



**MALAYSIA AIRPORTS (SEPANG) SDN. BHD.**

**AERODROME EMERGENCY CENTRALISED REPORTING  
(AECR)**

**User Manual**



*Hosting Joyful Connections*

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# 1 User Category

There are 5 User Category of the system

1. Scanner – MOH, Airlines/Ground Handler, PDRM (For Dead Casualty)
2. Hospital Registrar – MOH
3. Info Viewer – Management team of MAHB and agencies
4. Event Recorder – PDRM/AVSEC
5. Admin - AOCC

## 2 System Flow

### 2.1 Main Module

#### 2.1.1 Logging in into the system

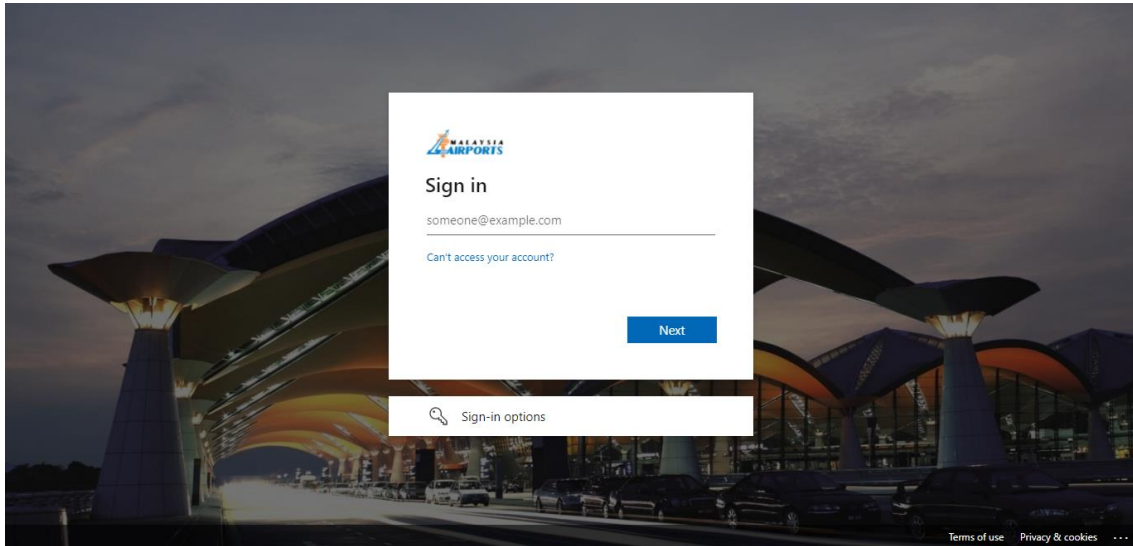
1. To login into Aerodrome Emergency Centralised Reporting (AECR), open any web browser and go to <https://aecr.malaysiaairports.com.my>. You will be redirected to the login page as shown below:

The screenshot shows the login page for the Aerodrome Emergency Centralised Reporting (AECR) system. At the top, there is a navigation bar with the AECR logo, the text 'Home Help & Support', and a 'Login' link. A purple circle with the number '1' is positioned above the 'Home' link. Below the navigation bar, the page displays a welcome message: 'Hi!, Welcome to Aerodrome Emergency Centralised Reporting (AECR) System. To continue, please login. To access scanning facility, click [here](#)'. There are two main sign-on options: 'MAHB Corporate Users, use Single Sign On (SSO) below to log in' and 'For non-MAHB, use a local account to log in'. Below these are input fields for 'Email' and 'Password', a 'Remember me?' checkbox, a 'Forgot your password?' link, and a 'Log in' button. At the bottom of the page, there is a footer with the text 'Aerodrome Emergency Centralised Reporting - [Privacy](#)'.

1. Menu Bar – This bar will show all the system menu and navigation.

#### 2.1.1.1 MAHB Single Sign On

1. For MAHB Users, this system is using Single-Sign On, thus you will be logging in using our corporate identity login.
2. To login, click “Malaysia Airports Single Sign On (SSO)” button.
3. You will be redirected to Microsoft Online Sign in Platform. If your session still active, you will be logged in automatically into the system, else, you will be prompted to enter your corporate ID password.

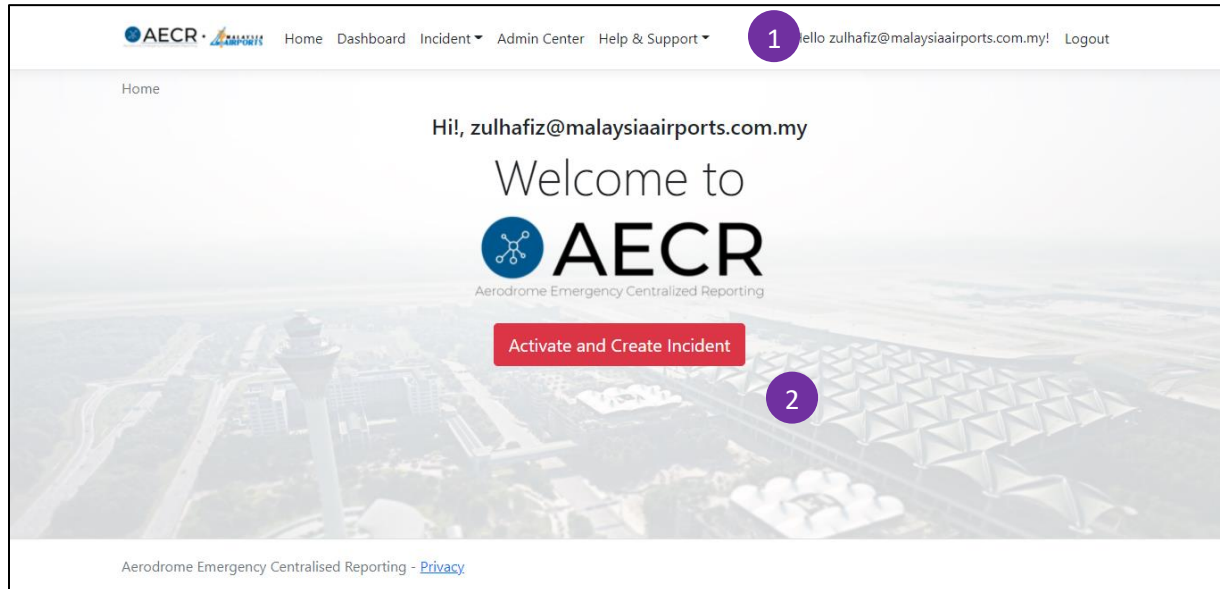


*\*If your account requires Multi Factor Authentication (MFA), you will be asked to verify your identity by providing verification via your preferred MFA method.*

#### 2.1.1.2 Non-MAHB Local User

1. To login as local user, key in your e-mail and password then click login

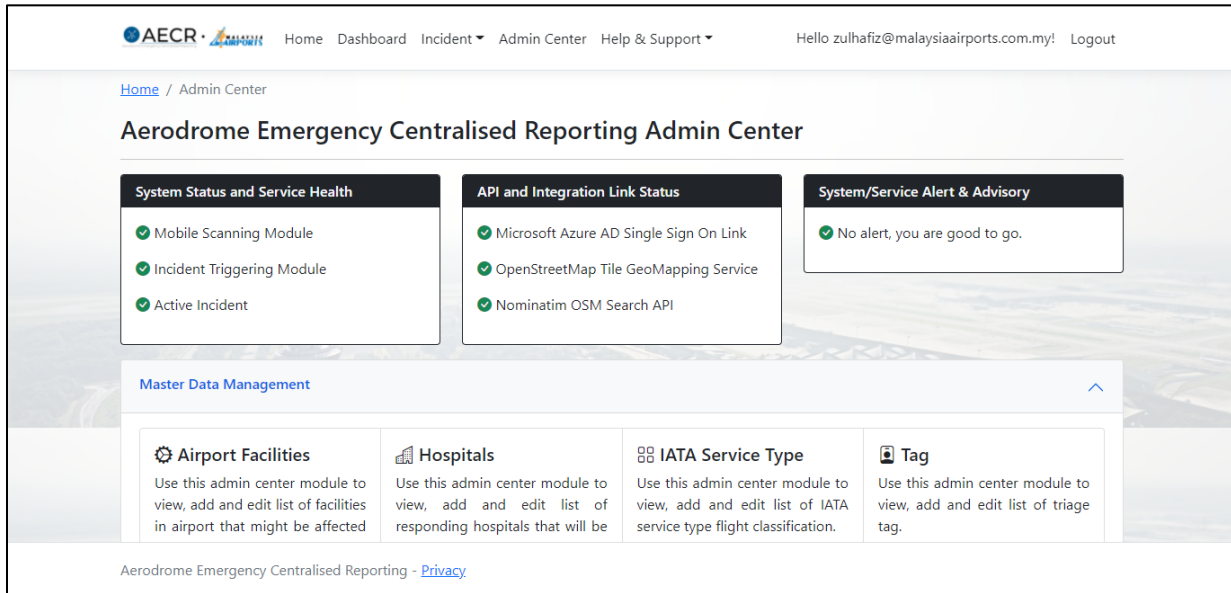
## 2.1.2 Understanding Home Page and Menu



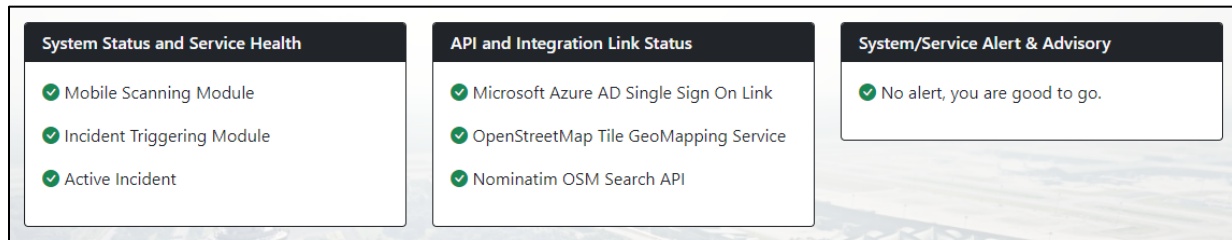
1. Menu Bar – This bar will show all the system menu and navigation.
2. Activate and create incident button – Use this button to activate the system and create the incident.

### 2.1.3 Admin Centre

Admin Center is a module in AECR that is meant to use by the primary user to configure on how the system works and behave. It consists of several sub module such as System Health, Master Data Management which house system catalogue, Incident and flow, which user can dynamically change the workflow of the system and some in-depth system configuration that is meant for IT personnel for maintaining the system configuration such as e-amil server, dashboard setting, release and hospital point.



### 2.1.3.1 System Health

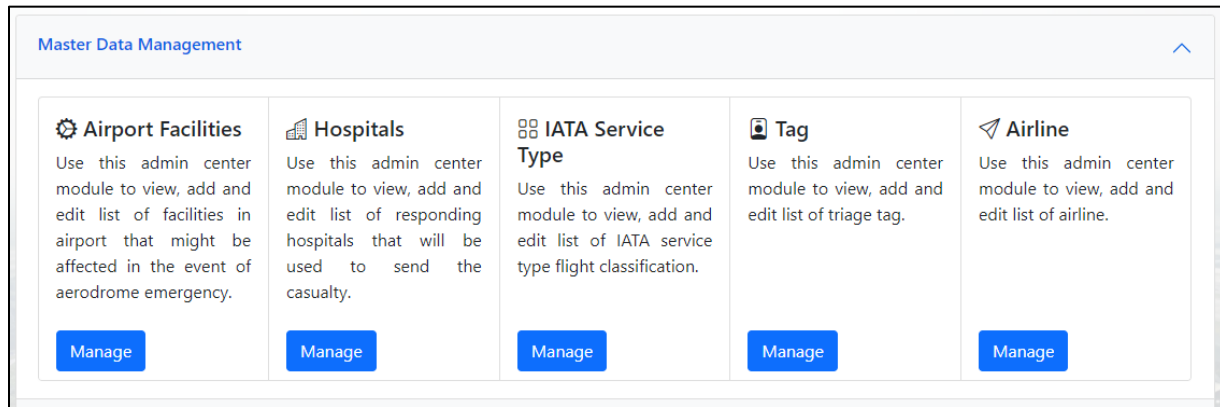


The image shows a dashboard with three panels. The first panel, 'System Status and Service Health', lists three items with green checkmarks: 'Mobile Scanning Module', 'Incident Triggering Module', and 'Active Incident'. The second panel, 'API and Integration Link Status', lists three items with green checkmarks: 'Microsoft Azure AD Single Sign On Link', 'OpenStreetMap Tile GeoMapping Service', and 'Nominatim OSM Search API'. The third panel, 'System/Service Alert & Advisory', contains a single message with a green checkmark: 'No alert, you are good to go.' The background of the dashboard is a light blue map.

System Status and Service Health	API and Integration Link Status	System/Service Alert & Advisory
<ul style="list-style-type: none"><li>✔ Mobile Scanning Module</li><li>✔ Incident Triggering Module</li><li>✔ Active Incident</li></ul>	<ul style="list-style-type: none"><li>✔ Microsoft Azure AD Single Sign On Link</li><li>✔ OpenStreetMap Tile GeoMapping Service</li><li>✔ Nominatim OSM Search API</li></ul>	<ul style="list-style-type: none"><li>✔ No alert, you are good to go.</li></ul>

From System health, you can monitor the integration link status between AECR and 3<sup>rd</sup> party provider such as Azure Active Directory that provide Single Sign On facility and Map

### 2.1.3.2 Master Data Management

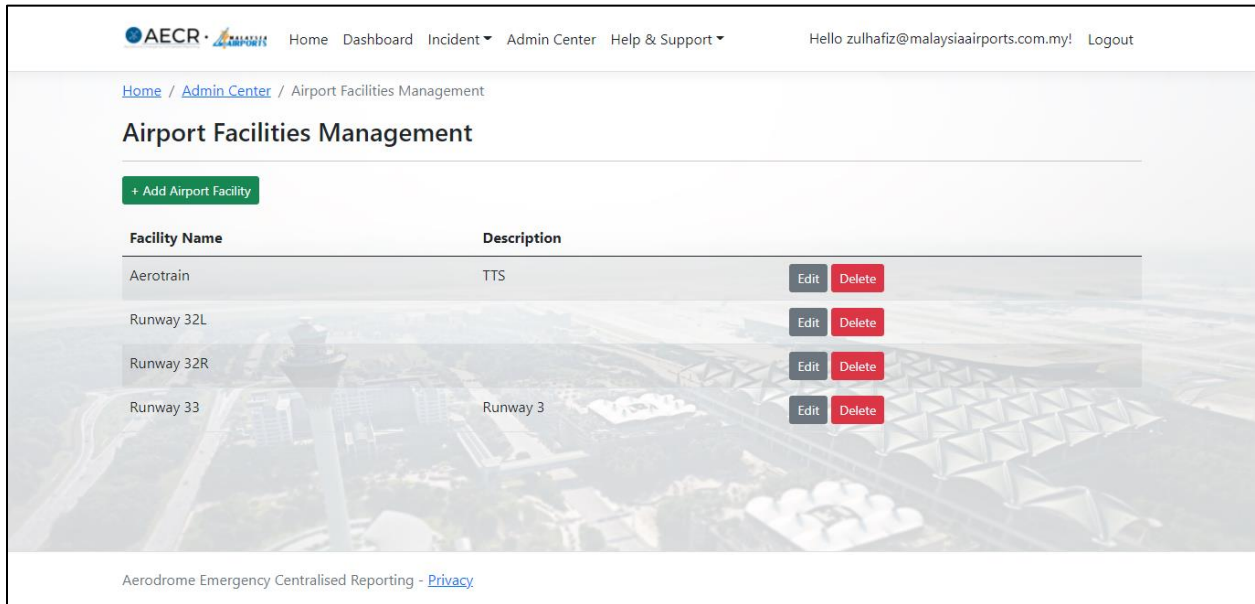


Master Data Management provide the ability to user to centrally manage all the catalogue data for this system. Master data management provide 5 catalogue update which is:

