

**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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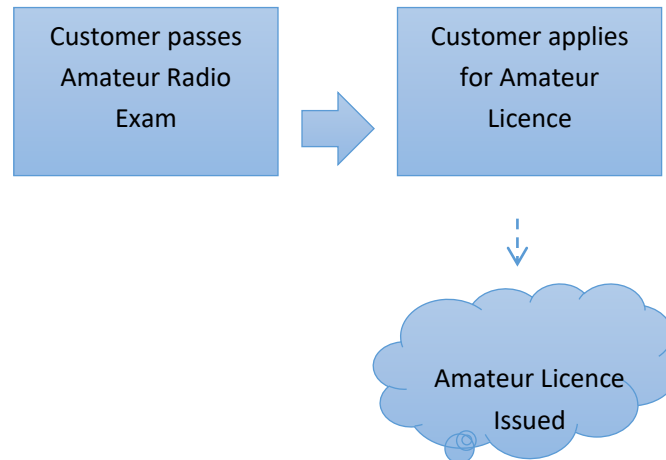
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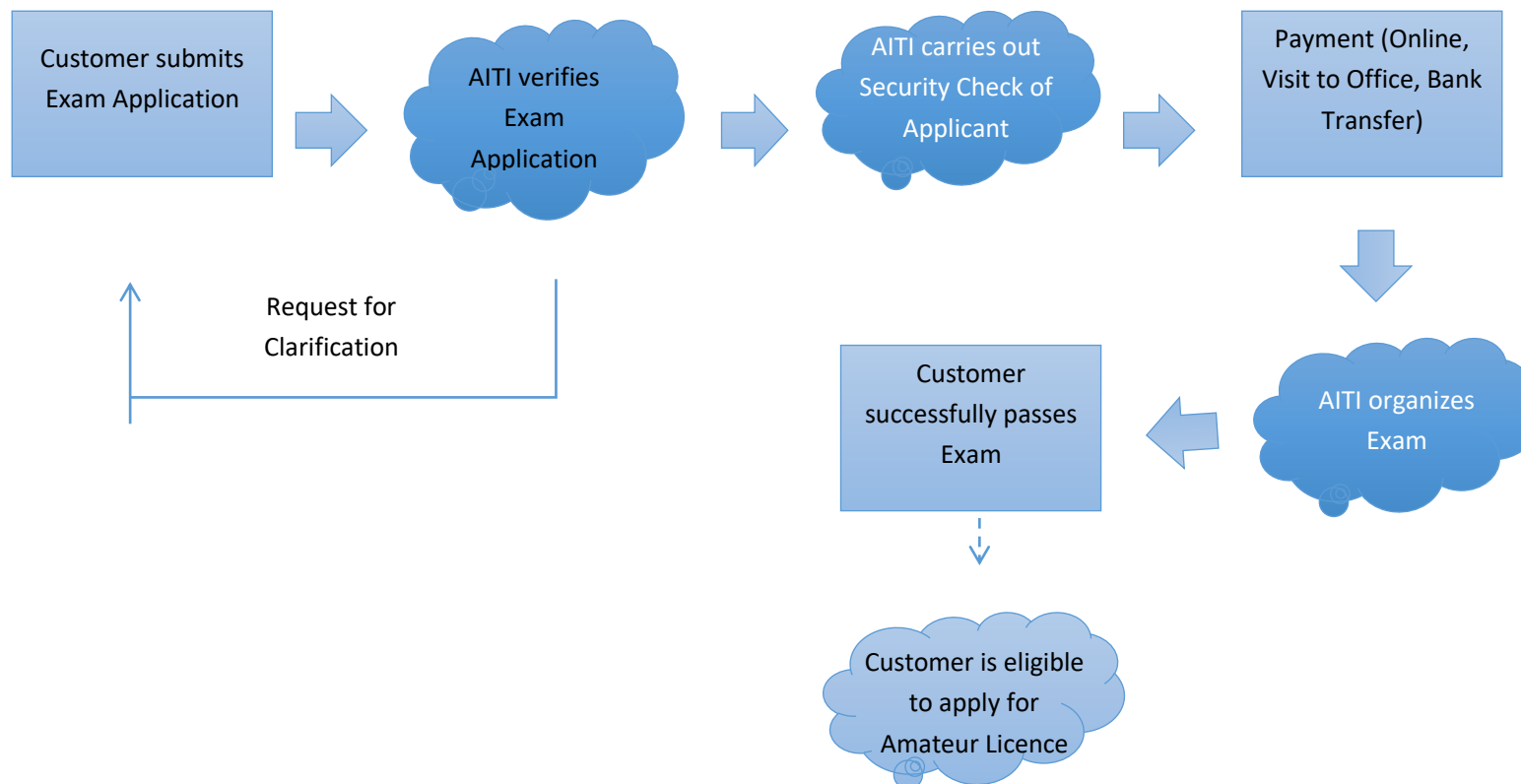
## 1      **AMATEUR LICENSE WORKFLOW**

