



AirTeraSM
Version 1
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AirTeraSM
Amazon - IDMS

User Guide:
How to Start and Process a Renewal User Guide

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Security.
Safety.
Compliance.



Objective

Learn how to start and process a badge renewal. Renewal notifications will go to folks 30, 15, and then 5 days before expiration. This guide provides a step-by-step overview including eligibility criteria, actions required in the Workforce Directory, and the importance of ensuring RapBack is active before renewal. Approval, document collection, badge printing, and destruction of the old badge are also covered. Most information is prefilled, and the process closely mirrors new badge applications.

Process Overview

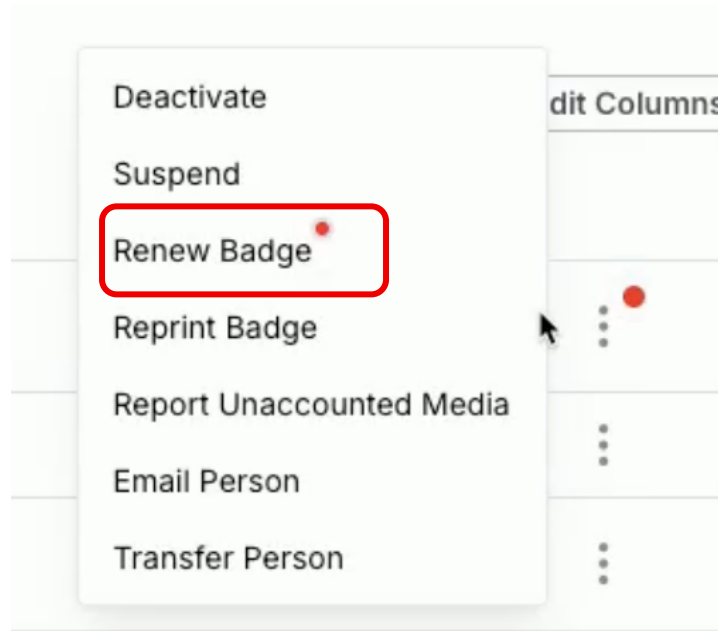
Log into AirTera IDMS Platform

1. [Navigate to app.services.airtera.com](https://app.services.airtera.com)

Starting a Renewal

2. Navigate to the workforce directory
3. Click the action menu
4. Select 'Renew Badge'
 - a. Renewal is available for badges that are within 30 days of expiration or that expired within the past 30 days.
 - b. Renewal notifications will be sent 30, 15, and 5 days before the badge expiration date.

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5. Review Personal details
6. Click 'Next'
7. Review Badge details
8. Click 'Next'
9. Review and click 'Confirm'
10. The renewal application has been started and is in progress

Type	Access Areas	Endorsements	Application Status 	Person Status 
Renewal	SIDA	Driver eBadge	In Progress	Active

Processing a Renewal

11. Follow How to Approve an Application User Guide
12. Follow How to Perform a Collection User Guide
13. Follow How to print a Badge User Guide
14. Follow How to Issue a Badge User Guide