

V.Crew Connect Seafarer Portal

A Guide for V.Crew Seafarers



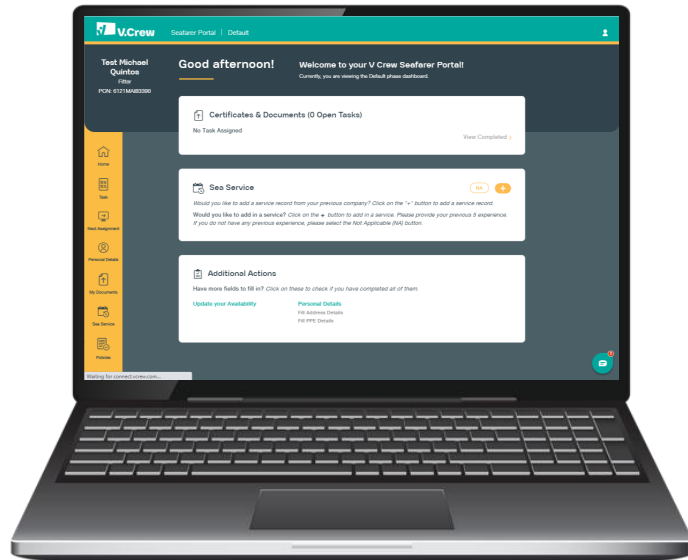


<https://connect.vcrew.com>

V.Crew Connect Seafarer Portal allows seafarers to access their Profile and Files securely from anywhere with an internet connection using a Laptop, Computer, Tablet or Smartphone.



Benefits of Seafarer Web Portal



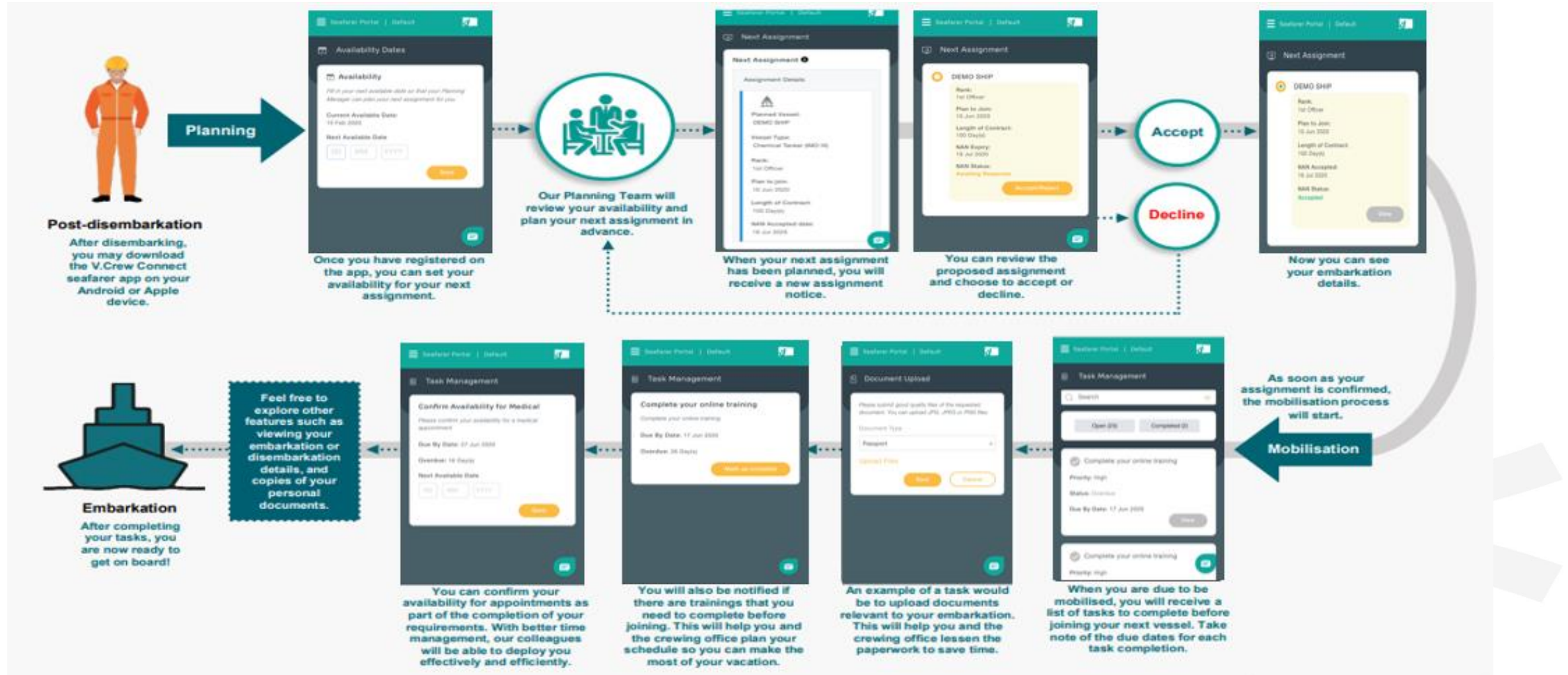
- Crew Connect Seafarer Portal gives seafarers the opportunity to access files over a larger screen from anywhere around the globe via a laptop/tablet or a computer.
- Serves as a two-way communication tool allowing the seafarer to upload saved documents on his computer/laptop/tablet or an email.
- You can even use a shared resource such as an Internet Cafe to access your account information safely via our web portal.
- The portal is easy to use and seafarers can now sign policies electronically.