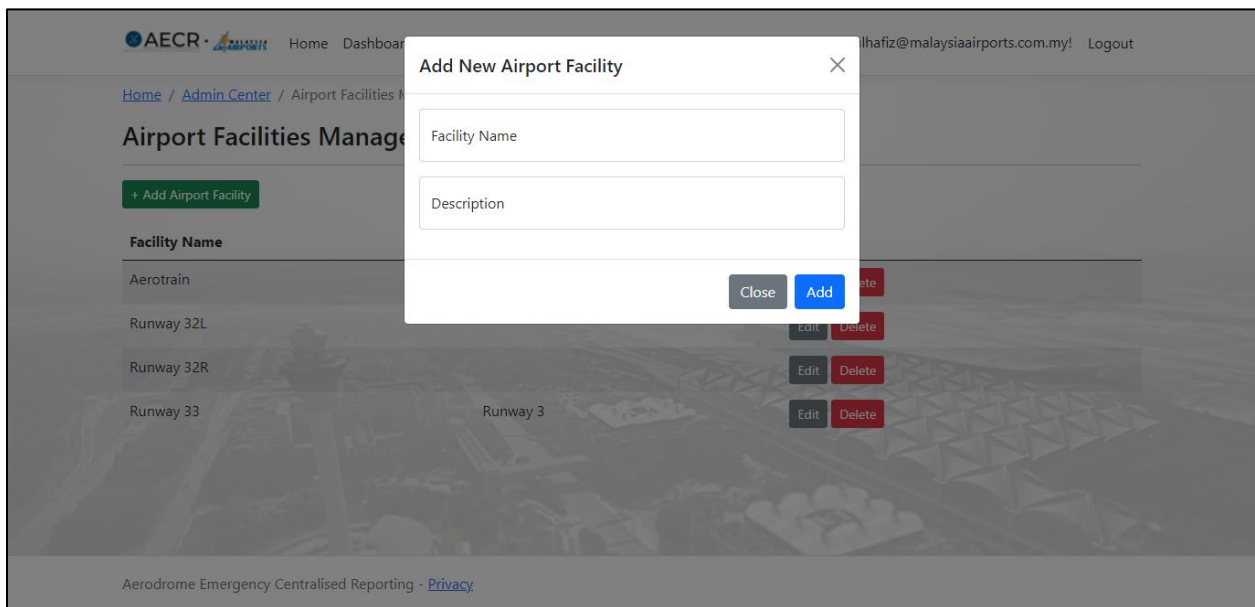
1. Airport Facilities
2. Hospital
3. IATA Service Type
4. Tag
5. Airline

### 2.1.3.2.1 Airport Facilities Management

Click Manage at the Airport Facility to Manage the list of airport facility.



To Add new airport facility, click '+ Add Airport Facility'. Key in the relevant information such as Facility Name and it's description



To Edit Airport Facility, click 'Edit'. After Edit, click save.

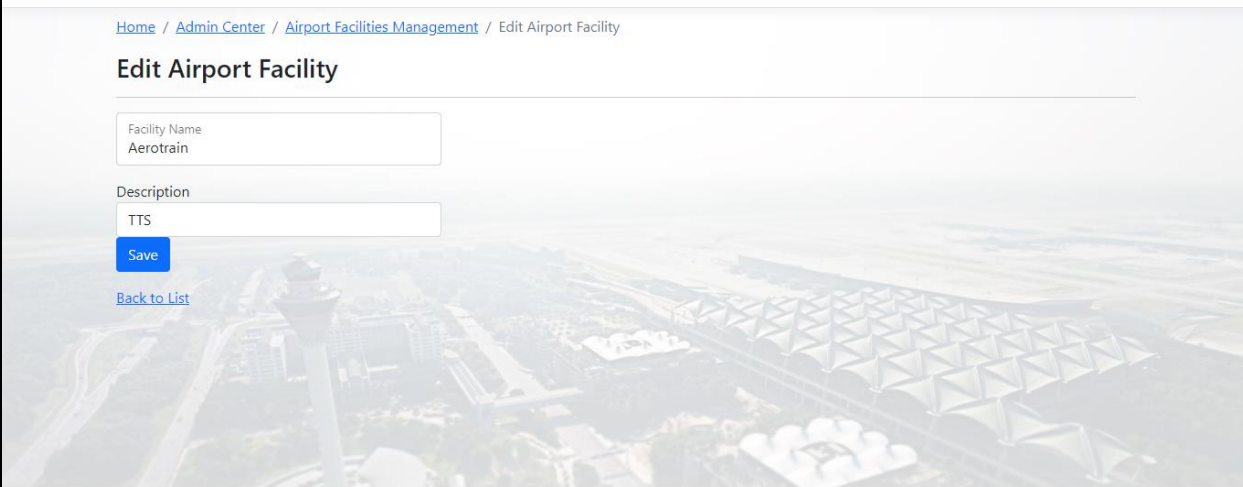
## Edit Airport Facility

Facility Name

Description

[Save](#)

[Back to List](#)



### 2.1.3.2.2 Hospital Management

To Manage list of hospital, click Manage at hospital management section

Hospital Name	Latitude	Longitude		
Hospital Serdang	2.9766	101.719982	Edit	Delete
Hospital Tengku Ampuan Rahimah, Klang (TAR)	3.019777	101.43949	Edit	Delete
Hospital Port Dickson	2.478022	101.856248	Edit	Delete
Hospital Kuala Lumpur (HKL)	3.170889	101.70214	Edit	Delete
Hospital Banting	2.803498	101.492362	Edit	Delete

To Add new hospital, click '+ Add Hospital'. Key in the Hospital Name. Use search button at the left side of the map to search for longitude and latitude of the hospital. Click on the search result to populate the latitude and longitude. Click create to create the entry

Hospital Information

Map

Hospital Name

Latitude

Longitude

Create

Back to List

Hospital Kajang

Hospital Kajang, Jalan Semenyih, Taman Sri Minang, Kajang Municipal Council, Hulu Langat, Selangor, 43000, Malaysia

Hospital Kajang, Jalan Timur, Taman Sri Minang, Kajang Municipal Council, Hulu Langat, Selangor, 43000, Malaysia

## Edit Receiving Hospital

### Hospital Information

Hospital Name  
Hospital Serdang

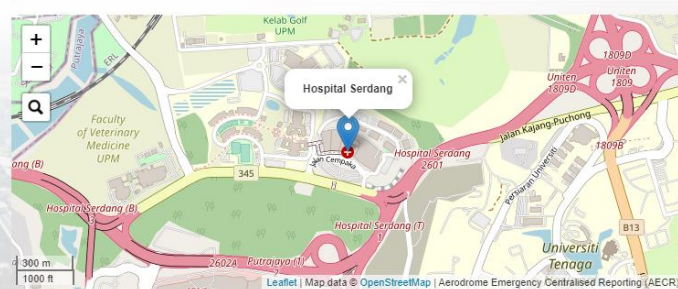
Latitude  
2.9766

Longitude  
101.719982

Save

[Back to List](#)

### Map



To edit, click 'Edit'. Key in the Hospital Name. Use search button at the left side of the map to search for longitude and latitude of the hospital. Click on the search result to populate the latitude and longitude. Click save to save the changes

### 2.1.3.2.3 IATA Service Type Management

To Manage list of IATA Service Type, click Manage at IATA Service Type Management section

The screenshot displays the 'Service Type Management' interface. At the top, there is a navigation bar with the AECR logo and menu items: Home, Dashboard, Incident, Admin Center, and Help & Support. The user's email 'Hello zulhafiz@malaysiaairports.com.my!' and a 'Logout' link are on the right. Below the navigation, the breadcrumb path is 'Home / Admin Center / Service Type Management'. The main heading is 'Service Type Management'. A green button labeled '+ Add Service Code' is positioned above a table. The table has two columns: 'IATACode' and 'Description'. It contains two rows: one with 'J' and 'Scheduled Passenger - Normal Service', and another with 'F' and 'Scheduled Cargo - Normal Service'. Each row includes 'Edit' and 'Delete' buttons. The background of the page is a faded image of an airport terminal. At the bottom, there is a footer with the text 'Aerodrome Emergency Centralised Reporting - Privacy'.

The screenshot shows the 'Create Service Type' form. The navigation bar at the top is identical to the previous screenshot. The breadcrumb path is 'Home / Admin Center / Service Type Management / Add Service Type'. The main heading is 'Create Service Type'. The form consists of two input fields: 'IATACode' and 'Description'. Below the 'Description' field is a blue 'Create' button. Underneath the 'Create' button is a blue link labeled 'Back to List'. The background is the same faded airport terminal image. The footer at the bottom reads 'Aerodrome Emergency Centralised Reporting - Privacy'.

To Add Service Type, click '+ Add Service Code'. Key in the relevant information such as IATA Code and it's description

## Edit Service Type

IATACode

Description

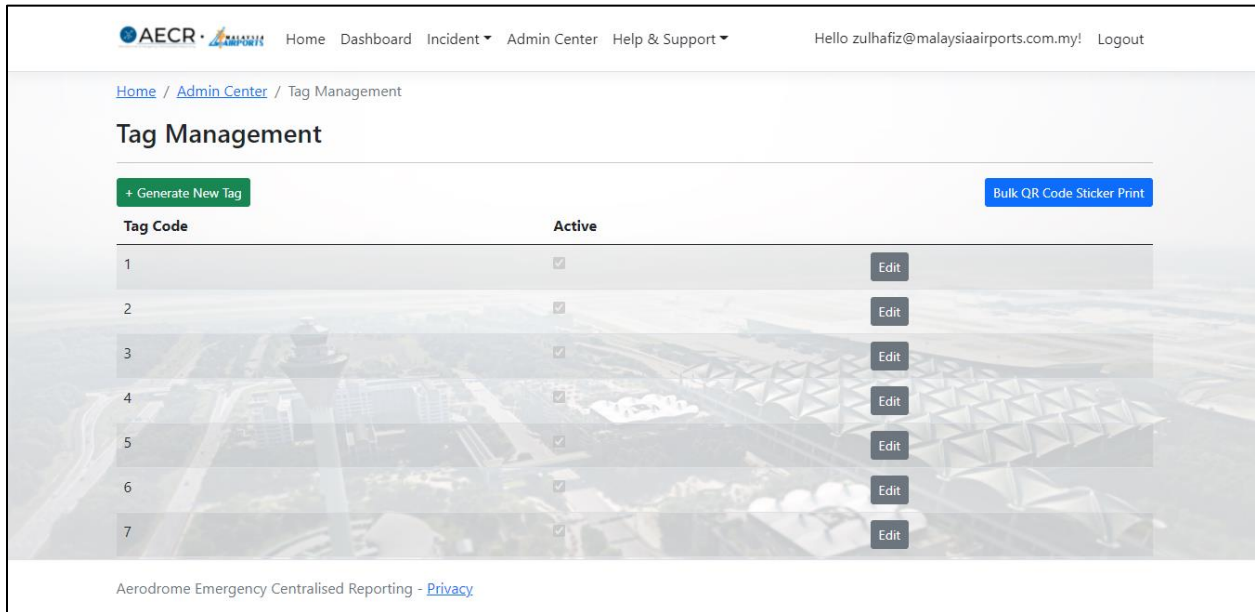
[Save](#)

[Back to List](#)

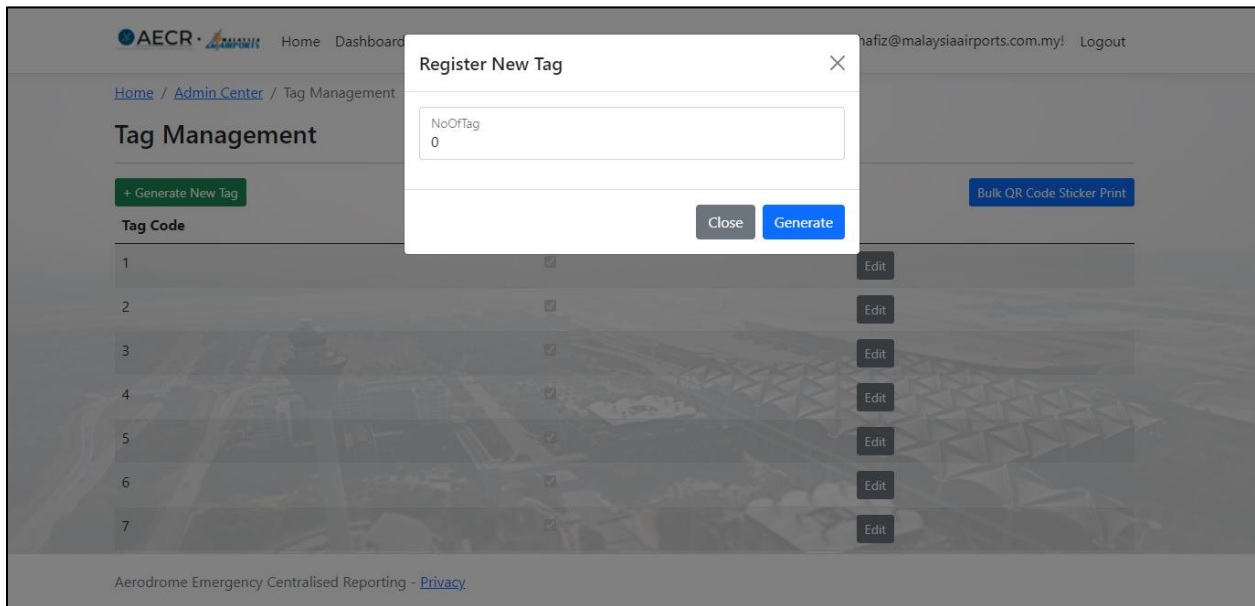
To Edit IATA Service Type, click 'Edit'. After Edit, click save.

