Harmony v7 Upgrade – FAQs

What is happening?

Airservices Australia is implementing a new a version of Metron Harmony (v7.0.3) used to manage the Ground Delay Program into Melbourne, Sydney, Brisbane and Perth airports. Harmony is being upgraded to provide enhanced functionality to users and support future ATFM initiatives such as Long Range ATFM.

What is changing?

The Harmony v7.0.3 web client has been significantly redesigned with an improved user interface and new features such as:

- New look and feel
- New ways of configuring and saving 'work views' (formerly called 'display profiles')
- Demand graphs – allowing you to monitor the overall demand for an airport
- Live aircraft map – allowing you to see airborne aircraft in position in real time
- Some terminology changes and additional data fields
- Slot change notification to pilots (ability to enter mobile contact details – note these details might be visible to other CDM participants)
- Password reset self-service functionality

Will I need a new URL?

Yes. The new URL for Harmony will be https://atfm.airservicesaustralia.com. You will be redirected to the new version if you log in to the old address. However, for quicker access, make sure you update your bookmarks and favourites once we go live.

Do I need a new user name or password?

No. You can use your current Harmony user name and password to access v7.0.3.

What browser should I use?

Harmony v7.0.3 is designed to work best Internet Explorer (10 & 11) and Firefox (45 ESR & 52 ESR) (Windows & Linux).

What will happen at cutover?

For AIRCRAFT OPERATORS

At the point of cutover, you will receive a Whispir notifying you of the system outage while we switch to the new version and undertake testing.

Once we have successfully completed the cutover, you will receive another Whispir notifying you that Harmony is back in service and you can simply log into Harmony via the new URL.

When you log in for the first time, you will need to set up your work views and upload schedules for flights active and not yet departed.

Details on how to do this are located in the *Metron Harmony v7.0.3 – Web Client User Guide* or the *Metron Harmony 7.0.3 – Training Pack* available on the Airservices website.

Business will continue as usual using the new software.

For READ ONLY USERS

At the point of cutover between 22:00hrs and 04:00 hrs AEST on 1-2 April, you will receive a Whispir notifying you of the system outage while we switch to the new version and undertake testing.

Once we have successfully completed the cutover, you will receive another Whispir notifying you that Harmony is back in service and you can simply log into Harmony via the new URL.

When you log in for the first time, you will need to set up your work views (eg. flight lists). Details on how to do this are located in the *Metron Harmony v7.0.3 – Quick Reference Guide (Read Only User).*

Business will continue as usual using the new software.

What if I can't sign in?

If you have any issues on Day 1, please contact the NCC on 1300 272 662 or via email.

What if my user name or password doesn't work?

If you have any issues on Day 1, please contact the NCC on 1300 272 662 or via email.

What happens if there is a GDP scheduled for the day of go-live?

If we need to run a GDP for the day following cutover, we will run one the night prior in v3.1.2 (as per normal procedure). We will then re-run the same GDP in Harmony v7 after the cutover before operations start on the following day and business will continue as usual.

How do I find out more information?

For instructions in the basic setup and use of the Harmony v7.0.3 web client (read only users), download the *Metron Harmony v7.0.3 – Quick Reference Guide (Read Only User).*

For detailed instructions on how to use the Harmony v7.0.3 web client and access additional features, download the *Metron Harmony v7.0.3 – Web Client User Guide* or the *Metron Harmony 7.0.3 – Training Pack.*

To attend a 45 min training session via webex in the weeks leading up to go-live, contact the project team.

These FAQs will be updated on a regular basis and available on the Airservices website.

Where do I go for support?

For any questions in relation to the Harmony v7 Upgrade prior to go-live, contact the project team. For support post go-live, contact NCC on 1300 272 662 or via email.