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.



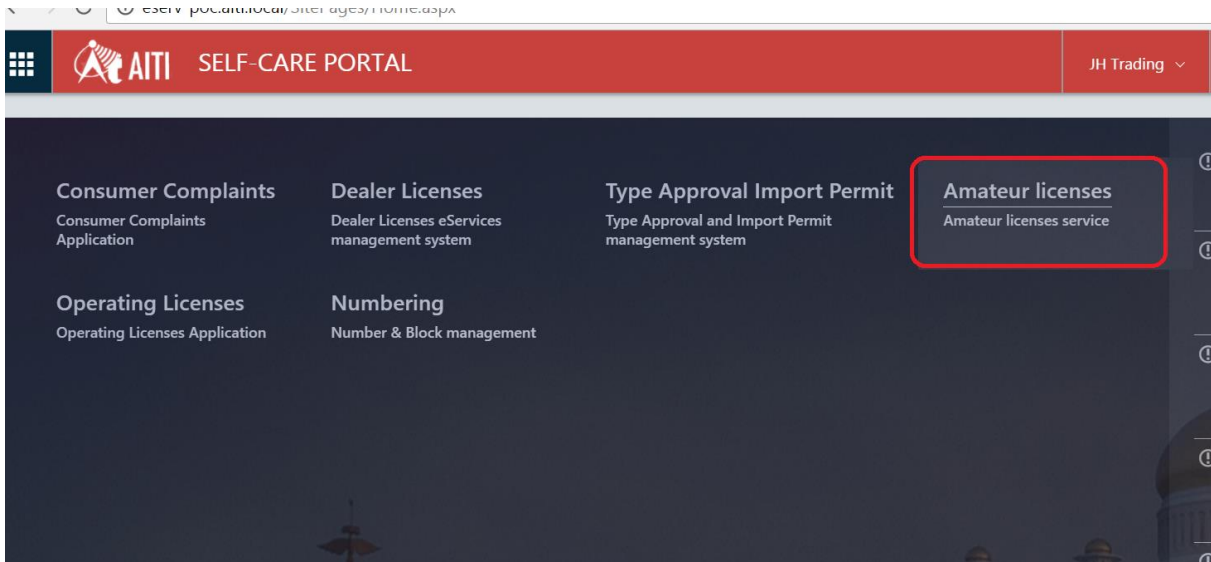
## 2      AMATEUR RADIO EXAM

### 2.1    Amateur Radio Exam Workflow

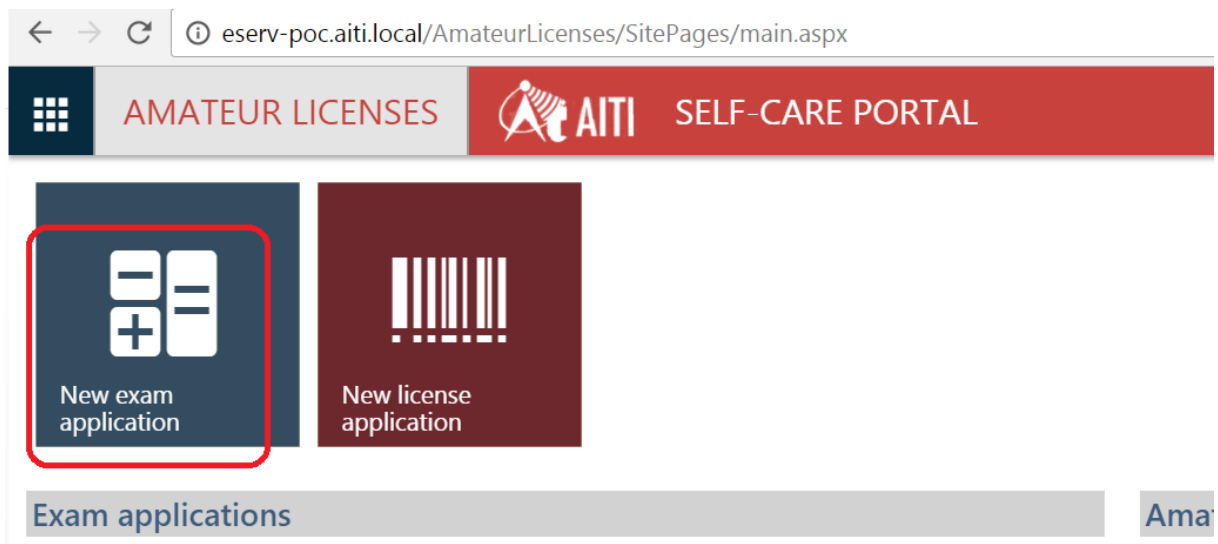


## 2.2 New Exam Application

- 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:

