

## AN AIPA GUIDE TO SUBMITTING AN ACCOMMODATION REPORT VIA THE INTELEX MOBILE APP

The Intalex Mobile App icon is blue with a white X on it. This app can be downloaded from the Comp Portal site if you do not already have it.

The site link address is: <https://global.intalex.com/login/Qantas/>

When first setting up the app and after a certain period of inactivity, you will need to use your staff number and Webcis password to login and authenticate the sign on using MFA (like you do when signing in to Webcis). Your initial login to the app, will also require you to create a four-digit pin.

If you have any issues installing or opening the Intalex app, contact Mobility Support on +61 2 9691 1296 or email: [fltopsmobility@qantas.com.au](mailto:fltopsmobility@qantas.com.au)

If you require more information regarding creating and submitting an Accommodation Report, visit the QF Flight Crew website, select the Safety & Wellbeing tab and choose the first option: Submit an Intalex Report. This contains links to various information on regarding all types of reporting.

**Once you are logged into the app and have reached the Home page, the following guide will help you to submit an Accommodation Report.**

*Note: where the guide advises NOT APPLICABLE – you can leave that field blank*

- From the Home page select the “Incidents” tab.
- Select Pilot Report.
- If applicable, use the gallery tab to add photos already taken, or the camera tab to take a photo to add to your report (remember a picture is worth a thousand words).
- Select Hazard or Incident tab as appropriate (**mandatory field**): to aid your selection, please refer to **FAM Reference 3.2.4.1 A hazard is a situation or condition which, if unchecked, could lead to a negative outcome. A hazard is not the negative outcome itself, i.e., it is not an incident or accident.**
- Reported by: Input name (optional)
- Input date and time of the incident (**mandatory field**)
- In the Report Title field (**mandatory field**) add: “Accommodation” and the hotel name and port in question.
- Flight Related (**mandatory field**): No
- Aircraft Registration: Not applicable
- Incident Location (**mandatory field**): use the search function to select the correct location.
- Facility-Site: Not applicable
- Detailed Description (**mandatory field**): up to 4000 letter characters are available to provide a detailed description of the issue relating to the accommodation. Please provide as much information as possible, including photographs if applicable (can be attached via a link at the top of the report).

- Actions Taken: May be “nil” or advise if you contacted the hotel about the issue directly.
- Suggestions: List any suggestions to rectify the issue if applicable.
- Is there a serious risk to people etc. (mandatory field)? Yes/No at your discretion. If you select Yes, an additional field appears for you to provide more details of the perceived risks. That is a judgement call made by you based on the specific situation.
- ATSB/CAA Reportable? Yes/No at your discretion.
- Confidential Report (mandatory field)? Yes/No at your discretion.
- Were you Pilot Flying (mandatory field)? No (just to satisfy the mandatory field).
- Is this a training flight? Not applicable
- Effects on Flight? Select option if applicable.
- Outcome/Aircraft State? Not applicable
- Has a Maintenance Log been completed? Not applicable
- Insurance Related? Not applicable
- FIR: Not applicable
- Altitude: Not applicable
- Speed/Mach: Not applicable
- Vertical Speed: Not applicable
- Met Conditions: Not applicable
- Light: Not applicable
- Event Types: Not applicable
- Dangerous Good Related Incident (mandatory field): No
- Loading Related Incident (mandatory field): No
- Environmental Details: if applicable select the appropriate option but if not, leave blank.

You can save the report if you wish to submit it later or if you filled out the report without access to the internet. The save button is bottom left. If you save the report for submission later, saved reports can be retrieved from the “Home” page, by selecting the “Incidents” tab and selecting the dark blue “My Draft Incidents” tab at bottom of the screen.

If you decide to submit your report immediately after completion, select the “Submit” button at the bottom right of the screen. If any mandatory fields have not been completed, the form will highlight those missing fields in red.

Following a successful submission of your report, a green strip will momentarily appear along the bottom of the home page, but most importantly an email will be sent to your Qantas email address summarising your submitted report. This email is the best way to tell if your report has been submitted successfully.

***AIPA does not automatically receive accommodation reports submitted via Intalex. For AIPA to be able to best advocate for issues relating to accommodation, it is essential that you forward the report confirmation email to [accommodation@aipa.org.au](mailto:accommodation@aipa.org.au) to allow us to follow up all issues raised.***