



Getting Started with MRO Tracker

Set up your account and the recommended settings in about 10 minutes

MRO Tracker User Guide

Leesburg Aviation LLC • www.mrotracker.com • 703.415.4545

Version 2.1 • October 2026

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Welcome

This guide is for everyone who uses MRO Tracker day to day: technicians, inspectors, pilots and office staff. It walks you through the settings we recommend turning on first, so you get the right alerts, can sign work quickly, and keep your account secure.

Almost everything here lives in one place: **My Preferences**, the **gear icon** at the top of the screen. Your organization's administrator sets up aircraft, groups and permissions; you only set up yourself.

Your 10-minute checklist

Step	Why it matters
1. Put MRO Tracker on your phone	One tap to open it, and needed for push notifications on iPhone.
2. Fill in My Info	Your name and photo show on work, sign-offs and messages; your mobile is used for texts.
3. Turn on two-step sign-in	Protects your account and the records you sign.
4. Choose your Home screen	Crew members can start on My Flights.
5. Set a signing PIN and Face ID	Sign task cards and entries in seconds instead of drawing a signature.
6. Add your certificates	Keeps your A&P, IA, pilot and medical details on file.
7. Set up notifications	Daily reminders, push alerts and, if you want them, text messages.
8. Save Preferences	Nothing in the main settings sticks until you save.

1. Sign in and put MRO Tracker on your phone

Sign in at **login.mrotracker.com** (or your organization's own MRO Tracker address, such as *yourcompany.mrotracker.com*) with the email address your invitation was sent to.

MRO Tracker runs in your web browser, so there's nothing to download from an app store. On your phone, add it to your Home Screen so it opens like an app:

- **iPhone:** open it in **Safari**, tap the **Share** button, then **Add to Home Screen**.
- **Android:** open it in **Chrome**, tap the **⋮** menu, then **Add to Home screen** (or **Install app**).

Step-by-step guides with pictures are in the ? (Help) menu under **Install**. On an iPhone, do this *before* turning on push notifications; Apple only allows them for apps on the Home Screen.

2. Fill in My Info

Click the **gear icon** to open **My Preferences**. In the **My Info** box:

- **Photo:** choose a picture and click **Upload**. It helps your team recognize who did what.
- **First and last name:** as you want them to appear on work records and sign-offs.
- **Mobile phone:** your own mobile number. It's needed for text messages and can be used as a sign-in method.

The screenshot shows the 'My Info' form. At the top, there's a 'Choose File' button with the text 'No file chosen' and an 'Upload' button. Below these are two text input fields for 'First Name' (containing 'Alex') and 'Last Name' (containing 'Morgan'). Underneath is a text input field for 'Mobile Number' (containing '(571) 555-1234'). The bottom section is titled 'APP BEHAVIOR' and contains three checkboxes: 'Show the "clocked in on a Task Card" banner on Home' (checked), 'Show my group's Utilities links at the bottom of Home' (unchecked), and 'Use the default MRO Tracker icon instead of my organization's logo' (unchecked).

My Info: photo, name, mobile number and App Behavior options.

App Behavior options are personal taste. We recommend leaving **Show the "clocked in on a Task Card" banner on Home** on if you clock time to task cards, so you never forget you're still clocked in.

3. Turn on two-step sign-in (recommended)

Two-step sign-in asks for a code after your password, so a stolen password alone can't get into your account or sign records in your name. Your organization may already require it.

The screenshot shows the 'SIGN-IN SECURITY' form. It displays the text 'Two-step sign-in is off.' and has two buttons: 'Turn on two-step sign-in' and 'Save Info'.

Sign-in security, at the bottom of the My Info box.

- 1 Under **Sign-in security**, click **Turn on two-step sign-in**.
- 2 Choose a method. We recommend an **Authenticator app** (Google or Microsoft Authenticator, 1Password, Authy). **Email code** and **Text message code** also work.

3

Follow the prompts, then **save your recovery codes** somewhere safe, such as a password manager. Each code signs you in once if you lose your phone. They are shown only once.

