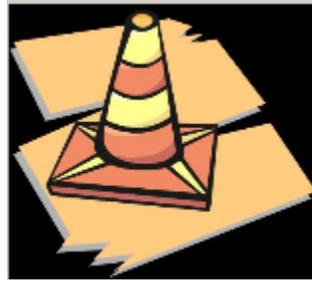


# RAMP LOSA

## Observer Reference Manual



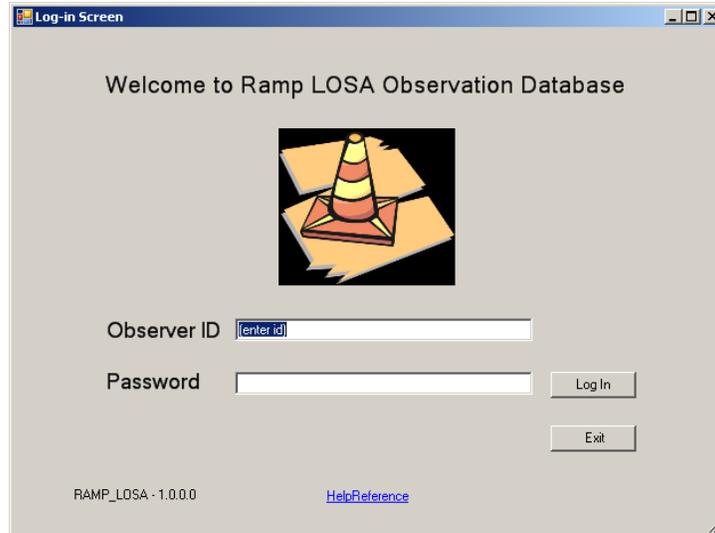
# RAMP LOSA Observer Reference Manual

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## Logon

Double-click on the R-LOSA desk top icon:



Enter your assigned Observer ID and Password and click the Log In button to enter the R-LOSA application or click Exit to close the application.

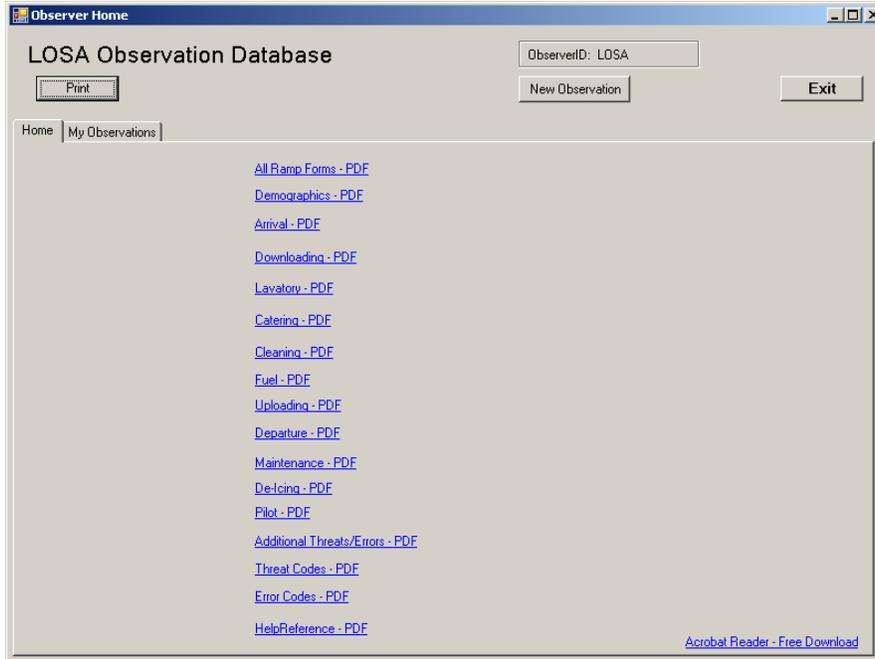
- If you do not enter an Observer ID or enter an incorrect ID, an error message will be displayed.
- If you do not enter a password an error message will be displayed.
- If you enter an incorrect password, an error message will be displayed. *Please note that the Password is **case sensitive** and must be entered exactly, using capital and lower-case letters as provided.*



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## Home Tab

The Observer Home tab is displayed when an observer-level ID is used to access the R-LOSA application. The current ID is displayed in a box at the top of the form. The function buttons (Print, New Observation, Exit) located at the top of the screen are available for both the Home and My Observations tabs.



