

# AC Life App

Current Version: 2.2.0 - September 19, 2018



## AC Life App

On September 6, 2017, Air Canada released a new App for Smartphones (*called the AC Life App*) that is available to **Air Canada Employees and Retirees**.

The **AC Life App** provides users "real time" flight load status and also shows an accurate standby list of those listed as standby on any Air Canada or Rouge flight. This app is designed for use at the boarding gate, for the day of your trip and the day after, so that you can confirm that you are listed and in what order. It will also show if you have checked in properly. This app will significantly assist standby travellers by providing a simplified way of allowing you to check your listing (and changing it if necessary) and indicate how many employees (or revenue standbys) are ahead (or behind you) on any given flight.

Please note that this is for use on mobile devices only (iPhone, Blackberry, and Android phones) and will not work from a Desktop computer or laptop. **Use this app on the day of your flight; your listing won't appear until you have checked in at the airport.**

**Note:** Please bookmark this page as it will be updated as new information is received.



**Note 2:** if you are having problems logging into the **ACAeronet**, then [please click here](#) for directions.

## General Information & Features

Last updated - June 30, 2018

The **AC Life App** is only available to those that have permission to use it. It is not open to the general public. As a general rule, if you have access to the ACAeronet site (as most Air Canada employees and retirees do), then you also have access to the app. The AC Aeronet site is at <https://acaeronet.aircanada.ca/>. If you ever forget where this site is, just Google "ACAeronet" and it will come up with the link to the (publicly accessible) website where you can then log in.

### Features

- ✓ **Flights and Availability** - Check for flights and standby availability in real time.
- ✓ **Air Canada News** - (news can be saved to read at a later date).
- ✓ **Flight Search Calendar** - shows a colour-coded legend informing the user if a flight is direct, connecting or if there's no service.
- ✓ **Discounts** - you can now check for discounts (Business and Personal) for Hotels and Car Rentals (more discounts planned in future updates).
- ✓ **MyIDTravel** - there is now a direct link to MyIDTravel (it maintains your login status and knows who you are).
- ✓ **Baggage Search** - locate your baggage straight from the app.
- ✓ **ETS Link** - Direct Link to the Employee Travel Site (maintains your login, no need to login again)
- ✓ **Lucile Travel Bot** - Ask "Lucile" questions about dress code policies or any other Air Canada travel policies.
- ✓ **Check-in page** - You can now access the check-in page directly from the Menu.

## Eligibility

- To download the AC Life App, you will first need to have a login to the **AC Aeronet**. If you don't have this, then you cannot access the **AC Life App**. If this is the case, your next step is to:
  - Ascertain that you are eligible (check our [ACAeronet Support Page](#) for assistance).
  - Reset your login if you are eligible (check our [ACAeronet Password Reset Page](#) for assistance).
- Please note the Disclaimer on the ACAeronet Login page: *By accessing this Air Canada site, you are confirming that you are authorized to do so and that you will abide by Air Canada's Code of Conduct, Yammer Use Policy and its Information Security Policy.* Links to the Code of Conduct and Information Security Policy are available by clicking on the links provided. If you are not an active employee, you can't access Yammer, so don't worry about it.

## How to get the App

This App is only available from the **ACAeronet App Store** at <https://appstore.aircanada.com/> and is not available from **Google Play** (Android Devices) or the **Apple Apps Store** (Apple Devices). You will be required to log-in to the ACAeronet, if you need help, then [click here](#).

- You can access the app by [clicking here](#) or visiting <https://appstore.aircanada.com/> on your **mobile device**. **Note:** You will get an error if you attempt this from your Desktop Computer.



- After logging in to ACAeronet, the page will automatically identify your device and suggest the appropriate download option for your device (iPhone, Blackberry, Android).
- The download file is quite large (as Apps go) and is 25 MB or so. It may take a while to download it depending on how fast of an internet connection you have. On slower connections, it could stall or "time out."
- The App does not work on older devices (Android or Apple). It will not work on anything that is not a 64-bit device. [For 32-bit vs 64-bit explanation click here](#).
- If you're not sure if you have a 64 bit Apple Device or not, you can check by visiting **Blake's iOS Device Specifications Grid** at [http://blakespot.com/ios\\_device\\_specifications\\_grid.html](http://blakespot.com/ios_device_specifications_grid.html)

### Upgrades

The ACLife App is being upgraded quite often. If an upgrade is available a notification will "Pop up" on your device asking if you want to upgrade. Say yes and you will be directed to login to the ACAeronet to initiate the download. Use your ACAeronet employee number and password to access the download.

## Installation

Unfortunately, the installation of this App is a bit different from what you would typically expect. Since this is a "private" App for Air Canada employees and retirees (only) and not obtained from the usual places (Apple/Google Play, etc.) it may need some extra steps to get it to install. The App is for devices mentioned below and **does not work on Windows phones** (at least not yet).

There have been some "teething" problems with this APP since it is new, here are a few that we are aware of:

### Android Specific (Samsung, LG, Acer, Asus, etc.):

- Before Launching the App for the first time, ensure that "installation from unknown device" is enabled on your device. Go to Settings > Security, and then select the "Unknown Sources" checkbox under "Device Administration."
- "Failed to download" message; This may be because you have a slow internet connection or you had interrupted the download before it finished. The download could have also "timed out." You can usually "try again" and see if it works the next time. On an older Samsung Device that I attempted this with, it downloaded for 20 minutes and then showed as "Failed". I don't know if the actual download or the installation process failed.
- The App doesn't seem to install on all devices, **especially older ones**. If you have a newer iPhone or Android device, then it should install without any problems.

### Apple iPhone or iPad Specific:

- Download the App at <https://appstore.aircanada.com> Click on the **AC Life icon** to initiate the download.
- When you first open an App the notification "untrusted Enterprise developer" will be displayed. To establish trust, tap Settings > General > Profiles or Profiles and Device Management. Under the "Enterprise App" heading tap "Air Canada" and confirm your choice to establish trust. Trust Air Canada > Trust

Return to the website you opened at the beginning and tap Download. It may appear nothing is happening. Wait a few (30 or so) seconds, then return to your Desktop and look for the AC Life icon. Open it and re-sign in. Be patient – it takes a few seconds.

- It sometimes fails with a message of "Unable to Download App" "AC Life could not be installed at this time. This may happen on older devices.

If you continue to have problems, you can send an email to [appstore@aircanada.ca](mailto:appstore@aircanada.ca) This email will go directly to the developers of the APP within Air Canada where they should be able to assist you. For specific devices you can use the following emails:

**Apple** - [iphone@aircanada.ca](mailto:iphone@aircanada.ca)

**Android** - [android@aircanada.ca](mailto:android@aircanada.ca)

**Blackberry** - [blackberry@aircanada.ca](mailto:blackberry@aircanada.ca)

## FAQ's and Troubleshooting

See our FAQ page at <https://acfamilynet.ca/support/aclife/faq> in addition to the tips below.

- I can't log in to the Aeronet or have lost my password**  
**Answer:** Please [follow this link](#) for **ACAeronet** information
- I registered for the flight but it doesn't show that I'm listed on the flight in the AC Life App**  
**Answer:** The AC Life App is only available for the day of your flight and the day after. You won't be listed until you actually check-in at the airport at the Kiosks or other methods.
- Can you provide screenshots of the App and how to navigate it?**  
The AC Life App is undergoing revisions as we speak (July 2, 2018). We will add some screenshots when development is stable.
- Can you list all the devices that it works on and doesn't work on?**  
Basically, it should work on any device that has 64 Bit capability. See "How to get the App" above for more info.