



AirTeraSM
Version 1
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AirTeraSM
Amazon - IDMS

User Guide:
How to report unaccounted media and reprint

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Security.
Safety.
Compliance.



Objective

Learn how to report a lost or stolen badge and initiate a reprint. This guide covers navigating the Workforce Directory, uploading required documents, and attesting the badge holder's identity. You'll also see how a badge reprint is automatically initiated, the steps to print and issue the new badge, and how the updated badge status is reflected in the system.

Process Overview

Log into AirTera IDMS Platform

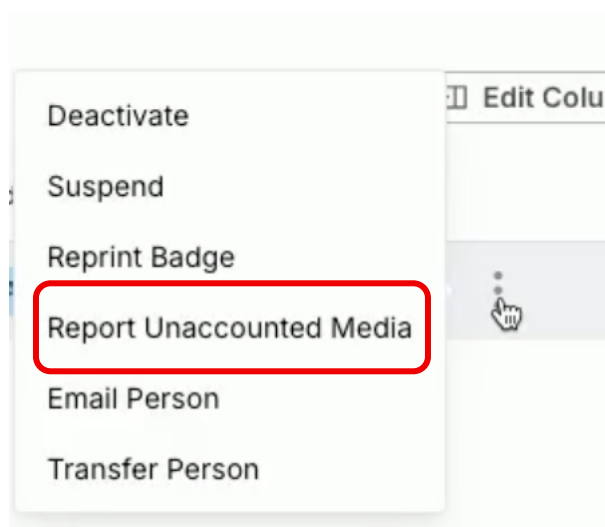
1. [Navigate to app.services.airtera.com](https://app.services.airtera.com)

Search the Work Force Directory

2. Enter the name via the search bar at the top of the page
3. Use the status filters to pull up everyone in 1 status
4. Filter down the table to locate the person you need

Marking the badge unaccounted

5. Click the action menu on the person you want to update
6. Select 'Report Unaccounted Media'



7. Select if the badge was lost or stolen

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Select Unaccounted Media Reason

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Lost

Badge has been misplaced or cannot be located

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Stolen

Badge has been reported stolen

8. Click Next
9. Verify current badge details
10. Upload documents
 - a. The documents needing to be uploaded will depend on option chosen and company policy.
11. Attest the badge holders identity has been verified

Verify Badge Holder's Identity

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I attest I have verified the badge holder's identity

12. Click Submit

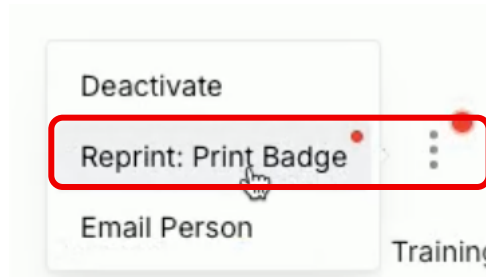
Back

Submit

13. Their badge status is now marked as lost
14. Reprint is automatically initiated

Reprinting the Badge

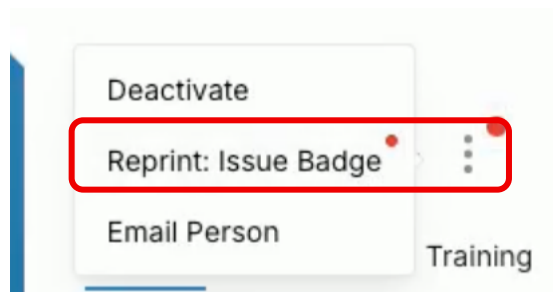
15. Navigate to the action menu
16. Click 'Reprint: print badge'



17. Enter in badge details
 - a. Employee Identifier
 - b. Barcode
 - c. Expiration date – Will remain the same
 - d. Access Areas – Will remain the same
 - e. Endorsements – Will remain the same
18. Click Next
19. Review badge pdf
20. Click Print badge
21. Click Next
22. Sign-off on reprint
23. Click Sign

Issuing the Badge

24. Navigate to the action menu
25. Click 'Reprint: Issue Badge'



26. Scan badge serial number

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- 27. Click Next
- 28. Sign-off
- 29. Click Sign
- 30. Badge status now shows as 'Active'