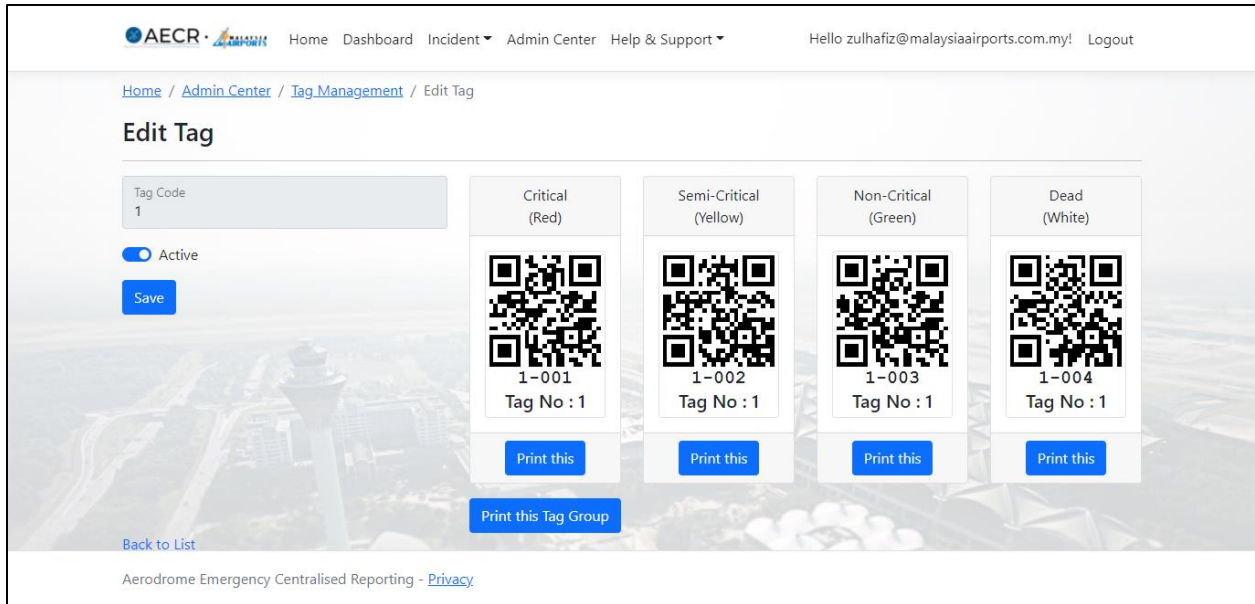
### 2.1.3.2.4 Tag Management

To Manage list of tag, click Manage at Tag section



To generate new tag, click '+Generate New Tag'. Key in number of tags to be generated and click 'Generate'



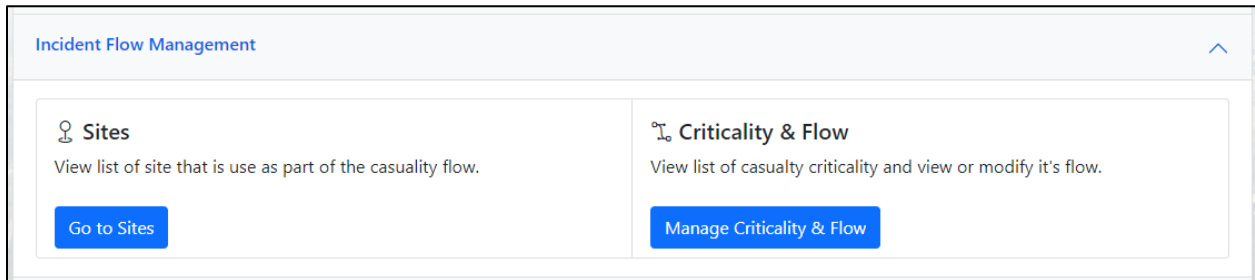


There are 3 ways of printing QR Code for the tag:

1. Bulk Printing
2. Individual Tag
3. Individual Sticker

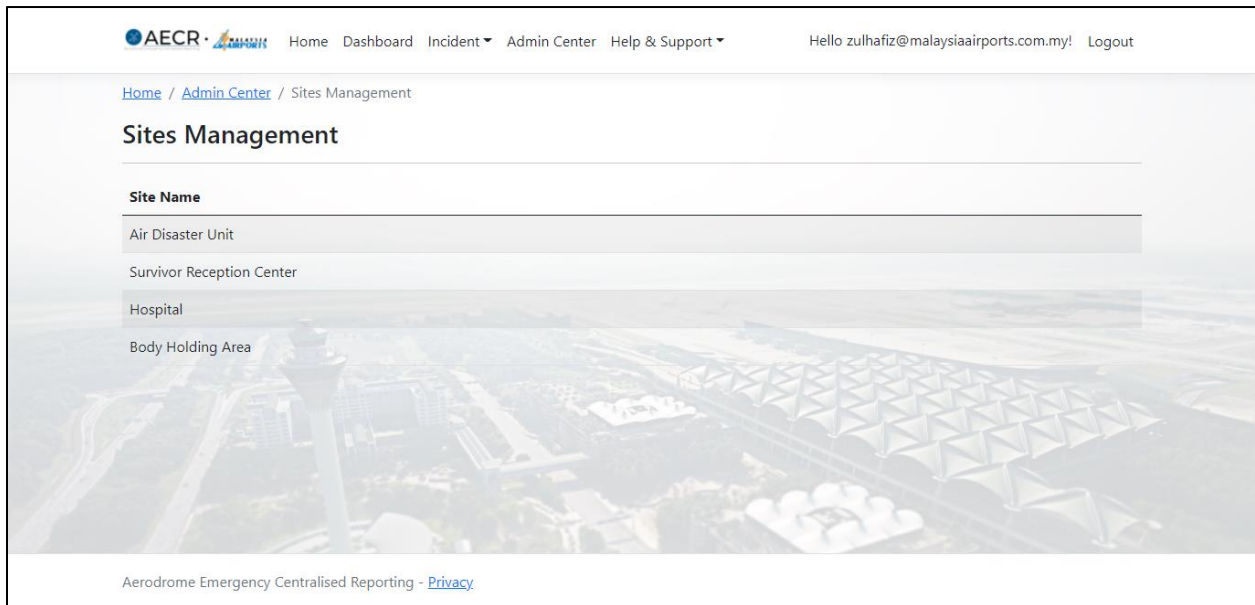
### 2.1.3.3 Incident and Flow Management

Incident and flow Management provide the ability to modify casualty flow during the incident according to AEP.



#### 2.1.3.3.1 Sites

To view list of sites, click 'Go to site'



### 2.1.3.3.2 Criticality & Flow

To View List of criticalities and its flow, click 'Manage Criticality & Flow'

Home / Admin Center / Criticality Management

## Criticality Management

Criticality Name	Criticality Color Code	Criticality Tag Code Prefix	
Critical	Red	001	<a href="#">View/Edit</a>
Semi-Critical	Yellow	002	<a href="#">View/Edit</a>
Non-Critical	Green	003	<a href="#">View/Edit</a>
Dead	White	004	<a href="#">View/Edit</a>

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Click 'View/Edit' to View the criticality flow

Home / Admin Center / Criticality Management / Edit Criticality

## Edit Criticality

### Criticality Information

Criticality Name: Critical

Criticality Color Code: Red

Criticality Tag Code Prefix: 001

[Save](#)

[Back to List](#)

### Criticality Flow

[+ Add New Flow](#)

Site Name	
Hospital	<a href="#">Delete</a>

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To add new flow, click '+Add New Flow'

## Add New Criticality Flow

Siteld

CriticalityId

Add

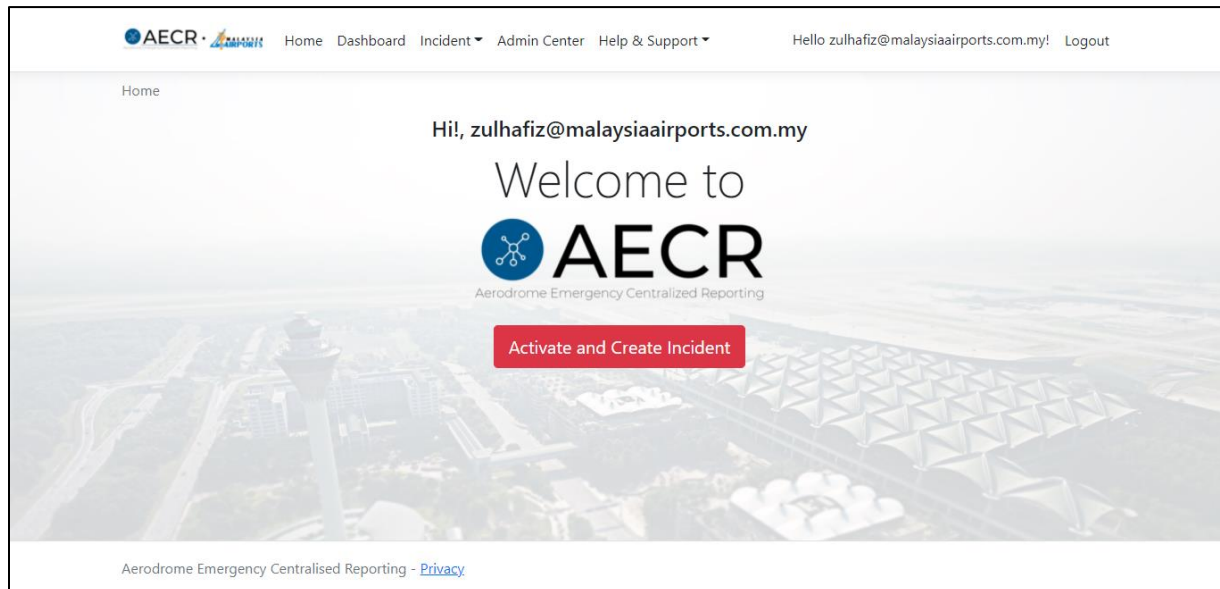
[Back to criticality update](#)

Select Site and criticality of the flow. Click Add to Create

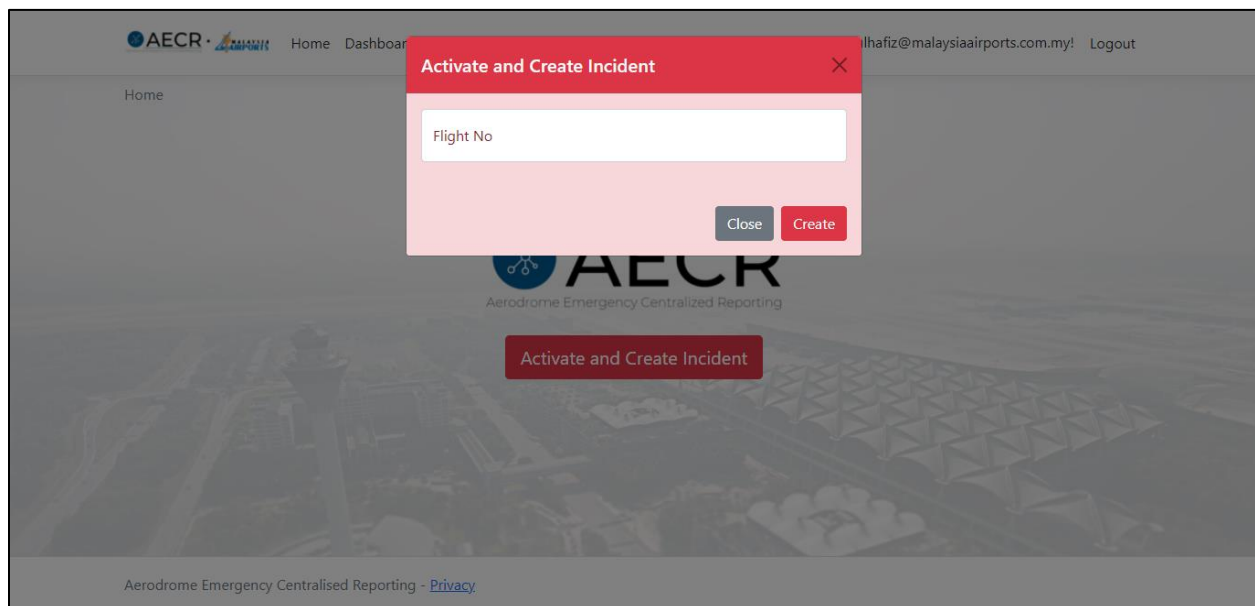
## 2.1.4 Activate the system and managing active incident

### 2.1.4.1 Activating the incident

In the event of normal operation, the system will be in stand-by mode.



To Activate the system, click 'Activate and Create Incident' at the home page. Key in the flight number and click 'Create'.




After creating the incident, you will be redirected to the Incident Update Page.

[Home](#) / [Incident Management](#) / [Edit Incident](#)

## Update Incident

**SAR IN PROGRESS** **INCIDENT ACTIVE**

 Casualty

 Chronology

 Stand Down ▼

### Incident Information

#### Incident Date/Time

27/10/2021 7:46:37 AM

Flight No  
XX 123

IATA Service Type  
-

Operator/Airline

Aircraft Type

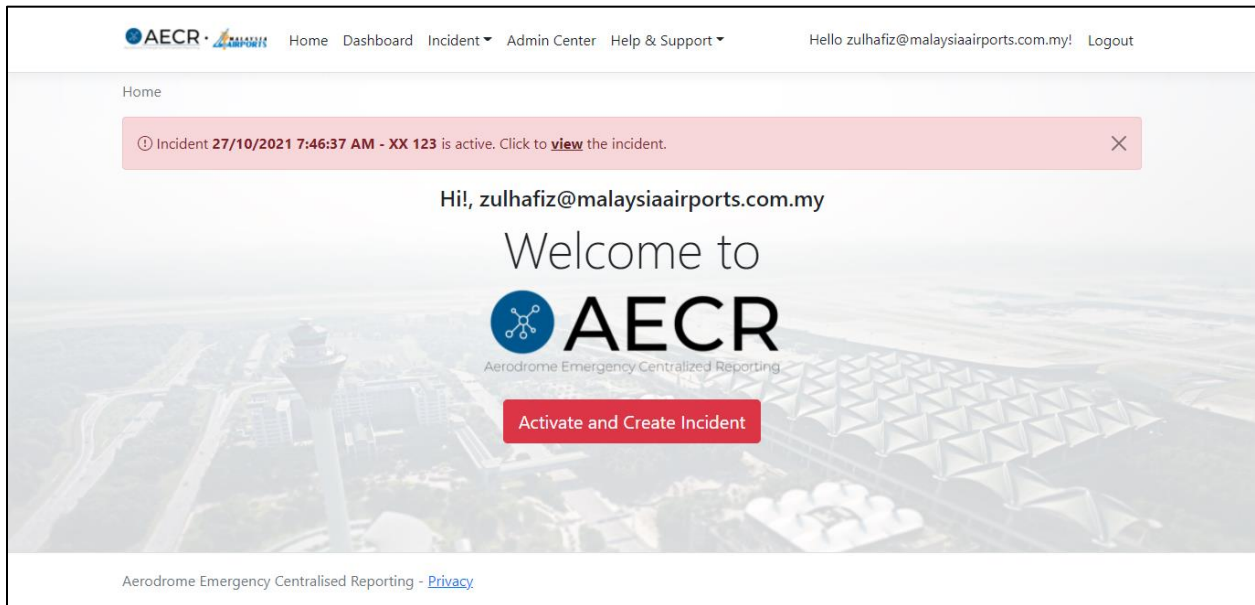
### Affected Facilities

[+ Add Affected Facility](#)

**0 Facility(ies) Affected**

Facility Name	Affected at	Restored at
---------------	-------------	-------------

