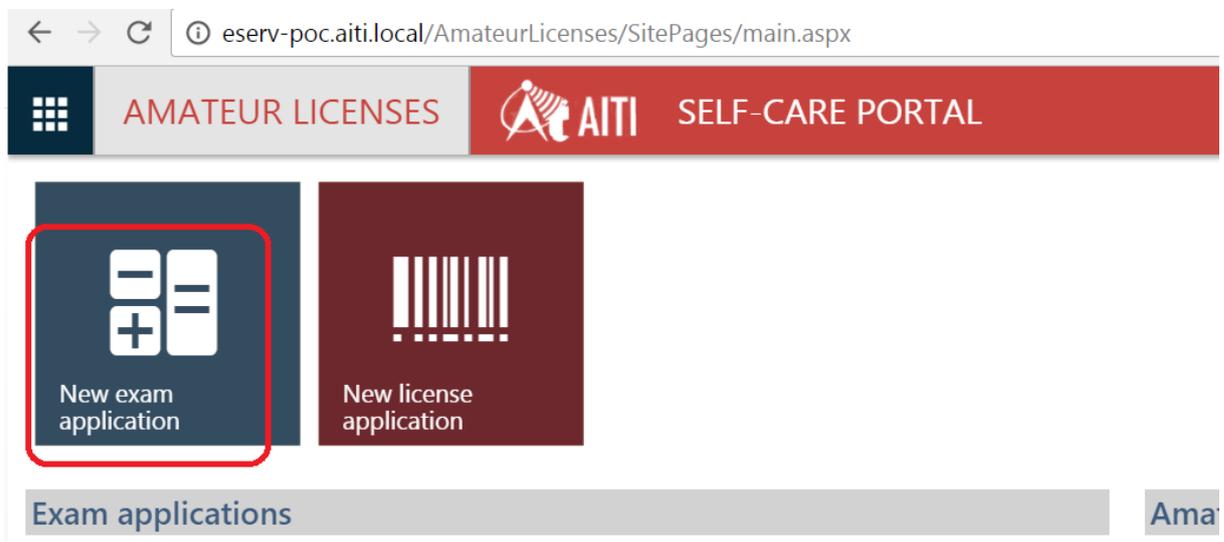


## 2.2 New Exam Application

- a) Login SCP to access Amateur Licenses area. Click **Amateur Licenses**.



- b) On the Amateur Licenses landing page, click **New Exam Application** tile. New Exam Application form will open.



- c) Enter all the data required, click **Apply** button. Exam Application Status will be changed to Applied and the application will be available for AiTi to process.

*Note: If you have no intention to apply right now, you may just save your Application by clicking **Save** button, Exam Application will be saved with 'Draft' Status. Later you may return to it from list of Applications.*

*Note: If AiTi officer decides that information provided in Application is not complete enough, they may request a Clarification from you. Also, the system may require additional documents submitted or field values corrected. Please refer to 'Clarification Request Processing' for details.*

Amateur License

AMATEUR LICENSES      AITI SELF-CARE PORTAL      Companies      Customer

New exam application      New license application

Exam applications      Amateur applications

Show 10 items on list      Search:      Show 10 items on list      Search:

Title	Status	Submitted	Applied to exam	Successfully passed
Exam application - EXAPP16	On clarification	10/23/2016		

Previous 1 Next      Results pages 1 from 1

Title	Status	Application initiator	Apply date
No items...			

Previous Next      No items...

- d) When AITI decides that information in your Exam Application is complete, they will send your Exam Application for security check. You will receive a notification of the results.
- e) Once decision is made (either Approval or Rejection) for your Exam Application, you will receive a notification. State will change correspondingly to the result.
- f) When it is approved, an invoice will be generated by AITI. You are required to pay in order to complete the Amateur Radio Exam process. The payment is available in billing area. Please refer to 'Billing (Invoicing and Payment)' user guide to learn how to make a payment.
- g) When Amateur Radio Exam is scheduled and your sit is assigned, you will receive notification.

Exam applications

Show 10 items on list      Search:

Title	Status	Submitted	Applied to exam	Successfully passed
Exam application - EXAPP16	Assigned to exam	10/23/2016	Exam - EX2	

- h) You will receive notification about Exam results when the evaluation is completed.

Exam applications

Show 10 items on list      Search:

Title	Status	Submitted	Applied to exam	Successfully passed
Exam application - EXAPP16	Exam passed	10/23/2016	Exam - EX2	Yes

- ✓ If the exam is successfully passed, you are allowed to apply for an Amateur License.

