



IT & SECURITY FAQ

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This guide provides answers to technical, security, and compliance questions in relation to the MAYDAY Training Tools. It is designed to support IT departments and facilitators in understanding system requirements, data handling, and IT procedures.

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Part 1: FAQ (SYSTEM USERS)

1. Getting Started

1.1 How do I log in to MAYDAY?

The digital MAYDAY Training Tools can be accessed through this link:

<https://mayday.aeroteam.dk/>

There are currently three different platforms:

[CRM Training Aeroplanes](#)

[CRM Training Helicopter](#)

[Human Factors Training for Maintenance](#)

Click on the platform which is included in your agreement.

Once you have selected the platform, it is easy to log in. We distinguish between three types of users:

- **Administrators:** The green button that says “Administrator” is reserved for selected personnel at AEROTEAM Training Solutions® (ATS). Administrators log in using their registered **email address** and **personal password**. Administrator accounts are created and managed by ATS only. Once created, administrators receive an invitation email that allows them to set their password and access all administrative functions.
- **Facilitators:** Facilitators log in with their **email address** and **personal password** using the “facilitator” tab. Their account is created by an ATS administrator, after which the facilitator receives an email with instructions to set a password. When Single Sign-On (SSO) is enabled for a customer agreement, facilitators may also log in through their organisation’s identity provider. SSO is an add-on feature. Please contact ATS for more information.
- **Training users:** Training users do **not** have personal accounts and do **not** provide any personal information. Participants join a training session by entering the **unique game code** into the “Group” tab. The game code is provided by the facilitator. No email, password, or SSO is required for training users.



1.2 What devices and browsers are supported?

MAYDAY is a fully web-based platform and does not require any software installation. The system works on all modern devices and browsers that support standard HTML5 web technologies.

Supported devices

Desktop computers
Laptops
Tablets
Mobile phones

Supported browsers

Google Chrome
Safari (macOS and iOS)
Microsoft Edge

We recommend that users access MAYDAY from their computers or tablets for the best learning experience.

1.2.1 System & Browser Compatibility

To ensure optimal performance and security, the **browser version must match and support the device's current operating system.**

This means:

- If you are using **Windows 11**, your browser must be a version specifically optimised for Windows 11.
- If you are using **macOS**, your preferred browser must be updated to the version(s) designed for your macOS release.
- On **iOS or Android**, the browser must be updated to the version compatible with your mobile's operating system.

Using an outdated browser or a browser version not aligned with your OS can lead to loading issues, reduced performance, or missing features.

We strongly recommend always updating both your device's operating system and your browser to the latest stable versions.

1.2.2 No Installation Required

The digital MAYDAY Training Tools require no software installation or plugins, and all updates to the system are delivered automatically.



1.3 How do I reset my password as a facilitator?

ATS does not have access to facilitator passwords. Instead, facilitators may reset their password directly from the MAYDAY login page in case of forgotten passwords.

To reset your facilitator password:

1. Go to the MAYDAY login page.
2. Select "Forgot your password?"

Facilitator Group

mayday@aeroteam.dk

.....

LOGIN

Forgot your password?

3. Enter the email address linked to your facilitator account.
4. You will receive an email with a secure link to reset your password.
5. Follow the instructions to create a new password.

If you do not receive the reset link:

1. Check your spam or junk folder.
2. Ensure that you do in fact have a facilitator account created by an ATS administrator
3. Confirm that you are using the same email address that was registered for your account.

If the issue persists, please contact ATS support for assistance: mayday@aeroteam.dk



1.4 How does the system work?

MAYDAY is a series of digital classroom training tools designed to facilitate a scenario-based and engaging approach to Crew Resource Management and Human Factors Training. The system is simple to use and requires no installations – except a stable internet connection and an updated browser.

The facilitator creates and runs the training sessions while the system records the groups' choices and responses automatically. All collected data is stored securely on European servers.