Running low on recovery codes? Come back here and click **New recovery codes**. If your company signs in with single sign-on (SSO), this section says so and there's nothing to set up.

4. Choose your Home screen

If you fly for your organization, a **Home Screen** choice appears in My Info. Pick **My Flights (crew)** to open MRO Tracker on your next flights: what's still needed for each one (release, FRAT, load manifest, your pilot checks), Check In, and your medical, check, training and rest status.

HOME SCREEN

Standard Home

My Flights shows your next flights, what's still needed for each (release, FRAT, load manifest, your pilot checks), Check In, and your medical / check / training / rest status. It opens when you log in and gets its own button next to Home.

☒ Email me my upcoming flights each evening
Sent when your organization has the daily flight schedule email turned on, and only when you're on a flight.

☒ Email me a departure brief before each of my flights
When your organization sends departure briefs: weather, airports, readiness and frequencies for the flight.

Home Screen and the flight emails (shown to crew members only).

We recommend crew also tick:

- **Email me my upcoming flights each evening**, and
- **Email me a departure brief before each of my flights**: weather, airports, readiness and frequencies.

These go out when your organization has the feature turned on, and only when you're on a flight. If you work in more than one group, you may also see **Default Workspace** to choose where you land after signing in.

5. Set up quick signing

When you sign off a task card, a work entry or a release, MRO Tracker can accept a PIN or your device's Face ID / fingerprint instead of a drawn signature.

Signing

Optional alternatives to drawing a signature — set these up once, then use them wherever you're asked to sign.

Signing PIN Not set

New 4-8 digit PIN Set PIN

Biometric / Security Key No devices registered

+ Register This Device

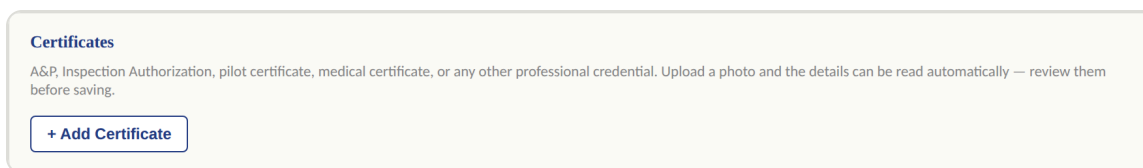
Signing: a PIN, plus Face ID, fingerprint or a security key on each device.

- **Signing PIN:** type a 4 to 8 digit PIN and click **Set PIN**. Don't reuse your bank or phone PIN.
- **Biometric / Security Key:** on each phone, tablet or computer you sign from, click **+ Register This Device** and confirm with Face ID, fingerprint or your security key.

Your signature is yours alone. Never share your PIN or let someone else sign with your device.

6. Add your certificates

In **Certificates**, click **+ Add Certificate** to keep your A&P, Inspection Authorization, pilot certificate, medical certificate or other credentials on file. Upload a photo or PDF and the details are read automatically; **check them** before you click Save. Add the expiration date where there is one so it's easy to see what's current.



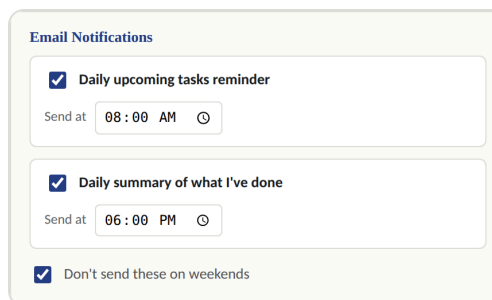
Certificates.

7. Set up notifications

Daily emails

In **Email Notifications** we recommend:

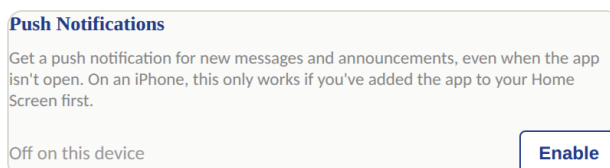
- **Daily upcoming tasks reminder:** on, at the start of your day (for example 7:00 or 8:00 AM).
- **Daily summary of what I've done:** on, at the end of your day. Handy for timesheets and handovers.
- **Don't send these on weekends:** on, unless you work weekends.