When accessing your web portal account on a public computer, ensure to logout after your session and use the browser tools to delete files and cookies and clear your browsing history.

Seafarer Digital Enablement Guide

Your new Planning and Mobilisation experience using the V.Crew Connect seafarer portal



How to Register & Log-in



To access the Seafarer web portal, go to <https://connect.vcrew.com>

For new users: Click on **Sign Up** which will prompt user to enter registered email address and Date of Birth, upon submitting it will ask to enter six-digit access code which has been sent on the registered email address of the seafarer. After entering the access code, it will prompt to create password. Upon creating password, Home screen appears.

For Existing users: Click on **Sign In** button which will prompt to provide users to enter Email id and password. Upon successful login Home screen appears.



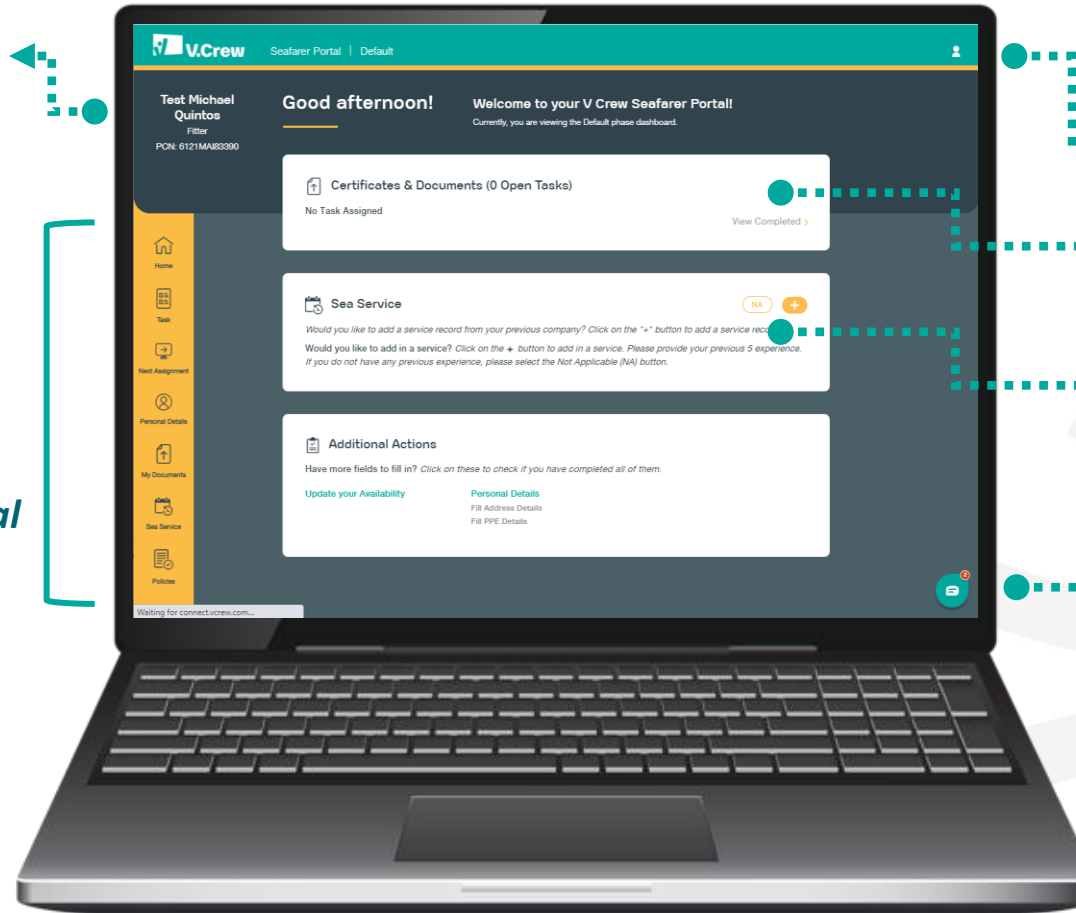
Seafarers who are registered on Seafarer App can use the same login credential for V.Crew Connect Seafarer Portal.

Web Portal is compatible with Chrome, Firefox & Safari browser.