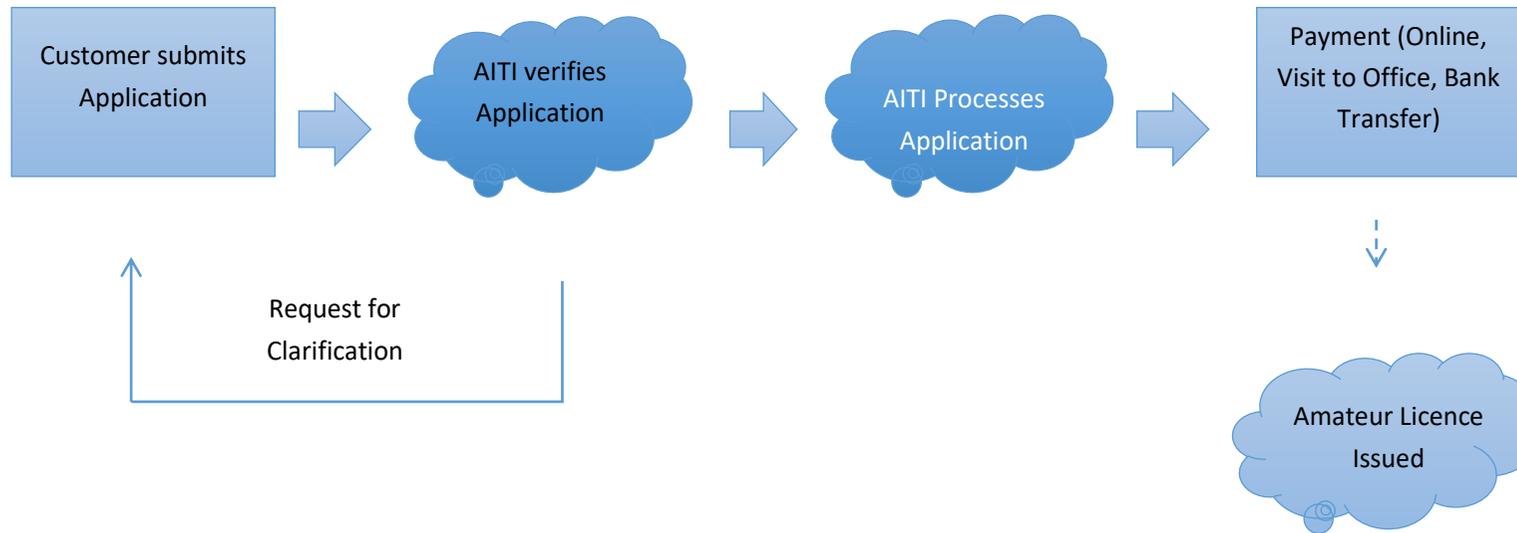
Amateur License

- ✓ If the exam is failed, you are allowed to apply for the exam again in three months (parameter is set by Administrator).

### 3      AMATEUR LICENSE APPLICATION

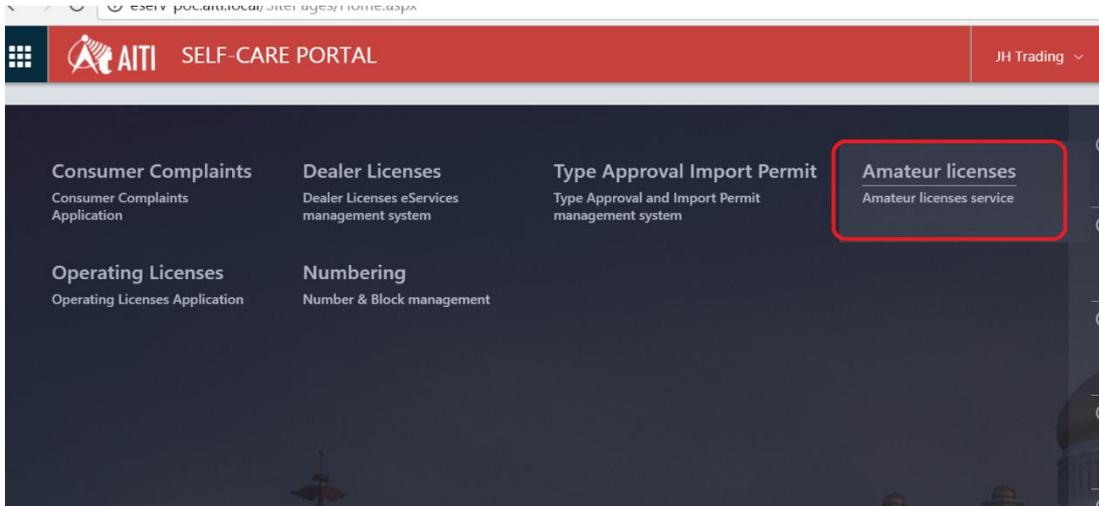
#### 3.1    Amateur License Application Workflow