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

Previous 1 Next Results pages 1 from 1

- 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

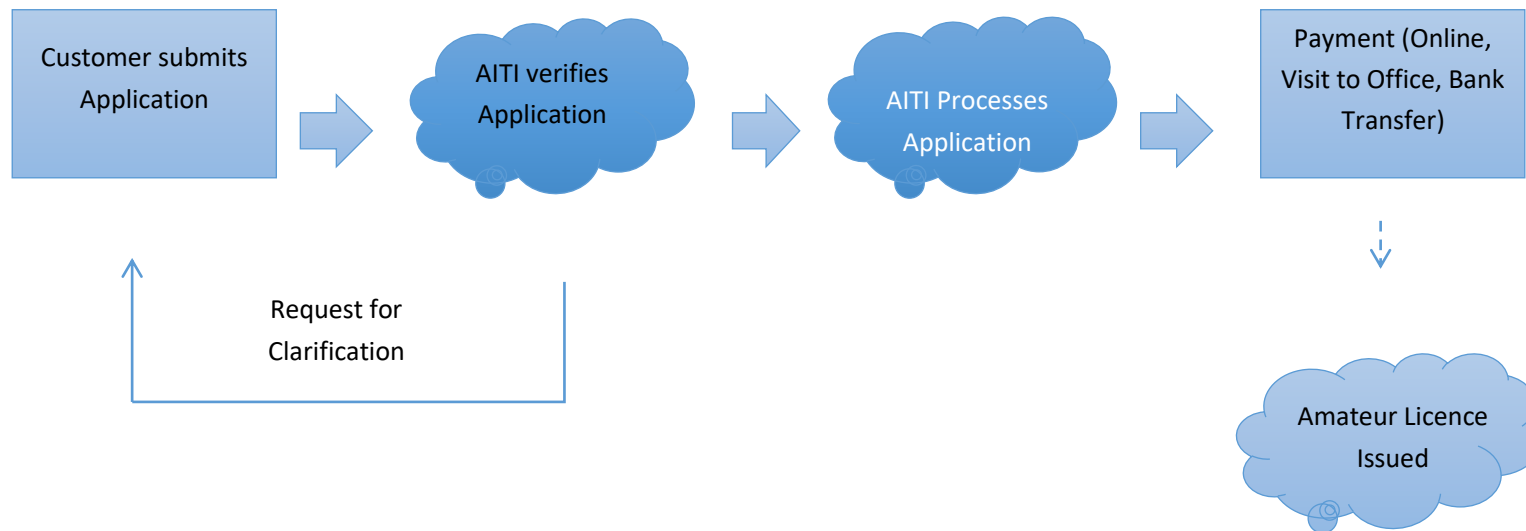
- ✓ If the exam is failed, you are allowed to apply for the exam again in three months (parameter is set by Administrator).