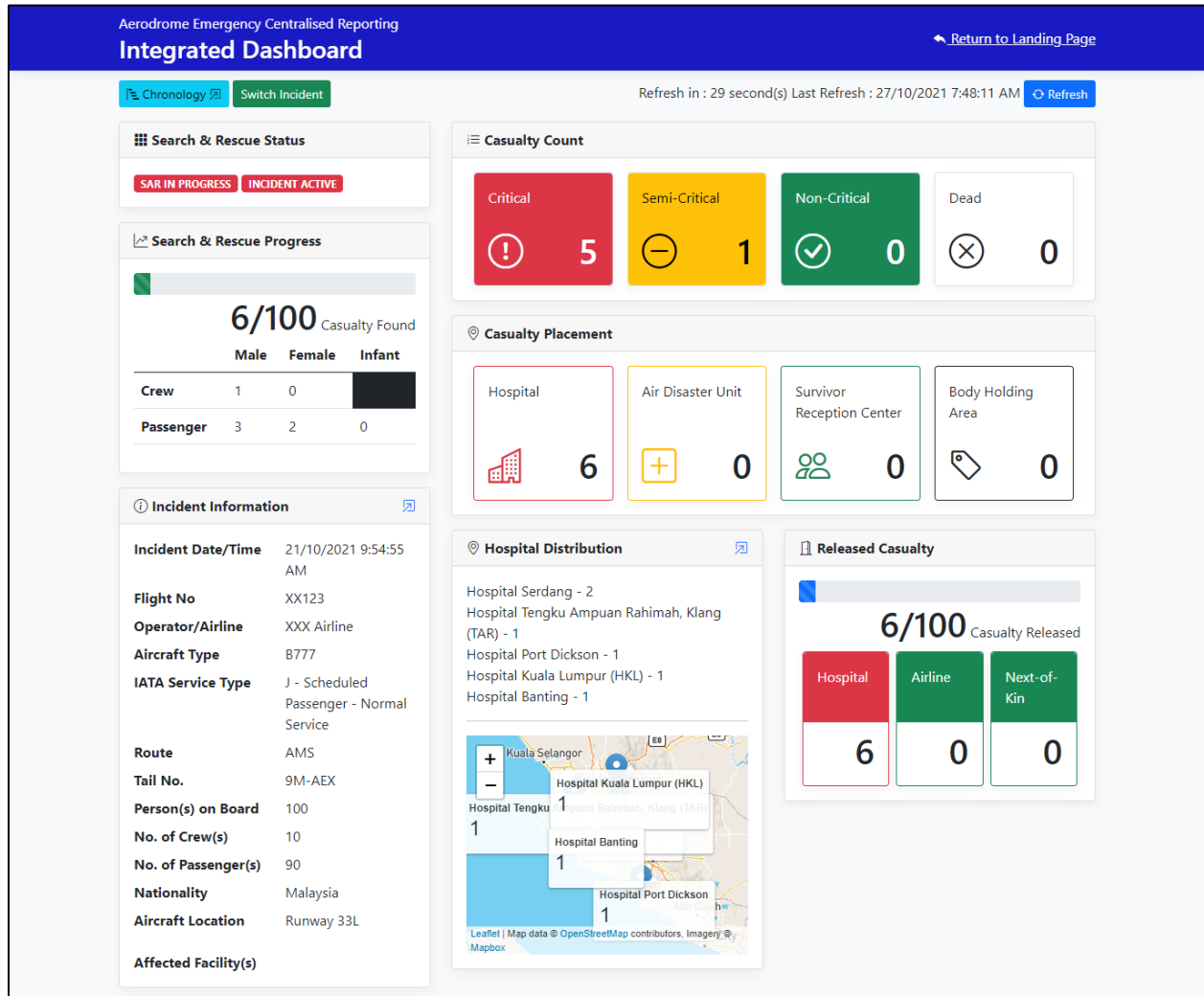
### 2.1.4.2 View Active Incident



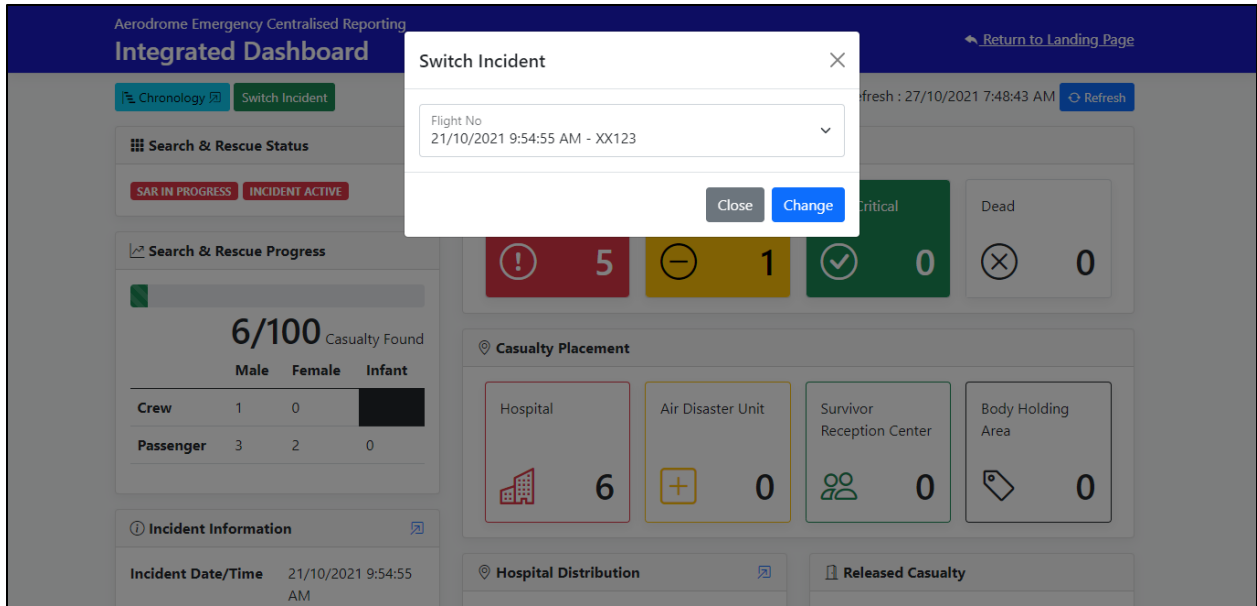
To view active incident, at the Home Page, click 'view' at the info bar to open the incident information page.

### 2.1.4.3 View Active Incident Dashboard

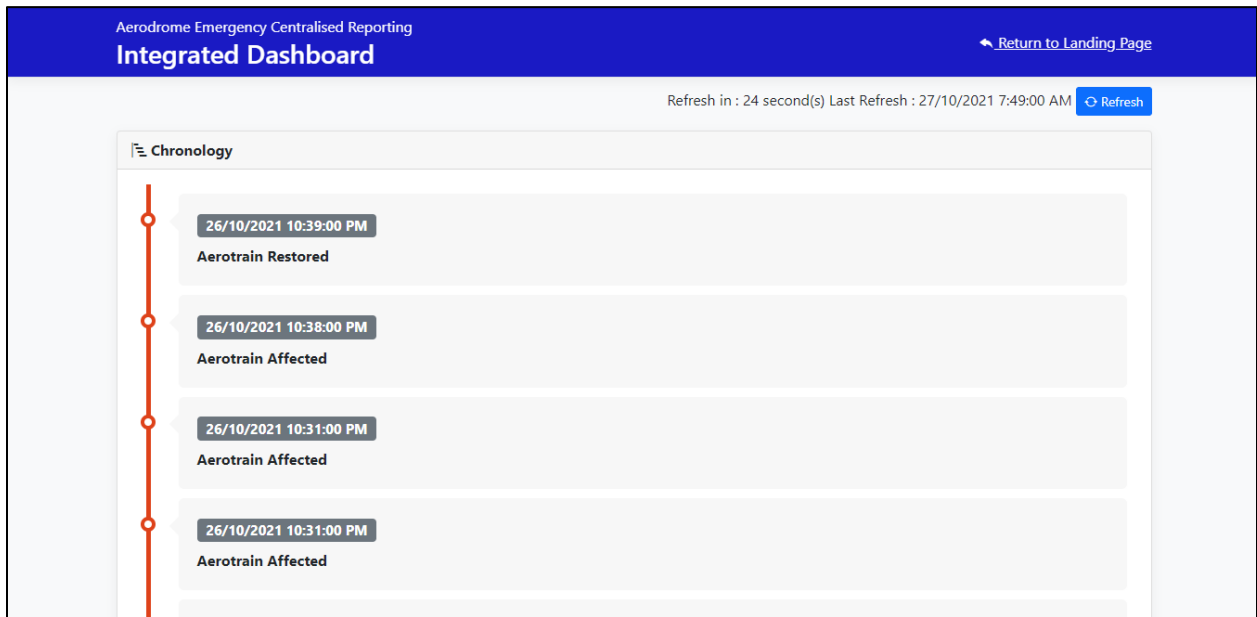
To Access active incident dashboard, click 'Dashboard' at the top menu of the system.




In the event of multiple incident scenario, the switch incident button will be visible and provide the ability to switch between incident to view their dashboard.



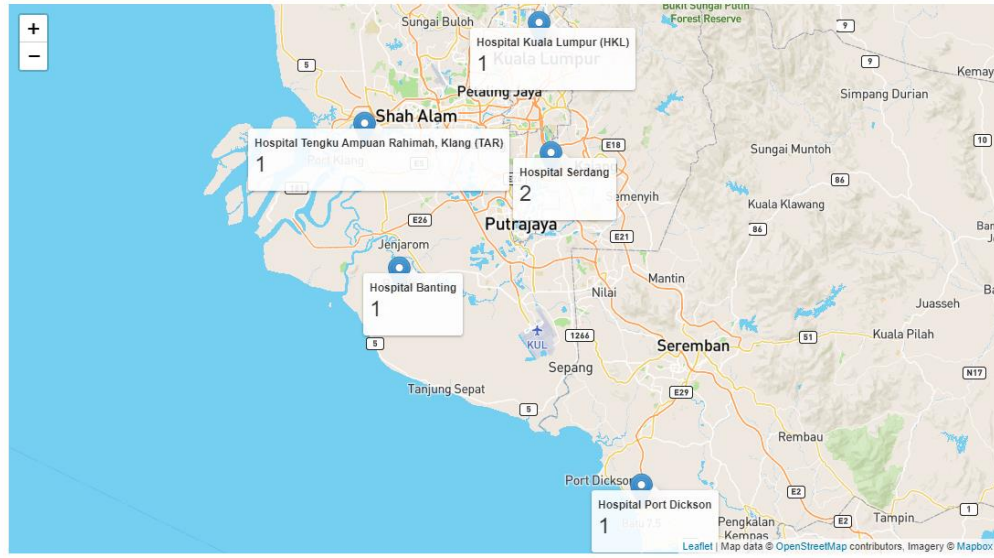
To view chronology of the incident, click 'Chronology' button at top left side of the dashboard.



To view larger map section of the hospital registration, click the  button at top right side of the map section to view larger hospital distribution map.

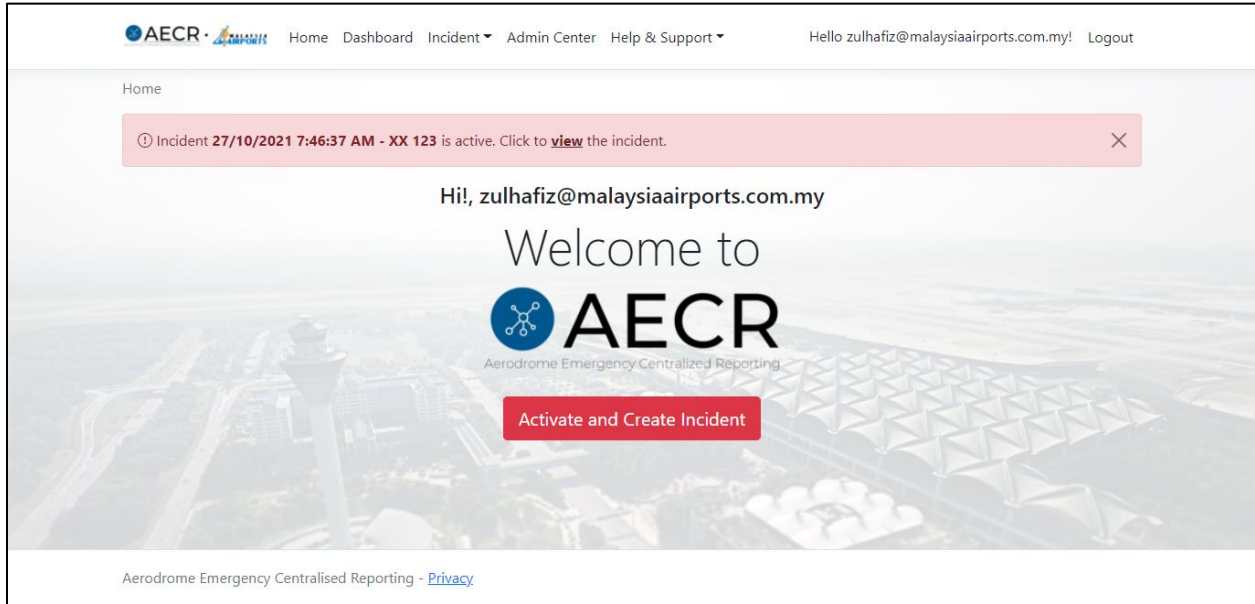
Refresh in : 29 second(s) Last Refresh : 27/10/2021 7:49:32 AM [Refresh](#)