The Observer home tab displays the following functions:

- 1) 'Print' button: prints a list of the available forms, but does not print the actual forms.
- 2) 'New Observation' button: creates a new observation.
- 3) 'Exit' button: logs out the current Observer and returns to the Log In screen.

## New Observation

### Create New Observation

New observations can be initiated from any tab using the New Observations command button; however, only the My Observations tab allows you to view or edit existing observations.

- 1) Select the 'New Observation' button at the top of the screen: opens the Demographics form to input data.

### Demographics tab (detail)

The Demographics form for new observations has several required fields as indicated on the form by red asterisks (\*). These fields must be completed to save the new observation. **Required fields** include:

- 1) Observation Number\*
- 2) Observation Type (e.g., Arrival, Upload, Turnaround)\*
- 3) Date and Start Time of Observation:\* defaults to the date and time the observation was created.
- 4) Date and End Time of Observation:\* defaults to date and time the observation was created. Note the start and end times cannot be the same. To save the form, the end time cannot be equal to or earlier than the start time.
- 5) Aircraft Type\*
- 6) Aircraft Series\*

The screenshot shows the 'Demographics' form with the following details:

- Current Observation:** AMC0001-8
- Observation Type:** New-Obs
- Observer/Team ID:** AMC00001
- Observation Number:** (Required field, marked with a red asterisk)
- Observation Type:** Arrival, Download, ServicingComponent, Upload, Departure, Turnaround (all unchecked)
- Date and Start Time of Observation:** 08/06/2010 - 16:11 (Required field)
- Date and End Time of Observation:** 08/06/2010 - 16:11 (Required field)
- Observation Area:** Left Forward Wing, Right Forward Wing, Left Aft Wing, Right Aft Wing, Cargo Deck (all unchecked)
- Type of Operation:** Normal, Irregular Flight Operations, Domestic, International (all unchecked)
- Lighting Conditions:** Daylight, Dawn/Dusk, Night, Sun Glare, Overcast, Artificial Light (all unchecked)
- Environmental Conditions:** Clear, Fog, Windy, High Humidity, Rainy, Snow/Sleet/Ice, Extreme Heat, Extreme Cold, Lightning, Dust Storm, Sand Storm (all unchecked)
- Ramp Conditions:** Wet, Dry, Snow/Ice, Contaminated, N/A (all unchecked)
- Airport/Company Information:**
  - Airport Country: United States of Ame
  - Company Country: United States of Am
  - Airport Code: (empty)
  - Company: (empty)
  - Terminal: (empty)
  - Zone: (empty)
  - Aircraft Type: (Required field, marked with a red asterisk)
  - Aircraft Series: (Required field, marked with a red asterisk)
- Arriving/Departing Information:**
  - Arriving From Country: United States of Ame
  - Departing To Country: United States of Ame
  - Arriving From Airport: (empty)
  - Departing To Airport: (empty)
  - Scheduled Time of Arrival: 08/06/2010 - 00:00
  - Scheduled Time of Departure: 08/06/2010 - 00:00
  - Expected Time of Arrival: 08/06/2010 - 00:00
  - Expected Time of Departure: 08/06/2010 - 00:00
  - Actual Time of Arrival: 08/06/2010 - 00:00
  - Actual Time of Departure: 08/06/2010 - 00:00

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**Observation Number:**\* This number is usually assigned by the team leader and can be any combination of valid characters (numbers, letters, national).

**Observation Type:**\* Lists six types of observations (e.g., Arrival, Upload, Turnaround). All applicable types can be selected and are subsequently displayed at the top of the form after the form has been saved.

Observation Type:  Arrival  Download  ServicingComponent  Upload  Departure  Turnaround

**Date and Start/End Times of Observation:**\* Both the start and end date and time fields default to the creation time of the observation. Note that all the time fields are on a 24-hour, or military, clock, and can be changed by:

- typing directly in the date/time box
- selecting mm, dd, yyyy, hh, or mm and using the up/down scroll arrows

The next panel containing required items asks for information about the airport, aircraft company, aircraft type and series, as well as operations information. Two of the fields in this panel (i.e., Aircraft Type, Aircraft Series) are required and must be completed prior to saving the observation. **Required fields** are indicated by a red asterisk (\*).

