V.Crew Connect Seafarer Portal

A Guide for V.Crew Seafarers
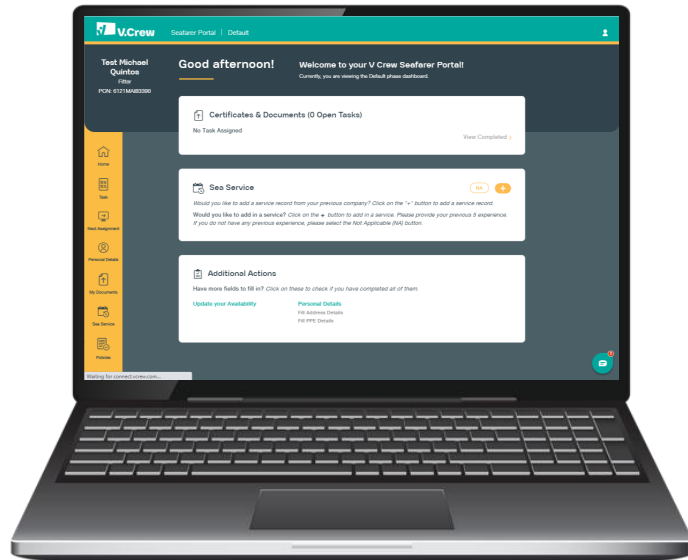
https://connect.vcrew.com

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 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

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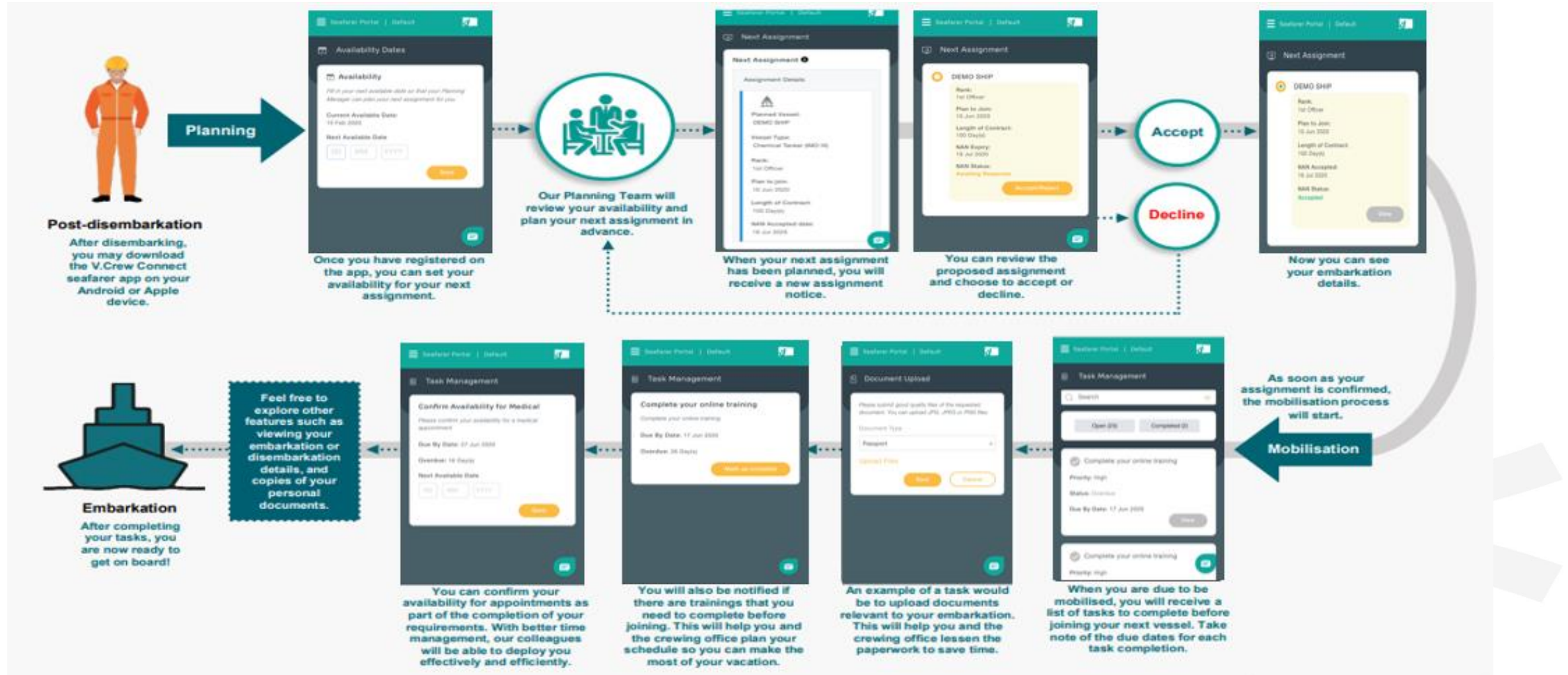
How to Register & Log-in