2. Using the System

For Facilitators	For Training Users
1. Log in with your email and password. 2. Create a training session in the facilitator dashboard. 3. The system automatically generates a unique game code. 4. Share this code with your training group. 5. Facilitate the session and open the different phases while the groups complete the exercises on their own devices. 6. When the session ends, you can view results immediately.	1. Access MAYDAY through any supported browser. 2. Enter the game code provided by the facilitator. 3. Click on your assigned group number. We recommend 2-3 devices per group. 4. No name, email, or other personal information is required. 5. <i>Training users are fully anonymous.</i>

2.1 How do I create a training session?

It is easy to create a training session in MAYDAY, and it can be done directly from your facilitator dashboard.

1. Log in using your facilitator email and password.
2. On the dashboard, select "Create game" in the top left corner of your screen.
3. Enter the required details as applicable, including game session title, date of game session, scenario version (if applicable), and language (if applicable). Add the number of groups that will attend the training – and select default players, player names, or job positions (depending on your agreement).
4. Click "Create". You can create and prepare training sessions in advance by changing the date.
5. The system automatically generates a unique game code for the groups. The code is only valid for this session.



6. You are now ready to facilitate three hours of interactive and scenario-based training!

As part of the agreement, all facilitators are offered a facilitator webinar where they learn to set up and run training sessions.

2.2 How do participants join?

All training users join a training session by entering a unique game code. This code is provided by the facilitator at the beginning of the session.

It is very easy to join a session:

1. Open a supported browser on your device (e.g. phone, tablet, laptop, or desktop).
2. Click on the correct platform to access the login page.
3. Click on the “Group” tab.
4. Enter the unique game code.
5. Click “Login”.
6. Select your **assigned** group number. Do NOT enter the wrong group – as you are unable to leave that group again.

As previously mentioned, participants remain fully anonymous throughout the session.

2.3 How do I monitor and view results?

As a facilitator, you can follow the progress of the groups and view results directly from the facilitator dashboard. While the session is running, you can see:

- Which groups have joined
- Live progress of the groups through the exercises
- When each task is completed
- Group status and answers

You are responsible for the game pace and flow by opening up the next phases. You will learn how to do this during the facilitator webinar.

2.4 How do I access the data collected from training sessions?

Facilitators can view and monitor the results of the training during the session, but you cannot download or export training data.

Your organisation’s agreement with ATS determines how and when data is delivered. This may include:

- A fixed number of data reports for management each year
- Data extracts from Excel or other defined formats

To learn more about your options, please contact us at mayday@aeroteam.dk.



3. Troubleshooting for Users

3.1 I cannot log in – what should I do?

If you are a **facilitator** and cannot log in, try the following steps:

1. Check your email and password for typing errors.
2. Make sure you are using the same email the ATS administrator registered for you.
3. If you cannot remember your password, click “Forgot your password?” on the login page.
4. Make sure your internet connection is stable and that your browser and operating systems are updated and aligned.
5. Try opening the system in a different supported browser.
6. If the problem persists, please contact ATS support on mayday@aeroteam.dk.

If you are a **training user** and cannot join the training session, try the following steps:

1. Check that you entered the correct platform: CRM for Aeroplanes, Human Factors for Maintenance, or CRM for Helicopters
2. Make sure you entered the **correct** game code.
3. Refresh your browser and try again.
4. Check that your internet connection is working.
5. Try opening the website in a different supported browser.
6. If it still does not work, please tell your facilitator so they can guide you.

3.2 The system seems slow – why is that?

If the system runs slowly, it is usually due to one of the following sources:

- Weak or unstable internet connection
- An outdated browser version
- Too many apps or tabs open on your device
- Poor Wi-fi coverage or mobile data limits

What can you do to fix the issue?

- Refresh the page
- Close unused tabs or apps
- Move to an area with a stronger internet connection
- Update your browser to the latest version

MAYDAY is updated regularly to improve performance, and we perform a full backup of the system every **Monday at 00:00 UTC+1** (12:00 AM). If you experience slowness during an update window, the issue should resolve within a short time.

