



Civil Air Patrol
Safety Management System (SMS) Education Series

How to Update a Mishap Report Step 2

A Guide to Civil Air Patrol's new Safety Management System
(available 4 June 2012)



How to Update a Mishap – Step 2



This is Step 2 of a Mishap Notification that gathers expanded information and shall be completed within 48 hours of the mishap occurrence.

Information related to Aircraft, Vehicles, Members, and CAP-owned property can be collected as needed.

Private party information can also be entered in this step and it is very important.

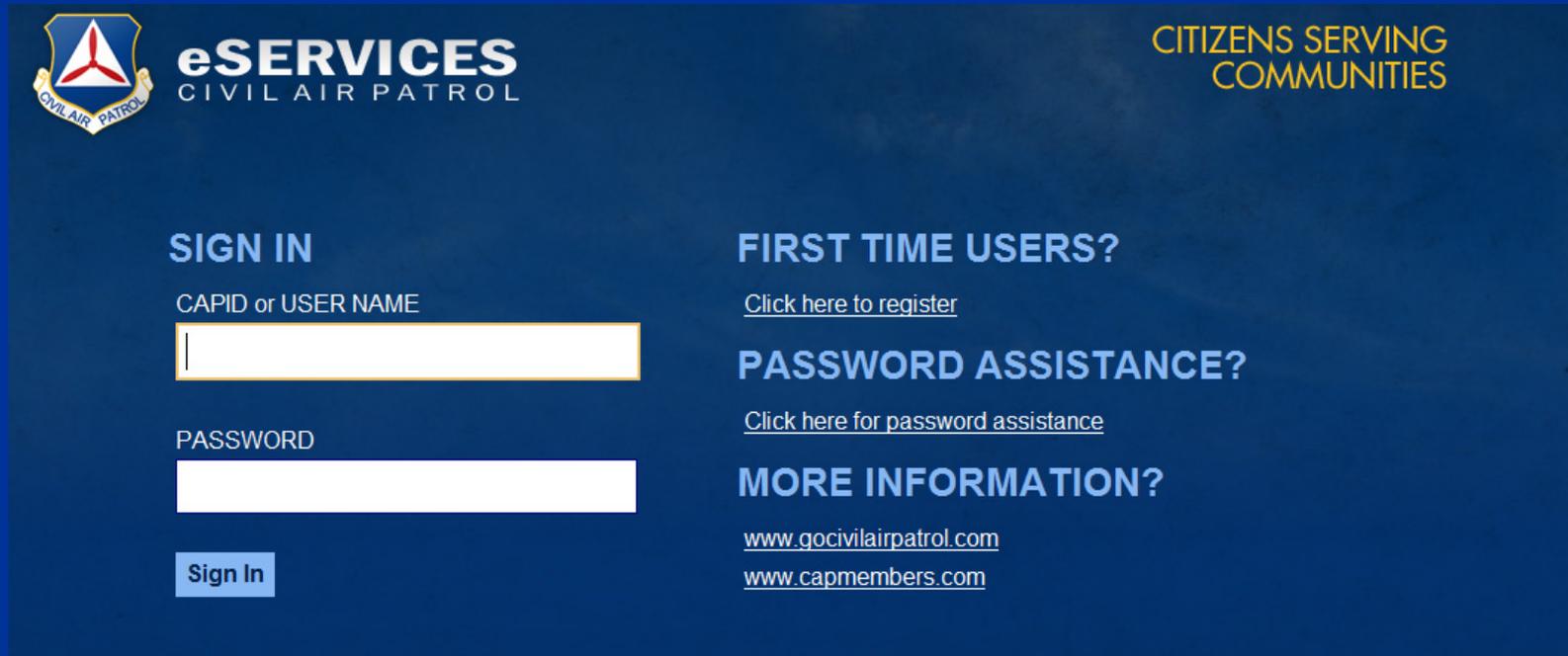
The process is intuitive, so it's critical that all information is entered accurately and completely.



