



Text Messages in MRO Tracker

Get your alerts by text, and text MRO Tracker for weather, your next flight and a departure brief

MRO Tracker User Guide

Leesburg Aviation LLC • www.mrotracker.com • 703.415.4545

Version 2.1 • October 2026

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What you can do by text

Once your mobile number is verified, MRO Tracker can reach you by text and you can text it back.

- **Get your alerts by text:** aircraft on ground (AOG), overdue and open flights, an aircraft grounded before your booked flight, flights not closed out, task assignments, QC requests and shared task updates.
- **Ask by text:** current weather (METAR and TAF) for any airport, your next flight, today's and tomorrow's flights, a departure brief, or an aircraft's status.

Texts are a convenience. They do not replace an official weather briefing or the information in MRO Tracker. Reports and PDFs always come by email.

What you need

- Your MRO Tracker sign-in at **login.mrotracker.com** (or your organization's own MRO Tracker address).
- A mobile phone that can receive texts, in your hands, because you'll type in a code it receives.
- About two minutes.

Turn on text messages

- 1 **Open My Preferences.** Sign in to MRO Tracker and click the **gear icon** (My Preferences).
- 2 **Enter your mobile number.** Under **My Info**, type your own mobile number, for example (571) 555-1234, and click **Save Info**. Use your number only; texts go to the person who verifies the number.
- 3 **Agree and ask for a code.** Scroll to the **Text MRO Tracker** box. Read the consent statement, tick the box, and click **Text me a code**. The button does nothing until the box is ticked.

My Preferences

MY INFO

Alex

Morgan

(571) 555-1234

EMAIL OR TEXT MESSAGE

How notifications that would otherwise be emailed reach you: AOG alerts, overdue and open flights, assignments, QC requests and shared task updates. Texts go to the mobile phone under My Info.

Email

Texts go only to a mobile number you've verified below. Message frequency varies. Message and data rates may apply. Reply HELP for help or STOP to opt out. [Terms](#) - [Privacy](#)

Text MRO Tracker

Text +1 (571) 555-0100 for METAR KJYO, TAF KRDU, NEXT, TODAY, BRIEF or STATUS N123AB, or just ask. Verify your mobile number first.

☐ I agree to receive text messages from MRO Tracker (Leesburg Aviation LLC) at this number: verification codes, the alerts I choose (such as AOG, overdue and open flights, and assignments) and replies to texts I send to MRO Tracker. Message frequency varies. Message and data rates may apply. Reply HELP for help or STOP to opt out. Consent is not a condition of purchase. See the [Terms](#) and [Privacy Policy](#).

Not verified yet **Text me a code**

My Preferences: your mobile number under My Info, and the consent box in Text MRO Tracker.

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Enter the code. A 6-digit code arrives by text within a few seconds. Type it into the box and click **Verify**.

- The code is good for **10 minutes**, and you have **5 tries**.
- No code? Wait a minute and click **Text me a code** again; you can ask for a new one once a minute.

Enter the 6-digit code and click Verify.

Verified: your number is ready for texts.

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Choose how your alerts reach you. Under **Email or Text Message**, pick:

- **Email:** alerts keep coming by email (the default).
- **Text message (SMS):** alerts come by text instead of email.
- **Both email and text message:** you get each alert both ways.

Click **Send me a test text** to check, then **Save Preferences**.

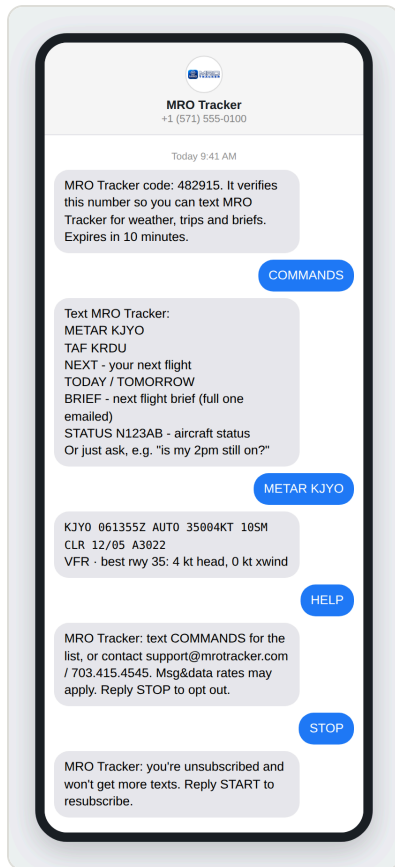
Tip: save MRO Tracker's number as a contact on your phone (for example "MRO Tracker"), so alerts are easy to spot and you can text it any time. The number is shown in the Text MRO Tracker box in My Preferences.

