

## Trouble-Shooting Tips for AFIDS & AFC Emails



### I can't find my AFIDS username and/or password - I'm a new AFC pilot

Look for the "Welcome Email" with instructions for setting up your username and password, for the first time, with your Member ID number. Check your junk email if the email is not in your inbox.

### I've lost my username and/ or password – I'm already an AFC pilot or was one in the past

Call the AFC office if you don't have your username. 816-421-2300. You will need to reset your password from the [Password Login screen](#). Staff does not have access to AFIDS passwords.

### Not all fields are working in AFIDS

Upload the Google Chrome search engine for PC or MAC and use that when accessing AFIDS.

### I want to use my work email with AFC

Ask your company's IT department or ISP provider to change your settings so you can receive email from any email which says angelflightcentral in the email address. Your work may block AFC emails as an "unknown email transmission."

### I'm not receiving emails from AFC

Check your junk email box. Enter the email address in your "**Contacts**" to assure receiving future email.

Use these emails to communicate with AFC:

- [request@angelflightcentral.org](mailto:request@angelflightcentral.org) Pilot and Passenger Communication for Missions
- [wings@angelflightcentral.org](mailto:wings@angelflightcentral.org) AFC General Communications and Pilot Membership

### I'm not receiving emails from AFIDS

Check your junk email box. Is your ISP or company blocking this email?

- [postmaster@angelflightcentral.org](mailto:postmaster@angelflightcentral.org) Emails coming directly from AFIDS
- Have your ISP provider or IT department enter the following email for access to AFIDS:  
<http://afids.angelflightcentral.org/login.asp>

### I'm not getting the Overnight Missions Emails

Go to **Account Settings** [top right in AFIDS] Check our **Mailing List Management** and **Email Preferences**.

### I'm not available for flights right now

Go to **Account Settings** [top right in AFIDS]. Set your **Availability**. Change your availability again when you return.

### I need some extra help with AFIDS

Click on→ [Support](#) (top right) when you log on to AFIDS. Click on→ [Getting Started](#) for basic AFIDS navigation.

### I can't get into AFIDS; it tells me to call the office

- If you did not renew your membership by your renewal date, AFIDS automatically sets you to "inactive" because the **Volunteer Agreement with AFC Requirements** must be agreed to once a year during annual renewal.

- If you have not flown an AFC flight in 2 or more years your AFIDS account may be set to “Pending” or “Inactive.”
- **You can reactivate your account by completing the online pilot application.** This will update your information with AFC and will act as a renewal. Your AFIDS account and status will be reviewed and you will receive an email when your application is processed.

### **I received a “Server Error 500” message**

The resource you are looking for cannot be displayed. This means **YOUR** server is blocking access to the AFIDS page. Check with your ISP or IT department.

### **I did not receive any reminders for membership renewal**

Have you changed your email? Have you checked your junk email?

Always update your new email under **Account Settings** and email AFC at [wings@angelflightcentral.org](mailto:wings@angelflightcentral.org).

### **What is the AFIDS Acceptable Use Policy?**

When you first logged on to AFIDS you agreed to this policy before gaining access to AFIDS. You agreed;

- Not to share your access to AFIDS with anyone (username and password)
- That AFIDS contains private information for AFC pilots, passengers and staff and is ONLY to be used for the purpose it was intended; to provide charitable flights, on behalf of Angel Flight Central.
- To treat all information obtained to fly missions as confidential.