If the problem persists, please contact our support at mayday@aeroteam.dk.



3.3 The page does not load – how do I fix it?

If the page fails to load, try the following steps to resolve the issue:

1. Refresh the page or restart your browser.
2. Make sure you have a stable internet connection.
3. Check that you are using a supported, updated browser (see section above).
4. Try opening MAYDAY in a different browser or on a different device.
5. If your company has not whitelisted the MAYDAY site, uses a VPN connection, or operates under a strict firewall, try temporarily switching to a standard network connection or use 5G data.

If the page still does not load, please inform your facilitator so they can assist or escalate the issue.

3.4 My users cannot access the content – what should they do?

If participants cannot access the content after entering the game code, try the following steps:

1. Ask them to refresh the page and verify that they entered the correct game code.
2. Ensure they are using a supported and updated browser (see guidance above).
3. Check that their internet connection is stable.
4. If the page does not load at all, they can follow the steps under “The page does not load – how do I fix it?”
5. If the system feels slow, refer to “The system seems slow – why is that?” for guidance.

If none of this works, the facilitator can restart the session or contact ATS support on mayday@aeroteam.dk

4. Support

4.1 How do I contact support?

MAYDAY rarely requires any support to prepare and facilitate sessions. However, if you need help or have any questions about the platform, you can reach our support in the following ways:

4.1.1 Email support

- Contact us at mayday@aeroteam.dk
- Available Monday to Friday from 08:00 – 16:00 (8 AM – 4 PM), UTC+1.
- We can help you with general questions, troubleshooting, or non-urgent issues.

4.1.2 Phone support

- Contact us at **+45 7950 8000**
- Available Monday to Friday from 08:00 – 16:00 (8 AM – 4 PM), UTC+1.
- Please call us for urgent or business-critical issues only.



4.2 What information should I include in a support request?

To help us resolve your issues as quickly as possible, please include the following information when reaching out to us with a support request:

- Name of organisation and facilitator
- Game code
- A brief description of the issue
- Device and browser you were using
- Screenshots (if applicable)
- Time and date of when the issue occurred

Providing this information helps us identify the problem faster and offer the right solution.



Part 2: FAQ (IT & SECURITY)

5. System Requirements & Network Setup

5.1 Which browsers and versions are supported?

MAYDAY is a web-based application and supports all modern, up-to-date browsers that comply with standard HTML5 requirements. The following browsers are supported:

- Google Chrome
- Safari for macOS and iOS
- Microsoft Edge

For optimal performance, the browser version must align with the device's operating system:

- The browser used on Windows 11 must be updated to run on Windows 11.
- Safari on iOS and macOS must be updated so the system matches the software version supported by Apple.

Older or unsupported browser versions may lead to reduced performance or loading issues.

5.2 What is the recommended bandwidth?

MAYDAY is a web-based application that does not require any software installation and generally runs well on standard corporate and home networks.

A specific minimum or recommended bandwidth has not been defined, as this has not been required for current clients and is not specified in the system documentation.

In general, a stable internet connection which supports normal web browsing is sufficient to run MAYDAY training sessions.

If an organisation has strict network controls (VPN, firewalls, proxies), performance may depend on those configurations rather than bandwidth itself.

Should a client require exact bandwidth specifications, ATS can provide them upon request or validate performance in the client's environment.

5.3 What about MAYDAY's performance in relation to VPN, firewalls, and proxy compatibility?

MAYDAY as a platform functions wherever standard HTTPS traffic is allowed. The platform uses TLS 1.2 encryption, which must be permitted by the organisation's network security settings. Performance may vary depending on how restrictive the organisation's VPN, firewalls, or proxy configurations are.



If a user or facilitator experiences slow performance or loading issues, it may help to switch temporarily from a corporate VPN or highly restricted network to a standard internet connection. This often resolves the issue. Organisations with strict network controls may need to validate – or whitelist – MAYDAY in their IT environment or request additional technical support from ATS if required. In that case, please reach out to mayday@aeroteam.dk.