Know your Seafarer Portal Homepage

Username & Rank

*Dashboard
allows quick
access to all
functionalities
within the portal*



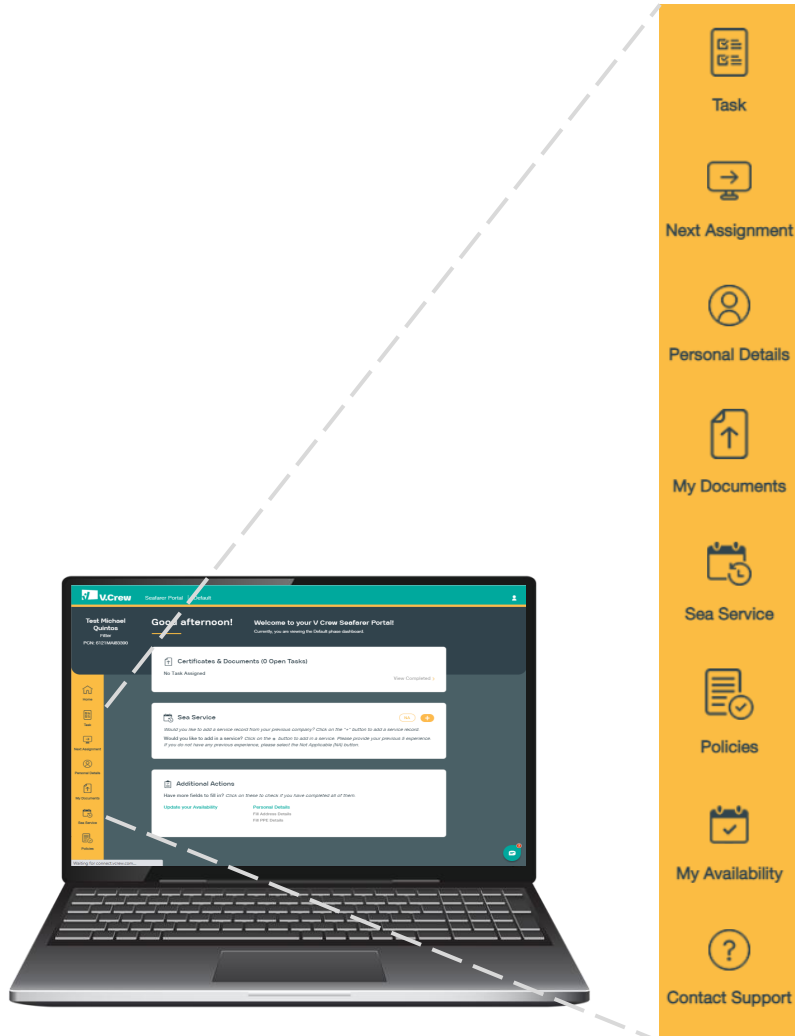
Log-out or Change Password

Task assigned can be viewed here

Sea Service record can be added here

Contact Support for assistance

What's on my Dashboard?



Task

Check various **Tasks** categorized based on their completion status. Read the description of the assigned task as well as see the due date for each task.



Next Assignment

You can view details of your **Next Assignment** here. See your embarkation or disembarkation details (date and port of joining and vessel name)



Personal Details

On **Personal Details**, update your address, contact details, PPE and Next of Kin details, or send request to have basic information (email, marital status, etc.) updated.



My Documents

Manage your documents through **My Documents**. Upload and download personal documents, medial and training certificates, professional documents, etc.



Sea Service

Historical sea service details can be added and update in the portal through **Sea Service**



Policies

Read and confirm policies assigned by Mobilization Team on the **Policies** tab.



My Availability

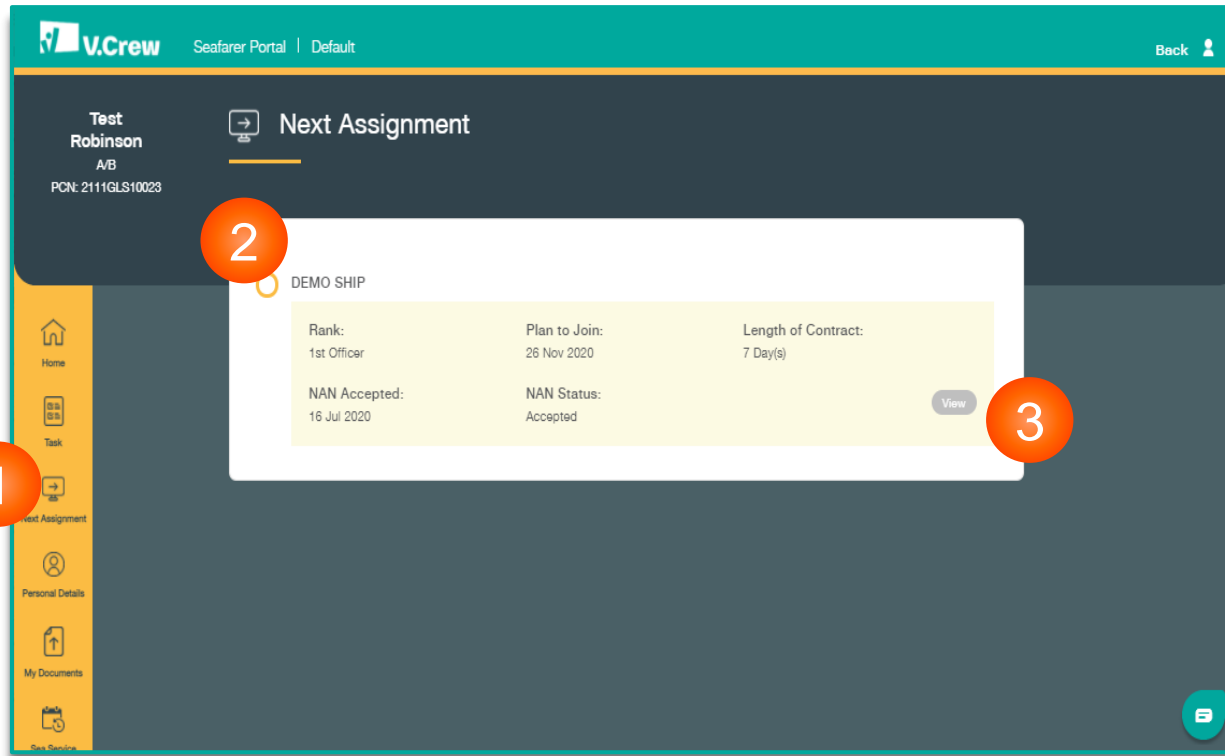
You can provide your next availability for joining vessel through **Availability** tab.