Airport Country: <input type="text" value="United States of Ame"/>	Company Country: <input type="text" value="Micronesia, Federate"/>	Gate: <input type="text" value="G21"/>	Irregular Operations: <input type="text" value="No"/>
Airport Code: <input type="text" value="KOKC-Oklahoma City"/>	Company: <input type="text"/>	<input checked="" type="checkbox"/> Aircraft Type: <input type="text" value="Boeing"/>	Irregular Operations Explanation: <input type="text" value="No"/>
Terminal: <input type="text" value="Trem21"/>	Zone: <input type="text" value="Zn21"/>	<input checked="" type="checkbox"/> Aircraft Series: <input type="text" value="B737-400"/>	<input type="checkbox"/> Training Occurring

- 1) Airport Country: defaults to USA and can be changed by selecting another country from the dropdown list. Only airports for the selected country will be provided in the 'Airport Code' dropdown list.
- 2) Airport Code: the identifier of the airport selected will be displayed in the 'Airport' field at the top of the form.
- 3) Company Country: defaults to USA and can be changed by selecting another country from the dropdown list. Only companies for the selected country will be provided in the 'Company' dropdown list.
- 4) Company
- 5) Terminal
- 6) Zone
- 7) Gate
- 8) Aircraft Type:\* aircraft manufacturer. Only aircraft series for the selected Aircraft Type will be provided in the 'Aircraft Series' dropdown list.
- 9) Aircraft Series\*
- 10) Irregular Operations
- 11) Irregular Operations Explanation: provide an explanation for a 'Yes' response to Irregular Operations.
- 12) Training Occurring

# RAMP LOSA Observer Reference Manual

All required fields must be completed prior to saving. Once saved, a combination of the required fields will appear at the top of the form. For example, the current Observer ID and Observation Number will be shown in the 'Current Observation' box at the top of the screen, and Aircraft Type and Aircraft Series are combined and shown in the 'Fleet' box. Saving the form will also activate all data collection tabs within the Demographics screen. For example, prior to saving, all tabs (e.g., Arrival, Departure) are disabled (grey text); after saving, all tabs within the screen are active (black text).

**Observation Area:** Select all areas of the aircraft applicable to the observation.

**Type of Operation:** Select all operation types applicable to the observation.

**Lighting Conditions:** Select only one of the three lighting conditions within the box containing round radio-buttons (i.e., Daylight, Dawn/Dusk, Night) as they are mutually exclusive; then select all applicable additional lighting conditions.

**Environmental Conditions:** Select all environmental conditions applicable to the observation. Use the 'Others (Specify)' textbox to add environmental conditions not listed.

**Ramp Conditions:** Select only one of the two ramp conditions within the box containing round radio-buttons (i.e., Wet, Dry) as they are mutually exclusive; then select all applicable additional ramp conditions.

**Arrival/Departure:** Flight arrival information is shown in the left column and departure information displays in the right column.

- 1) Arriving/Departing Country: defaults to USA and can be changed by selecting another country from the dropdown list. Only airports for the selected country will be provided in the 'Arriving From Airport' and 'Departing To Airport' dropdown lists.

## RAMP LOSA Observer Reference Manual

- 2) Arriving/Departing Airport: defaults to blank and can be changed by selecting an airport from the dropdown list. Only airports for the selected countries will be provided in the dropdown lists.

Arriving From Country: <input type="text" value="United States of Ame"/>	Departing To Country: <input type="text" value="United States of Ame"/>
Arriving From Airport: <input type="text"/>	Departing To Airport: <input type="text"/>

- 3) Dates and Times: all time fields in this section of the demographic form default to the date of creation and 00:00 time. The check box to the left of the date/time field must be selected to enable the field.