5.4 What are the whitelisting requirements of MAYDAY?

Since MAYDAY is a browser-based platform that operates without the need for software installation, the platform will work as long as standard secure web traffic is permitted.

ATS can provide the necessary domain details upon request.

6. Hosting & Infrastructure

6.1 Where is the platform and data hosted?

MAYDAY is hosted on European servers, and all data from the training sessions are stored here as well. Upon request, ATS can provide more detailed information about hosting and backup.

The system undergoes full backups every Monday at 00:00 (12 AM), UTC+1. Each backup is replicated to an independent encrypted environment on Amazon Web Services (AWS) to ensure infrastructure diversity and secure off-site storage. This also ensures availability even if the primary environment is affected.

Facilitator data (name and email address) may also be stored locally in Microsoft Outlook and other designated locations, depending on the client setup. This is handled with a similar secure hosting framework. Please note that ATS does not have access to any personal passwords of facilitators.

All hosting and storage follow the platform's encryption standards (AES-256 and TLS 1.2).

6.2 What can be expected in terms of redundancy and uptime?

MAYDAY is built on a cloud infrastructure that provides high availability and redundancy. The platform relies on Firebase services, which provide an uptime of approximately 99.95%. Our programmers receive automated alerts from Firebase in the event of outages or disruptions. In the event of a significant outage, ATS will notify all affected clients as soon as possible.

6.2.1 Redundancy

MAYDAY includes multiple layers of redundancy to protect data and maintain operational continuity. This includes:

- **Weekly full backups:** Performed every Monday at 00:00 (UTC+1).
- **Off-site backup replication:** Each backup is replicated to an independent encrypted AWS environment to ensure infrastructure diversity.



- **Data encryption:** In transit (TLS 1.2) and at rest (AES-256), which is enabled by default in Firestore.

These measures ensure that data is protected even if one hosting environment becomes unavailable.

6.2.2 Disaster Recovery

The platform has a defined **Recovery Time Objective (RTO)** of up to 48 hours, meaning ATS can restore normal operations within this timeframe after a major incident.

The **Recovery Point Objective (RPO)** has not yet been finalised and is pending documentation.

7. Security

7.1 How is the system encrypted?

MAYDAY uses industry-standard encryption to protect all data transmitted and stored within the platform.

7.1.1 Encryption in transit

All communication between the user's device and the MAYDAY platform is encrypted using:

- **TLS 1.2**

This ensures that data cannot be read or intercepted during transmission.

7.1.2 Encryption at rest

All data stored within the MAYDAY database is encrypted at rest using:

- **AES-256**

This encryption is enabled by default in Firestore. Only authorised administrators at Copenhagen Game Lab ApS (our programmers) can access the readable data.

7.1.3 Backup encryption

System backups replicated to the independent AWS environment are also stored in an encrypted format. This feature ensures protection even in off-site storage.

7.2 How does authentication work?

There are only three types of users on the MAYDAY platform: Administrators, facilitators, and training users.

Facilitators access MAYDAY using their email address and personal password. Their facilitator login is created with help from the ATS administrator and is tied to the provided email address. Passwords, on the other hand, are created and managed by the facilitators themselves using a secure link to set up personal passwords and alternatively reset forgotten passwords. In other words, only



administrators can create facilitator accounts, but they cannot view, change, or assign passwords. That is entirely up to the facilitator.

For **training users**, the following applies: These users do not authenticate with personal credentials. They join session using unique game codes provided by the facilitator, and no names, emails, or passwords are collected or stored. This ensures absolute anonymity for crew and staff.

It is possible to enable **Single Sign-On (SSO)** for facilitators using the MAYDAY platform. SSO is an add-on service which must be agreed with ATS before implementation.