Times are in your own time zone.

Push notifications

Push notifications pop up on your phone or computer for new messages and announcements, even when MRO Tracker isn't open. On **each device** you use, click **Enable** under **Push Notifications** and allow notifications when your device asks. On an iPhone, add MRO Tracker to your Home Screen first (step 1) and open it from there.



Email or text message

Choose how alerts reach you: AOG alerts, overdue and open flights, assignments, QC requests and shared task updates. Reports and PDFs always come by email.

- **Email:** the default.
- **Both email and text message: recommended** for anyone who needs to know about an AOG or an overdue flight right away.

To get texts, verify your mobile number in the **Text MRO Tracker** box: tick the consent box, click **Text me a code** and enter the code. Once verified, you can also text MRO Tracker for weather (**METAR KJYO**), your **NEXT** flight, a **BRIEF** and more. Full details are in the **Text Messages guide** (Open it · Email it to me, right under the box).

Email or Text Message

How notifications that would otherwise be emailed reach you: AOG alerts, overdue and open flights, assignments, QC requests and shared task updates. Texts go to the mobile phone under My Info. Reports and PDFs always come by email.

Both email and text message

Send me a test text

Texts go only to a mobile number you've verified below. Message frequency varies. Message and data rates may apply. Reply HELP for help or STOP to opt out. [Terms](#) · [Privacy](#)

Text MRO Tracker

Text (703) 783-3850 for **METAR KJYO**, **TAF KRDU**, **NEXT**, **TODAY**, **BRIEF** or **STATUS N123AB**, or just ask. Verify your mobile number first.

☐ I agree to receive text messages from MRO Tracker (Leesburg Aviation LLC) at this number: verification codes, the alerts I choose (such as AOG, overdue and open flights, and assignments) and replies to texts I send to MRO Tracker. Message frequency varies. Message and data rates may apply. Reply HELP for help or STOP to opt out. Consent is not a condition of purchase. See the [Terms](#) and [Privacy Policy](#).

Not verified yet.

Text me a code

Step-by-step guide: [Open it](#) · [Email it to me](#)

Email or Text Message, and the Text MRO Tracker box.

When something new is assigned to me

We recommend ticking **both** boxes, so a new assignment reaches you by email or text (as chosen above) and as a push notification.

When Something New Is Assigned To Me

Get notified when someone assigns a task to you.

☒ Email / text message (as chosen above)

☒ Push notification (requires push enabled above)

8. Save Preferences

Click **Save Preferences** at the bottom of My Preferences. It saves My Info, your Home screen choices, the notification settings and the daily emails in one go. You'll see "*Preferences saved.*"

A few things take effect immediately and don't need Save Preferences: changing your password, setting your PIN, registering a device, adding a certificate, enabling push and verifying your mobile number. Everything else needs the Save button, so if you close the window with **Cancel** or **×**, those changes are lost.

Recommended settings at a glance

Setting	Recommended
Name, photo, mobile number	Filled in
Two-step sign-in	On, with an authenticator app; recovery codes saved
Home Screen (crew)	My Flights, with the evening flights email and departure briefs
Signing PIN / Face ID	PIN set; each device you sign from registered
Certificates	Added and checked, with expiration dates
Daily upcoming tasks reminder	On, morning
Daily summary of what I've done	On, end of day; skip weekends
Push notifications	Enabled on each device
Email or text message	Both, with your mobile verified
New assignments	Email/text and push

Need help?

Click the **?** in the top bar for the guides, What's New and **Report a Bug / Request a Feature**. Your organization's MRO Tracker administrator can help with access, groups and permissions. For anything else, contact MRO Tracker support at **support@mrotracker.com** or **703.415.4545**.