Arriving From Country: <input type="text" value="United States of Ame"/>	Departing To Country: <input type="text" value="United States of Ame"/>	<div style="border: 1px solid black; padding: 5px; font-size: small;">                 Click the checkbox to the left of the date to enable/disable each of the date/time fields.             </div>
Arriving From Airport: <input type="text"/>	Departing To Airport: <input type="text"/>	
Scheduled Time of Arrival: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	Scheduled Time of Departure: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	
Expected Time of Arrival: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	Expected Time of Departure: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	
Actual Time of Arrival: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	Actual Time of Departure: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	
Downloading Starting Time: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	Downloading Finish Time: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	
Uploading Starting Time: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	Uploading Finish Time: <input checked="" type="checkbox"/> 08/10/2010 - 00:00	

Note that all time fields are on a 24-hour, or military, clock, and can be changed by:

- a. typing directly in the date/time box  09/15/2010 - 18:12
- b. selecting mm, dd, yyyy, hh, or mm and using the up/down scroll arrows  09/15/2010 - 18:12

### Data Collection tabs (detail) – Arrival, Downloading, Lavatory, Catering, Cleaning, Fuel, Uploading, Departure, Maintenance, De-icing, Pilot

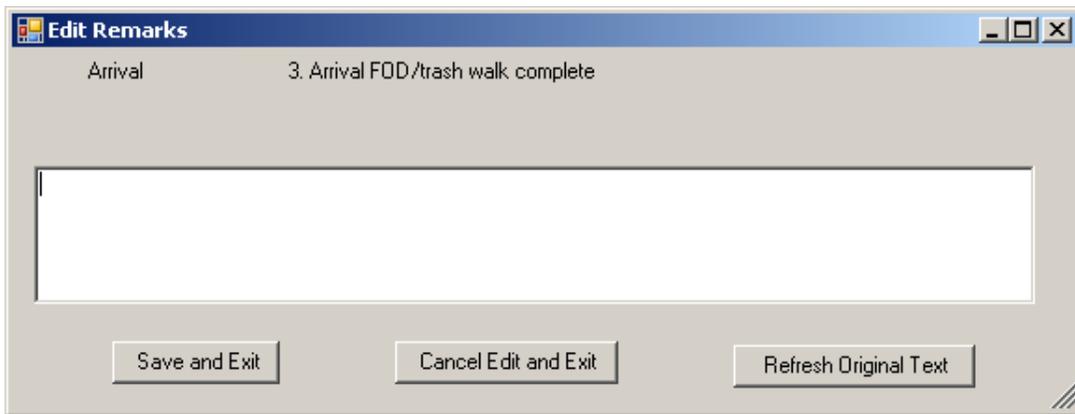
All data-collection tabs look similar and function in the same manner with the exception of the last two tabs, [‘Additional Threats/Error’](#) and [‘Threat Summary’](#). Each tab is a form with a series of associated tasks or behaviors (observable items) presented in a numbered list in the first column. The number of observable items varies across tabs.

- 1) Each observable item line presents a ‘Safety/Risk’ dropdown list, which defaults to blank and can be changed by selecting an option from the dropdown list:
  - a. No selection (default)
  - b. N/A: not applicable
  - c. Safe: action was observed and determined to be safe.
  - d. At Risk: action was observed and determined not-safe. This option will enable the ‘Edit Threats/Errors’ button for that item.
  - e. Did not Observe: action may have been performed, but was not observed.

Arrival	Safety Risk	#Threat/Error Combinations	General Remarks (Double Click to edit in separate window)
<b>Pre-Arrival</b>			
1. Pre-flight briefing (a.k.a. huddle) held	Did not Ob	0	<input type="button" value="Edit Threats/Errors"/>
2. Ramp crew ready prior to A/C arrival	<input type="text"/>	0	<input type="button" value="Edit Threats/Errors"/>
3. Arrival FOD/trash walk complete	At Risk	2	<input type="button" value="Edit Threats/Errors"/>
4. Gate area cleared (clean and orderly)	N/A Safe	0	<input type="button" value="Edit Threats/Errors"/>
5. Loading bridge staged/stowed properly	At Risk Did not Observe	0	<input type="button" value="Edit Threats/Errors"/>

## RAMP LOSA Observer Reference Manual

- 2) # Threat/Error Combinations: message box indicating the number of Threats/Errors associated with each observable item.
- 3) 'Edit Threats/Errors' button: enabled when 'Safety/Risk' has been set to 'At Risk.'
  - a. If no Threats/Errors exist for the item, clicking the 'Edit Threats/Errors' button will open an input form to Threat/Error Records.
  - b. If Threat/Error records exist for the item, clicking the 'Edit Threats/Errors' button will open the 'Threat/Error data grid' to view all existing Threat/Error records. Edit an existing record by double-clicking the box to the left of the first column of the record (a row indicator arrow will appear in this box when you click anywhere on the row).
- 4) General Remarks: textbox to enter comments about the observable item. A comment may be entered regardless of Safety Risk status (i.e., N/A, Safe, At Risk, Did not Observe). Remarks can be entered by:
  - a. typing directly into the textbox
  - b. double-clicking in the textbox to open a separate text input form.