Contact Support

If you need assistance, get 24/7 support via **Contact Support**.

Go view and accept your next assignment!

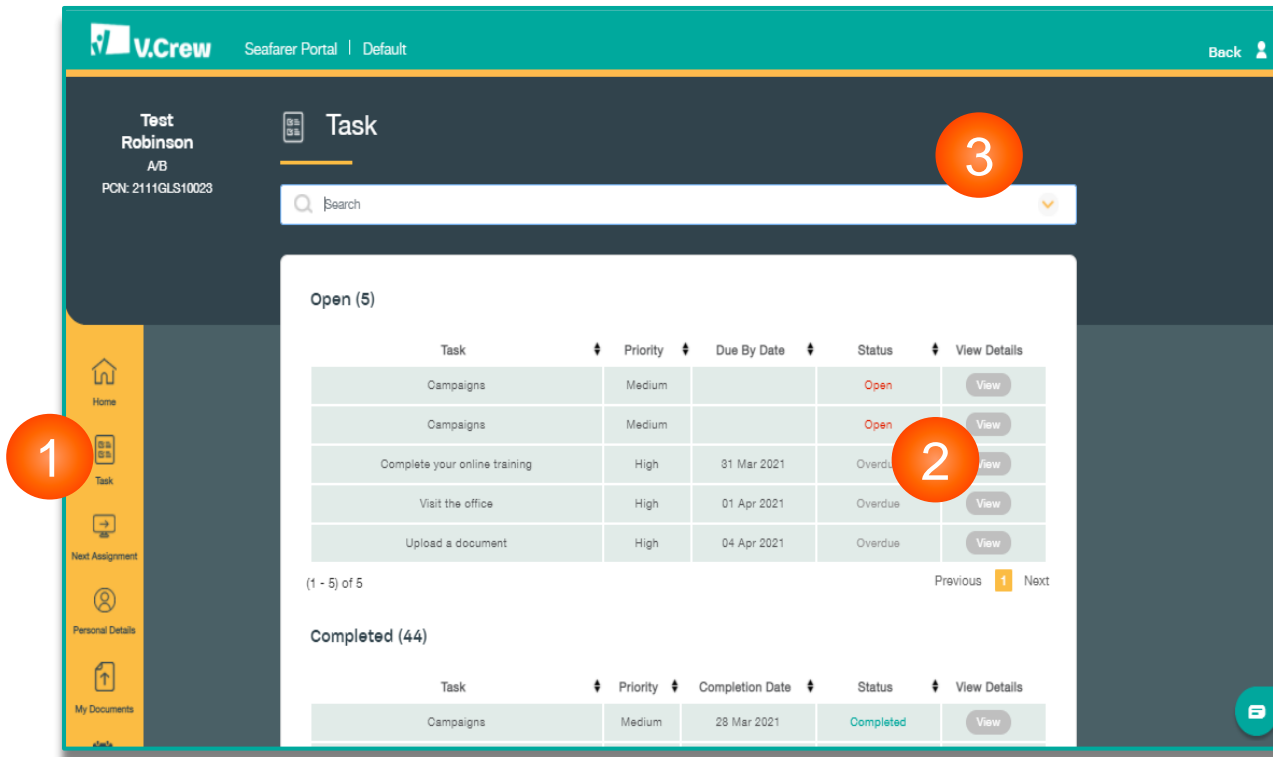


1. On the dashboard, choose **Next Assignment**.
2. Details of your next assignment – Rank, Join Dates, Length of Contract, etc. is on the tab
3. Click on **Accept/Reject** to submit your response back to your Planning Team.



When a seafarer is planned against a vessel, a **Next Assignment (NAN) request** is sent by planning team to seafarer for his acceptance. Basis on response of Accept/Reject from seafarer, the proposal process takes place.

Manage your assigned tasks



1

2

3

Test Robinson
A/B
PCN: 2111GLS10023

Task

Search

Open (5)

Task	Priority	Due By Date	Status	View Details
Campaigns	Medium		Open	View
Campaigns	Medium		Open	View
Complete your online training	High	31 Mar 2021	Overdue	View
Visit the office	High	01 Apr 2021	Overdue	View
Upload a document	High	04 Apr 2021	Overdue	View

(1 - 5) of 5

Previous 1 Next

Completed (44)

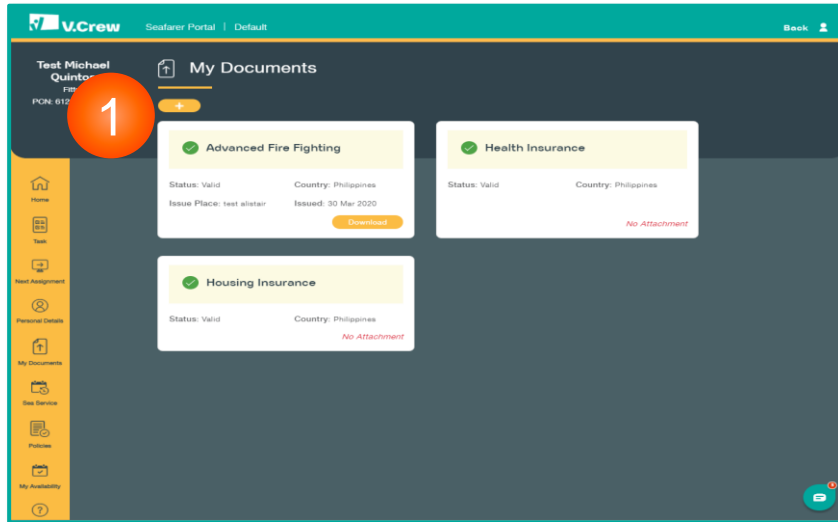
Task	Priority	Completion Date	Status	View Details
Campaigns	Medium	28 Mar 2021	Completed	View