Text MRO Tracker

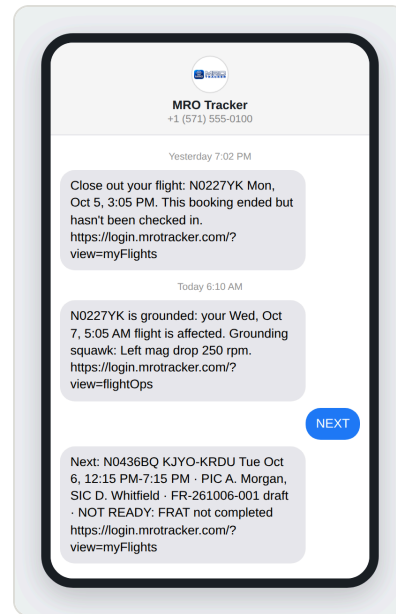
From your verified phone, text one of these to the MRO Tracker number. Upper or lower case both work. Replies usually come back within a few seconds, and only show your own flights and your organization's aircraft.

Text this	You get back
METAR KJYO	The latest weather at that airport, its flight category (VFR, MVFR, IFR, LIFR), and the best runway with the crosswind.
TAF KRDU	The forecast for that airport. If it has no TAF, the nearest airport's forecast is used and named.
NEXT	Your next flight: aircraft, route, times, crew and whether it's ready to dispatch.
TODAY / TOMORROW	Your flights that day.
BRIEF	A short weather and readiness summary of your next flight, texted in about a minute, with the full departure brief by email. BRIEF 2 does the same for your second upcoming flight.
STATUS N123AB	That aircraft: grounded or not, open squawks, overdue items and what's due next.
COMMANDS , HELP or ?	The list of commands, with the support contacts.

You can also just ask in your own words, for example *"is my 2pm still on?"* or *"weather at Raleigh"*, and MRO Tracker picks the right answer.



Texting MRO Tracker (sample screens).



Alerts by text, and a reply to NEXT (sample screens).

Stop, pause or change texts

To...	Do this
Stop all texts	Reply STOP to any text from MRO Tracker. You'll get one message confirming it, and no more texts after that.
Start again	Reply START .
Get help	Reply HELP , or contact support (below).
Go back to email only	In My Preferences, set Email or Text Message to Email and click Save Preferences .
Change your phone number	Enter the new number under My Info, click Save Info , and verify it again (steps 3 and 4).

If something doesn't work

The code never arrives

- Check the number under My Info, including the area code, and that it's a mobile phone, not a landline or desk phone.
- Wait a minute, then click **Text me a code** again.
- If you ever replied STOP to MRO Tracker, reply **START** first.

"This number isn't verified"

MRO Tracker only answers the number you verified. Text from that phone, or verify the phone you're using (steps 2 to 4).

"That code has expired" or "Too many tries"

Click **Text me a code** to get a fresh code.

No reply to a text

- Check the command spelling and the airport identifier (four letters, such as KJYO).
- **BRIEF** takes about a minute; the first reply says it's being built.
- MRO Tracker answers up to 30 texts an hour from one number.

I don't get my alerts by text

Make sure your number shows as verified and that **Email or Text Message** is set to **Text message** or **Both**. Use **Send me a test text** to check.

Cost and privacy

- Message frequency varies with the alerts you choose and the texts you send. Message and data rates from your mobile carrier may apply.
- Mobile carriers are not liable for delayed or undelivered messages.
- We do not sell or share your SMS opt-in data or personal information with third parties for marketing purposes. Your number is shared only with our text message provider to deliver messages.
- Full details: www.mrotracker.com/terms and www.mrotracker.com/privacy.

Need help?

Email support@mrotracker.com or call 703.415.4545.