**Hospital Distribution**

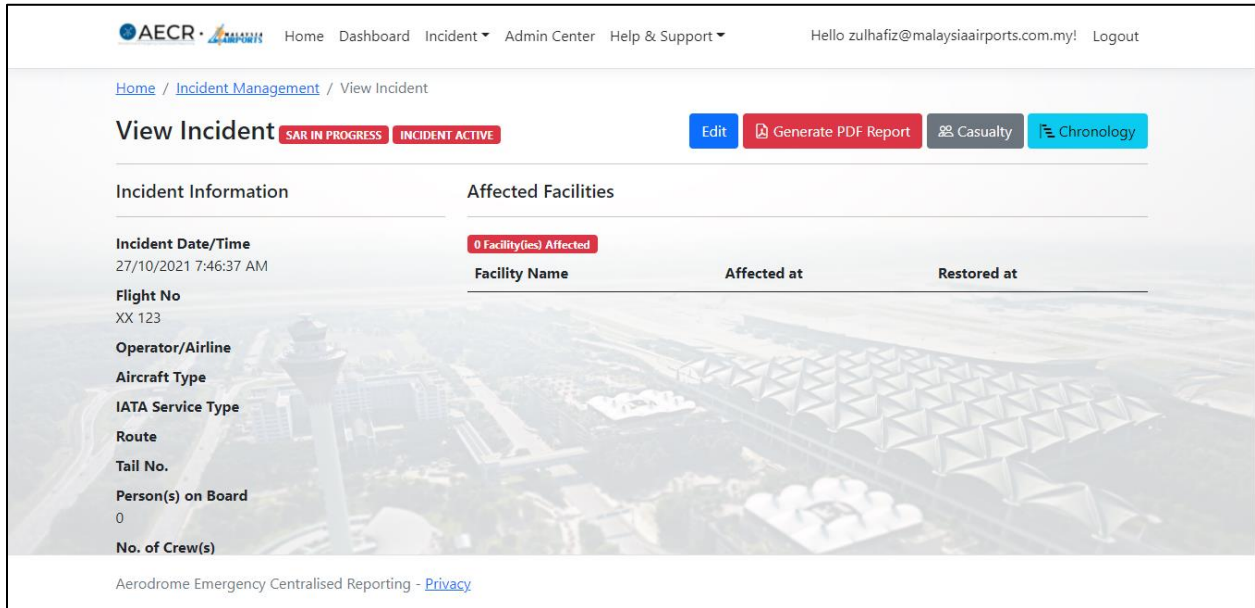


#### 2.1.4.4 Updating Incident

To update the active incident, click view to view the active incident

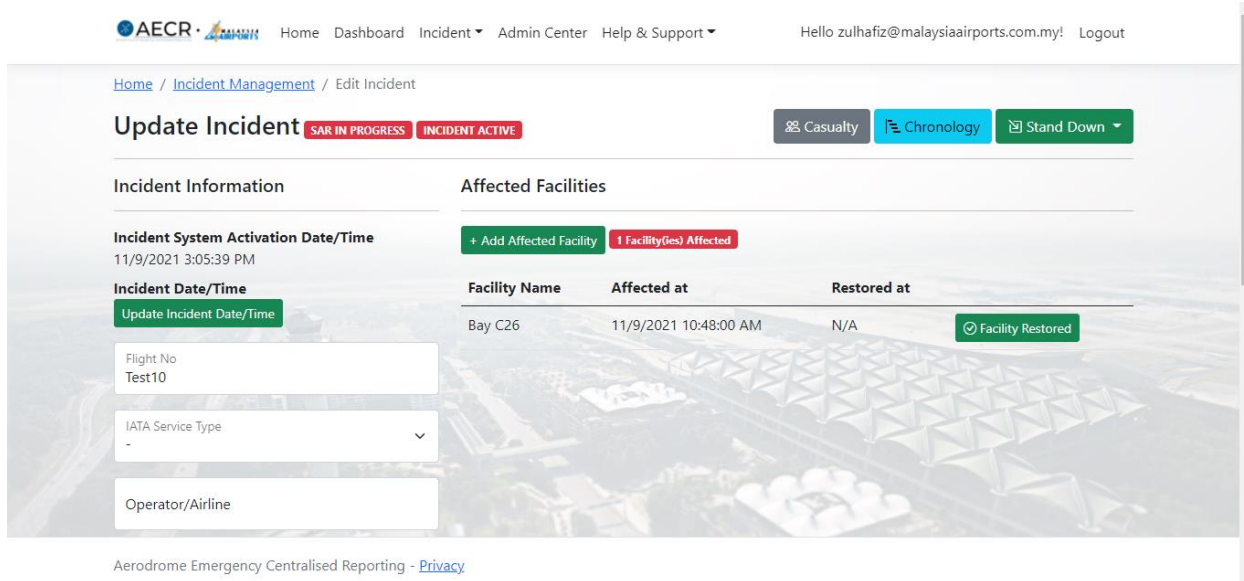


Click edit to enter edit page

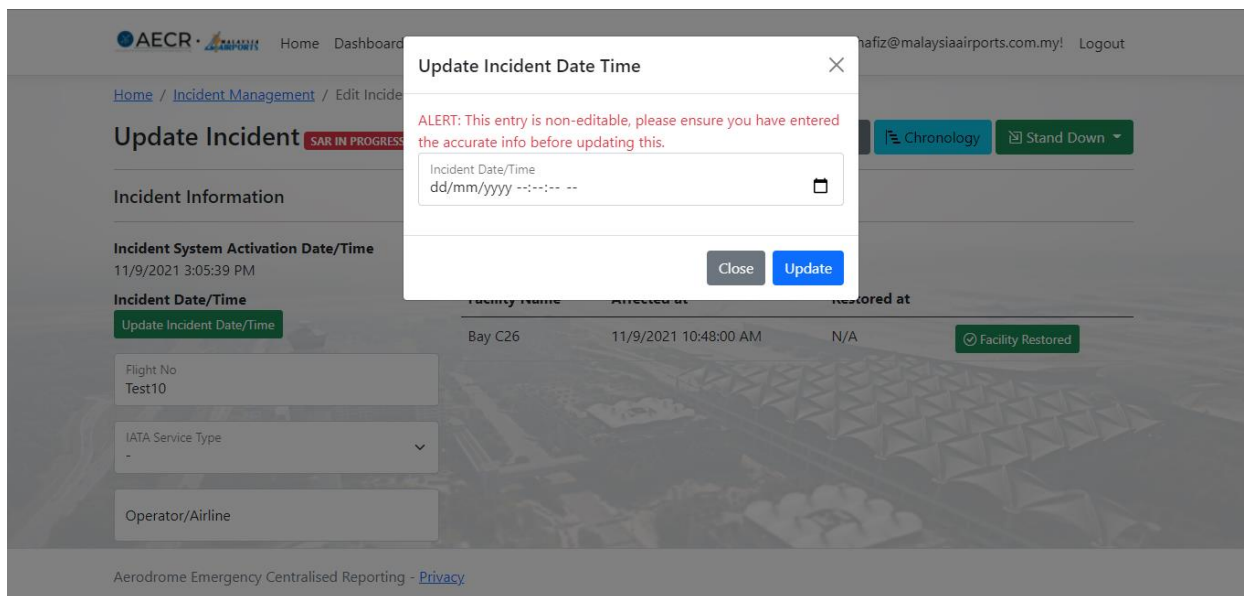


Here you can update the incident information such as IATA Service Type, Airline, Aircraft Type, etc.

Key in the info and click save to update.

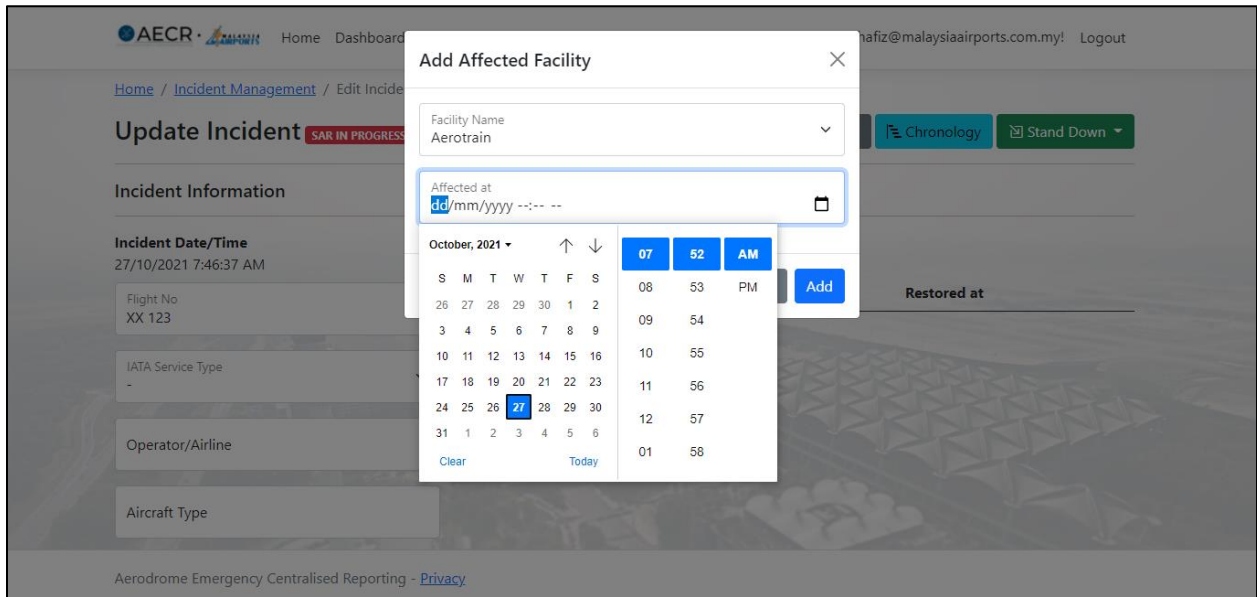


To update the actual incident time reported by ATC, click 'Update Incident Date/Time'. After clicked, the system will popup the window for user to key in the time. Click save update to save the info.



### 2.1.4.5 Add Affected Facility

Click '+ Add Affected Facility' to add affected facility during the incident. Select the Facility and the Affected time. Click Add to save.



### 2.1.4.6 Restore Affected Facility

To mark the facility as restored, click 'Facility Restored'.

The screenshot shows the 'Update Incident' interface. At the top, there are navigation links: Home, Dashboard, Incident, Admin Center, and Help & Support. The user is logged in as 'Hello zulhafiz@malaysiaairports.com.my!'. The page title is 'Update Incident' with status indicators 'SAR IN PROGRESS' and 'INCIDENT ACTIVE'. There are three tabs: 'Casualty', 'Chronology', and 'Stand Down'. The main content is divided into 'Incident Information' and 'Affected Facilities'. Under 'Incident Information', there are input fields for 'Flight No' (XX 123), 'IATA Service Type' (dropdown), 'Operator/Airline', and 'Aircraft Type'. The 'Affected Facilities' section has a '+ Add Affected Facility' button and a '1 Facility(ies) Affected' indicator. Below this is a table with columns 'Facility Name', 'Affected at', and 'Restored at'. The table contains one entry: 'Aerotrain' affected at '27/10/2021 7:52:00 AM' with 'Restored at' as 'N/A'. A green 'Service Restored' button is positioned to the right of the 'Restored at' field.

System will pop up the windows to update the facility restoration time. Key in the restore time and click 'Add'.

The screenshot shows the 'Restore Affected Facility' dialog box overlaid on the incident management page. The dialog has a title bar with a close button. Below the title is a text input field for 'Restored at' with a placeholder 'dd/mm/yyyy --:-- --'. A date and time picker is open, showing a calendar for 'October, 2021' with the 27th selected. To the right of the calendar is a time selection area with buttons for '07', '52', and 'AM'. Below the time selection is an 'Add' button. The background page is dimmed, showing the same incident management interface as the previous screenshot.

### 2.1.4.7 View Chronology

To view chronology of the active incident, click chronology button at the top right side of the screen.

**AECR** Home Dashboard Incident Admin Center Help & Support Hello zulfahiz@malaysiaairports.com.my! Logout

Home / Incident Management / Edit Incident

## Update Incident

SAR IN PROGRESS INCIDENT ACTIVE Casualty Chronology Stand Down

**Incident Information**

**Incident Date/Time**  
27/10/2021 7:46:37 AM

Flight No  
XX 123

IATA Service Type  
-

Operator/Airline

Aircraft Type

**Affected Facilities**

+ Add Affected Facility 1 Facility(ies) Affected

Facility Name	Affected at	Restored at
Aerotrain	27/10/2021 7:52:00 AM	N/A

Service Restored

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You will be redirected to the incident chronology page.

**AECR** Home Dashboard Incident Admin Center Help & Support Hello zulfahiz@malaysiaairports.com.my! Logout

Home / Incident Management / Incident Chronology

## Incident Chronology

27/10/2021 7:46:37 AM - XX 123

+ Add Chronology Return to Incident

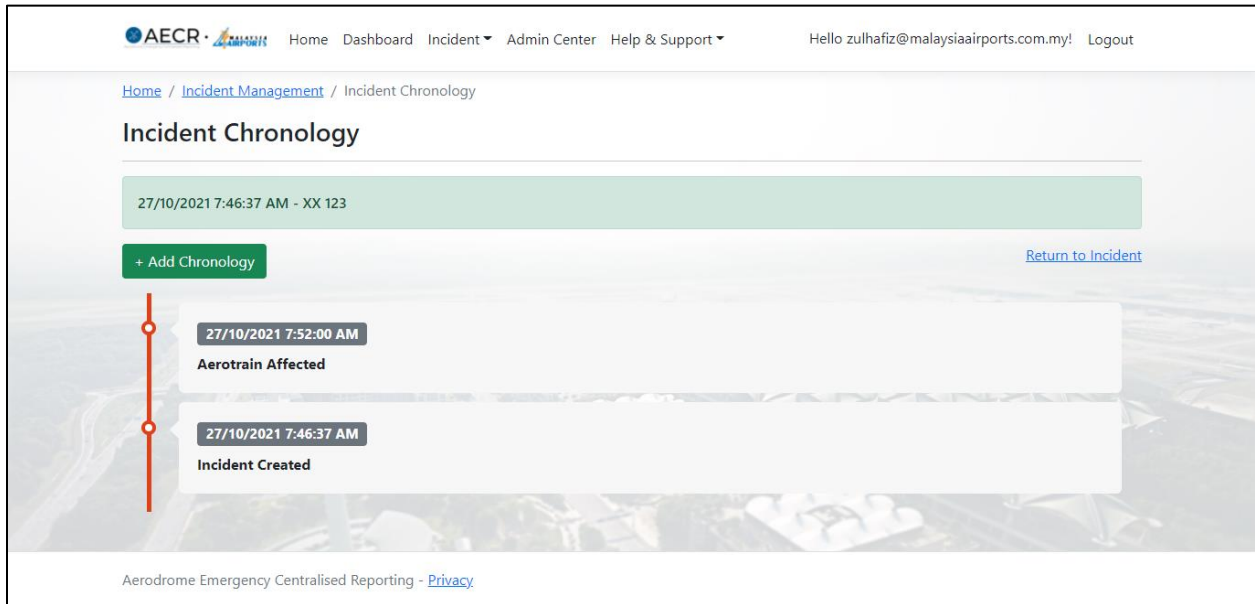
27/10/2021 7:52:00 AM  
**Aerotrain Affected**

27/10/2021 7:46:37 AM  
**Incident Created**

Aerodrome Emergency Centralised Reporting - [Privacy](#)

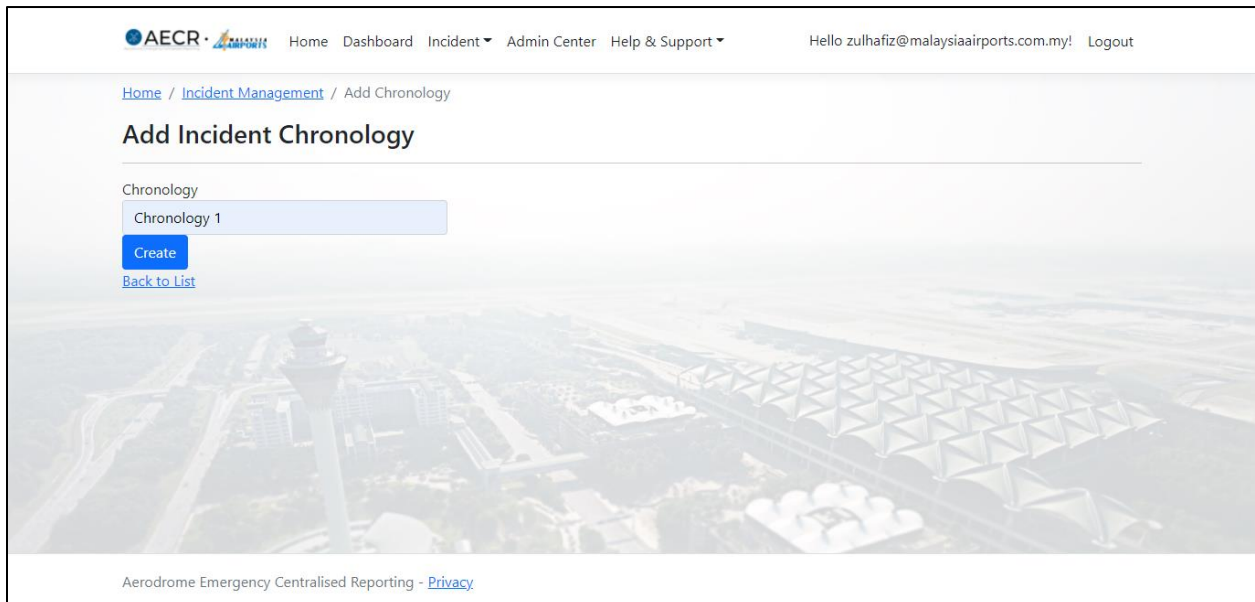
#### 2.1.4.8 Add Chronology of the Incident

To add chronology of the incident. Click '+ Add Chronology'.



The screenshot shows the 'Incident Chronology' page in the AECR system. The page header includes the AECR logo, navigation links (Home, Dashboard, Incident, Admin Center, Help & Support), and the user's email (Hello zulhafiz@malaysiaairports.com.my!) and a Logout button. The breadcrumb trail is 'Home / Incident Management / Incident Chronology'. The main heading is 'Incident Chronology'. Below this, there is a green bar with the text '27/10/2021 7:46:37 AM - XX 123'. A green button labeled '+ Add Chronology' is positioned to the left of a vertical timeline, and a blue link 'Return to Incident' is to the right. The timeline shows two entries: '27/10/2021 7:52:00 AM Aerotrain Affected' and '27/10/2021 7:46:37 AM Incident Created'. At the bottom, there is a footer with the text 'Aerodrome Emergency Centralised Reporting - Privacy'.

You will be redirected to the Add Incident Chronology Page. Type in the incident chronology and click Create. This entry following system time; thus, it is highly recommended to add the chronology as an when the event occurs to prevent backlog and inaccurate information recording.



The screenshot shows the 'Add Incident Chronology' page in the AECR system. The page header is identical to the previous screenshot. The breadcrumb trail is 'Home / Incident Management / Add Chronology'. The main heading is 'Add Incident Chronology'. Below this, there is a text input field labeled 'Chronology' containing the text 'Chronology 1'. A blue button labeled 'Create' is positioned below the input field, and a blue link 'Back to List' is to the left. At the bottom, there is a footer with the text 'Aerodrome Emergency Centralised Reporting - Privacy'.

### 2.1.4.9 View Casualty List for the selected incident

To View list of casualty fir the active incident, click 'Casualty'.

The screenshot shows the 'Update Incident' page. At the top, there is a navigation bar with 'Home', 'Dashboard', 'Incident', 'Admin Center', and 'Help & Support'. The user is logged in as 'Hello zulhafiz@malaysiaairports.com.my!'. The page title is 'Update Incident' with status indicators 'SAR IN PROGRESS' and 'INCIDENT ACTIVE'. There are buttons for 'Casualty', 'Chronology', and 'Stand Down'. The 'Incident Information' section includes fields for 'Incident Date/Time' (27/10/2021 7:46:37 AM), 'Flight No' (XX 123), 'IATA Service Type', 'Operator/Airline', and 'Aircraft Type'. The 'Affected Facilities' section has a '+ Add Affected Facility' button and a '1 Facility(ies) Affected' indicator. A table lists the affected facility:

Facility Name	Affected at	Restored at
Aerotrain	27/10/2021 7:52:00 AM	N/A

A 'Service Restored' button is visible next to the facility entry. The footer contains 'Aerodrome Emergency Centralised Reporting - Privacy'.