- 5) Description and Comment textboxes: textboxes to enter descriptions of threats and crew errors, and general comments. Comments may be entered regardless of Safety Risk status (i.e., N/A, Safe, At Risk, Did not Observe) or identified threats/errors.

Describe the threat(s). How did the crew manage or mismanage the threat(s)?

Describe the crew error(s) and associated undesired aircraft states

Comments - Good or bad (Please provide examples)

# RAMP LOSA Observer Reference Manual

## Threat/Error Records

The number of threat/error records will appear in the # Threat/Error Combinations message to the right of the 'Safety/Risk' column. The message will display '0' if no threats/errors exist. Note: the Safety Risk must be set to 'At Risk' to add a threat/error.

- 1) Add records using 'Edit Threat Analysis Detail' form: if no current threat/error records exist for an item, clicking on the 'Edit Threats/Errors' button will open the 'Edit Threat Analysis Detail' form to add a new record.
- 2) Edit or add records using the 'Edit Threat Error' data grid: if an item has a current, or existing, threat/error record, clicking the 'Edit Threats/Errors' button will open will open the 'Threat/Error data grid' to view all existing Threat/Error records. From the 'Edit Threats/Errors' window, you can edit an existing record by double-clicking the box to the left of the first column of the record (a row indicator arrow will appear in this box when you click anywhere on the row).
- 3) Add records using the 'Edit Threat Error' data grid: you can add a new threat/error record by clicking the plus sign in the toolbar of the 'Edit Threats/Errors' data grid form to open the 'Edit ThreatAnalysis Detail' form.

*Threat Analysis Detail form:* accessed by clicking the 'Edit Threats/Errors' button to add a new threat/error record when no records currently exist, or through the data grid using the plus sign button on the data grid tool bar when threat/error records exist.

Phase	Line Number	Description
Arrival	3	Arrival FOD/trash walk: complete

Safety/Risk: At Risk

General Remarks: Remarks

Threat/Error Sequence Number: 1

Error Code: E/C4. - Improper marshaling of A/C [Select an Error code] [Clear Error Code]

Threat Code: [Select a Threat code] [Clear Threat Code]

Effectively Managed: [Dropdown]

Error Outcome: [Dropdown]

Threat/Error Remarks: [Text Area]

[Save] [Exit] [Create New Threat/Error Combo]

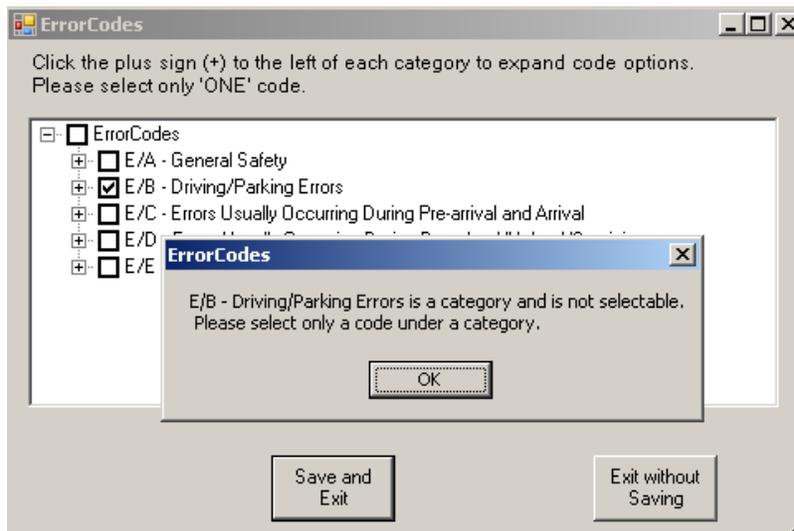
The top of the Threat Analysis Detail form displays information for the item to which the threat or error is being added, specifically, the Phase (data-collection form); Line Number (observable item on the form), and Description (description for the observable item). Other information displayed and information collected includes:

- 1) Safety/Risk: this field is read only and cannot be changed from this detail form.
- 2) General Remarks: remarks about the observable item. Entered from the data-collection form, but can be changed in the Threat Analysis Detail form.
- 3) Threat/Error Sequence Number: this field is an internal counter of the number of threat/error combinations for the current item, and cannot be changed.
- 4) Error Code: displays the error code that was selected using the 'Select an Error Code' button.