1. On the dashboard, choose **Task**.
2. On the task management tab, view task by their completion status.
 - Click on View to get complete details of each task assigned
3. You can toggle to view task by clicking on Search option by selecting status of the tasks assigned.



Immediate find a task by also searching for keywords (i.e., typing “upload” to find documents for upload)

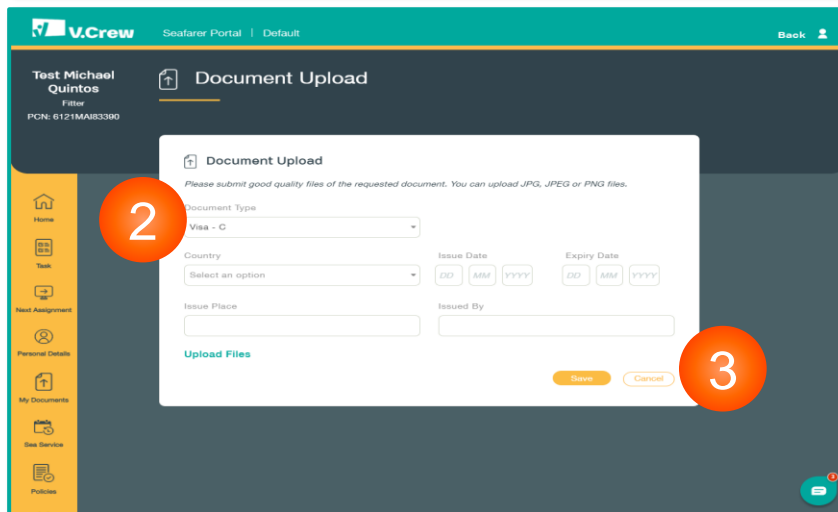
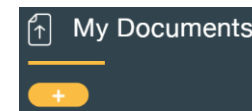
Manage and upload your documents



1. Click on the “+” icon to upload your document.
2. Choose the **type of document** to be uploaded.
3. Click on **SAVE** to submit the document.



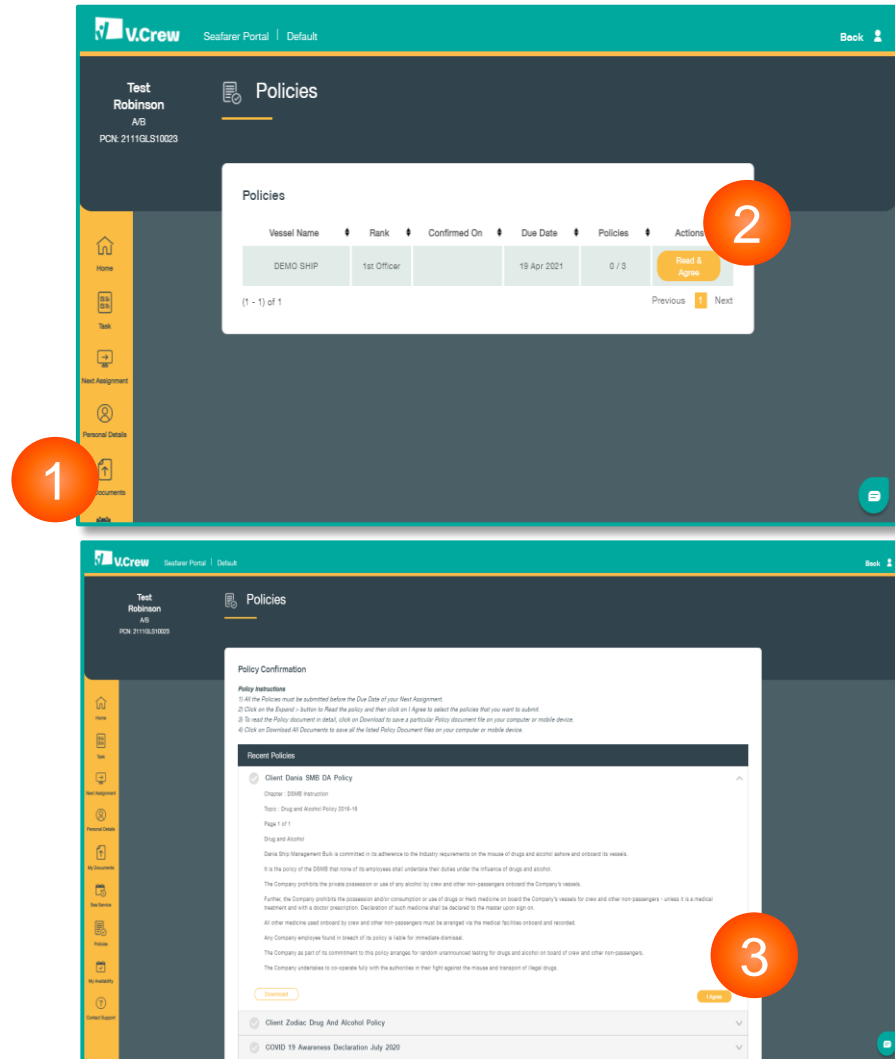
You can find the “+” icon on the upper left side of the page



You can upload a maximum of 8 documents at once. It will be sent to our system as a single PDF document.

