



AirTeraSM
Version 1
August 17, 2026

AirTeraSM
Amazon - IDMS

User Guide:
How to Extend Rap Back User Guide

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Security.
Safety.
Compliance.



Objective

Learn how to extend Rap Back on a person's badge. This guide covers eligibility criteria and step-by-step instructions for updating the Rap Back expiration date in the system. Note: There is a 30-day limit for extensions. Badge holders must be in the renewal phase to extend Rap Back. The update process includes confirmation and status indicators within the Background tab.

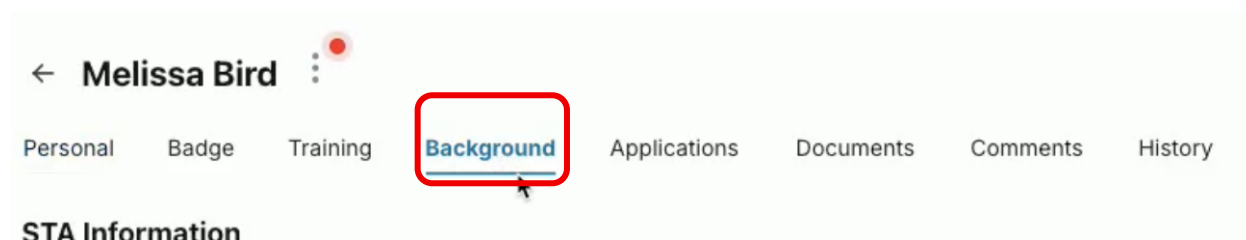
Process Overview

Log into AirTera IDMS Platform

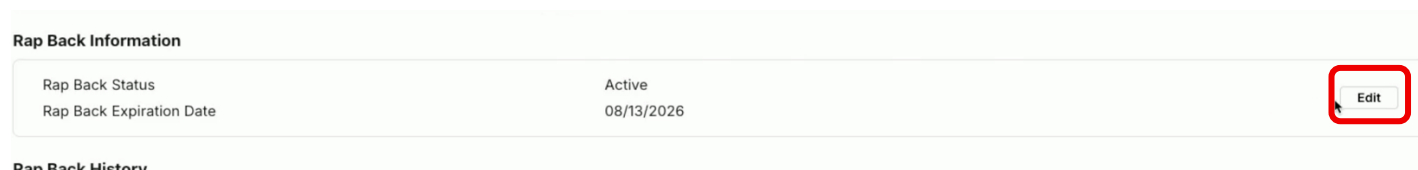
1. [Navigate to app.services.airtera.com](https://app.services.airtera.com)

Locate Person to extend

2. Navigate to the workforce directory
3. Select the record you are going to extend
4. Select the back tab



5. If eligible they will have an edit option under Rab Back Information



6. Select 'Edit'
7. Update date up to 30 days in advance
8. Click 'Confirm'

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Active

08/13/2026 ×

Cancel **Confirm**

< August 2026 >

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

9. Rap Back update is now initiated

10. Once updated will reflect as completed under Background tab OR History Tab

- Expiration date will be updated once completed from 'updating' to the new date