You will be brought to casualty listing page that has been filter according to the incident. To filter the casualty criteria, click Casualty filter Pane, select from the casualty filter and click 'Apply'.

The screenshot shows the 'Casualty Listing' page. At the top, there is a navigation bar with 'Home', 'Dashboard', 'Incident', 'Admin Center', and 'Help & Support'. The user is logged in as 'Hello zulhafiz@malaysiaairports.com.my!'. The page title is 'Casualty Listing'. A filter panel is open, showing the following filters:

- Incident: 27/10/2021 7:46:37 AM - XX 123
- Gender: -
- POB Category: -
- Exit Method: -
- Tag Code: -
- CurrentCriticality: -
- CurrentLocation: -

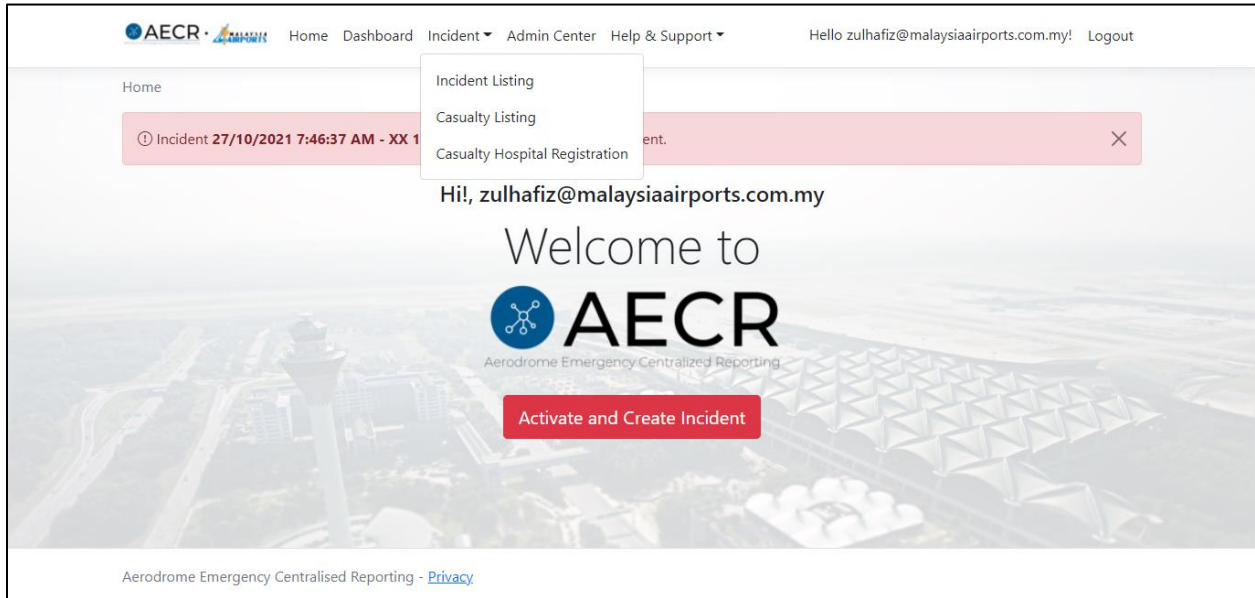
Buttons for 'Apply' and 'Clear Filter' are present. Below the filter panel, a table lists the casualty data:

Incident	Tag Code	Gender	POB Category	CurrentCriticality	CurrentLocation	Exit Method
----------	----------	--------	--------------	--------------------	-----------------	-------------

The footer contains 'Aerodrome Emergency Centralised Reporting - Privacy'.

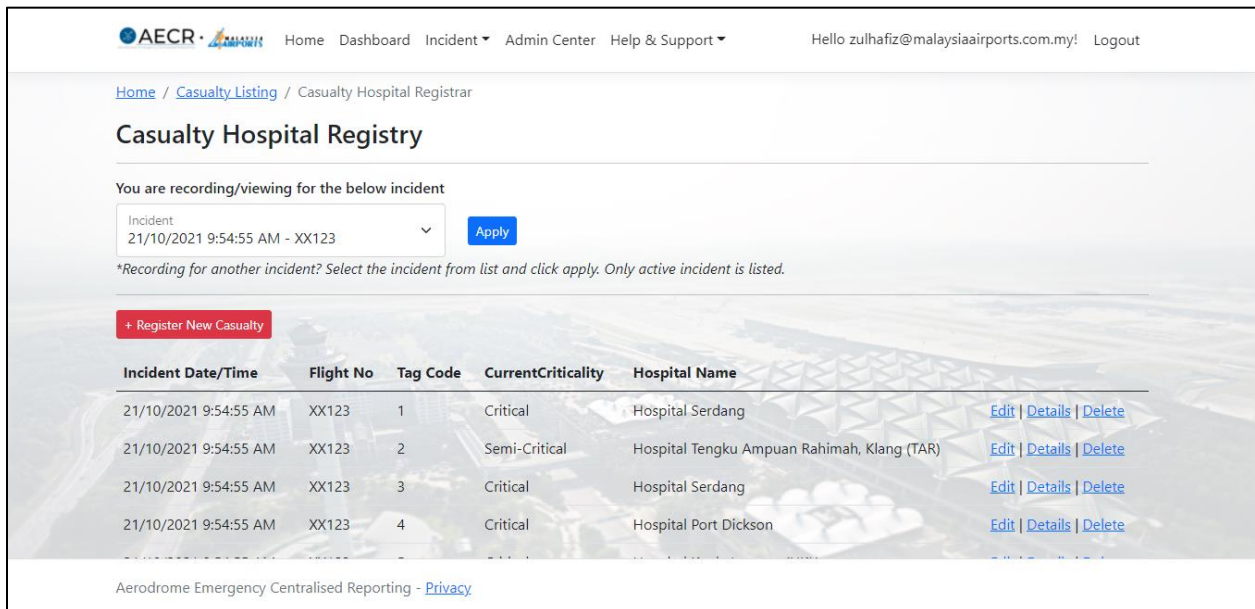
#### 2.1.4.10 Casualty to Hospital Registration Data Entry

This system provides the ability to healthcare provider to manually register the casualty to hospital in the event of the casualty is brought to the hospital directly from site other than designated central location such as ADU. To Access Casualty Hospital Registry Module, hover to 'Incident', then click at 'Casualty Hospital Registration'



Kindly ensure you are recording for the correct incident. If not, select the incident and click apply.

To add new casualty hospital registration, click '+ Register New Casualty'.



First, please select the tag number of the casualty and click 'Next'.

[Home](#) / [Casualty Listing](#) / [Casualty Hospital Registrar](#) / Casualty Hospital Registration (Step 1 of 2)

## Casualty Hospital Registration

**Incident Information**

Incident Date/Time	21/10/2021 9:54:55 AM
Flight No	XX123
Operator/Airline	XXX Airline
Aircraft Type	B777
IATA Service Type	
Route	AMS
Tail No.	9M-AEX
Person(s) on Board	100
No. of Crew(s)	10
No. of Passenger(s)	90
Nationality	Malaysia

**Step 1 of 2 - Tag Code Entry**

Tag No  
7

Aerodrome Emergency Centralised Reporting - [Privacy](#)

Then, Update the information of the casualty. Select Hospital.

[Home](#) / [Casualty Listing](#) / [Casualty Hospital Registrar](#) / Casualty Hospital Registration (Step 2 of 2)

## Casualty Hospital Registration

**Incident Information**

Incident Date/Time	21/10/2021 9:54:55 AM
Flight No	XX123
Operator/Airline	XXX Airline
Aircraft Type	B777
IATA Service Type	
Route	AMS
Tail No.	9M-AEX
Person(s) on Board	100
No. of Crew(s)	10
No. of Passenger(s)	90
Nationality	Malaysia

**Step 2 of 2 - Casualty/Hospital Information Initialization**

Current Severity

POB Category

Gender

Hospital Name

Notes

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Click 'Next' to save the data.

**Flight No** XX123  
**Operator/Airline** XXX Airline  
**Aircraft Type** B777  
**IATA Service Type**  
**Route** AMS  
**Tail No.** 9M-AEX  
**Person(s) on Board** 100  
**No. of Crew(s)** 10  
**No. of Passenger(s)** 90  
**Nationality** Malaysia  
**Aircraft Location** Runway 33L  
**SARIsActive**

Critical Semi-Critical

POB Category

Passenger Crew

Gender

Male Female Infant

Hospital Name  
Hospital Serdang

Notes

< Back to Tag Code Entry

Next >

### 2.1.4.11 Generate Report

To generate report, from the incident view page, click 'Generate PDF Report'

The screenshot displays the AECR (Aerodrome Emergency Centralised Reporting) system interface. At the top, there is a navigation bar with the AECR logo, user name 'Hello zulfahiz@malaysiaairports.com.my!', and a 'Logout' button. Below the navigation bar, the breadcrumb trail reads 'Home / Incident Management / View Incident'. The main heading is 'View Incident', followed by two status indicators: 'SAR IN PROGRESS' and 'INCIDENT ACTIVE'. To the right of these indicators are three buttons: 'Edit', 'Generate PDF Report', and 'Casualty'. Below the heading, there are two columns: 'Incident Information' and 'Affected Facilities'. The 'Incident Information' column lists various details: Incident Date/Time (27/10/2021 7:46:37 AM), Flight No (XX 123), Operator/Airline, Aircraft Type, IATA Service Type, Route, Tail No., Person(s) on Board (0), and No. of Crew(s). The 'Affected Facilities' column shows a red indicator '0 Facility(ies) Affected' and a table with columns for Facility Name, Affected at, and Restored at. The background of the page is a faded aerial view of an airport terminal.

**Incident Information**

**Incident Date/Time**  
27/10/2021 7:46:37 AM

**Flight No**  
XX 123

**Operator/Airline**

**Aircraft Type**

**IATA Service Type**

**Route**

**Tail No.**

**Person(s) on Board**  
0

**No. of Crew(s)**

**Aerodrome Emergency Centralised Reporting - [Privacy](#)**

**Affected Facilities**

**0 Facility(ies) Affected**

Facility Name	Affected at	Restored at
---------------	-------------	-------------

2.1.4.12 Stand Down Incident

To Stand Down the Incident, there are 2 categories of the Stand Down:

- 1. SAR
- 2. Incident

To Stand Down, click 'Stand Down' at the incident edit page, select SAR or incident.

The screenshot shows the AECR Incident Management interface. At the top, there is a navigation bar with the AECR logo, user name 'Hello zulfahfiz@malaysiaairports.com.my!', and 'Logout'. Below the navigation bar, the breadcrumb trail is 'Home / Incident Management / Edit Incident'. The main heading is 'Update Incident' with status indicators 'SAR IN PROGRESS' and 'INCIDENT ACTIVE'. On the right, there are buttons for 'Casualty', 'Chronology', and 'Stand Down'. The 'Stand Down' dropdown menu is open, showing 'SAR' and 'Incident' options. The page is divided into two main sections: 'Incident Information' and 'Affected Facilities'. The 'Incident Information' section includes fields for 'Incident System Activation Date/Time' (11/9/2021 3:05:39 PM), 'Incident Date/Time' (with an 'Update Incident Date/Time' button), 'Flight No' (Test10), 'IATA Service Type' (dropdown), and 'Operator/Airline'. The 'Affected Facilities' section has a '+ Add Affected Facility' button and a '1 Facility(ies) Affected' indicator. Below this is a table with columns 'Facility Name', 'Affected at', and 'Restored at'. The table contains one entry: 'Bay C26', '11/9/2021 10:48:00 AM', and 'N/A'. A 'Facility Restored' button is visible next to the entry. At the bottom, there is a footer link: 'Aerodrome Emergency Centralised Reporting - Privacy'.

## 2.1.5 View Historical Data

### 2.1.5.1 View All Incident and Historical Data

To view historical data of the incident, hover at 'Incident', then click at 'Incident Listing'

Home Dashboard Incident Admin Center Help & Support Hello zulhafiz@malaysiaairports.com.my! Logout

Home

Incident Listing  
Casualty Listing  
Casualty Hospital Registration

malaysiaairports.com.my

welcome to  
**AECR**  
Aerodrome Emergency Centralized Reporting

Activate and Create Incident

Aerodrome Emergency Centralised Reporting - [Privacy](#)

Click View/Edit to view the incident.

Home Dashboard Incident Admin Center Help & Support Hello zulhafiz@malaysiaairports.com.my! Logout

[Home](#) / Incident Management

### Incident Management

Incident Date/Time	Flight No	Operator/Airline	Aircraft Type	Tail No.	SARIsActive	
24/9/2021 10:32:24 AM	MH 653	Malaysia Airlines	B737-2H6	9M-MBD	<input type="checkbox"/>	<a href="#">View/Edit</a>
24/9/2021 11:47:40 AM	MH 17	Malaysia Airlines	B777-3H6	9M-MRD	<input type="checkbox"/>	<a href="#">View/Edit</a>
24/9/2021 12:32:44 PM	dd123				<input type="checkbox"/>	<a href="#">View/Edit</a>
27/9/2021 10:54:08 PM	MH 653				<input type="checkbox"/>	<a href="#">View/Edit</a>
28/9/2021 4:34:13 PM	MH 653				<input type="checkbox"/>	<a href="#">View/Edit</a>
30/9/2021 11:55:03 AM	dd123				<input type="checkbox"/>	<a href="#">View/Edit</a>
30/9/2021 11:56:40 AM	XX123				<input type="checkbox"/>	<a href="#">View/Edit</a>
30/9/2021 11:59:05 AM	fsdfse				<input type="checkbox"/>	<a href="#">View/Edit</a>

Aerodrome Emergency Centralised Reporting - [Privacy](#)

[Home](#) / [Incident Management](#) / View Incident

## View Incident

SAR IN PROGRESS INCIDENT ACTIVE

[Edit](#) [Generate PDF Report](#) [Casualty](#) [Chronology](#)

### Incident Information

**Incident Date/Time**  
27/10/2021 7:46:37 AM

**Flight No**  
XX 123

**Operator/Airline**

**Aircraft Type**

**IATA Service Type**

**Route**

**Tail No.**

**Person(s) on Board**  
0

**No. of Crew(s)**

### Affected Facilities

0 Facility(ies) Affected

Facility Name	Affected at	Restored at
---------------	-------------	-------------

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## 2.1.6 Help & Support

To Access Help & Support, kindly hover at 'Help & Support'

**AECR** Home Help & Support Login

Home

Hi!, Welcome to Aerodrome Emergency Centralised Reporting (AECR) System.

To continue, please login.

