To access the ETSWAP Emissaire application, you must have a valid user account. Invitations to access the application were emailed to all operators with approved plans in early January 2011. To obtain an invitation, please send an email to etaviationhelp@environment-agency.gov.uk quoting the aircraft operator name, the reference code from the Commission’s list of aircraft operators and your email address and telephone number.

This is the application home page. From here, you can:
• Log in to your account
• View any system availability messages/news items
• Follow links to the competent authorities’ websites
• View the terms and conditions for using the website.

If this is the first time you’re logging onto the application, enter the username, password and selected digits from the PIN contained within your invitation email into the respective sections of the log in page.
If you enter any of the details incorrectly, you will receive an error message, advising you that your attempt to log in was not successful. After three failed log in attempts, your account will be locked as a security measure.

To unlock your account, please send an email to etaviationhelp@environment-agency.gov.uk.
1. When you have successfully logged in for the first time, you will be prompted to read and accept the terms and conditions for using the application. Until you accept the terms and conditions, you will not be able to do anything else in the application.
Once you have read the Terms and Conditions, click the Accept button.

Please note that the Terms and Conditions can still be accessed after pressing the Accept button by following the link in the bottom left hand corner of most pages in the application.
After accepting the Terms and Conditions you will be prompted to set a new password and PIN for all future log in attempts.

The password must contain three groups of consonant-vowel-consonant, e.g. mandogcat and bigredbus.

Please note that the password is case sensitive, for instance ManDogCat is different to mandogcat.
If successful, you will see an acknowledgement to advise that the password and PIN have been changed.
This is your user home page. From here you can:
• View generic help about using the application
• Change your password/PIN
• View/edit your user details
This is the generic help page. This can also be accessed from most pages within the application by clicking on the link in the upper right corner of the browser window.
This is page for changing your password. As a security measure, in order to change your details you will be first asked to confirm your existing password/PIN details.
This page shows details of your individual user account. You can edit any of your details by first pressing the Change button at the bottom of the screen, making changes to the fields and then pressing the Save button to confirm the changes.

Under the heading Further Details is your Invite Code and a checkbox permitting you to enable/disable user impersonation. Only Competent Authority users can impersonate an aircraft operator and this would only be requested in order to assist you in resolving any queries.

You will also need your invite code if you are asked to access a different Aircraft Operator’s account. (Most likely only to apply to management companies, etc.)
Plans, reports and change requests are set at the level of the aircraft operator. In most cases, users will only see a single Aircraft Operator in this list.

• To view the work queue for the specific operator, click on the link.
The work queue homepage shows:

• A summary of tasks outstanding (where applicable)
• A summary of recent alerts (where applicable)
• Links to specific further areas of the application to view:
  • Organisation details (primary/service contacts)
  • Emissions/benchmarking plans
  • Emissions/benchmarking reports
  • Complete list of all alerts
  • List of users
The Users section allows users with Admin privileges to view and amend details of all current users as well as to create new users. (All original invitees have been set up with Admin privileges.)

To edit details of an existing user, click on the user.

To create a new user, click on the link to Create User.
The Organisation Details section enables you to view and edit:

- The Primary and Service Contact for the aircraft operator
- You can optionally specify Secondary and Finance Contacts

IMPORTANT: All contacts must be actual users invited to use the application. A service contact **must** be specified in order for a plan to be submitted.
The Organisation Details section enables you to choose a default Verifier. It also includes details of:
- the CRCO code for the aircraft operator
- the date added to the Commission’s list
- the date of the first flight
If the first flight date is incorrect, you should contact the regulator to discuss.
Details of benchmark allowances will be populated once these are known.
Completion of specific parts of the application, e.g., reports, plans, variations, will be covered in separate presentations.