

# Squawks & Comments

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## Something doesn't seem to be working properly on the website. How do I report that?

Submit a **Help Ticket** or post to the **#support** channel in our *Discord*.

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## I see my name is no longer on the Pilot Roster. What do I have to do to get back on it?

Submit a **Help Ticket** or let us know using the **#support** channel in our *Discord*.

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## I'm unable to log in to *Crew Login* on the website.

Make sure you're using the Pilot ID and password you used during your registration. If, for some reason, that doesn't work, contact us at **help@walkerair.us** or let us know using the **#support** channel in our *Discord*.

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## I lost my Password. What do I do?

Contact us at **help@walkerair.us**. A new password will be sent to you as soon as possible – *usually* within 24-hours. If you don't receive the email within that time period, please check your Spam/Junk folder.

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## I can't track my flights because ACARS isn't working.

If you have an ACARS-related issue and/or are told by us you *have* ACARS-related issues, you must contact your application's developer for assistance.

*We do not provide support for ACARS applications nor do we accept responsibility for failed PIREPs, corrupted log files or data transmitted to our servers by these applications.*

<b>smartCARS 3</b>	Developer: TFDi smartCARS 3 Platform: Windows PC Simulators: MSFS   Prepar3D   X-Plane Support: <a href="https://www.tfdidesign.com/knowledgebase.php">https://www.tfdidesign.com/knowledgebase.php</a>
<b>FlightTrackerXP</b>	Developer: Markus Griesslehner Platform: MacOS Simulator: X-Plane Support: <i>Discord</i> : <a href="https://discord.gg/GF9sEdE">https://discord.gg/GF9sEdE</a> User Manual: <a href="https://www.griesslehner.at/flighttrackerxp/manual">https://www.griesslehner.at/flighttrackerxp/manual</a>

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## How can I make suggestions or submit comments regarding *Walker Air Transport*?

What you have to say about your experience with our website, along with any concerns, suggestions and/or ideas you have to improve our company are encouraged *and* always welcome.

If you'd like to communicate with the Business Office, submit a **Help Ticket**. Please refrain from sending DM's directly to Business Office members.

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## I have an idea to improve the website | *Discord* | *Walker Air Transport*. How do I communicate that?

What you have to say about your experience with our website, along with any concerns, suggestions and/or ideas you have to improve our company are encouraged *and* always welcome.

If you'd like to communicate with the Business Office, submit a **Help Ticket**. Please refrain from sending DM's directly to Business Office members.

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## I want to fly a real-world Cargo/Scheduled route and see the one I want to fly isn't available. Could I have it added to the database?

Yes - you can! Simply use the **charter module** to bid the flight, then select the correct aircraft fleet (Scheduled or Cargo) when selecting your aircraft. Once the bid is completed, the flight will also be added to the Scheduled or Cargo route map for future use.

In addition to these routes built by the pilots in the company, we also have route maps from below airlines integrated into the Scheduled and Cargo map.

*These routes were acquired with FlightAware data before COVID -- they will not account for new routes recently added or effected by COVID.*

Aeroflot	Canadian North	IrAero	Norwegian Air Shuttle
Aer Lingus	Cape Air	Japan Airlines	PSA Airlines
Air Canada	Cargolux	Jazz	Qantas
Air France	Cebu Pacific	JetBlue Airways	QantasLink
Air Greenland	Delta Air Lines	Kenya Airways	Qatar
Air India	DHL	KLM	Ravn Alaska
Air Malta	Air UK	LATAM Argentina	Ryanair
Air Mauritius	easyJet	LATAM Brasil	S7 Airlines
Air New Zealand	easyJet Europe	LATAM Chile	SkyWest Airlines
Alaska Airlines	Emirates	LATAM Colombia	Southwest Airlines
Allegiant Airlines	Endeavor Air	LATAM Ecuador	Swiss International Air Lines
All Nippon Airways	Ethiopian Airlines	LATAM Paragauy	United Airlines
American Airlines	Etihad	LATAM Peru	UPS Airlines
Atlantic Airways	Eurowings	Loganair	Westjet
Atlas Air	ExpressJet	LOT	Widerøe
BA CityFlyer	FedEx	Lufthansa	Wizz Air
British Airways Shuttle	Flybe	Lufthansa Cargo	
Brussels Airlines	Horizon Air	Norwegian Air International	

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**I have an idea for a Tour. How do I communicate that?**

Before you submit a **Tour** suggestion, take a few moments to review our existing list of **Tours** to ensure what you intend to suggest is *substantially different* than one we already have. Because there are always a number of Tours in development that have **not** been publicized or released, submit a **Help Ticket** very briefly describing your **Tour** suggestion to ensure it's **not** something already in the development process.

If your **Tour** suggestion is approved by the **Business Office** through your ticket, then do the following:

- Write a full description of your **Tour**;  
**NOTE:** *Before doing so, though, you should review other **Tour** descriptions to ensure what you write is similar in style, length and format.*
- Write the list of the **Tour's** airports using their ICAO codes in the following manner: KSFO KLAX KJFK etc.; and,
- Submit your **Tour** suggestion using a **Help Ticket**.

The **Vice President for Tour Operations** or the **Director for Tour Operations** will contact you if they have any questions or concerns. Otherwise, look for an announcement of its availability.

There are currently quite an amount of tours in the system backlog. While the company is making an effort to clear these, including adding manpower to improve turnaround time, please expect delays when a tour is accepted until it is released.

*The Review Process takes time. Do **not** expect a response from the Tour Director or an announcement about its availability immediately – and do **not** ask about when it will be available.*

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Revision #19

Created 27 November 2021 20:06:32

Updated 28 November 2023 13:45:15 by WAT100 Storm W.