- File size should not exceed 2 MB per document.
- JPEG and PNG are the acceptable file format.
- File name should not exceed 30 characters.

View and confirm assigned Policies



The top screenshot shows the V.Crew Seafarer Portal dashboard for user Test Robinson. The 'Policies' section is active, displaying a table with columns: Vessel Name, Rank, Confirmed On, Due Date, Policies, and Actions. The table shows one policy for 'DEMO SHIP' with rank '1st Officer' and due date '19 Apr 2021'. The 'Policies' column shows '0 / 3'. The 'Actions' column has a 'Read & Agree' button highlighted by a red circle with the number 2. A red circle with the number 1 is on the left sidebar.

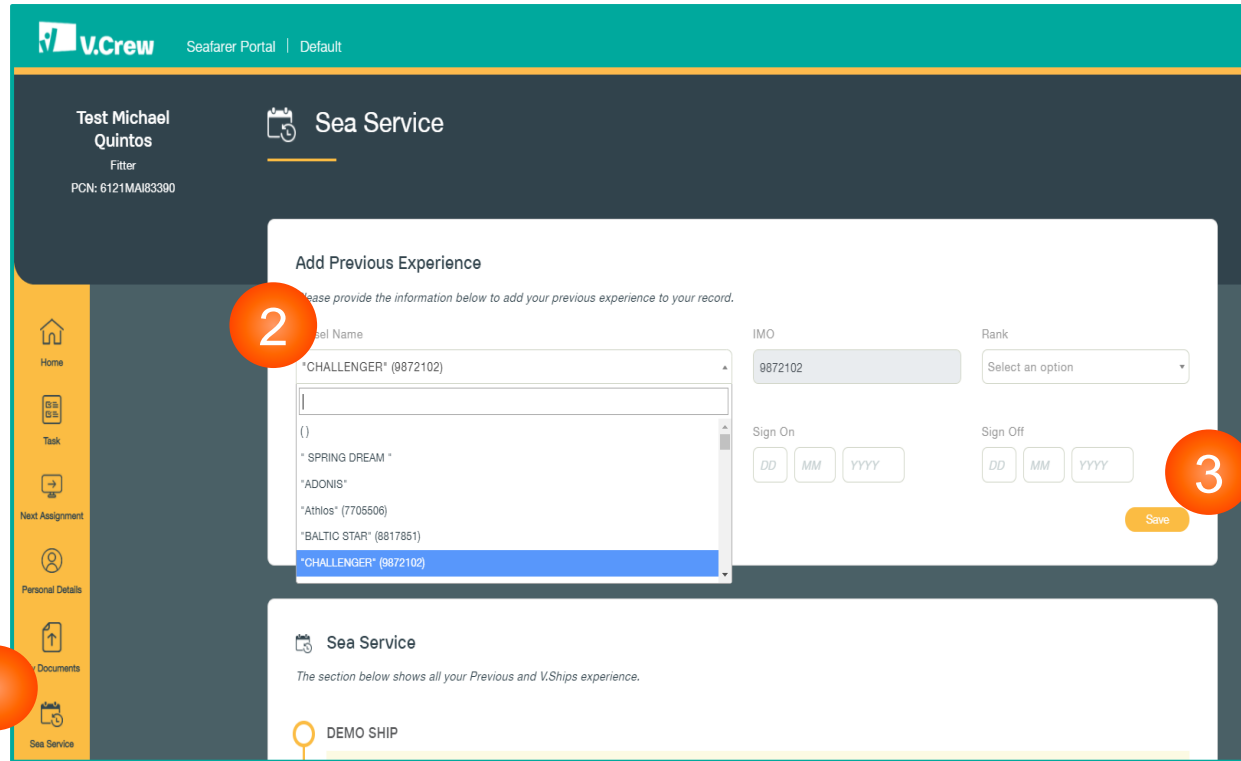
The bottom screenshot shows the 'Policy Confirmation' page for the 'Client Dania SMD DA Policy'. It includes 'Policy Instructions' and a 'Recent Policies' section. The 'Download' button is highlighted by a red circle with the number 3.

1. On the dashboard, choose **Policies**.
2. Click on “**Read & Agree**” to view policy.
3. Clicking on “**I Agree**” will mark the policy with a green ticket, giving acceptance that the seafarer had read, understood, and agrees to the policy.



You can download a copy of your policies on the Policies management page

Adding your Sea Service to the portal



v.Crew Seafarer Portal | Default

Test Michael Quintos
Fitter
PCN: 6121MAI83300

Sea Service

Add Previous Experience

Please provide the information below to add your previous experience to your record.