## RAMP LOSA Observer Reference Manual

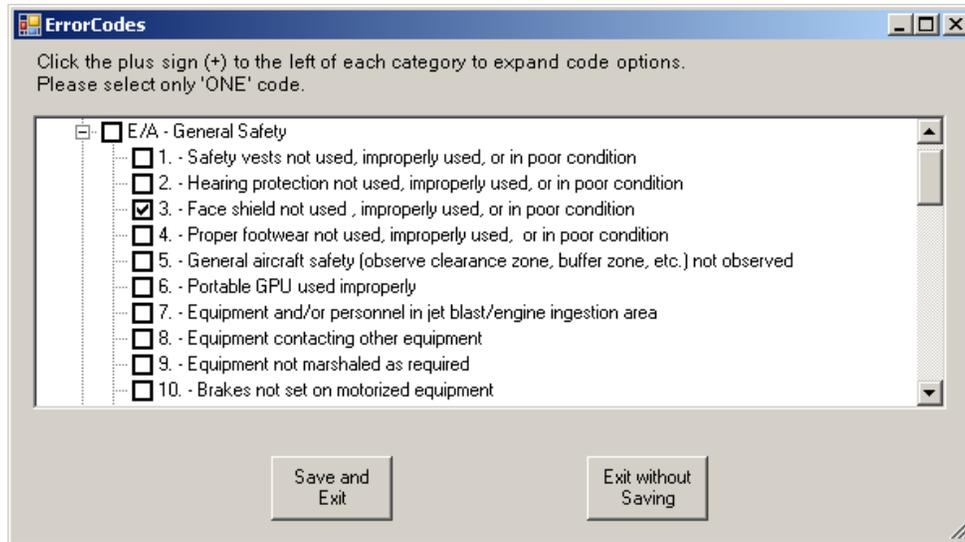
- 5) 'Select an Error Code' button: clicking this button will display the Error Code form to select error codes.
- 6) 'Clear Error Code' button: clicking this button clears the selected error code.
- 7) Threat Code: displays the threat code that was selected using the 'Select a Threat Code' button.
- 8) 'Select a Threat Code' button: clicking this button will display the Threat Code form to select threat codes.
- 9) 'Clear Threat Code' button: clicking this button clears the selected threat code.
- 10) Effectively Managed: defaults to blank (no selection) and can be changed using the dropdown list. Note that if either 'Yes' or 'No' is selected, a threat or error code must be identified.
  - a. No selection (default)
  - b. Yes
  - c. No
- 11) Error Outcome: defaults to blank (no selection) and can be changed using the dropdown list. Note that if either 'Inconsequential', 'Undesired State', or 'Additional Error' is selected, a threat or error code must be identified.
  - a. No selection (default)
  - b. Inconsequential
  - c. Undesired State
  - d. Additional Error
- 12) Threat/Error Remarks: use to add remarks about the threat or error codes added. Note that if this field is not blank, a threat or error code must be identified.
- 13) 'Save' button: saves any changes made on the form.
- 14) 'Create New Error/Threat Comb' button: resets the detail form and adds a new Threat/Error combination.
- 15) 'Exit' button: closes the Threat Analysis Detail.

*Error Codes and Threat Codes forms:* Clicking the 'Select an Error Code' button or the 'Select a Threat Code' button opens the Error Codes form or the Threat Codes form, respectively. The categories presented are NOT selectable and must be expanded to view the selectable codes. ONLY one error code can be selected; selecting a category or selecting more than one code will result in an error.



