

1. Registration

a. Who can get access to the European SAFA Database?

Operators and their National Aviation Authorities can get access to their data;

Operators will see only the data on their inspected aircraft, NAAs will see the inspection data on all the operators licensed by/registered in their State.

The access policy, like how many users within an operator may get access is decided upon on a national level by your NAA.

b. My operator is not in the drop down list of operators?

All inspected operators appear in the list. If your operator is not in this list, it is either not inspected or was inspected as an international general aviation flight and registered as a “private flight”. In the latter case the report will not be accessible by the “operator”.

c. As an Inspected operator I tried to register on but received the message “There is no coordinator for that organisation. Please inform the SAFA administrator.” ; What happened?

The user management is (partly) delegated to the National Aviation Authority.

Therefore, before you can apply for access your NAA needs to have successfully registered a SAFA Database coordinator who will assess your access request. Please send an Email to [safo@easa.europa.eu](mailto:safa@easa.europa.eu) explaining the situation; EASA will give further guidance how your NAA can get access.

d. I’m an inspector from the National Aviation Authority and would like to have access to the SAFA Database, however I cannot select my organisation in the drop down list.

The user management is (partly) delegated to the National Aviation Authority.

Therefore, before you can apply for access your NAA needs to have successfully registered a SAFA Database coordinator who will assess your access request. Please send an Email to [safo@easa.europa.eu](mailto:safa@easa.europa.eu) explaining the situation; EASA will give further guidance how your NAA can get access.

e. What type of Email address is acceptable to register myself?

Only Email addresses will be accepted which are:

- i. Provided by your employer; no addresses provided by Hotmail, Gmail or other generic providers will be accepted.
- ii. Strictly personal; since the provided access account is strictly personal and should not be shared with others (in your own interest to minimise the risk of an inadvertent information leak) no shared Email accounts like quality@operator.com or SAFA@naa.com will be accepted.

f. I registered myself through the electronic form; what happens next?

- i. First of all, you will get within a few minutes an Email to verify the correct Email address; you need to click the link in this Email to confirm your access request. By doing this, your status changes from “registered” to “verified”.
- ii. Next, the SAFA database coordinator in your National Aviation Authority will evaluate and reject or approve your request.
- iii. If your State is not one of the SAFA participating (inspecting) States, EASA will have a final look at the request approved by your NAA.
- iv. Once your request is approved, you will get an Email containing your username and password.

g. I clicked the verification link in the Email I received upon registration. When do I receive my access details?

The SAFA Database coordinator in your National Aviation Authority (NAA) needs to assess your request; contact the coordinator for any questions on the status of your request.

In case your State is not one of the SAFA Participating (inspecting) States, EASA needs to have a final look at your request as well; It will take EASA another working day to perform this check.

h. I don't know who the SAFA Database coordinator is in my National Aviation Authority. Whom should I contact for any answers to my questions?

The information tab at the login page of the SAFA database page

(<https://safa.easa.europa.eu/site/safalib>) holds a file with all SAFA contact points in the authorities; you may use these contacts to obtain answers to your questions.

In case your authority has no access to the SAFA database yet, please send an Email with your questions to safa@easa.europa.eu.

2. Accessing the SAFA Database

a. My password is not accepted; the password field turned red.

Either your username or your password is incorrect:

- i. Make sure you use the correct username, which is normally firstname.lastname as provided during the registration. Do not use your Email address! The username is **not** case sensitive.
- ii. Make sure you use the last password provided by the SAFA Database or, in case you changed the password to a personal one afterwards, use your own password. Please mind the following:
 1. Make sure to use all the special characters in the password provided by the database.
 2. To circumvent possible keyboard setting issues (where in fact you type something else than you intended, especially the special characters), copy/paste the password out of the Email into the password field.
 3. The password **is** case-sensitive!
 4. If you are not sure about your password, request a new one.
 5. Be careful; you only have three attempts left before your account becomes blocked!

b. I've entered the wrong password three times and now my account is blocked.

What should I do?

- i. Contact your national SAFA database coordinator and ask him/her to unblock your account. New passwords will not work as long as your account is blocked.
- ii. Once unblocked, request a new password at the login page.
- iii. Wait for the Email asking you to confirm the request and click the link in the message.
- iv. Wait for the email containing your new password. Copy the entire password (including the special characters like &%*>?.,” etc)
- v. Go to the login page again and make sure you use the correct username (not your email address)
- vi. Paste the password copied before

c. My account has been disabled. What should I do?

Your account may be disabled for two reasons:

- i. Your account may be disabled by the database coordinator in your national aviation authority. Contact the coordinator for further actions.
- ii. The database will automatically disable an account silently after 28 calendar days since the last verification, irrespective of the last logon date.

At the next logon attempt of the user, a message is shown that the account is due for the next Email verification check; the user can enable the account by:

1. clicking the link “enable account”
2. entering the email address; this shall be the same address as used for the registration to the SAFA Database
3. an email will be sent within minutes which contains an enabling link
4. click the link to enable the account.

d. Whom should I contact in case of any other issues related to my database access?

The user management has been delegated to the local aviation authorities. The information tab at the login page of the SAFA database page

(<https://safa.easa.europa.eu/site/safalib>) holds a file with all SAFA contact points in those authorities; you may use these contacts to obtain answers to your questions. In case your authority has no access to the SAFA database yet, please send an Email with your questions to [safo@easa.europa.eu](mailto:safa@easa.europa.eu).