Vessel Name
CHALLENGER (9872102)

IMO
9872102

Rank
Select an option

Sign On
DD MM YYYY

Sign Off
DD MM YYYY

Save

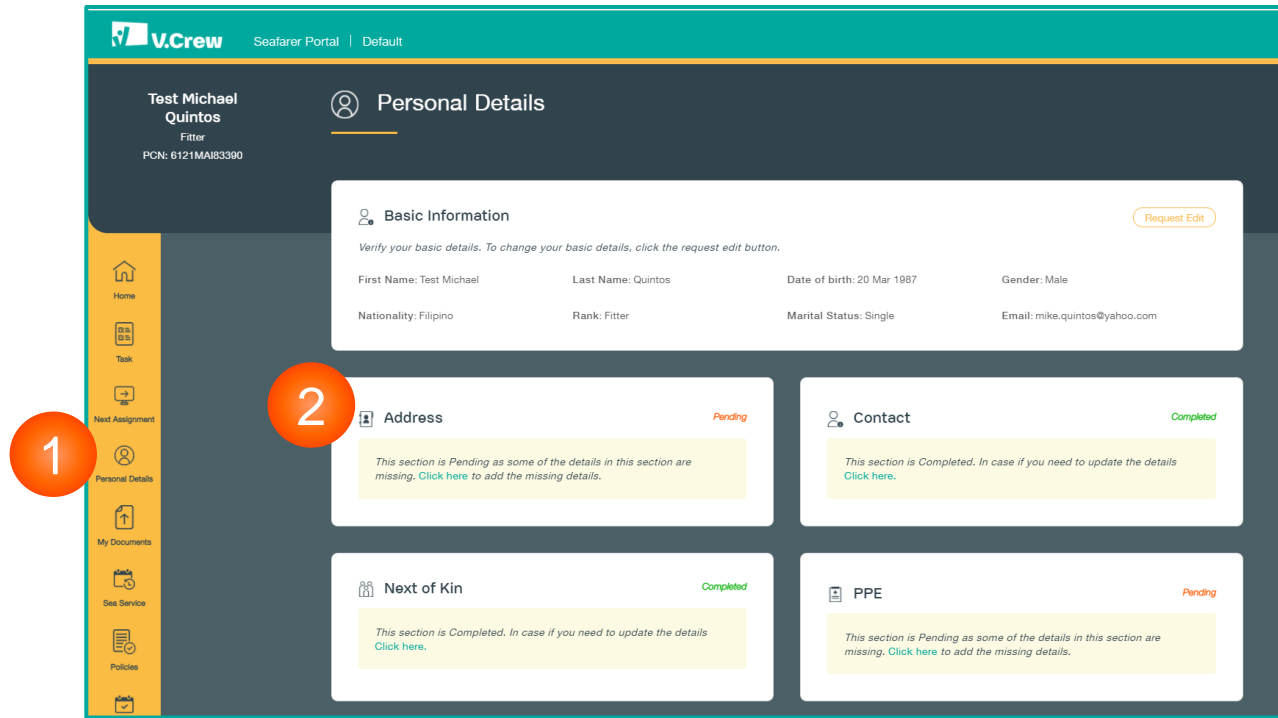
Sea Service

The section below shows all your Previous and VShips experience.

DEMO SHIP

1. On the dashboard, choose **Sea Service**
2. Provide the information to add your previous experience to your record - enter Vessel Name, Rank, Sign on and Sign off dates.
3. Click on **SAVE** to submit the document.

Maintain your profile



1 On the dashboard, choose **Personal Details**.

2 You can update your Address, Contact information, PPE and Next of Kin details.

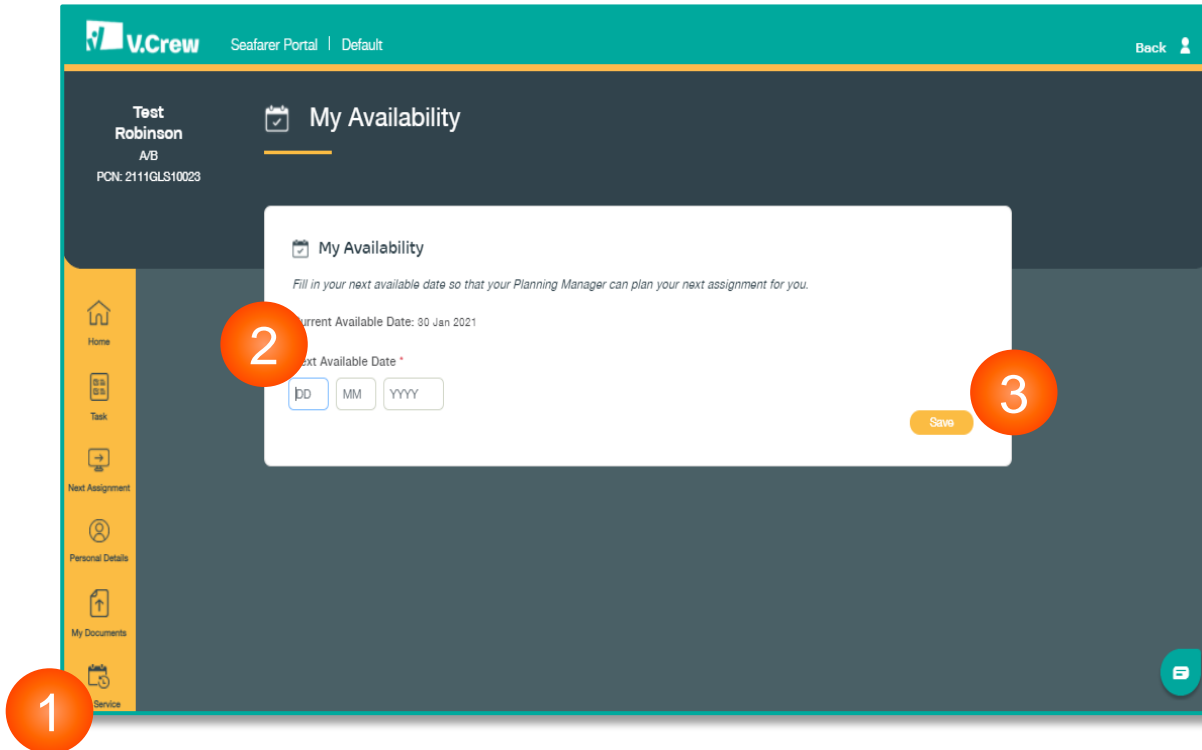
Make sure to click on **SAVE** to submit changes done.