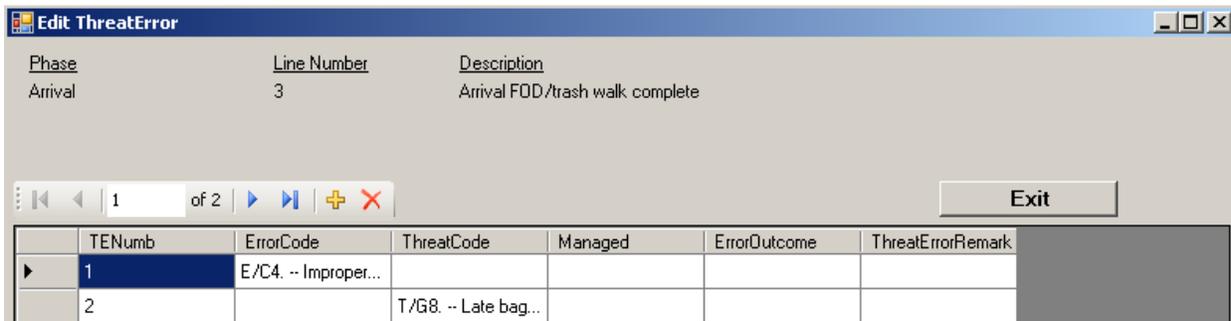
## RAMP LOSA Observer Reference Manual

Click the plus (+) sign to the left of each category to expand each branch of code options. Only numbered codes are selectable.



**Threat/Error data grid:** This form opens automatically after an error or threat has been added. This data grid shows each error and threat for the current observable item and can be used to add new codes, or edit or delete existing codes. The current observable item is displayed at the top of the form under Phase, Line Number, and Description.

Columns of the data grid can be sorted and expanded. To sort, click anywhere in the column-name row. To expand, place the cursor on the vertical bar separating two columns on the column-names row, and double-click to automatically set the width to the longest record length, or click and drag to set the width manually.



The navigation bar  can be used to move forward or backward one record using the right or left arrow, respectively. The outside arrows with vertical lines can be used to navigate to the first or last records.

**Add New Threat or Error Codes using the data grid:** click the plus sign  in the navigation bar to open the Threat Analysis Detail form and add a new error or threat code.

**Delete Individual Threat or Error Codes using the data grid:** single-click the box to the left of the first column to highlight the record (do not double-click), and click the delete  button in the navigation bar to delete the selected record. You will be prompted to confirm the record deletion.

# RAMP LOSA Observer Reference Manual

## Delete ALL Threat/Error records associated with an individual observable item

Threat and Error codes can exist only for observable items where the Safety Risk is set to 'At Risk.' To delete ALL threats and errors associated with a particular item, use the Safety Risk dropdown list to change the risk to an option other than 'At Risk'.

The screenshot shows the 'Arrival' window with a table of threat/error records. The table has columns for 'Arrival', 'Safety Risk', '# Threat/Error Combinations', and 'General Remarks'. There are four rows of data, each with an 'Edit Threats/Errors' button.

Arrival	Safety Risk	# Threat/Error Combinations	General Remarks (Double Click to edit in separate window)
1. Pre-flight briefing (a.k.a. huddle) held	Did not O	0	
2. Ramp crew ready prior to A/C arrival		0	
3. Arrival FOD/trash walk complete	At Risk	2	
4. Gate area cleared (clean and orderly)	Safe	0	

Changing the 'Safety Risk' to any option other than 'At Risk' displays a delete confirmation message. Selecting 'Yes' will delete ALL associated threat/error records for that item.

The dialog box is titled 'Confirm Record Delete' and contains the following text: 'Changing the Safety/Risk to something other than 'At Risk', will cause all related Threat/Error combo records to be deleted. Do you want to Continue?' There are 'Yes' and 'No' buttons at the bottom.

## Additional Threats/Errors tab (detail)

This tab displays an input form to collect information regarding threats or errors observed that were not directly related to your task. The Additional Threat Errors form displays the current observation at the top of the form (Current Observation, Observation Type, Airport, Fleet). The form collects the following types of information:

- 1) Crew management of threat(s)
- 2) Describe observed errors
- 3) Comments

The screenshot shows the 'Additional Threats Errors' window. It has a header with 'Save', 'Exit', and 'Help' buttons. Below the header are input fields for 'Current Observation' (LOSA-1), 'Observation Type' (DownLoad), 'Airport' (KOKC), and 'Fleet' (Aerospatiale/Aeritalia-ATR-72). Below these fields is a text area with the prompt: 'Describe any additional threat(s) that you observed but were not directly related to the task upon which you focused. How did the crew manage or mismanage the threat(s)?'