How to Update a Mishap



■ Log Into eServices



The screenshot shows the Civil Air Patrol eServices login interface. On the left, there is a sign-in section with a CAP logo, the text 'eSERVICES CIVIL AIR PATROL', and a 'SIGN IN' heading. Below this are two input fields: 'CAPID or USER NAME' and 'PASSWORD', followed by a 'Sign In' button. On the right, there are three sections: 'FIRST TIME USERS?' with a 'Click here to register' link, 'PASSWORD ASSISTANCE?' with a 'Click here for password assistance' link, and 'MORE INFORMATION?' with two website links: 'www.gocivilairpatrol.com' and 'www.capmembers.com'. The top right of the page features the slogan 'CITIZENS SERVING COMMUNITIES'.

eSERVICES
CIVIL AIR PATROL

CITIZENS SERVING
COMMUNITIES

SIGN IN

CAPID or USER NAME

PASSWORD

Sign In

FIRST TIME USERS?
[Click here to register](#)

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MORE INFORMATION?
www.gocivilairpatrol.com
www.capmembers.com



How to Update a Mishap

- Click on Safety Management System (SMS)

[ACE Completion](#)
[AWC Enrollment](#)
[Cadet Online Testing](#)
[Cadet Uniform](#)
[My Operations Qualifications](#)
[Online Safety Briefing](#)
[Operational Resource Management System \(O.R.M.S\)](#)
[Registration and Payment System](#)
[Safety Management System \(SMS\)](#)
[VolunteerNow Submission Form](#)
[Where Do I Start](#)



How to Update a Mishap

To complete Step 2, all senior member officers of a unit will be able to access the abbreviated filing when they click into UPDATE MISHAP.

SAFETY MANAGEMENT SYSTEM (SMS)		
SAFETY RESOURCES	SAFETY ALERTS	SAFETY REGULATIONS
ONLINE SAFETY EDUCATION	EDUCATION VALIDATION	LOG SAFETY EDUCATION
FILE HAZARD REPORT	SAFETY SUGGESTIONS	SAFETY SURVEY
FILE NEW MISHAP	UPDATE A MISHAP	MANAGE MISHAP REPORT
STATEMENT ENTRY	MAINTENANCE MANAGEMENT	REPORTS

CIVIL AIR PATROL
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CITIZENS SERVING COMMUNITIES



How to Update a Mishap

Clicking on UPDATE MISHAP will take the member to a screen that looks similar to this.

Depending on the number of events “Awaiting Step 2 Update” in the status column, you can expect to see one mishap or a list, depending on your level of permission.

To update a mishap, click on the hyperlinked Mishap ID, to open the file. Members will only see mishaps for their own area of responsibility.

Mishap ID	Wing	Date of Mishap	Account of Mishap
FY12-710	IL	2012-02-08	SM TESTING. INITIAL MISHAP NOTIFICATION
FY12-711	GLR	2012-02-02	Aircraft right wing damaged.
FY12-712	IL	2012-02-01	Alexander Nelson Infiniti M35 is Black in color and I think it need a paint job, plus he scrapped his rim on the curve today. Not a good look. I think I need a gas saver. Im looking at buying a 2004 Infiniti I35. Yeah! That would be nice.
FY12-714	IN	2012-02-23	Misunderstanding...
FY12-715	IL	2012-02-26	Montgomery Regional Airport
FY12-717	PCR	2012-03-06	Cadet triped walking up stairs hit knee. Put ice on it and called parents.
FY12-718	FL	2012-03-05	This is a test
FY12-719	CA	2012-03-07	REMOVED MEMBER INFO.



How to Update a Mishap



Initial Notification | Additional Information | Aircraft Information | Vehicle Information | Add Person to Mishap | Attachments | Facility/Property | Submit/Email | Journal Notes

*Select Type of Mishap (Check All That Apply)

Aircraft Mishap Vehicle Mishap Bodily Injury Facility/Property

- Once a mishap is selected it will take the member updating the mishap to the Initial Notification page. This page will be greyed and cannot be updated, it is for reference only. Click on the Additional Information tab to begin update entries.
- In this case note that Aircraft Mishap, Vehicle Mishap, Bodily Injury, and Facility/Property have been checked. The result is a tab has been created when information is required. Members will not see all these tabs with each mishap.
- In this case the circled tabs will require information inputs.



