

Delta Virtual Airlines



Frequently Asked Questions

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Most Common Question We Receive: What Aircraft Can I Fly?

Pilots are hired into an equipment program based on aviation knowledge that is assessed using a questionnaire. You are only permitted to file flight reports using DVA rated aircraft. A pilot can see what aircraft he or she is rated in the Pilot Profile in the Pilot Center. If you would like to fly that 777 and you are a CRJ pilot, you can move up the ranks as described in our Pilot's Manual. You may fly any aircraft you like; you just can't file a flight report with us if you are not rated in the aircraft.

The Second Most Common Question We Receive: What Simulator Program Can I Use?

DVA fully supports Microsoft Flight Simulator 2004, Microsoft Flight Simulator X, and Flight Simulator X Steam Edition. DVA supports, but not fully quite yet, Lockheed Martin Prepar3d v1-3 and X-Plane 10. As of January 2018, we partially support Lockheed Martin Prepar3d v4 and X-Plane 11. For these simulators, we are working on more fully implementing all that we have to offer. However, it is a work in progress and using these simulations will prevent you from taking full advantage of what we have to offer (promotions, check rides, etc.).

The Third Most Common Question We Receive: Can I Receive Credit for Miles From My Current Virtual Airline?

Our operation is based on completed flights as a measure of experience instead of hours or miles flown. DVA feels completed flights is a better indicator of experience since all flight phases need to be completed like in the real world. We do not accept logbook transfers. As recognition for other VA experience, we do note in the Pilot's profile verified flight hours.

And now, on to the rest of the FAQ...



Welcome to Delta Virtual Airlines

Welcome to our Virtual Airline! We strive to make the flight simulation experience fun and enjoyable for all of our pilots. We have been in continuous business for over 20 years and over 24,000 virtual pilots have walked in our front door! Plus, all that we have to offer is at no cost to you! Our operation systems are custom designed and maintained by professional software engineers. The systems are hosted by commercial data centers with almost no downtime.

We strive to bring the highest level of realism to the virtual airline world and to make the virtual experience a fun and educational experience. If you were not interested in aviation, you would not be here. If we fail in our mandate, you will not continue to participate. We recognize this, and recognize to be successful Delta Virtual Airlines needs to strive for excellence when delivering services to our pilots.

Our mission is two-fold: we seek to provide an environment where flight simulator pilots of all ages can get together and share experiences and advice. By doing so, we want to educate our pilots in the art of flying new aircraft, in new situations, while at the same time having a great deal of fun doing so.

Delta Virtual Airlines welcomes your participation and input! We are always open to new ideas, comments, and suggestions and yes, even complaints. We strive to make your virtual airline experience the best it can be!

This document is designed to answer some of the most common pilot questions we receive here at Delta Virtual Airlines. However, every pilot is different, and each of you may have different questions or concerns. If you don't see your question answered here, please don't hesitate to post your question on our Water Cooler discussion forum. There's always a friendly and helpful response waiting for you there.





About Virtual Airlines

What is a Virtual Airline?

A Virtual Airline (or VA for short) is a group of flight simulation enthusiasts who like to model their computer flight simulation experience after a commercial airline. Some virtual airlines are fictional and have no counterparts in the real world. Others, like Delta Virtual Airlines, are based on the operations of a real-world carrier. We use Delta Air Lines and its historical and real-world codeshare airlines as an inspiration in terms of equipment types, routes, and general operations.

Are you affiliated with Delta Air Lines? Do you get cheap airfare and free simulator time?

We are not affiliated with the real-world Delta Air Lines in any way and receive absolutely nothing from them. However, some of our members are real-world pilots and employees who contribute to our group in many ways.





Joining Delta Virtual Airlines

How do I join Delta Virtual Airlines?

We encourage you to fill out our pilot questionnaire. All we ask for is a valid e-mail address. Within a few minutes of signing up, you'll receive an e-mail message with a link to a pilot questionnaire on our website. Please fill it out within three days. If you do not, your application will be automatically rejected.

What does it cost to join?

We depend upon voluntary donations of "shareholders" and seek to fund internally once per year. We do not fund our services using external advertisers whose content we have no control over. We operate on an all-volunteer staff with our minimum budget used only for server space, schedule updates, and other related minor expenses. It is our pleasure to provide a place for flight simulation enthusiasts. Other than our yearly shareholder report, no member of Delta Virtual Airlines will ever ask for a donation directly from you for services provided here.

Why don't you like Hotmail, Outlook, MSN and Live e-mail addresses?

We've been the unfortunate recipients of a lot of bounced e-mails from these domains over the past few years. Too many of our applicants have signed up for VA membership using mailboxes at these domains that they do not check regularly. After a while, they fill up, and the mail servers reject our e-mails because the mailboxes are over their storage quota. Google's Gmail and Yahoo have proven successful consistently for us over the years. So, you might consider obtaining a free Gmail account solely for this purpose.

