

Customer FAQs

CAE SimHub – Decommissioning Simissues

Date: April 25, 2023

General Questions

- **What is CAE SimHub?**

It is a new web-based portal that enhances the customer experience by consolidating most of the post-RFT tools and services in one. It centralizes your fleet data and your service requests.

- **What is Simissues?**

It is the tool CAE customers have used for many years to log any issues on CAE technology simulators.

- **What is happening in May 2023?**

At some point during the month of May, all post-RFT Simissues issues will be managed via the CAE SimHub portal (<https://simhub.cae.com>) instead of the Simissues tool (simissues.cae.com).

The pre-RFT issues, sometimes referred to as 'snags', are not affected by this change.

Rest assured that you will be notified in advance with the precise date in May the decommissioning will be taking place.

Important: This change does not impact the TCCP Portal (TRU/TSP devices). It is still to be used until further notice.

- **How do we know if we are impacted by this change (Simissues decommissioning)?**
If you own at least one CAE generation simulator, you are impacted by this change.
- **Why are we decommissioning Simissues?**
This is one of the first key steps to migrate all post-RFT issues data into CAE SimHub. In order to enhance customer experience and centralize the data, we need to proceed with key steps prior to full launch.
- **Will there be a blackout period during the decommissioning?**
Yes. We will be sending you an email with all the pertinent information on the go live date as well as the blackout period.
- **What if there is a critical issue, such as an AOG, during the blackout period?**
Our AOG phone line is still available during the blackout period, and we ask our customers in this critical situation to call the phone line at +1 514 246-0939.
- **What will happen to the Simissues data following the decommissioning?**
All previously raised post-RFT active issues (i.e., not closed) and their history with attachments will be imported to CAE SimHub. The closed issues will be kept in Simissues and can be consulted on a read-only basis.
- **What if information is missing from an issue when CAE imports it from Simissues?**
Use a General Inquiry case type via CAE SimHub to request CAE to append any missing information.

System Questions – CAE SimHub

- **Which browser should be used?**
Google Chrome and Microsoft Edge are recommended browser options.
- **What is the process to create new user accounts in CAE SimHub?**
Use a General Inquiry case type via CAE SimHub to request new user accounts. Specify the first name, last name, title, and email address of the new user as minimum information required. You can also contact your CEL if you have many changes to do.
- **Will the reference numbers remain the same from Simissues to CAE SimHub?**
No, but the Legacy Case # from the Simissues system will be viewable next to the CAE SimHub Case number.
- **Does CAE SimHub have a search feature?**
Yes, CAE SimHub has a search feature, located in the top right corner of the page adjacent to the notification bell and profile icons.

- **How many case types does CAE SimHub have?**

We have six case types (categories): General Inquiry, AOG, Software, Hardware, QTG and Documentation.

- **What if the list of Simissues devices is not accurate in CAE SimHub?**

Use a General Inquiry case type via CAE SimHub to request CAE to append any missing information.

- **Is there a size limit on the attachments?**

The size limit for attachments is 2GB.

- **Can I reopen previously closed Simissues issues/cases?**

No, the reopen feature is not available under CAE SimHub.

- **Do I need to use CAE SimHub for a failed part, such as an RMR?**

At present, no. Continue to use the RMR tool under CAExtranet portal until further notice.

- **What if I have a question about an existing SPARES order?**

Please direct your questions about CAE SimHub store orders to simhubstore@cae.com.

- **How will the severity of the issues be mapped from the existing Simissues issue to a new CAE SimHub Case?**

Nothing will change with respect to the severity.

Actions to take prior to Simissues decommissioning

1. **Verify login access and password:** Login at <https://simhub.cae.com> with your password.
2. **Watch the Webinar 5 training** (<https://vimeo.com/caesimhub/webinar5>) specific to Simissues decommissioning (password: connect2simhub)
3. **Inform your impacted teams of the upcoming changes.**

If you have questions on the above, please contact your Customer Experience Lead (CEL).

Want to learn more about CAE SimHub? Watch these videos (password: connect2simhub)

- [Discover CAE SimHub](#)
- [Webinar 1](#): Main vision, portal access, devices, PLAs, FSBs, SimHub Store
- [Webinar 2](#): Case creation (General Inquiry)
- [Webinar 3](#): Case creation (Documentation)
- [Webinar 4](#): CFT Jira decommissioning