After successful exam, users can apply for the amateur license following the workflow below.



### 3.2 New License Application

a) Login SCP to access Amateur Licenses area. Click Amateur Licenses.



b) Select Company from companies list.

*Note: To Apply for Event callsign, users should act on behalf of a Company. Company should be registered by AiTi as Amateur Radio Club (configured by Administrator).*



c) On the Amateur Licences landing page, click **New Application** to open the application form.

d) Fill in required and supplementary data: comments, equipment details, required documents if any are listed. Equipment is mandatory unless **Equipment sharing** flag is checked. With Equipment sharing flag, AITI will require you to explain in Comments what (whose) equipment you will use. If equipment is submitted, it is necessary to upload a document confirming where this equipment comes from.

e) For Event callsign and for Endorsed Foreign callsign, please enter **Callsign to approve** and **Callsign stop date**.

- f) Click **Validate** to see if any mandatory data is not provided.
- g) If any documents are required to submit, the system will alert you the missing documents during the verification process. To submit the required document, please go to **Documents** tab and upload files.

- h) After uploading the files and entered all required information, click **Apply**. Application Status will be changed to **Applied** and AiTi will start to process the application assessment.

*Note: you may save your application(s) by clicking **Save** button. Your application(s) will be saved as **Draft**, and you can re-open the application(s) when you are ready to apply.*

Note: during the AITI assessment process, AITI may require clarification from you. Also, Office may change Equipment reference, which will require additional documents submitted or field values corrected. Please refer to 'Clarification Request Processing' for details.

- i) Once application process is completed, you will receive notification with the result either **Approved** or **Rejected**. The field **Decision Date** and **State** will be updated.

## Amateur License

- ✓ If application is approved, an amateur radio licence will be created. Link to it is available in list and in Application form.
- j) For the approved application(s),
- ✓ if the application is exempted from payment, then Amateur Radio Licence **start and stop dates** will be updated automatically.
  - ✓ If the application is not exempted from payment, an Invoice will be issued and required to be paid to issue the license. The payment is available in billing area. Please refer to 'Billing (Invoicing and Payment)' user guide to learn how to make a payment.

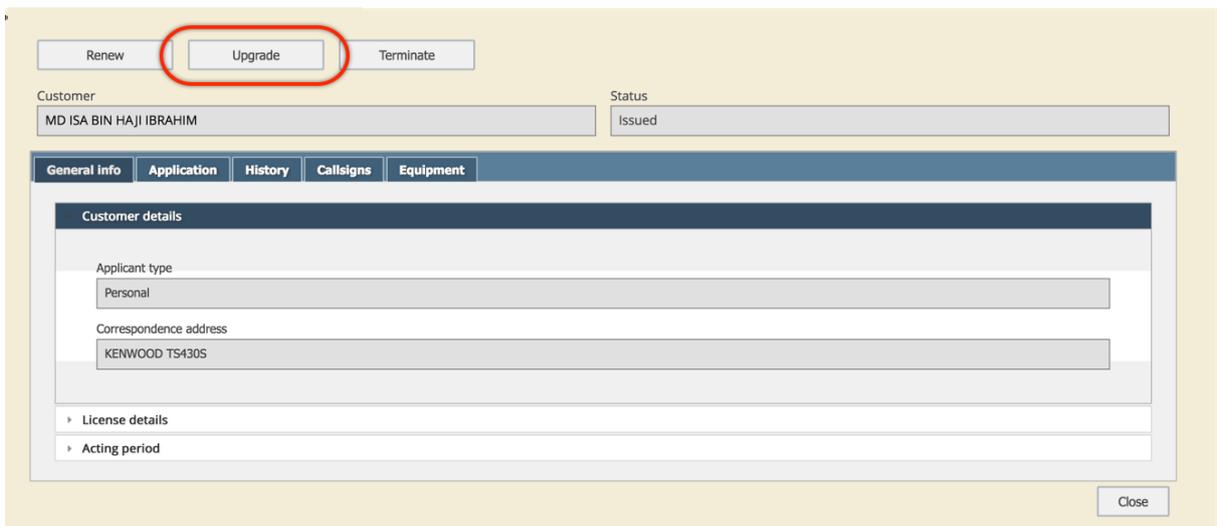
### 3.3 Upgrade License Application

a) Login SCP to access Amateur Licenses area. Click Amateur Licenses.