We revisit this policy every few months, and we may drop one or more of these "banned" domains from our list – and/or we may add others. Please be a responsible individual and help out your fellow pilots who share your e-mail provider by not letting your e-mails bounce.

Is the initial questionnaire a test?

Yes and no. While the questionnaire is scored and tallied, you cannot "fail." The initial questionnaire does give us an idea of your level of aviation skill and knowledge that aids us to place you in a program that best matches your skills. Some other virtual airlines may require tests or flight videos when you apply – not Delta Virtual Airlines. We take pride in having accepted every pilot applicant who has taken the time to fill out our questionnaire.



Why can't I join DVA if I'm less than 13 years of age?

Federal law in the United States of America prevents us from obtaining personal information (even a name) from individuals under thirteen years of age via the Internet.

I filled out the questionnaire – but haven't heard back yet.

Don't worry. A faceless computer algorithm doesn't perform the final step in the registration process – there's a real life, dedicated volunteer going over every application. Most applications are responded to within two to five days. If you do not hear back after 1 week, feel free to email hr@deltava.org to determine the status of your application.

I have hours from another Virtual Airline. Can I transfer them to DVA?

We recognize that many pilots have put in a lot of time and effort building up flight sim hours during their career elsewhere.

When you apply to join Delta Virtual Airlines, you have an opportunity to supply your logged hours, as well as a URL for our staff to verify those hours. We then record those hours in our database and display them in your profile, **but we do not use hours logged from other virtual airlines for promotion or rating purposes**. Our process of promotions is based on a number of logged flights at DVA, not time spent in the cockpit.

Do you have hubs?

No. Delta Virtual Airlines is organized around the concept of 'Equipment Types' instead of hubs. While you can select a Hub, we place no restrictions on where you fly from, or where you fly to. Instead, all pilots are rated on particular aircraft types.



Flight Operations



I'm a new Delta Virtual Airlines pilot. Where do I begin?

The first thing you'll want to do after joining Delta Virtual Airlines is to log in and go to the Pilot Center. This is designed as your single starting point for all of the content DVA provides its pilots. From the Pilot Center, you can access the following features:

My PIREPs/Logbook You can file a Flight Report and view your past PIREPs.

Fleet Library You can download Windows install packages for all aircraft in the Delta Virtual Airlines fleet and DVA ACARS flight following software.

Schedule Search You can search the DVA schedule to find one of over 15,000 flights in our schedule database.

Find a Flight If you're ever lacking inspiration on what flight to fly, this will provide you with several flights selected at random from our schedule. How do I find out what flights to fly?

The screenshot shows the Delta Virtual Airlines Pilot Center website. The page has a dark blue header with the logo and navigation tabs for 'WELCOME', 'PILOT INFORMATION', 'PIREP/LOGBOOK', 'CONTACT US', and 'DOWNLOADS'. The main content area is divided into several sections:

- WELCOME:** A sidebar menu with options like 'HOME', 'WELCOME MESSAGE', 'PILOT CENTER', 'PIREP/LOGBOOK', 'CONTACT US', and 'DOWNLOADS'.
- PILOT INFORMATION:** A section with a 'PILOT CENTER' button and a 'Required Issues of Absence' section. It includes a 'Request Issues of Absence' form and a 'Request Issues of Absence' section.
- PIREP/LOGBOOK:** A section with 'PIREP' and 'LOGBOOK' buttons and a 'Request Issues of Absence' section.
- CONTACT US:** A section with 'CONTACT US' and 'DOWNLOADS' buttons.
- DOWNLOADS:** A section with 'Download Library' and 'Fleet Library' buttons.
- PILOT PLANNING:** A section with 'Preferred Routes', 'Approach Charts', and 'Navigation Aids' buttons.



Some virtual airlines have a process of “flight bidding” and “flight assignment,” which is similar to the way real-world airlines assign flights to their flight crews. Delta Virtual Airlines doesn’t assign flights in this fashion – you are welcome to fly any flight from the DVA schedule using an aircraft that you are rated. Your schedule doesn’t match the real Delta schedule.

Our schedule contains over 20,000 Delta, historical and codeshare flights. It is our mission to maintain an up-to-Date schedule database. We attempt to update our real-world database at least twice per year. You can fly any flight listed in our schedule database. In some cases, the real-world Delta Airlines may have added a flight. Do not attempt to fly this unless it is in OUR schedule database or it will not be properly recorded.



Can we fly codeshare flights?

Delta Virtual Airlines pilots can fly codeshare flights operated by Delta Air Lines’ major codeshare partners. This includes Air France, Alitalia, Korean Air Lines, AeroMexico, Czech Air Lines, among others. We have historical Delta and Delta codeshare airlines in our schedule database.