### 3      AMATEUR LICENSE APPLICATION

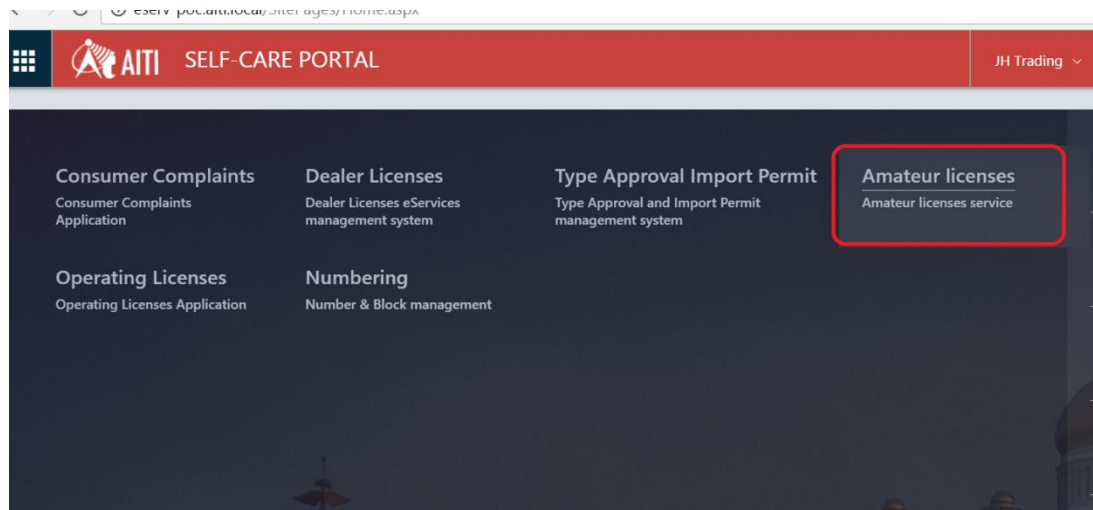
#### 3.1      Amateur License Application Workflow

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**.

AITI SELF-CARE PORTAL

I/We certify that to the best of my/our knowledge the information given above are correct. And I/We hereby agree to follow all terms and conditions issued by the Authority for Info-communications Technology Industry of Brunei Darussalam (AITI)

Apply Check eligibility

Customer My company

Callsign type 1 Event (Radio club)

Status Draft

Initial info Billing History Callsigns Equipment Clarifications Required documents

Contact person James Smith

Application initiator James Smith

Apply date

Callsign to approve 2 V8ABC

Callsign stop date 3 12/8/2016

Customer comments

- 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.

General Processing History Callsigns Equipment Clarification Documents

Documents

Add document 1

I/We certify that to the best of my/our knowledge the information given above are correct. And I/We hereby agree to follow all terms and conditions issued by the Authority for Info-communications Technology Industry of Brunei Darussalam (AITI)

Validate Apply

Document properties

Document types Choose a type 2

Description Fill description

Submit Cancel

Save Cancel

- 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.

