

About NinoxDrone2:

NinoxDrone2 is primarily a tool for applying for permission to fly within the 5 km zone at 17 airports. These are the same 17 airports where flight permissions could be requested in the old Ninox Drone system. It is a temporary solution to continue the functionality of the old Ninox Drone after one of the previous providers went bankrupt, causing the old app to crash.

NinoxDrone2 **IS**:

- A tool for applying for permission to fly within 5 km of an airport.
- A tool where you can log your flight to make it visible in HemsWX and to emergency services in the air.

NinoxDrone2 **IS NOT**:

- An overview of no-fly zones or other restricted areas in Norway.
- The same as Avidrone, Avinor's new and upcoming traffic management solution for drones.

NinoxDrone2 is not developed by Avinor. It is a standardized product used in several countries, purchased as an off-the-shelf solution to replace Ninox Drone in Norway.

NinoxDrone2 cannot be compared to other websites like dronesoner, droneflykart, or similar. NinoxDrone2 does not provide the same airspace overview as the mentioned websites. No other apps or websites for drone pilots have integration with air traffic control like NinoxDrone2 does.

When using an app that communicates with air traffic control and emergency services, there are requirements for a certain level of security. Therefore, login with an authenticator is required.

Frequently Asked Questions:

Why is it not an option to log in using BankID?

NinoxDrone2 is intended to be accessible to everyone who wants to fly in Norway, including foreign nationals without Norwegian BankID. Therefore, Authenticator is used to verify users. Authenticator is a universal and secure system.

I'm getting a message that the code from Authenticator is incorrect.

Authenticator codes are only valid for 30 seconds. There is a countdown next to each code indicating how long it remains valid. If you enter a code that has expired, you will receive an error message.

The Authenticator code has not expired, but it's still incorrect.

Contact technical support using the shortcut at the bottom of the login page. Click where it says "Technical support."

When contacting technical support, provide a detailed explanation of the issue so they can assist you in the best possible way.

A good example: *"When I try to register, I get an error message saying [specific error], see attached screenshot of the error message."*

A bad example: *"Login isn't working."*

The contact form can also be accessed via this link: <https://support.ninoxdrone.no/#/>

Something isn't working. What should I do?

Errors and issues can be reported to technical support. A contact form can be found at the bottom of the login page or under "My Profile" in NinoxDrone2. Click where it says "technical support."

The contact form can also be accessed via this link: <https://support.ninoxdrone.no/#/>

I've entered all the details, but I can't submit my drone plan. What's wrong?

You've registered as an organization pilot instead of an independent drone operator. You must be registered as an operator to submit a drone plan. Click on your name in the purple bar to access your profile. Click the large blue button that says "Register operator" and follow the registration steps.

Why do I need to register as an operator and not as a pilot?

Under European drone operation regulations, all individuals who are legally responsible for their flights are considered "Operators." A "Pilot" is someone flying on behalf of an operator, such as employees operating under an organization's operator certificate, where the organization is the responsible operator.

Is there a website in addition to the app?

Yes, <https://utm.avinor.no/avm/>.

Note that "/avm" must be included for the link to work.

I clicked "Forgot password" but didn't receive anything.

Check your Email spam folder. Ensure that you have entered the correct email address.

I want to register my company/organization. What should I do?

Select "Create account" and create a user with your work email. Then register with your personal information as the responsible contact person for the organization. In the next step, you can choose between "natural person" and "legal person." All organizations should select "legal person" ("natural person" is for private individuals). Follow the steps and enter the organization's information.

"Company identification number" is the organization number from Brønnøysundsregisteret (For Norwegian companies).

I registered incorrectly. Can I change from "natural person" to "legal person"?

Yes, this can be done by the provider. Contact technical support. You can find the shortcut at the bottom of "My Profile" or via this link: <https://support.ninoxdrone.no/#/>

I have a certificate from another country. Can I upload a certificate that is not from flydrone.no?

Yes, you can. All European countries issue operator IDs in the same format. Flydrone.no is specifically mentioned to help Norwegian drone pilots understand the requirements, as they are the largest users of NinoxDrone2.

The certificate from flydrone.no is downloaded in PDF format. Why is PDF not accepted for upload during registration?

This is a decision made by the provider and is related to file security. We recommend taking a screenshot of your drone certificate and uploading it to NinoxDrone2. Note that the file upload is designed for screenshots. A regular camera photo may have a file size that is too large.

Why is this so complicated? I just want to fly my drone.

As a drone pilot, you are part of aviation and share the airspace with all other aircraft, both manned and unmanned. NinoxDrone2 is designed in accordance with European aviation regulations. If you want to be part of controlled aviation in the airspace around airports, you must obey the rules, register, and apply for permission to fly.

Do I need to register my flight?

If you are **within 5 km** of an airport, **you must apply** for permission to fly. You cannot fly until the air traffic control tower has approved your request to take off. If the control tower is closed, you are not allowed to fly within 5 km of the airport.

If you are outside a 5 km zone, it is not mandatory to register your flight. However, we encourage you to register your flight so it becomes visible to rescue helicopters, air ambulances, police helicopters, and other emergency services.

Why does NinoxDrone2 not show all no-fly zones in Norway?

NinoxDrone2 is primarily a tool for applying for permission to fly within 5 km of the airports that are shown in the app. It is a temporary solution while awaiting Avidrone. Avinor has not undertaken extensive development for a temporary solution. Avidrone will include integrations that display all restricted and protected areas when it is launched.