How do I download aircraft or panels?

Our Fleet Library contains over 250MB of content and is available as a link from the Pilot Center. This contains 32-bit Windows installer utilities for all the aircraft in Delta Virtual Airlines’ fleet for FS2004 and FSX. Some installers support Lockheed Martin’s Prepar3d v1-3. Currently, none of our fleet installers support X-Plane or P3D v4. The packages will install aircraft in a number of different models and liveries and a high-quality panel. They will also give you the option of downloading a sound package and an aircraft operating manual in PDF format.





All aircraft and panels in our Fleet Installers contain high-quality freeware content that has been selected to provide you with a first-rate package that can run with reasonable performance on an average computer system.

Do I have to use the aircraft/panels in the Fleet Installers?

The Fleet Installers are merely intended as a starting point for pilots – you are of course free to use whatever aircraft and panels you prefer. Numerous DVA pilots have purchased commercial packages such as the Aerosoft A320 series, Aerosoft A330, Flight Sim Labs Airbus A32X, PMDG's 737NGX or Captain Sim's products. You will find that Delta Virtual Airlines is an excellent place to get advice and assistance about these packages, due to a large number of our pilots that have purchased them. You can also download your own aircraft and panels from the free libraries at AVSIM.COM and FLIGHTSIM.COM and or RIKOOO.COM

Ratings and Promotions

How do I get promoted?

We want to see you get promoted and fly new and interesting aircraft just as much as you do. Part of our mission is to see pilots learn new skills and develop a love of flying. To do that, we place certain challenges in front of you. **At Delta Virtual Airlines, you will NOT get promoted merely by flying a set number of hours.** This makes us different from the majority of virtual airlines on the Internet today. While other virtual airlines have attempted to implement such a policy, none have been as large or as successful as Delta Virtual Airlines.

DVA is organized around the concept of "equipment programs," just like a real airline. Pilots are First Officers or Captains for a particular aircraft type, and the aircraft types are ranked in "stages." A 777 is a higher stage aircraft than a 737 or MD-90.

In order to move up the ranks, you'll need to successfully pass two short written examinations based upon aircraft operating manuals and general aviation knowledge as well as a check ride. To get promoted to an aircraft program one stage higher than your current type, you'll have to fly a check flight using our free ACARS software. This software can be found in the Fleet Library accessed via the Pilot Center link on the website.



Delta Virtual Airlines has a Pilot's Manual in the Document Library that explains the specific requirements necessary for promotion into each of our equipment programs.

Does this mean I can't just fly any aircraft in the fleet?

Well, no. Just like the real Delta Air Lines, we do not permit flight reports in any aircraft. A pilot can see what aircraft he is rated for in his Pilot Profile in the Pilot Center. If you'd like to fly that 777 and you are a CRJ pilot, you can move up the ranks as described in our Pilot's Manual. **Keep in mind that you can fly any aircraft you like; you just can't file a flight report with us if you are not rated in the aircraft.**

Will I be stuck flying just one kind of aircraft?

Unlike the real Delta Air Lines, where you do only fly one type of plane at a time, we think that's pretty boring, too. First, you're automatically qualified to fly the Embraer 120 regardless of the program you begin in. Depending on what program you start in, you will be rated in the secondary aircraft ratings as well. For example, if you are in the CRJ-200 program, you will automatically have the CRJ-700 and CRJ-900 ratings as well. You may have other ratings as well. Check your profile in the Pilot Center. As you change programs, if you'd like secondary ratings, you can request them via the Pilot Center section titled "Request Additional Ratings."

Our Staff

Who do I contact with questions?

Once you join and are entered into a program, your best resource for questions will usually be your Chief Pilot. Each equipment program has a highly qualified Chief Pilot, whose name and e-mail address is visible on the Pilot Center after you log in.

All members of the Delta Virtual Airlines staff are displayed on our "Our Staff" page, along with their e-mail addresses and a brief biography.



How do I become a member of the staff? Are you hiring?

With about 1,000 active pilots, Delta Virtual Airlines does no outside management hiring (we do not hire individuals who are not currently DVA



pilots). From time to time, vacancies become available and are posted in the Career Opportunities section linked on the main page. We encourage any active pilot to apply for these positions if they meet the minimum criteria. Most positions require the pilot be a Captain in their program, have 100 flights minimum, and have been an active member of the airline for some time.

Participation at Delta Virtual Airlines

Do I need file a PIREP every time I fly?

No. Just like a real airline, we encourage pilots to spend time in the simulator. Because we're not hours based, pilots should spend time in aircraft practicing touch and go landings or tricky weather landings. If you're working on an additional rating, a cycle or two simulating the new aircraft is also a good idea. Remember, we love to fly, not log hours. And every time you get behind the



yoke or sidestick, you'll find a kindred soul on the Water Cooler willing to swap stories with you. However, if you want your flight to count towards promotion, you'll have to fly from one airport to another, meeting the minimum distance requirement and not using time acceleration. The Pilot Manual outlines this information in more detail.

