

# NAVBLUE Support Portal is now replacing Aviolinex Support Portal

CUSTOMER EXPERIENCE | CUSTOMER SUPPORT

APRIL 2020



AN AIRBUS COMPANY

# Aviolinx is now part of NAVBLUE!

AVIOLINX



NAVBLUE

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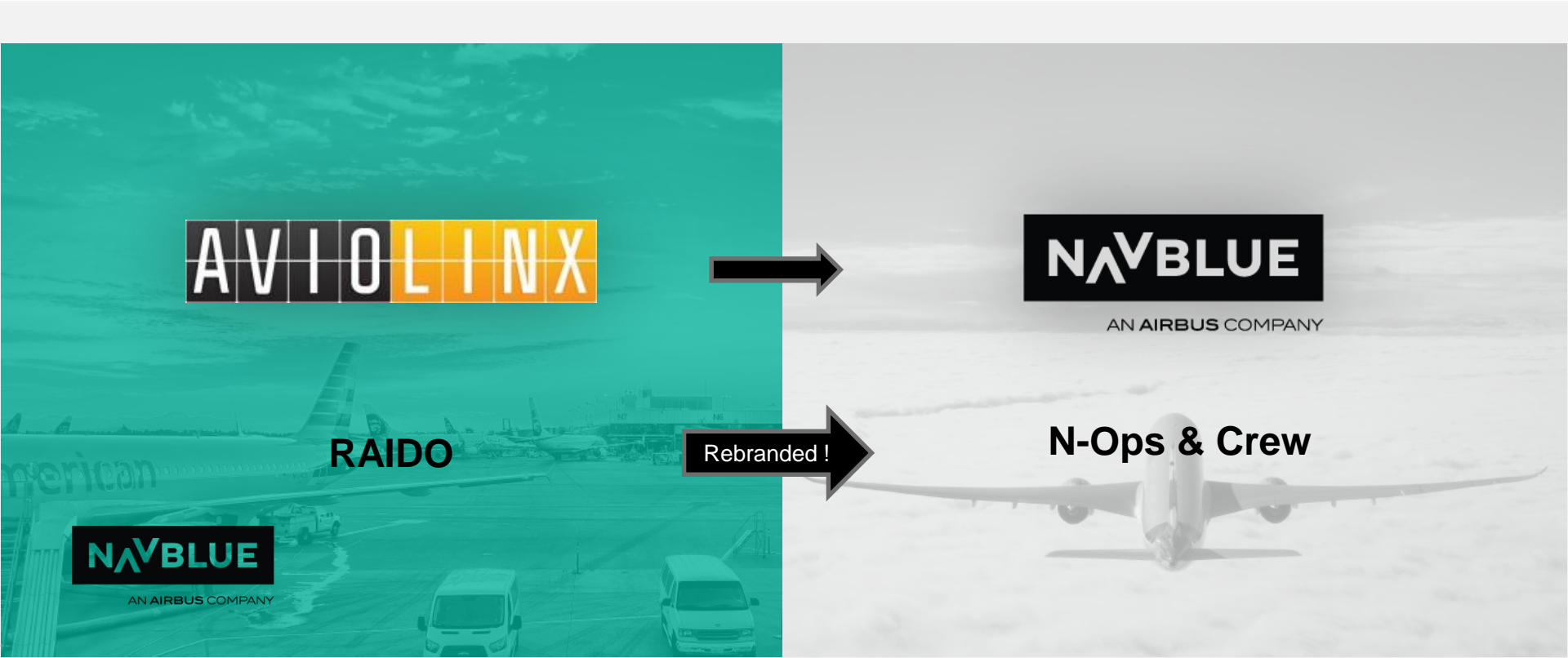
RAIDO

Rebranded!