1. On the dashboard, choose **Personal Details**.
2. You can update your Address, Contact information, PPE and Next of Kin details.
3. Make sure to click on **SAVE** to submit changes done.



Basic Information cannot be edited by seafarer and needs to contact the V.Crew Support Centre for any changes

Let us know of your next availability



The screenshot shows the V.Crew Seafarer Portal interface. At the top, the user is identified as 'Test Robinson' with 'A/B' status and PCN: 2111GLS10023. The 'My Availability' section is active. A modal form is displayed with the following fields and elements:

- 1**: Points to the 'Service' icon in the left-hand navigation menu.
- 2**: Points to the 'Next Available Date' input field, which is currently empty. The text 'Fill in your next available date so that your Planning Manager can plan your next assignment for you.' is visible above the field.
- 3**: Points to the 'Save' button at the bottom right of the modal form.

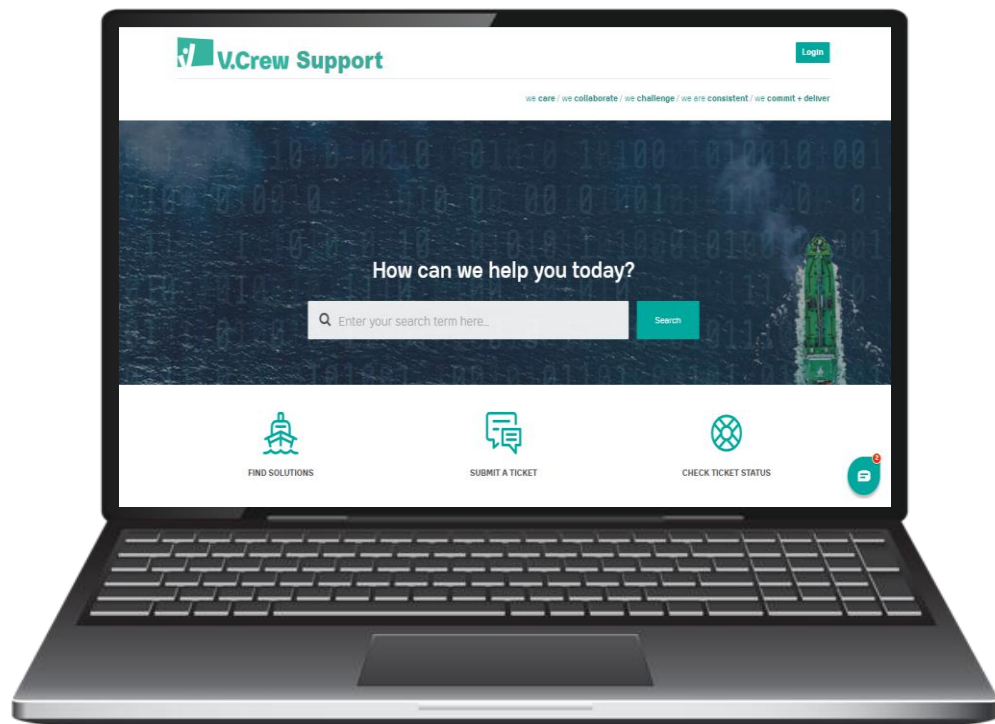
The modal form also displays the 'Current Available Date: 30 Jan 2021'.

1. On the dashboard, choose **My Availability**.
2. Fill in your next available date so that your Planning Manager can plan your next assignment for you.
3. Make sure to click on **SAVE** to submit changes done.



Date format is in **DD – MM – YYYY**
Sample: 30 Jan 2021

Get support anytime, anywhere you are



Clicking on **Contact Support** on the dashboard, opens the V.Crew Support portal - <https://support.vcrew.com>

The portal provides self help articles to assist with common query, and if in need with further assistance, you may contact the V.Crew Support Centre thru various channels 24 hours a day, 7 days a week.



Email shelp@vships.com



Chat via WhatsApp
+639175151234



Chat via **V.Crew Connect**
mobile app

*Download from Google Playstore or Apple App Store



You can get immediate chat support by clicking on the Chat widget.

Look for  on the lower right side of the web portal page.



24/7 International Helpline

Brazil +552128462801

India: +912268277002

Latvia: +37167609385

Philippines: +6328589901

Poland: +48583251100

Russia: +74951335602

Ukraine: +380487065730

UK +442031600454

*Standard calling rates apply