The preferred protocol for SSO integration is **OpenID Connect (OIDC)**. MAYDAY *can* support Security Assertion Markup Language (SAML) if a client specifically requires it – for instance, if their IT systems do not support OIDC.

7.3 Which procedures do you have for access control and role management

MAYDAY uses a clear and restricted role structure to ensure that all users only have the level of access they need. This follows the **least privilege** principle. This principle ensures that:

- Users receive only the access they require.
- Only ATS-appointed administrators have admin rights. This access is restricted to specific, named personnel.
- Facilitators cannot access data or training content belonging to other clients. However, facilitators within the same organisation can access one another's training sessions. This allows training sessions to be delegated when needed and makes it easy to step in if plans change or illness occurs.

We distinguish between different types of users and user access (see below).

7.3.1 Administrators

Administrators are created and managed internally by ATS. Currently, there are three (3) administrators attached to the system:

Name	Title
Søren Seindal Agner	Training Manager Part-147 & Managing Director (ATS)
Diana Juncher	Lead Programmer (Copenhagen Game Lab ApS)
Cecilie Høenhof Agner	Chief Operating Officer (ATS)

Administrators can create and enable facilitator access as well as access training data for clients with the sole purpose of creating management reports and downloading data to be shared with the clients. ATS does not use data from training sessions for any other purposes.

The number of administrators is subject to change and will be evaluated once a year in January.



7.3.2 Facilitators

Facilitators refer to the people within the client's organisation who are responsible for the training. Facilitators are created by an ATS administrator with their given email address, and they will receive a link to set their personal password to which ATS has no access.

Facilitators **can**:

- Set up training sessions and create groups
- Run and monitor training sessions for their own organisation
- Assess group performance and progress in real time

Facilitators **cannot**:

- Access administrator functions
- View or download data from the training sessions
- View other client's data

Facilitator access is strictly limited to their own organisation and training sessions.

7.3.3. Training Users

Training users of MAYDAY do not have personal accounts. They can join a training session by entering the unique one-time game code. When the game is finished by the facilitator, their access automatically expires. Training users cannot access any data and can only see the contents which appears during gameplay.

Because participants do not provide any personal information such as names or emails, no personal access rights or permissions are created for them.

7.3.4 Segregation of Client Data

All training data is stored in the same Firestore database but is segregated by **unique client IDs**. In practice, this means that:

- Each client can only access their own user data
- Only authorised ATS admins have access to multiple client environments and data

8. Data Handling & Compliance

8.1 What types of data does MAYDAY store for facilitators and participants?

MAYDAY stores only the minimum amount of data necessary for the platform to function, and the data collected depends on the type of user.

For facilitators, personal data is limited to: **Name and email address**



This information is required to create the facilitator's login and allow them to set up and manage training sessions. Only administrators listed under *section 7.3.1* have access to facilitator names and email addresses.

If enabled for a customer, facilitator login details may also be managed through **Single Sign-On (SSO)**.

For training users, MAYDAY stores **no personal data**. The only data recorded about users is the groups' in-game reflections. These reflections are anonymous and cannot be linked to any individual.

Data collected during training sessions includes:

- Responses to in-game reflections
- Group performance
- Decisions and inputs made during gameplay

The provided data does not contain any personal information. All scenarios are fictional and cannot be traced back to any specific person or organisation.

8.2 How long is training data stored before it is deleted or archived?

MAYDAY does not automatically delete training data. Training data is retained as long as the client uses MAYDAY for training. Although data is kept, it can only be accessed and downloaded by ATS administrators.

If a client no longer wishes to use MAYDAY for training, the client account including training data and facilitator information will be deleted after one (1) calendar year from the expiry date of the original agreement. In case of deletion upon request, the principles of *section 8.3* apply.

8.3 What is the procedure for deleting user data or training data upon request?

ATS may delete user data upon request. When a client requests deletion of their *facilitator data*, this data is removed at the earliest opportunity by an ATS administrator. *Training data* contains no personal information but can be deleted manually if requested. This process cannot be reversed, and all previous training data will be lost.