Why doesn't the 5 km zone around my local airport appear?

NinoxDrone2 can be used to apply for permission to fly within the 5 km zone at the 17 airports shown on the map in NinoxDrone2. These are the same airports as in the old Ninox Drone. No other restricted areas are displayed.

Can I retrieve data from the old Ninox Drone?

No, one of the providers of the old Ninox Drone is bankrupt. It is not possible to retrieve any data from the bankruptcy estate.

Why do I need to register again? Why couldn't the user data from the old Ninox Drone be transferred?

Avinor attempted this. However, one of the subcontractors of the old Ninox Drone is bankrupt, and it is not possible to retrieve any data from the bankruptcy estate. Therefore, everyone must register again. Even though the name is almost the same, it is a new system in the background.

Why do I need to report that I've landed? Can't I just let the time for my plan run out?

Even if the time of your plan has expired, the air traffic controller has no confirmation that you have actually landed. The control tower is responsible for the airspace. For

safety reasons, the air traffic controller treats the area where you are flying your drone as a no-fly zone for all other air traffic. When you report that you have landed, the airspace is released for other air traffic. By clicking "End flight" in NinoxDrone2, you help the air traffic controller maintain an accurate situational picture of what is flying in the air. **Failing to close a drone plan is considered a safety violation from an air traffic controller's perspective. So remember to report when you have landed!**

Do I still need to label my drone when registering it in NinoxDrone2?

Yes, you must always label your drone with your operator ID. Your car is registered to you but still requires a visible license plate when driving on the road. The same applies to drones.

Can I use NinoxDrone2 in an uncontrolled situation (e.g., a flyaway)?

First, you must notify the control tower and the police. Then, you can use NinoxDrone2 to report an incident. To do this, click on the two lines in the bottom left corner of the map (=) and then select "Report occurrence."

In aviation, "Just Culture" is an important principle for maintaining a high level of safety. The purpose of reporting is learning and improving flight safety, not punishing individuals. Pilots and operators should feel confident that reporting errors will not result in penalties, as long as it does not involve gross negligence or intentional violations of the law.

What is happening with Avidrone?

The launch of Avidrone has been delayed. It is coming, and significant efforts are being made to complete its development.

How do I register?

See the user guide for registration. Registration for private individuals is shown on pages 1–10.

To register, you need an external authenticator app. Download Microsoft Authenticator, Google Authenticator, or FreeOTP. You must choose one authenticator app. If you attempt to register NinoxDrone2 in multiple authenticator apps, the registration process will not be successful.

How can I enter the one-time code from Authenticator into NinoxDrone2 before it expires?

If you click directly on the numbers in the authenticator app, they will be automatically

copied. At the top of your mobile screen, you will see "Code copied."

After the code is copied, return to the NinoxDrone2 app. Click in the empty field for the *one-time code* and select "Paste." If you manage to click everything efficiently, this process takes less than 8 seconds.

Authenticator codes are valid for 30 seconds. There is a countdown next to each code indicating how long it remains valid. If you wait until the code has just refreshed, you will have 30 seconds to paste it into the NinoxDrone2 app.

What is "Device Name"?

"Device Name" is not a required field. You can leave it blank.

How do I know if I have permission to take off?

When you submit a drone plan, the area for your flight will change color based on its status. NinoxDrone2 uses the following color codes:

- **Yellow** – Your plan has been submitted and is awaiting approval from the air traffic control tower. Status is: "Waiting for approval."
 - **Blue** – The details of your plan have been approved, but you do not yet have permission to fly. The pilot must request "Take off" before flying.
 - **Green** – Your "Take off" request has been approved. You can now fly your drone within the area and time frame specified in your plan.
 - **Gray** – The plan has been completed. You have clicked "End flight."
 - **Blank with a black ring** – Your plan has been canceled. This can happen either through automatic cancellation because the plan violates local restrictions or because the air traffic control tower canceled it while you were flying.
 - **Yellow with a dotted border** – Your plan for a future time has been submitted and is awaiting approval from the air traffic control tower.
 - **Blue with a dotted border** – Your future plan has been approved. You do not yet have permission to fly. You must wait until the time specified in your plan and then request "Take off." If you entered the wrong time by mistake, you must delete the incorrect plan and submit a new one with the correct time.
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I submitted a request to fly, but it is neither approved nor rejected. Why?

If you submit a plan that does not comply with the regulations, it will be automatically canceled. Neither you nor the air traffic control tower will receive a notification if this happens. Canceled plans are displayed as transparent with a black border. You can

also find the plan in the log under "Canceled plans."

For example, if you request to fly at a height exceeding the allowed limit for the area or if there is a temporary restriction in the airspace, the plan will be automatically canceled.

Note that you will not receive any notification if your plan is automatically canceled.

How do I register my drone in my profile?

After registering as an operator:

1. Click on your name in the purple bar to access your profile.
2. Click on the blue person icon in the top right corner.
3. Select "Operator account."
4. Click on "Assets" and then "Add drone." Follow the steps for registration and fill in the fields marked with "*."

I'm asked to upload documentation of my drone certificate. Why isn't my file accepted?

Only screenshots of the certificate from flydrone.no are accepted as a valid file format. A camera photo will be too large, and PDFs downloaded from flydrone.no are not accepted. The file restrictions are set by the system provider and cannot be changed by Avinor.