Table of Contents

Support Hours

We are currently experiencing a high volume of customer support requests. We have compiled this set of common issues that will help you with the most common issues were are responding to.

If you don't find your answer here, we will respond to support requests as soon as we can, but no later than five business days.

If you have a feature recommendation or airspace matter, please contact your Zone Director or MAAC's RPAS Wilco contact Randy Hepner at ZD-D@MAAC.ca.

Support requests will be summarized and forwarded to the MAAC President and Safety Advisory Groups to ensure visibility of the issues and to ensure better service quality.

I Forgot to Enter the MAAC Code

After January 31, 2023, our system only accepts MAAC members as a new member. Therefore, if you were able to sign up to RPAS WILCO, it means you are registered as a MAAC user correctly. You can check your status under your email address on the menu of the mobile application. Your membership status is authenticated using a secure connection that confirms the email you signed up with is valid in MAAC's database. You MUST sign up with the same email used in your member profile.

If you can not sign in, make sure you use the **Maacpro** invitation code when signing up.

This video shows the **sing-up and activation process**: https://youtu.be/3zNGgthqMmA
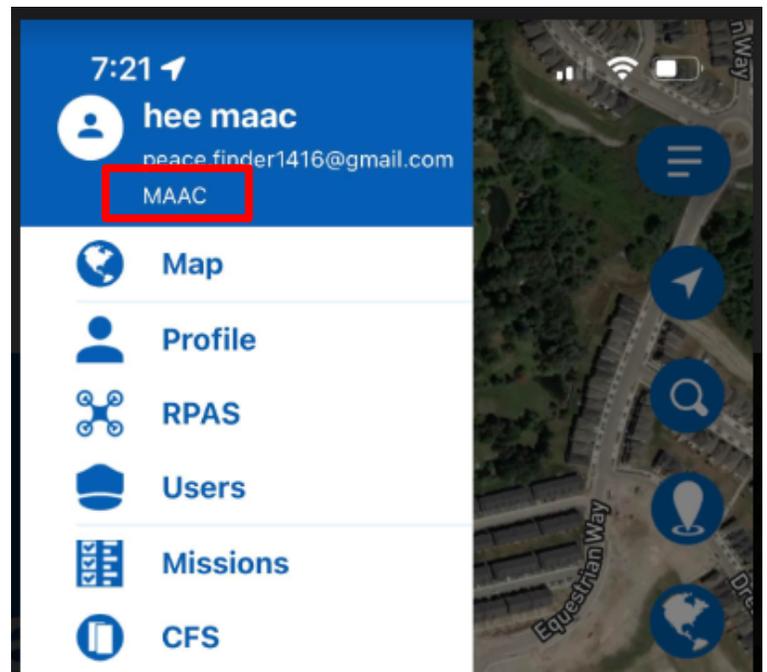
Password Reset Is Not Working

Often the reason for this is that the activation process is not complete. If you have not followed the link in the activation email you will not be able to reset your password. If you have signed up recently, please check your junk folder or spam filters for the activation email.

The activation link expires in 48 hours. If you cannot activate your account, please let RPAS WILCO team know by submitting a request for help through the app. We will activate your account for you and let you know you can process the password reset.

How Do I Change the Location for My Site Survey?

In the map editor part of your site survey on the mobile version, you can use either the magnifying glass icon to use the address search function or use the 'droplet' icon to enter the GPS coordinates for the location of your site survey.

My App Crashes Whenever I Open It

There was an issue with a previous release of the app that was causing some crashes. The best way to solve this problem is to uninstall the app entirely from your devices and then download and install the current version from the app store or Google Play.

If this does not fix the crashing issue, we have also seen some bugs in the raw airspace data causing crashes. You can help us identify these problems by doing the following:

Record your current coordinates where the app is crashing.

Try the app in a completely different location, ideally several kilometres away, and record those coordinates as well.

Then send us both coordinates and let us know if the app is crashing or not at each location. This will allow us to investigate the airspace data and make corrections.

Please communicate this information with zd-d@MAAC.ca and the Safety Advisory Group will follow up with RPAS WILCO dev team.
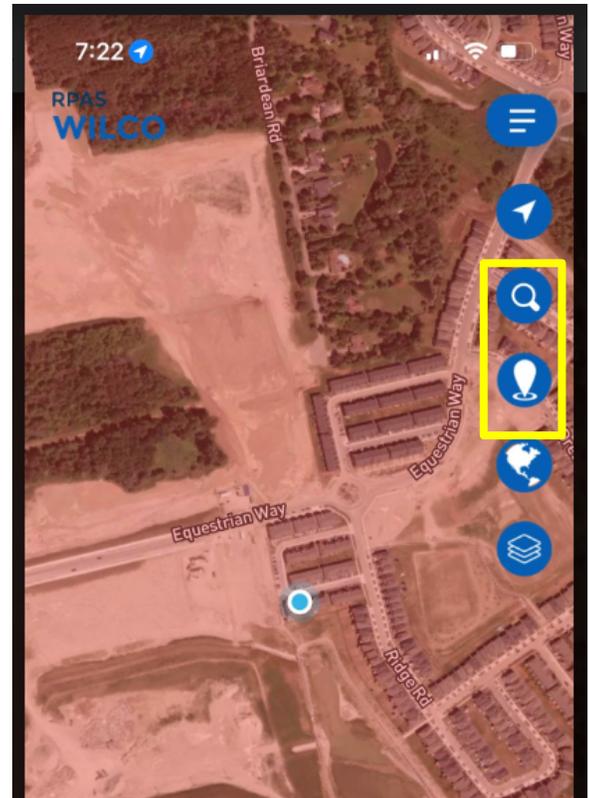
Where Is the Checklist For My Flights?

RPAS wilco includes customizable checklists that can be found on the mission page on the mobile app. Your flight logs also appear here once you create the first site survey.

Each site survey you submit will show as a 'mission' and will indicate that it is "incomplete" by default. Once the checklists are completed, including the end-of flite checklist, the mission will be changed to 'complete.'

For your convenience, here are 2 videos that you can watch.

Site survey: https://youtu.be/UCPrGGVuazg

Checklist: https://youtu.be/ap0bdUbliAI

Can I Change My Email Address in the App?

The email address you use must be the same as the email address in your MAAC profile, and it also serves as your user ID for our system; therefore, we cannot change your email address.