How to Update a Mishap



Initial Notification	Additional Information	Aircraft Information	Vehicle Information	Add Person to Mishap	Attachments	Facility/Property	Submit/Email	Journal Notes
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*Select Type of Mishap (Check All That Apply)

Aircraft Mishap Vehicle Mishap Bodily Injury Facility/Property

- Taking more than 20 minutes sometimes to enter all the required information normally results in a system time-out; however this application provides users a pop-up notification warning of an impending time-out with an option to continue 2 minutes prior to logging the member off. The users computer must have Java enabled for this function to work correctly.
- If the member does not respond to the question timer, the application will time-out, however the application will save all the information entered and will be available when the user signs back in at a later time.



How to Update a Mishap

The screenshot shows a web application interface with several tabs: Initial Notification, Additional Information (selected), Aircraft Information, Vehicle Information, Add Person to Mishap, Attachments, Facility/Property, Submit/Email, and Journal Notes. The 'Additional Information' tab contains the following sections:

- *Purpose of Activity**
 - Aerospace Education Activity
 - Counterdrug
 - Flight - Check Ride
 - Fund Raising
 - National Cadet Special Activity
 - Public Affairs Activity
 - Cadet Programs Activity
 - Disaster Relief
 - Flight - Maintenance
 - Inspection
 - NESA
 - SAR Eval
 - Color Guard
 - Encampment
 - Flight - Proficiency
 - Mission - Actual
 - Non-CAP Activity
 - Unit Meeting
 - Communications Activity
 - Flight - Cadet Orientation
 - Flight - Transportation
 - Mission - Training
 - Professional Development Activity
 - Other
- *Trip Authorized by CAP Orders/Form 99?**
 - Yes No N/A
- *Mishap Resulted from CAP Activities?**
 - Yes No
- *Photographs Taken?**
 - Yes No

At the bottom right, there are two buttons: 'Browse...' and 'Upload Photo'.

- Most tabs are very simple to complete. Worksheets for data collection prior to entering the database will be available. Also note that items marked with an “*” are mandatory items. An entry in these blocks is required or the system will notify the user of missing information before allowing submission of the updated report.
- Simple questions about the database should be directed to your safety officer at the unit. If there are difficulties with the application or additional education is required, this should be coordinated through your wing or region Director of Safety.



How to Update a Mishap



Initial Notification | Additional Information | **Aircraft Information** | Vehicle Information | Add Person to Mishap | Attachments | Facility/Property | Submit/Email | Journal Notes

***Purpose of Flight**
--Select--

Member Furnished / Non CAP? **Select Wing for Tail Nos** --Select-- ***Select Tail Number** --Select--

***Apparent Damage Sustained (Brief Description. Full Description will be included with Investigation.)**

Any Private Property Damage? (If No, Leave Blank)
 YES

***Which Phase** --Select-- ***Collision with Other Aircraft** ***Altitude of In-Flight Occurrence (ft MSL)** ***ORM Performed**
 Midair On-Ground None Yes No
Score

NOTE: Airport Information (If the accident/incident occurred on approach, takeoff or within 3 miles of an airport, complete this section)

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At the bottom of each tab, there is a continue button that will cycle the user entering information to the next tab until all the data is collected and the member arrives at the Submit/Email tab. Data is saved anytime a member clicks a continue button or moves to a different tab, so members may exit the system and information will be stored as long the program is tabbed to a different section before logging off.



How to Update a Mishap



Initial Notification	Additional Information	Aircraft Information	Vehicle Information	Add Person to Mishap	Attachments	Far
<input type="checkbox"/> Check here if you do not have a person to add to this mishap at this time.						

