



AirTeraSM
Version 1
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AirTeraSM
Amazon - IDMS

User Guide:
Workforce Directory_Person Centric View & Applications Table_Application Centric View User
Guide

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Objective

Learn how to use the Workforce Directory and Applications Table. This guide explains the difference between the person-centric view (which shows all information about an individual across their history) and the application-centric view (which focuses on details for a specific application). You'll also learn where to perform actions related to badges and applications—badge management is done in the Workforce Directory while application processing occurs in the Applications Table.

Process Overview

Log into AirTera IDMS Platform

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

Workforce Directory

2. Entry point listing all badge holders and people
3. Action menu lives here and can be accessed by the 3 dots on the far right of the table
4. Central table customizable to what the user needs to see daily

The screenshot shows the 'Workforce Directory' interface. At the top, there's a search bar and a '+ Add Person' button. Below the search bar are four filter buttons: 'All (1)', 'Pending Action', 'Active (1)', and 'Deactivated (1)'. Underneath these are four tabs: 'Location', 'Badge Status', 'Access', and 'Endorsements'. To the right of these tabs are 'Export' and 'Edit Columns' buttons. The main table has columns: Name, Endorsements, Email, Location, Division, Badge Status, Access, and Person Status. The first row shows 'Jordan Phillips' with 'Driver' and 'Escort' endorsements, email 'thang.phan+87@airtera.com', location 'AmazonDivisions', division 'Amazon Associate', badge status 'Active', access 'STA Only', and person status 'Active'. A three-dot menu is visible on the right of the first row.

Name	Endorsements	Email	Location	Division	Badge Status	Access	Person Status
Jordan Phillips	Driver, Escort	thang.phan+87@airtera.com	AmazonDivisions	Amazon Associate	Active	STA Only	Active

5. Selecting a record will pull up the person-centric view

Person-Centric View

6. This shows all activity associated with this one person
7. Action menu lives here and can be accessed by the 3 dots on the right of the applicant's name
8. Tabs show active and all historical data related to each

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- a. Personal
- b. Badge
- c. Training
- d. Background (Current background ONLY)
- e. Applications
- f. Documents
- g. Comments
- h. History
 - i. Complete activity log and recorded by who actioned what

[←](#) **Jordan Phillips** [⋮](#)

[Personal](#) [Badge](#) [Training](#) [Background](#) [Applications](#) [Documents](#) [Comments](#) [History](#)

Personal Information



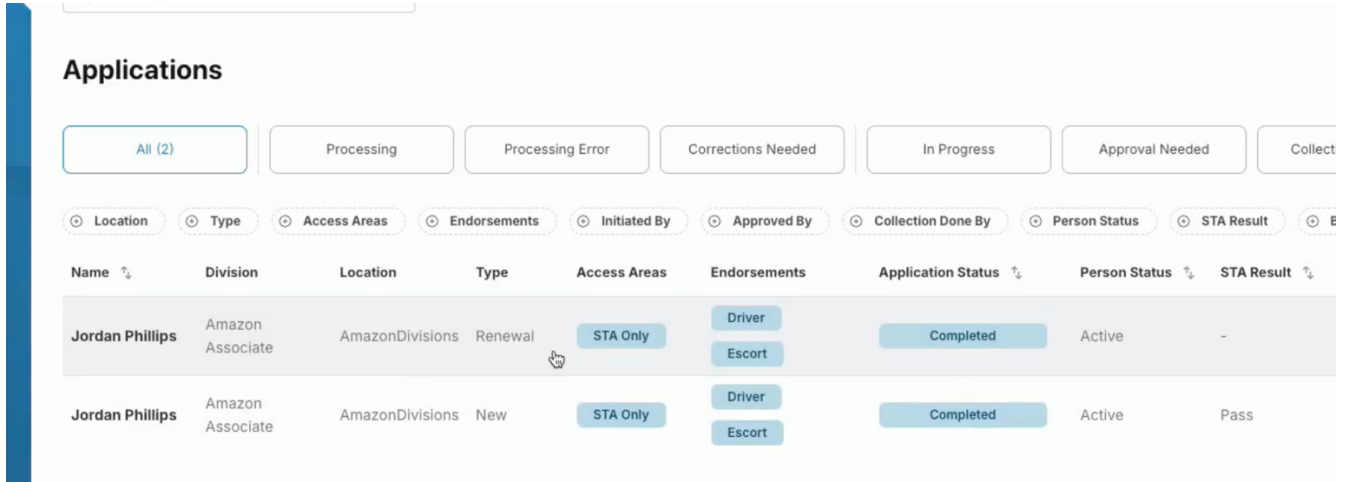
Change Photo

Name	Jordan Phillips
Phone Number	1232131232
Email	thang.phan+87@airtera.com
Gender	Male
SSN	***-**-3750 Reveal
Date of Birth	04/11/1983
Country of Birth	USA
State of Birth	Nevada
Country of Citizenship	USA

Employment Information

Applications Table

9. Reflects all applications for a single person started and completed
 - a. Action menu lives here and can be accessed by the 3 dots on the far right of the table
 - b. Central table customizable to what the user needs to see daily



The screenshot shows the 'Applications' section of the AirTera interface. It features a filter bar at the top with tabs for 'All (2)', 'Processing', 'Processing Error', 'Corrections Needed', 'In Progress', 'Approval Needed', and 'Collect'. Below the filter bar is a row of filterable columns: Location, Type, Access Areas, Endorsements, Initiated By, Approved By, Collection Done By, Person Status, STA Result, and a dropdown menu. The main table has columns for Name, Division, Location, Type, Access Areas, Endorsements, Application Status, Person Status, and STA Result. Two application entries are visible for 'Jordan Phillips', both from 'Amazon Associate' at 'AmazonDivisions'. The first entry is a 'Renewal' application with 'STA Only' access areas, 'Driver' and 'Escort' endorsements, a 'Completed' status, and an 'Active' person status. The second entry is a 'New' application with 'STA Only' access areas, 'Driver' and 'Escort' endorsements, a 'Completed' status, and a 'Pass' STA result.

Name	Division	Location	Type	Access Areas	Endorsements	Application Status	Person Status	STA Result
Jordan Phillips	Amazon Associate	AmazonDivisions	Renewal	STA Only	Driver Escort	Completed	Active	-
Jordan Phillips	Amazon Associate	AmazonDivisions	New	STA Only	Driver Escort	Completed	Active	Pass

10. Selecting an application pulls up the Application Centric – View

Application – Centric View

11. Action menu lives here and can be accessed by the 3 dots on the right of the applicant's name
12. This shows all actions, applicable items pertaining to the specific application
13. Tabs show active and all historical data related to each for this application
 - a. Application
 - b. Badge
 - c. Background (Current background ONLY)
 - d. Training
 - e. Documents
 - f. Comments
 - g. History



← Jordan Phillips's Application

Application

Badge

Background

Training

Documents

Comments

History

Application Information

Type	RENEWAL
Status	Completed
Creation Date	8/5/2026
Completion Date	
Location	AmazonDivisions
Division	Amazon Associate

Personal Information