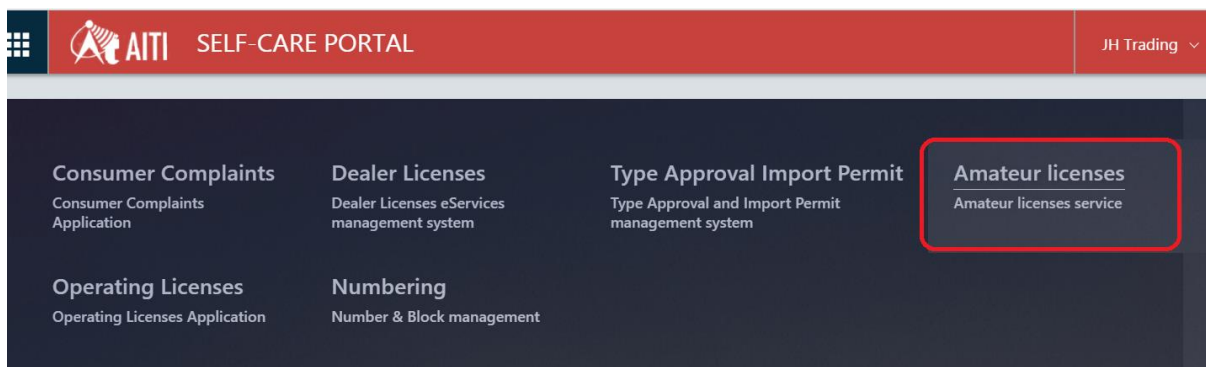
- i) Once application process is completed, you will receive notification with the result either **Approved** or **Rejected**. The field **Decision Date** and **State** will be updated.

## 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.

The screenshot shows the 'Amateur License' form. At the top, there are three buttons: 'Renew', 'Upgrade', and 'Terminate'. The 'Upgrade' button is highlighted with a red circle. Below the buttons, there are fields for 'Customer' (MD ISA BIN HAJI IBRAHIM) and 'Status' (Issued). Below these fields, there is a tabbed interface with tabs for 'General info', 'Application', 'History', 'Callsigns', and 'Equipment'. The 'General info' tab is selected, showing 'Customer details' with fields for 'Applicant type' (Personal) and 'Correspondence address' (KENWOOD TS430S). There are also expandable sections for 'License details' and 'Acting period'. A 'Close' button is located at the bottom right of the form.

d) Enter any data where necessary:

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

The screenshot shows the 'Amateur License' form with the 'Upgrade type' set to 'Advanced'. The 'Customer' field is 'James Smith' and the 'Status' is 'Draft'. The 'License' field is 'AMS-10/26/2016-704'. The 'Upgrade type' dropdown is set to 'Advanced'. Below these fields, there is a tabbed interface with tabs for 'Initial info', 'Billing', 'History', 'Callsigns', 'Equipment', 'Clarifications', and 'Required documents'. The 'Initial info' tab is selected, showing fields for 'Contact person' (James Smith), 'Application initiator' (James Smith), 'Apply date', and 'Callsign to approve' (V8SSBF). There is also a 'Customer comments' field.

Amateur License

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

The screenshot displays 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 includes 'Initial info', 'Billing', 'History', 'Callsigns', 'Equipment', 'Clarifications', and 'Required documents'. The 'Initial info' tab is active, showing 'Contact person' (James Smith) and 'Application initiator' (James Smith). An 'Apply date' field is empty. On the right, there are three 'Callsign option' text boxes; the first two contain 'FR78' and 'FR79' respectively, while the third is empty. At the bottom, there 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's a red header with the AITI logo and 'SELF-CARE PORTAL'. Below this, a navigation bar includes 'AMATEUR LICENSES', 'Renew', 'Upgrade', and 'Terminate' buttons. The 'Renew' button is highlighted with a red box. The main content area displays customer information for 'James Smith' with a status of 'Active'. Below this, there are tabs for 'General info', 'History', 'Callsigns', and 'Equipment'. The 'Callsigns' tab is active, showing 'Active callsign' as 'Callsign - V89S8F' with a green 'NEW' indicator, and 'Active callsign type' as 'Standard'. At the bottom, there's 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.