- Every mishap filing will have an Add Person to Mishap tab to it. It is important to ensure ALL members that were participants, victims, passengers, witnesses, etc are entered. Including these members allows for collection of statements through the “Witness Statement” section of CAP’s Safety Management System. Those entered will be advised by email notification when a “Witness Statement” is requested of them.
- It is recognized there are rare occasions where people are not involved.
- To get past this tab without entering member information, the member making an entry can click on the “Check here if you do not have a person to add to this mishap at this time” box, but know that a journal note is required to explain why a person was not entered on this page.
- An explanation of journal notes will be covered in a following slide.



How to Update a Mishap

A screenshot of a web application interface for updating a mishap. The interface has a dark blue background with a white content area. At the top, there is a navigation bar with several tabs: "Initial Notification", "Additional Information", "Aircraft Information", "Vehicle Information", "Add Person to Mishap", "Attachments", and "Final Report". The "Attachments" tab is currently selected and highlighted in blue. Below the navigation bar, there is a checkbox labeled "Check here if you do not have attachments at this time." which is currently unchecked. Below the checkbox, there is a text input field with the placeholder text "Select the file you would like to attach to this mishap." The "Check here if you do not have attachments at this time." checkbox and its label are circled in red.

- Attachments, such as pictures, can tell an entire story. This is where pictures, copies of police reports, repair quotes, and other information can and should be included.
- Not every mishap will have attachments right away so the user may check the “Check here if you do not have attachments at this time” box to continue to the next tab.
- The difference for this slide is that a journal note is not required when the “Check here if you do not have attachments at this time” box is selected.
- Attachments that are received after this part of the data collection is completed, can be added later in the Manage Mishap section of SMS that will be covered in a later learning module.



How to Update a Mishap



Initial Notification	Additional Information
<input checked="" type="checkbox"/> Additional Information Tab Complete	
<input checked="" type="checkbox"/> Aircraft Information Tab Complete	
<input checked="" type="checkbox"/> Vehicle Information Tab Complete	
<input type="checkbox"/> Add Person to Mishap Tab Complete	
<input checked="" type="checkbox"/> Attachments Tab Complete	
<input checked="" type="checkbox"/> Facility/Property Tab Complete	



Ready



Incomplete

- Finally, the member making the entries will get to the SUBMIT/EMAIL page of the mishap.
- On this page there is a section at the top to let the member updating the mishap know if all the pages required to have entries on them have been completed. When all content is available, the page box will show check marks of completion.
- All boxes must be marked. Once this is done, the mishap updates can be submitted by clicking on the SUBMIT button at the bottom of the page. If there is a section missing, the SUBMIT button will remain inactive until all items have been updated.
- Once you have reached this page and information is still incomplete, you may just log off and all data entered so far will remain stored. Anyone within the unit can come back and edit or add information up to the point the mishap update has been submitted.



How to Update a Mishap



Date	Entered By	CAPID	Journal Entry
15 May 2012	Frank J Jirik IV	394329	Initial Notification Submitted By: Frank J. Jirik IV
16 May 2012	Frank J Jirik IV	394329	Aircraft Submitted By: Frank J. Jirik IV - AircraftID: N1432E
16 May 2012	Frank J Jirik IV	394329	Vehicle Submitted By: Frank J. Jirik IV - VehicleID: 01001
16 May 2012	Frank J Jirik IV	394329	Facility Submitted by: Frank J. Jirik IV - Facility Description: JIM'S HOUSE

Lastly, all actions that members perform within Civil Air Patrol's mishap management system are logged in the journal notes. Until Step 2 of a mishap has been updated and submitted, multiple members will have access to make inputs to the data collection.

After Step 2 is submitted, these sections are then locked and sent to the Manage Mishap Report step for Commanders, Directors of Safety, Directors of Aircraft Maintenance, or Logistic Officers, to guide the rest of the review process.



How to Update a Mishap



You have now completed Step 2 – Please go back and take the quiz for safety education credit for this module.

Thanks for your time to learn about Civil Air Patrol's Safety Management System (SMS). Please take time to continue to explore learning modules related to other capabilities of SMS.

In the future, this section of CAP's SMS program will be available in various phone applications for additional simplicity.

Remember: Safety is a HABIT that only YOU can positively control!