

ENII Frequently Asked Questions

Contact Information: “who do I contact for help?”

ENII Contact Information		Western Service Area	Central Service Area	Eastern Service Area	Miami Service Area
Issue	Hours	<u>PRC Hub</u>	<u>FTW Hub</u>	<u>DCA Hub</u>	<u>MIA Hub</u>
Phone Help Issuing or Cancelling a NOTAM	24/7	1-877-487-6867 (1-877-4-US-NTMS)			
<u>Unlock Account</u>	24/7	Email: enii-registration.fc-afss@lmco.com			
Fax to Update: <u>Authorized User list</u>	M-F Business	928-772-4390	817-490-6681	571-223-1597	305-253-7640
Phone to Update: <u>Authorized User list</u>	M-F Business	928-583-6111	817-541-3461 817-541-3462	703-723-4588	233-261-2611 Request Plans & Procedures Specialist (PPS)
Technical Support	24/7	NAIMES Help Desk Phone: 1-866-466-1336 Email: 7-awa-naimes@faa.gov			

Registration/Access

- “Where is your site?”
 - Please access ENII at the following link: <https://notams.aim.faa.gov/en2/>
- “How do I get an account?”
 - If you previously used eNOTAM, please use the New User Registration located on the main ENII page (please register as a “Submitter”).
 - A Flight Service Administrator will review your account, assign a group and approve the account. This process may take a few days.
 - If you are new to your airport/group, have your manager call the Administrator at the Flight Service Hub to add your name to the Authorized User List:
 - Eastern Service Area (DCA Hub): 703-723-4588 (Fax: 571-223-1597)
 - Miami Service Area (MIA Hub): 223-261-2611 (Request PPS) (Fax: 305-253-7640)
 - Central Service Area (FTW Hub): 817-541-3461/3462 (Fax: 817-490-6681)
 - Western Service Area (PRC Hub): 928-583-6111 (Fax: 928-772-4390)
 - Next, fill out the New User Registration and await account approval.
- “I cannot log in: I am locked out”
 - Please email enii-registration.fc-afss@lmco.com to unlock your account.
- “I cannot log in: incorrect user credentials”
 - Verify that you are entering the correct email address and password
 - Use “Forgot My Password” feature to reset password before getting locked out (5 attempts)
 - You will receive an email with a link to reset your password.
- “I cannot log in: it says Approval Pending OR no Groups have been assigned yet”
 - Your account needs to be reviewed by a Flight Service Administrator, please send an email to enii-registration.fc-afss@lmco.com.

Using ENII

- “When I try to issue a NOTAM, it says I do not have keyword permission”
 - Not all users will have access to all keywords. Please contact the Flight Service Administrators to review your group keyword permission.
- “I cannot issue a NOTAM, I do not see any keywords”
 - Please type the three character identifier in the Facility/Identifier field.
 - The facility name should appear in a blue box. Once selected, the keywords will populate below.
 - If the airport name does not appear (see the diagram below), please contact the Hub Administrator to verify the locations that should be assigned to your group.
- “Are comments required?”
 - Comments are not required but may help the Flight Service Specialist reviewing your NOTAM.

Editor 1

All Other NOTAM(s) ASR/A5II Obstructions

Facility/Identifier: DCA

Keyword: DCA-RONALD REAGAN WASHINGTON NATIONAL

Start Date (UTC) End Date (UTC)

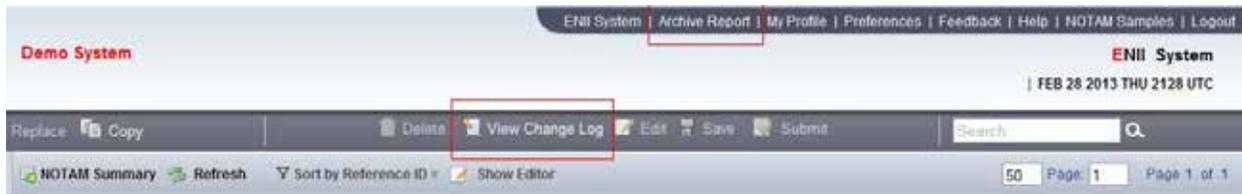
Start Now

MM/dd/yyyy hhmm MM/dd/yyyy hhmm [Reset](#) [Check Local Time](#)

Check here if the NOTAM is relevant only during specified times within the overall effective period

NOTAMs in ENII

- “I cannot see all of my NOTAMs”
 - Other NOTAMs may have been issued by other organizations (Tech Ops, Tower Light Companies) or by a Flight Service Specialist. If you submit NOTAMs by phone, you should cancel these NOTAMs by phone as they will not appear in your ENII account.
 - To cancel NOTAMs not in ENII: 1-877-4-US-NTMS (1-877-487-6867)
- “Which NOTAMs should I be seeing in ENII?”
 - You will only see NOTAMs issued in ENII by members of your group.
- “Why was my NOTAM cancelled or replaced?”
 - Comments added to the NOTAM can be viewed in the Change Log (click View Change Log after selecting the NOTAM)
 - For further clarification, please contact Flight Service:
 - 1-877-4-US-NTMS (1-877-487-6867)
- “The change you made was incorrect but it is now published online”
 - Please call Flight Service to make a change: 1-877-4-US-NTMS (1-877-487-6867)
 - Please do not use Feedback or email for this issue – these sources are not monitored 24/7.



NOTAM History: Change Log and Archive Report

- “How can I see the history of a NOTAM?”
 - Select the NOTAM and click on View Change Log to access the NOTAM history.
- “Can I see a report of my NOTAMs from the last year?”
 - NOTAMs entered in ENII will appear in the Archive Report (link to reports is located in the top right hand toolbar).
 - Please note NOTAMs entered by calling Flight Service or published prior to ENII activation will not be available in the Archive Report.
- “How far back can I view my NOTAMs?”
 - You can see NOTAMs from up to the last 30 days in the NOTAM Summary (this duration can be changed in Preferences).
 - For NOTAMs from more than 30 days ago, use the Archive Report to access the NOTAM details.

Email Distribution

- “Will I get an email when my NOTAM is activated?”
 - You will receive email confirmation when your NOTAM is published or cancelled. You may forward this to third parties for confirmation.

Other Questions

- “I am trying to use an iPad and the screen is not refreshing”
 - This is a compatibility issue with the Safari browser. Please ask your IT department to install the Chrome browser for improved ENII usability.
- “Where can I get some examples for NOTAM formatting?”
 - NOTAM Samples are provided in the top right-hand corner toolbar.
 - FAA Order [7930.2P](#) NOTAM Policy provides guidance on how to format NOTAMs.
 - Additional guidance on how to format field condition (FICON) NOTAMs can be found in the notice N JO [7930.100](#).
 - For further help formatting a NOTAM, please contact Flight Services:
 - 1-877-4-US-NTMS (1-877-487-6867)
- “Will airports still be able to call LMFS to have them enter their NOTAMs?”
 - Yes, LM will still receive phone calls and enter NOTAMs.
- “How long will ENII be around? “
 - At least through September 30, 2015 and probably longer.
- “Is there a class that my staff and I can take for ENII?”
 - While there is not a training class for users to take, there is a User’s Guide for the customer available on the ENII Website (see below) and accessed via the HELP link: <https://notams.aim.faa.gov/en2subuserguide.pdf>