If the request for deletion of users is made during an active agreement period:

- The client will lose access to MAYDAY immediately, as facilitator accounts are required to operate the system.
- No refunds are provided for the remaining contract period when deletion is initiated by the client.

8.3.1 Anonymised data samples

Aeroteam may retain **fully anonymised samples** of training data for the purpose of:



- Conducting and publishing industry-related trend analyses
- Educational insights
- Cross-regional and cross-cultural comparisons

These anonymised samples contain no personal data, cannot be traced back to any organisation or individual, and are used solely for educational and analytical purposes.

8.4 How does MAYDAY ensure compliance with GDPR and other data protection regulations?

MAYDAY is designed to minimise the use of personal data and therefore operates with a very limited GDPR impact. Compliance is achieved through strict data minimisation, encryption, secure access control, and clearly defined administrative procedures.

Organisations may store data **only for specified, explicit, and legitimate purposes** as defined under GDPR Article 5(1)(b), and only for as long as the data is needed to fulfil those purposes. Because MAYDAY stores no personal data for training users and only minimal personal data for facilitators (name and email), the platform complies with this principle by:

- Limiting data collection to what is necessary
- Storing data only to operate the training platform
- Deleting facilitator data immediately upon request
- Retaining training data only in an anonymised and non-identifiable form

Our approach ensures that all stored data directly supports the intended educational and operational purpose of the MAYDAY platform.

8.5 Does ATS provide a Data Processing Agreement (DPA) for customers who require one?

ATS can provide a Data Processing Agreement (DPA) upon request for clients who require one. Should the client request a DPA in relation to the use of the MAYDAY platform, additional costs will apply. The client shall be invoiced for the hours spent preparing and reviewing the DPA, based on ATS' standard hourly rate.

The DPA outlines the responsibilities of both parties regarding the handling of data in relation to MAYDAY and ensures compliance with the General Data Protection Regulation (GDPR) set forth by the European Union.



9. Availability & Maintenance

9.1 What are MAYDAY's planned maintenance windows, and how are customers notified in advance?

MAYDAY performs a full system backup every Monday at 00:00 (UTC+1). ATS does not notify clients of regular, planned updates or backups.

If unplanned maintenance or irregular updates require client communication, ATS will notify the affected clients in advance via email.

All **official emails** will be sent from: mayday@aeroteam.dk

9.2 How does ATS communicate downtime or service disruptions to customers?

MAYDAY is monitored through Firebase, which provides automated alerts in the event of outages or service disruptions. If a significant outage occurs for any reason, ATS will notify affected customers via email.

All **official communication** regarding downtime or disruptions will be sent from: mayday@aeroteam.dk

9.3 What is the incident response process, and what recovery times can customers expect in case of a system failure?

As mentioned under Section 9.2, MAYDAY's incident handling relies on Firebase's automated alerts. In the event of a system outage or disruption, ATS will inform all affected clients and initiate recovery procedures.

The Recovery Time Objective (RTO) is defined under *Section 6.2.2*.

10. Miscellaneous

10.1 Does MAYDAY support integrations with Learning Management Systems (LMS) or HR platforms?

Currently, MAYDAY supports a few integrations with LMS or HR systems. Integrations may be developed or implemented if required by the customer. All costs related to development, implementation and maintenance of the integration will be borne by the client.

MAYDAY integrates with Loglevel's Competency Control System (CCS) for updating training records, including expiry dates and certificate uploads. In addition, MAYDAY integrates with Paycheck Europe (formerly Lessor), which is a widely used HR and payroll system.



10.1 Are API endpoints available for system integration, and which data export formats does MAYDAY support?

MAYDAY currently provides an Application Programming Interface (API) for integration with Paycheck Europe (formerly Lessor). This API enabling employee Single Sign-On (SSO).

Any new or additional API integrations requested by the client will be subject to additional costs.