To access scanning facility, click [here](#)

User Manual  
Frequently Asked Question (FAQ)  
Privacy

MAHB Corporate Users, use Single Sign On (SSO) below to log in

For non-MAHB, use a local account to log in

Malaysia Airports Single Sign On (SSO)

Email

Password

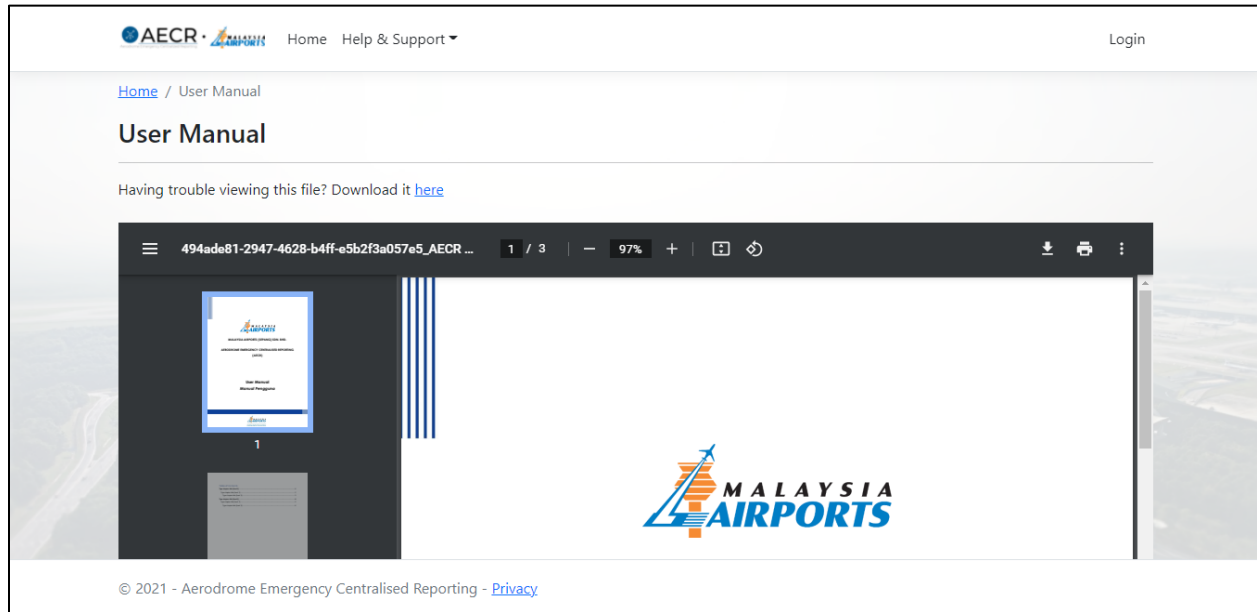
Remember me? [Forgot your password?](#)

Log in

Aerodrome Emergency Centralised Reporting - [Privacy](#)

### 2.1.6.1 User Manual

Click at the User Manual to View the latest User Manual



### 2.1.6.2 Frequently Asked Question

Click at FAQ, to view list of Frequently Asked Question (FAQ)

**AECR** Home Help & Support Login

Home / Frequently Asked Question (FAQ)

## Frequently Asked Question (FAQ)

**Q : How to access scan module?** ^



A : The scanning module can be accessed from <https://aecr.malaysiaairports.com.my/scan>

**Q : I have trouble logging in, who should I refer or call?** v

Aerodrome Emergency Centralised Reporting - [Privacy](#)

### 2.1.6.3 Privacy Notice

Click at privacy to view MA (Sepang) privacy notice

 Home Help & Support  Login

[Home](#) / [Privacy Notice](#)

## Privacy Notice

This Privacy Notice sets out how Malaysia Airports Holdings Berhad ("MAHB") and its wholly owned subsidiaries (excluding Malaysia Airports Sdn. Bhd., Malaysia Airports (Sepang) Sdn. Bhd., including Sama-Sama KL International Airport Hotel, Malaysia Airports (Niaga) Sdn Bhd and Eraman (Malaysia) Sdn. Bhd. as well as its e-commerce website www.shopMYairports.com.my), will handle personal information in accordance with the Personal Data Protection Act 2010 ("PDPA") and the laws of Malaysia.

1. What This Privacy Notice Explains This Privacy Notice explains:

- o What kind of personal information we collect
- o How we collect your personal information
- o How we use your personal information
- o When we disclose your personal information
- o Access to your personal information
- o Correcting your personal information
- o Online dealings with MAHB and/or its subsidiaries

Please note that this Privacy Notice does not cover personal information collected or held by us about our employees and is to be read subject to any overriding provision of law.

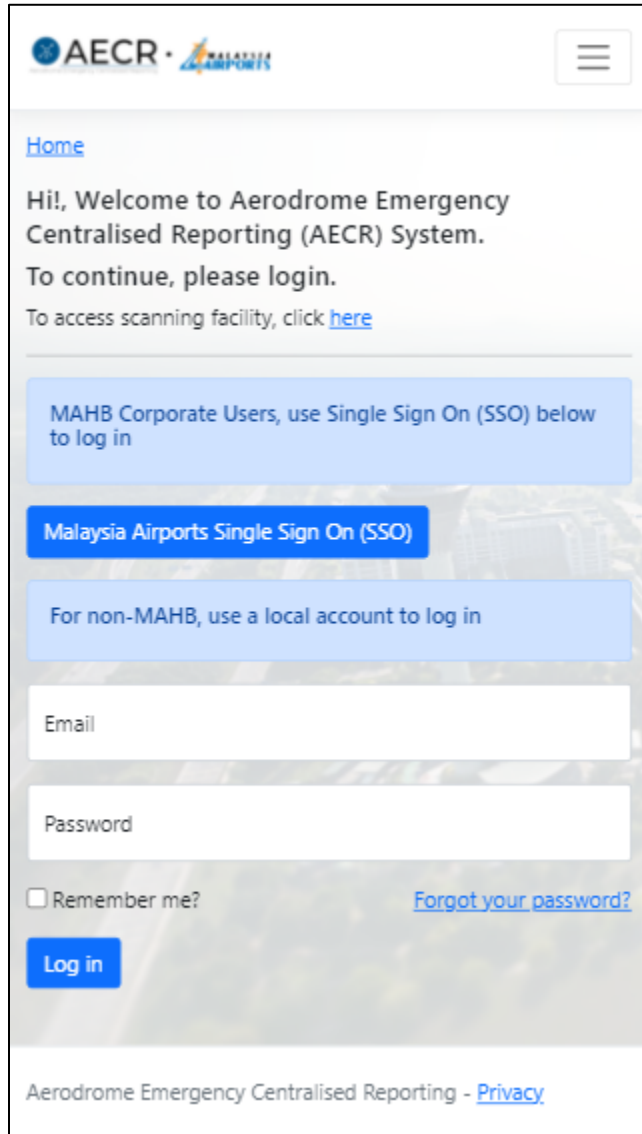
2. Our Commitment To You We at MAHB and our subsidiaries, value the trust of our customers, airport users and of the public. We are committed to protecting your personal information and ensuring that your personal information is used only for the purposes stated herein and/or as otherwise provided for in law.

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## 2.2 Scanning Module

### 2.2.1 Accessing Scanning Facility

To access scanning facility, go to <https://aecr.malaysiaairports.com.my> . Then click 'here' at the 'To Access Scanning Facility'



The screenshot shows the login interface for the Aerodrome Emergency Centralised Reporting (AECR) System. At the top left is the AECR logo with the Malaysia Airports logo to its right. A hamburger menu icon is in the top right corner. Below the logo is a 'Home' link. The main heading reads 'Hi!, Welcome to Aerodrome Emergency Centralised Reporting (AECR) System.' followed by 'To continue, please login.' and a link 'here' to access the scanning facility. A light blue box contains the instruction: 'MAHB Corporate Users, use Single Sign On (SSO) below to log in'. Below this is a blue button labeled 'Malaysia Airports Single Sign On (SSO)'. Another light blue box says 'For non-MAHB, use a local account to log in'. There are two input fields: 'Email' and 'Password'. Below the password field is a checkbox for 'Remember me?' and a link 'Forgot your password?'. A blue 'Log in' button is at the bottom left. At the bottom of the page, it says 'Aerodrome Emergency Centralised Reporting - [Privacy](#)'.

## 2.2.2 System Stand-by Mode

In the event of no incident. The system will be in Stand-By Mode and no data entry is permitted.



### Aerodrome Emergency Centralised Reporting

*Seamless Communication and Reporting*

#### Triage Tag Scan

No Active Incident and Search & Rescue Activity.  
System in stand by mode.

Access to this platform and infrastructure is govern  
by Malaysia Airports Group of companies usage  
and security policy. Each access is logged and  
monitored.

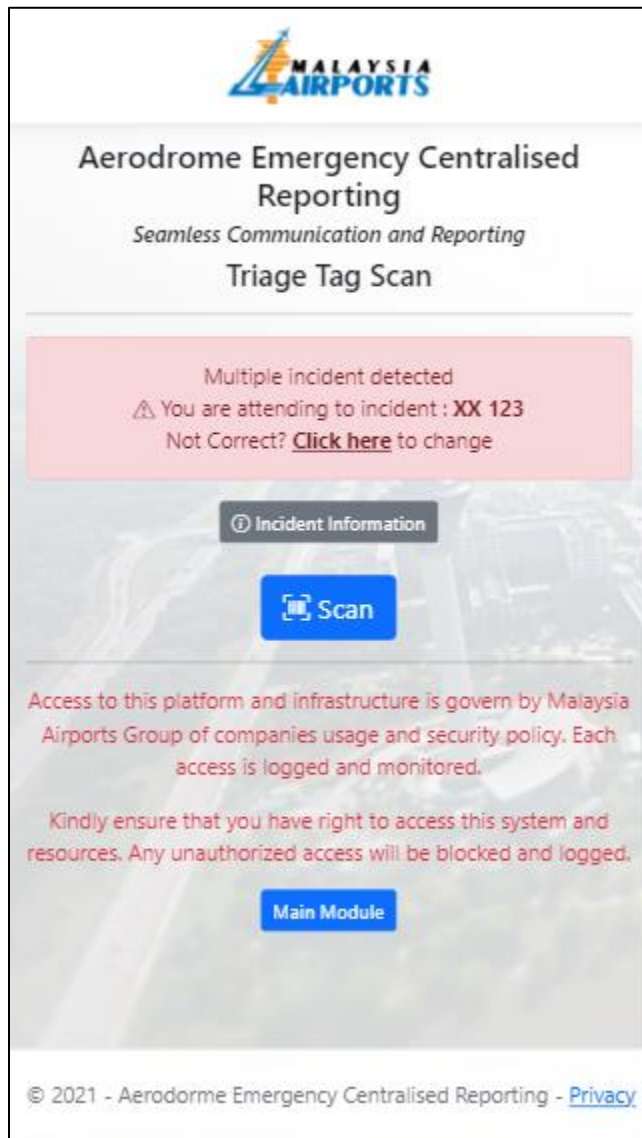
Kindly ensure that you have right to access this  
system and resources. Any unauthorized access will  
be blocked and logged.

[Main Module](#)

Aerodrome Emergency Centralised Reporting - [Privacy](#)

### 2.2.3 Multiple Incident

In the event of multiple incidents, the system will prompt with multiple incident alert and the option for the user to switch between the incident. To switch, click 'click here' at the Click here to switch incident.



Select the incident from list and click 'Select'



## Aerodrome Emergency Centralized Reporting

*Seamless Communication and Reporting*

### Triage Tag Scan

Please select the incident that you are attending to

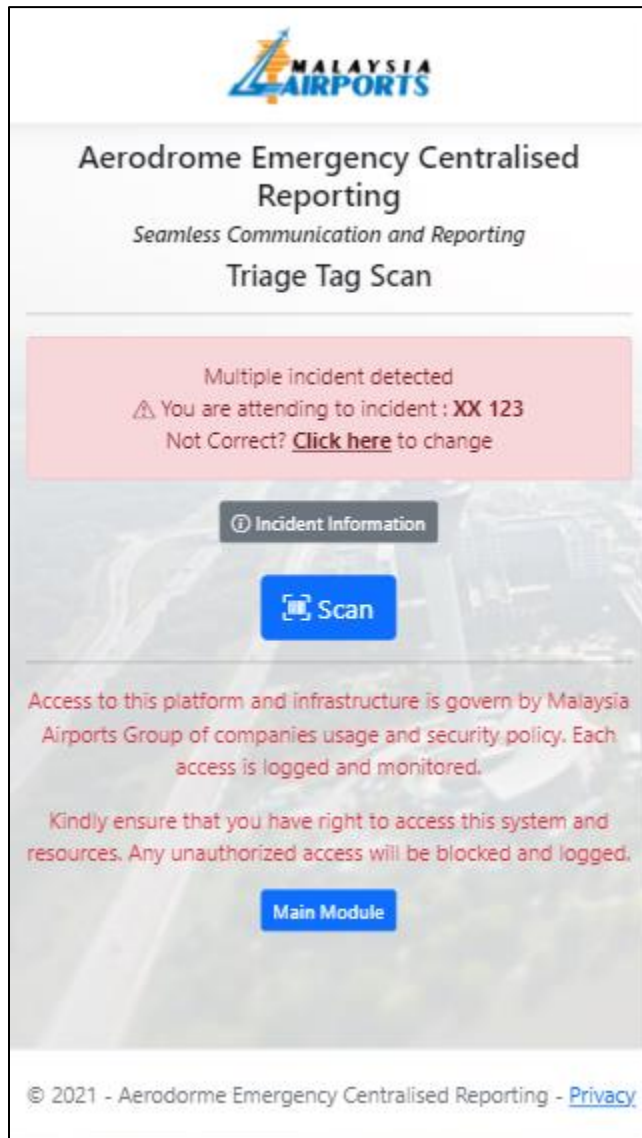
Incident  
21/10/2021 9:54:55 AM - XX123 ▼

Select

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## 2.2.4 Viewing Incident Information on the go

To view incident Information on the go, click 'Incident Information'



The screenshot displays the mobile interface for the Aerodrome Emergency Centralised Reporting system. At the top, the Malaysia Airports logo is visible. The main heading is "Aerodrome Emergency Centralised Reporting" with the tagline "Seamless Communication and Reporting" and "Triage Tag Scan". A pink notification box indicates "Multiple incident detected" and "You are attending to incident : XX 123", with a link to "Click here" if not correct. Below this is a grey button labeled "Incident Information" and a blue "Scan" button with a QR code icon. A red disclaimer states: "Access to this platform and infrastructure is govern by Malaysia Airports Group of companies usage and security policy. Each access is logged and monitored." and "Kindly ensure that you have right to access this system and resources. Any unauthorized access will be blocked and logged." A blue "Main Module" button is at the bottom. The footer contains "© 2021 - Aerodorme Emergency Centralised Reporting - [Privacy](#)".



## Aerodrome Emergency Centralised Reporting

### Incident Information

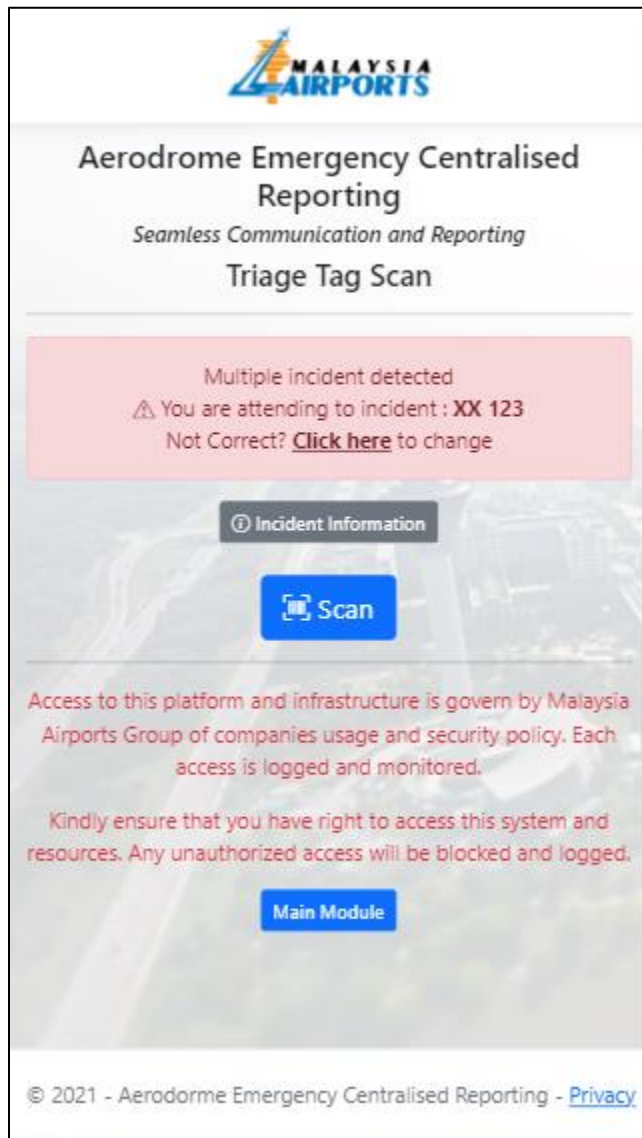


<b>Incident Date/Time</b>	21/10/2021 9:54:55 AM
<b>Flight No</b>	XX123
<b>Operator/Airline</b>	XXX Airline
<b>Aircraft Type</b>	B777
<b>IATA Service Type</b>	
<b>Route</b>	AMS
<b>Tail No.</b>	9M-AEX
<b>Person(s) on Board</b>	100
<b>No. of Crew(s)</b>	10
<b>No. of Passenger(s)</b>	90
<b>Nationality</b>	Malaysia
<b>Aircraft Location</b>	Runway 33L