How often do I need to fly or file a PIREP?

Many virtual airlines require their pilots to log a flight once every 30 days. We make no such requirement – all we ask is that you log into our website at least once every 30 days. We feel that true participation in a virtual airline is not restricted to merely flying; it involves interaction with your fellow pilots to make their virtual airline experience a better one.

We recognize that many have pressures from work, school, and family from time to time. Many of our pilots are members of the US military or the reserves and are therefore stationed overseas for weeks or months at a time. We hope that during these periods, you can still find the time to visit Delta Virtual Airlines. You may not have the time for a 4-hour flight – but you might be able to drop by the Water Cooler for 15 or 20 minutes to say Hi.

Online Flying

Do I need to fly online?

Some virtual airlines have a requirement that all their flights need to be flown on either VATSIM or IVAO or POSCON or PILOTEDGE, online Flight Simulator network. While Delta Virtual Airlines encourages its pilots to fly online due to the richer and more realistic experience, we recognize that not everyone can fly online on a regular basis. Some people may lack reliable Internet connections. Others may have PCs with insufficient performance to run Flight Simulator in a multi-player session. Still, others may not be at the stage of their development as pilots to add the additional complexity of online flying. Therefore, there is no requirement that any flights be flown online on any network.



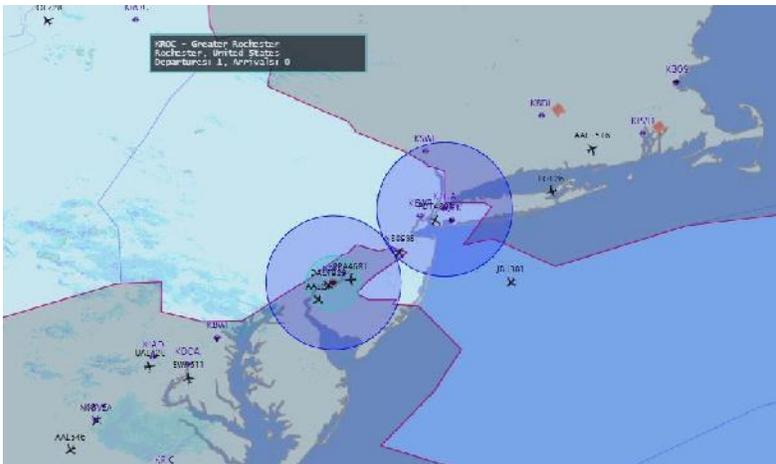
Which online networks are supported by Delta Virtual Airlines?

DVA supports online flights on VATSIM, IVAO, POSCON, and PILOTEDGE. We typically hold events only on VATSIM. However, approximately 40% of our pilots' flights are flown on VATSIM, and at the present time, all of our events are staged using the VATSIM network.

Our sole goal is to provide the best possible online experience for our pilots. To do so, we schedule our online events to ensure Air Traffic Control coverage.

Which events does Delta Virtual Airlines stage?

We have been holding regular events on VATSIM since June 2001. We currently have regularly scheduled weekly events available on our Online Events page. Pilots can view and sign up for upcoming events, and download charts and briefings for the airports used. We've staged events all over the



world but mainly in the US.

We pride ourselves in participating online on VATSIM events such as Friday Night Ops (FNO) and being positive representatives of DVA to the online community.



Web Site Questions

What is your website address?

Delta Virtual Airlines' website is located at <https://www.deltava.org>.

Why do I need a User ID and password to access your website?

Our new website uses some of the most advanced technology available to provide you with a secure, customized experience. By logging in, it allows us to identify you and provide content tailored to you as an individual, not just generic static HTML content. Additionally, using an ID and password allows us to keep the site secure and maintain a quality, fun atmosphere for virtual pilots of all ages.

What is my User ID?

Your user ID is either your full name, or you can optionally use your pilot ID (DVA123, for example). Both will work, and the system is smart enough to link your pilot ID with your name.

What happens if I forget my User ID or my password?

Your Delta Virtual Airlines password can be resent by clicking on the Password Reset link on the main website on the lower left.

What does your website run on? Who does your hosting?

Our website is run on an Amazon Web Services server to ensure continual backup, high security, and uninterrupted service to our pilots.



Legal Stuff

Delta Virtual Airlines is not in any way affiliated with Delta Air Lines or any of its subsidiaries. We are a non-profit organization catering to the Flight Simulation community. The real Delta Air Lines website is located at <https://www.delta.com/>.

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Yes. We are committed to collecting a minimum of personal information. That means a real name, a location, and an e-mail address. Not much more. We don't currently set cookies on your PC, and your personal e-mail address is only available to management, not the world at large.