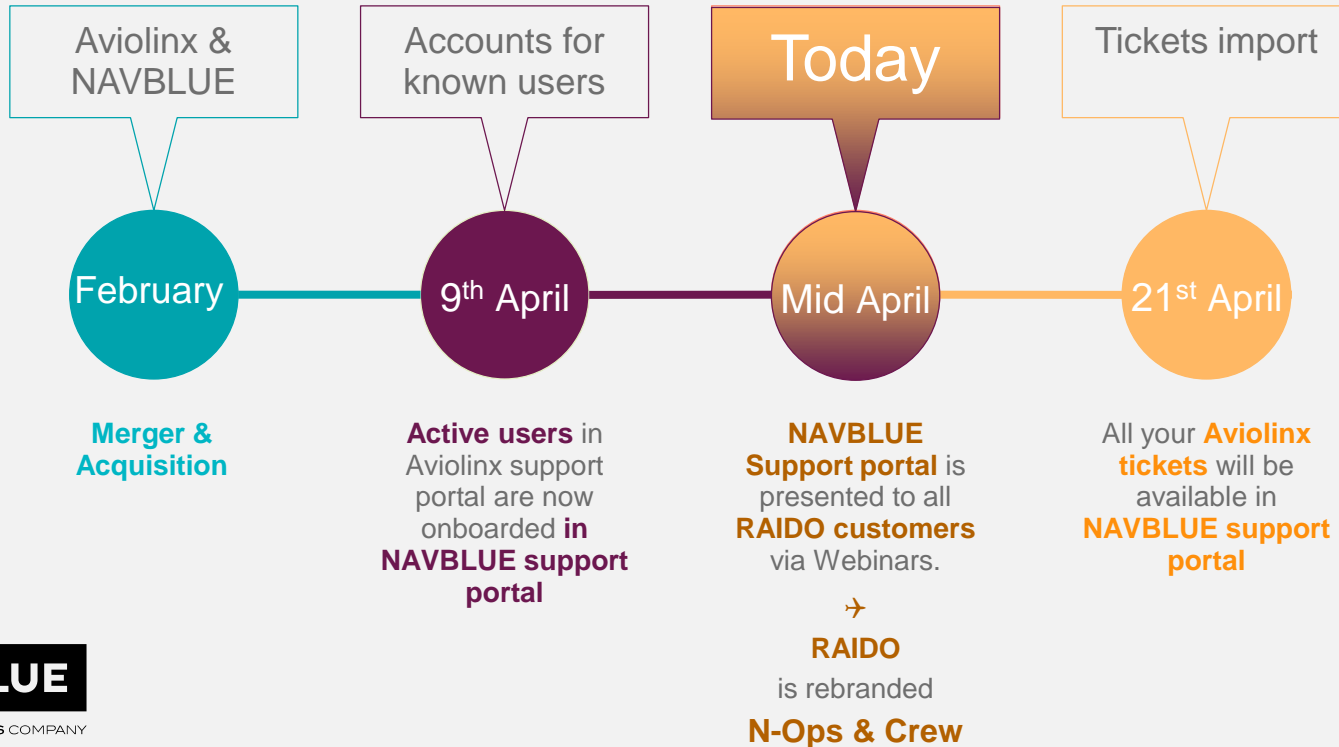
N-Ops & Crew

NAVBLUE

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# 1) 2020 Timeline



## 2) NAVBLUE support portal – Home page

One SUPPORT PORTAL for all NAVBLUE products

For information and support on your formerly known RAIDO product, choose N-Ops & Crew

# Support

To get support click on the relevant product image below. If you don't already have access [CLICK HERE](#) and complete the form on this page to request access.

### OnBoard Solutions



Charts+



Navigation+



Flysmart+



Hosted Gateway Services



eFF+



eFF Legacy



RunwaySense / BACF+



ROPS+



Airport+

### Ops Control Centre Solutions



N-Flight Planning



N-Tracking



N-Performance (PEP & LTS)



N-Performance (AODB, ToDC & V1)



N-Crew Planning

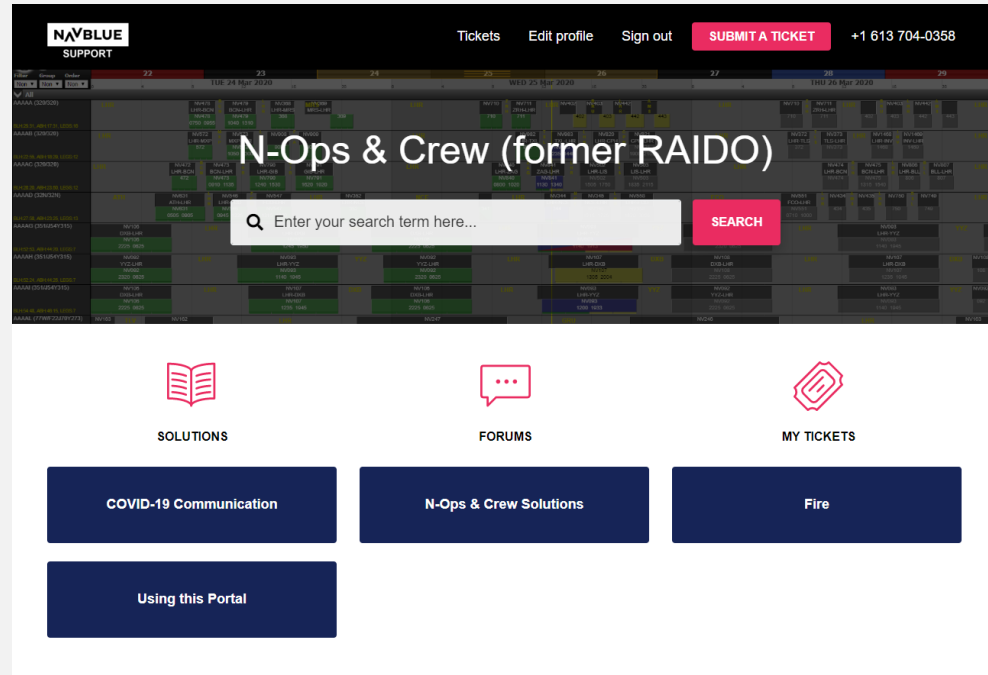


N-Ops & Crew (formerly RAIDO)

## 3) N-RAIDO Support Portal Live Presentation

### PRESENTATION OF:

- Overall Architecture of the NAVBLUE Support Portal
- The Ticketing
  - How to raise a ticket
  - How to check tickets statuses
- The Knowledge Base (i.e Solutions)
  - Roadmaps
  - Releases Notes
  - FAQs
- The Forums



## 4) Conclusion

- Connect to the NAVBLUE Support Portal: <https://www.navblue.aero/support/>
- Please **share your feedback** with us on the portal **so that we know what you would like us to do better!**



Thank you!  
For more information please contact us

<https://www.navblue.aero/support/>



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