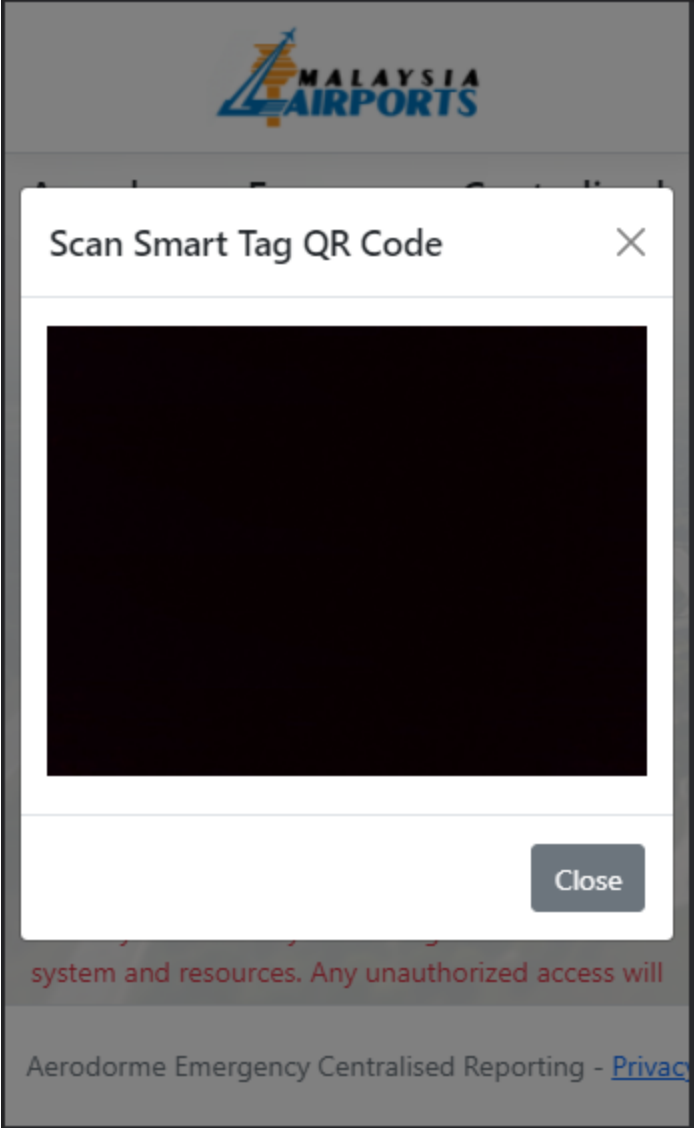
Close

## 2.2.5 Initial Casualty Triage Tag Scanning QR Code

To Access scanning, click 'Scan'. Flip the Triage card according to the casualty criticality and scan the QR Code



The popup will be showed up to scan. For the first time, the user will be asked the permission to use the device camera.



Update the information and click 'save' to save the info.



## Initial Scan

### Casualty Information

Incident  
XX123

Tag Code  
1

Current Severity  
Semi-Critical

#### POB Category

Passenger

Crew

#### Gender

Male

Female

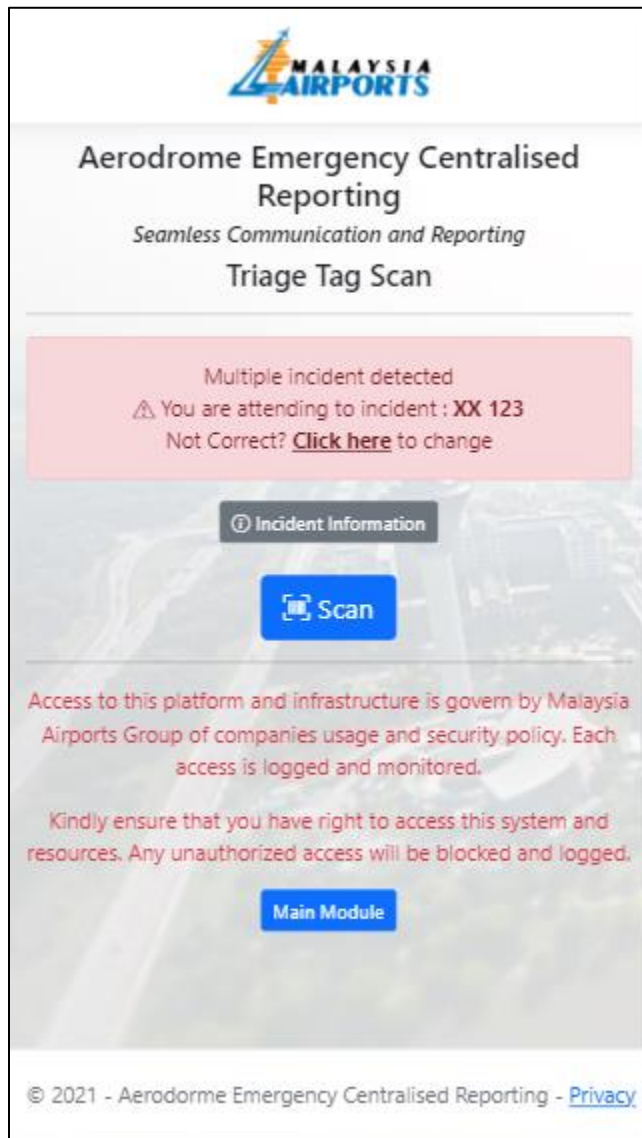
Infant

Aerodrome Emergency Centralised Reporting - [Privac](#)

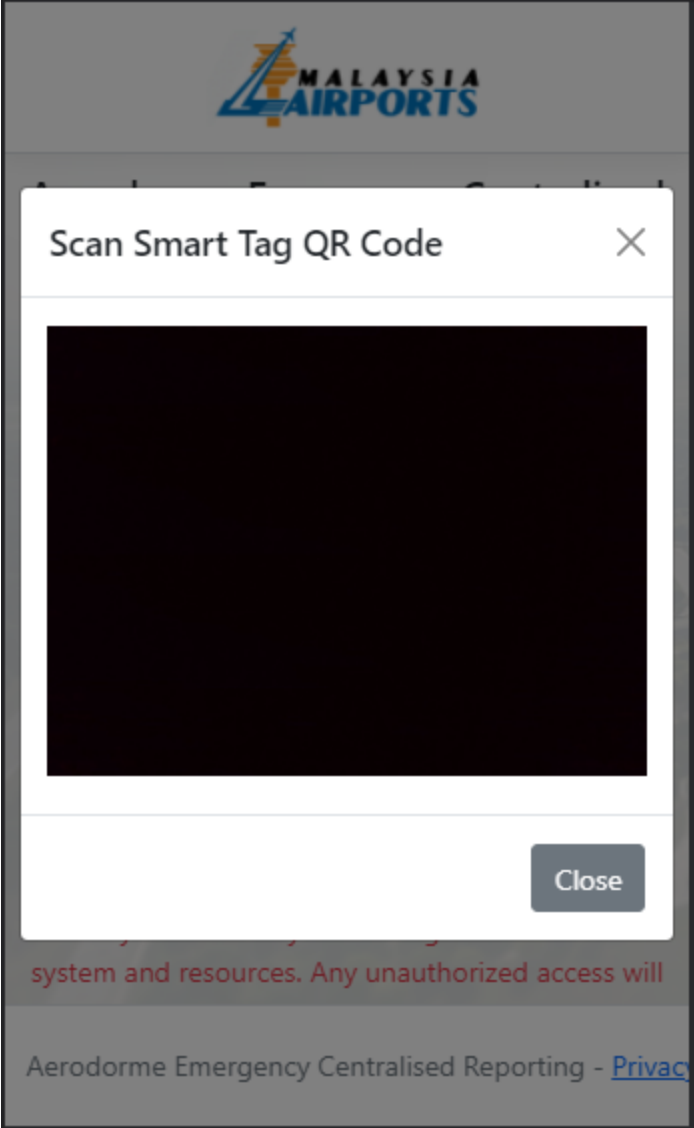
---

## 2.2.6 Updating Casualty Information – No Criticality Change

To Access scanning, click 'Scan'. Flip the Triage card according to the casualty criticality and scan the QR Code



The popup will be showed up to scan. For the first time, the user will be asked the permission to use the device camera.



Update the information and click 'save' to save the info.



## Initial Scan

### Casualty Information

Incident  
XX123

Tag Code  
1

Current Severity  
Semi-Critical

#### POB Category

Passenger

Crew

#### Gender

Male

Female

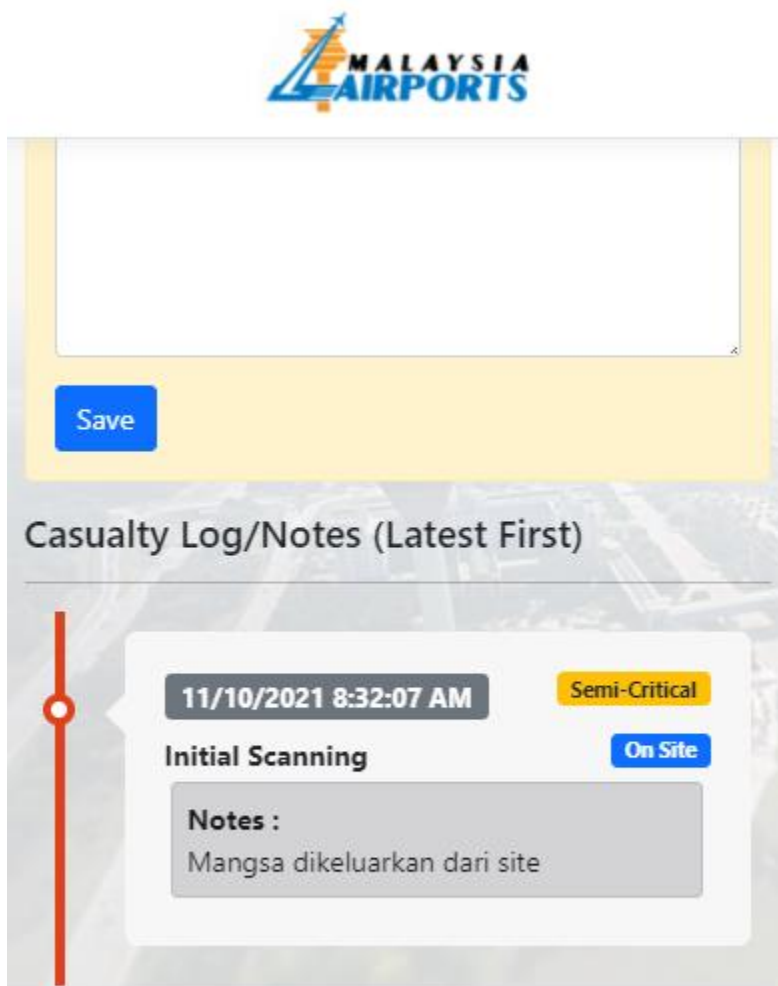
Infant

Aerodrome Emergency Centralised Reporting - [Privac](#)

---

### 2.2.7 View Casualty Information – Past record

To view the casualty Log, scan the Triage Tag QR Code and scroll at Casualty Log.



Aerodorme Emergency Centralised Reporting - [Privacy](#)

### 2.2.8 Changing Casualty Criticality

To Access scanning, click 'Scan'. Flip the Triage card to the new criticality according to the casualty criticality and scan the QR Code



## Aerodrome Emergency Centralised Reporting

*Seamless Communication and Reporting*

### Triage Tag Scan

Multiple incident detected

⚠ You are attending to incident : **XX 123**  
Not Correct? [Click here](#) to change

📄 Incident Information

📷 Scan

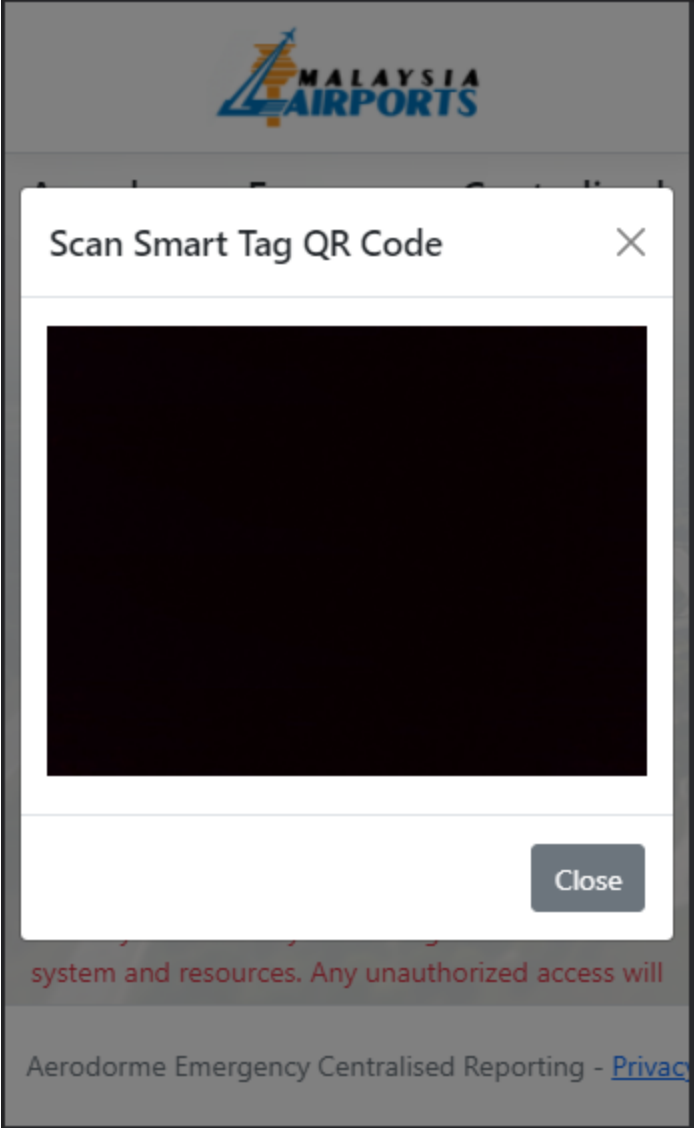
Access to this platform and infrastructure is govern by Malaysia Airports Group of companies usage and security policy. Each access is logged and monitored.

Kindly ensure that you have right to access this system and resources. Any unauthorized access will be blocked and logged.

Main Module

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The popup will be showed up to scan. For the first time, the user will be asked the permission to use the device camera.



Update the information and click 'save' to save the info.



## Initial Scan

### Casualty Information

Incident  
XX123

Tag Code  
1

Current Severity  
Semi-Critical

#### POB Category

Passenger

Crew

#### Gender

Male

Female

Infant

Aerodrome Emergency Centralised Reporting - [Privac](#)

---

### 2.2.9 Releasing Uninjured Casualty at Survivor Reception Center (SRC)

The system will auto detect of the casualty is ready to be release if match the below criteria:

1. Casualty at 'Casualty Release Point'
2. No Criticality Change for the casualty

If the system detects these 2 criteria, the system will provide the ability to release this casualty by showing 'Release' button at the side of the 'save' button. Click the release button to go to release page.



POB Category

Gender

Current Location

Notes

Aerodrome Emergency Centralised Reporting - [Privacy](#)

Fill in all the required info and click 'Release'



Tag Code

1

Current Severity

Non-Critical

POB Category

Passenger

Crew

Gender

Male

Female

Infant

Exit Method

Airline

Next of Kin

Release

Casualty Log/Notes (Latest First)

Aerodrome Emergency Centralised Reporting - [Privacy](#)