# RAMP LOSA Observer Reference Manual

## Threat Summary tab (detail)

The Threat Summary tab displays a data grid summary list of all 'At Risk' items observed in the data collection forms for the current observation. Only items containing data are shown in the summary table. The current observation is displayed at the top of the form (Current Observation, Observation Type, Airport, Fleet).

In order to edit a row of data, double click on the box at the beginning of each row.  
A second form will open and allow you to change any of the data for that line only.  
The datagrid will be viewable behind the 'edit' form, but will not be updated until the 'edit' form is closed.

Phase	Line#	Description	Rating	Remarks	TENumb	ErrorCode	ThreatCode	Managed	ErrorOutcome
Arrival	1	Pre-flight briefing ...	At Risk		0				
Catering	1	Catering truck ap...	At Risk	hello	1	E/A7. -- Equipme...	T/E6.2. -- Traffic ...	No	Inconsequential
Departure	1	Ramp/airside fre...	At Risk		1	E/A3. -- Face shi...	T/F10. -- Lack of...	Yes	Undesired State

- 1) 'Refresh Sort Order' button: Columns of the data grid can be sorted by clicking anywhere in the column-name row. To reset the order, click the Refresh Sort Order button.
- 2) 'Print Summary' button: prints a summary form of all records in the data grid.

The navigation bar  can be used to move forward or backward one record using the right or left arrow, respectively. The outside arrows with vertical lines can be used to navigate to the first or last records.

Columns may be automatically expanded by placing the cursor on the vertical bar separating two columns on the column-name row and double-clicking, or manually by clicking and dragging the column separator to set the width.

### Delete a threat/error record using the Threat Summary data grid

Single-click the box to the left of the first column to highlight the record (do not double-click), and click the delete  button in the navigation bar to delete the selected record. You will be prompted to confirm the record deletion.

## My Observations Tab

This tab displays a list of existing observations for the *all observers*. Viewing all observers is an administrator-level function. Non-administrative observers can view only observations created using their specific Observer ID. From this screen the Print button prints a list of observations for all observers by observation number, date, or time

The screenshot shows a web application window titled "Admin Home" with a sub-header "LOSA Observation Database". It includes a search field for "ObserverID: AMC00001", a "Print" button, a "New Observation" button, and an "Exit" button. Below the buttons are navigation tabs: "Home", "My Observations", "My Reports", and "Manage Users". A pagination bar shows "1 of 7" records. The main data grid contains the following observations:

	ObserverID	Observation Number	Observation Type	Observation Start Date/Time	Observation End Date/Time	Airport	Fleet
▶	AMC00001	abc	Upload	9/15/2009 - 18:12	9/15/2009 - 19:12	211999	Boeing...
	AMC00001	123	ServicingComponent	9/16/2009 - 13:44	9/16/2009 - 14:44		De Hav...
	AMC00001	a1b2c3	Arrival	10/23/2009 - 14:44	10/23/2009 - 14:44		Airbus...
	AMC00001	xyz	Arrival	10/23/2009 - 15:54	10/23/2009 - 16:54		Airbus...
	AMC00001	C1B2A3	DownLoad	11/13/2009 - 15:25	11/13/2009 - 15:25	KABE	Boeing...
	LOSA	A-B-C	DownLoad	9/16/2009 - 15:50	9/16/2009 - 15:50	KOKC	Boeing...
	LOSA	123	Arrival	10/26/2009 - 13:23	10/26/2009 - 13:23	KOKC	Airbus...

### Existing Observations

Columns of the data grid can be sorted and expanded. To sort, click anywhere in the column-name row. To expand, place the cursor on the vertical bar separating two columns on the column-names row, and double-click to automatically set the width to the longest record length, or click and drag to set the width manually.

The navigation bar  can be used to move forward or backward one record using the right or left arrow, respectively. The outside arrows with vertical lines can be used to navigate to the first or last records.

### View or edit an existing observation

To view or edit an observation, double-click the box to the left of the first column of the desired observation (a row indicator arrow will appear in this box when you click anywhere on the row). The observation will open in the Demographics data-collection form and all subsequent forms will be accessible.

### Delete an existing observation (administrator only option)