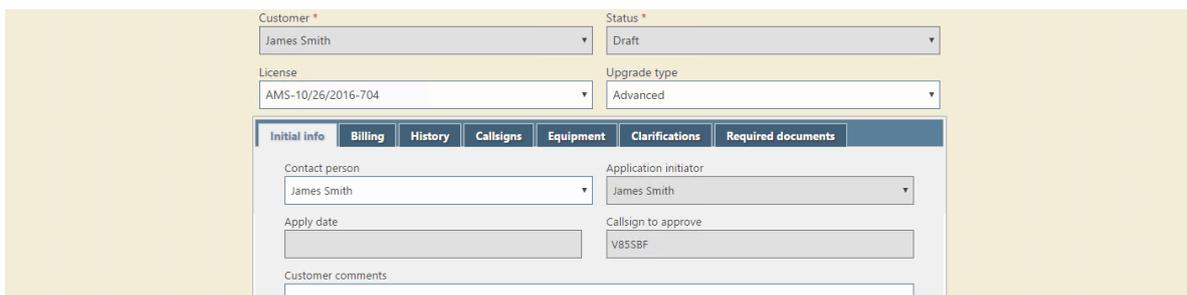
b) Open issued Amateur Licence screenform

c) Click **Upgrade** in the Amateur License form to open the upgrade form.



d) Enter any data where necessary:

- ✓ Add new equipment if any
- ✓ For Advanced upgrade type callsign is defined automatically



**User Guide      BAP**  
**Customer Accounts Management**

**Amateur License**

*Note: for Special Callsign, you may input up to three (3) callsign options*

The screenshot shows a web form for an Amateur License application. At the top, there are two dropdown menus: 'Customer \*' with 'James Smith' selected and 'Status \*' with 'Draft' selected. Below these are 'License' (AMA-10/26/2016-704) and 'Upgrade type' (Special). A horizontal tab bar contains 'Initial info', 'Billing', 'History', 'Callsigns', 'Equipment', 'Clarifications', and 'Required documents'. The 'Callsigns' tab is selected. Under this tab, there are two dropdown menus for 'Contact person' and 'Application initiator', both set to 'James Smith'. There is an 'Apply date' text input field. Below that are three 'Callsign option' text input fields, with the first two containing 'FR78' and 'FR79' respectively, and the third being empty. At the bottom of the form is a 'Customer comments' text area.

e) Follow New License Application process from the step 3.2.(e) in this document.

### 3.4 Renew Amateur Licence

- a) Login to SCP. Click Amateur Licenses menu to open Licence screen form.
- b) Click 'Renew' button on the top of the form. System will create the renew application for you.

The screenshot shows the AITI Self-Care Portal interface for Amateur Licenses. At the top, there is a navigation bar with 'AMATEUR LICENSES' and 'AITI SELF-CARE PORTAL'. Below this, there are three buttons: 'Renew', 'Upgrade', and 'Terminate'. The 'Renew' button is highlighted with a red box. Below the buttons, there is a form with the following fields: 'Customer' (James Smith), 'Status' (Active), 'Active callsign' (V89SBF), and 'Active callsign type' (Standard). There are also tabs for 'General info', 'History', 'Callsigns', and 'Equipment'. At the bottom, there is a table with columns: Title, Callsign, State, Start date, and End date.

- c) On the application form, click **Apply** button. Your Application is sent to AiTi. Please wait for the approval.

*Note: that you do not select period of renewal – it is selected automatically by System.*

- d) For the approved application(s),
  - ✓ if the application is exempted from payment, then Amateur Radio Licence **start and stop dates** will be updated automatically.
  - ✓ If the application is not exempted from payment, an Invoice will be issued and required to be paid to issue the license. The payment is available in billing area. Please refer to 'Billing (Invoicing and Payment)' user guide to learn how to make a payment.