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.

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Know your Seafarer Portal Homepage

Username & Rank

Dashboard allows quick access to all functionalities within the portal
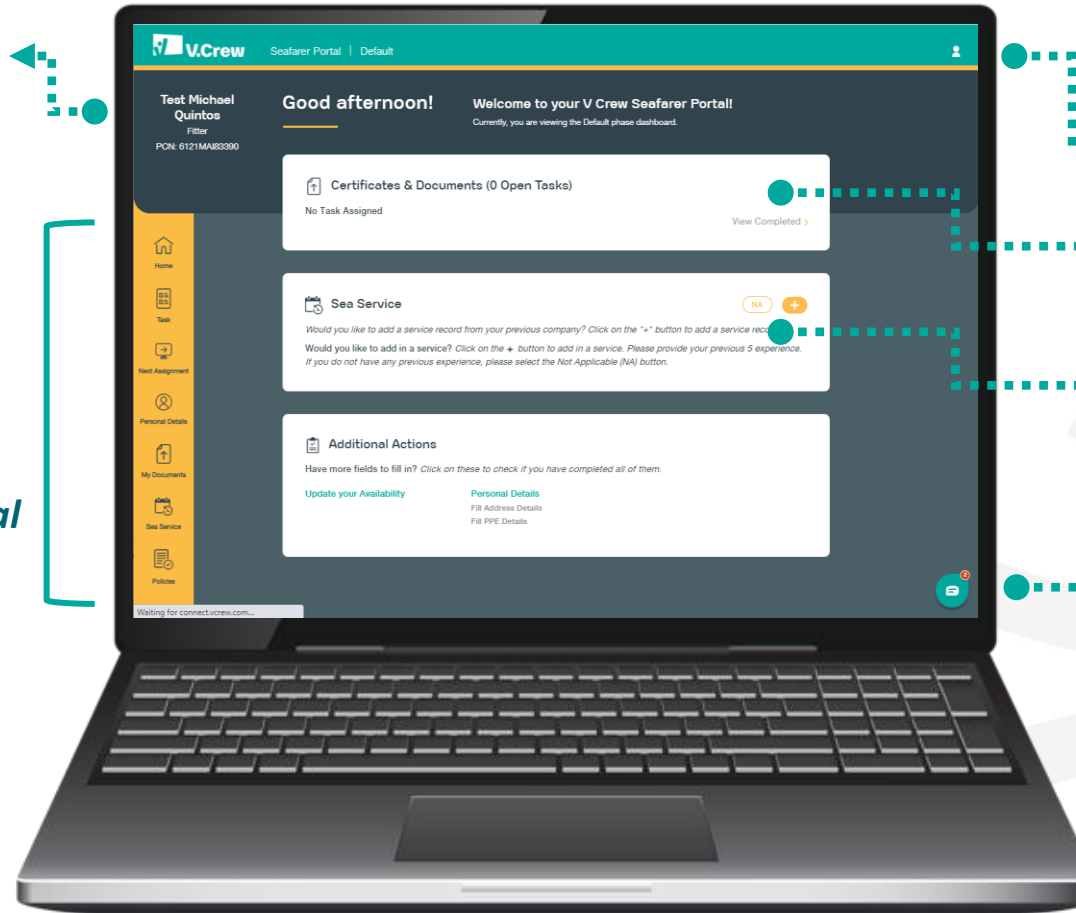
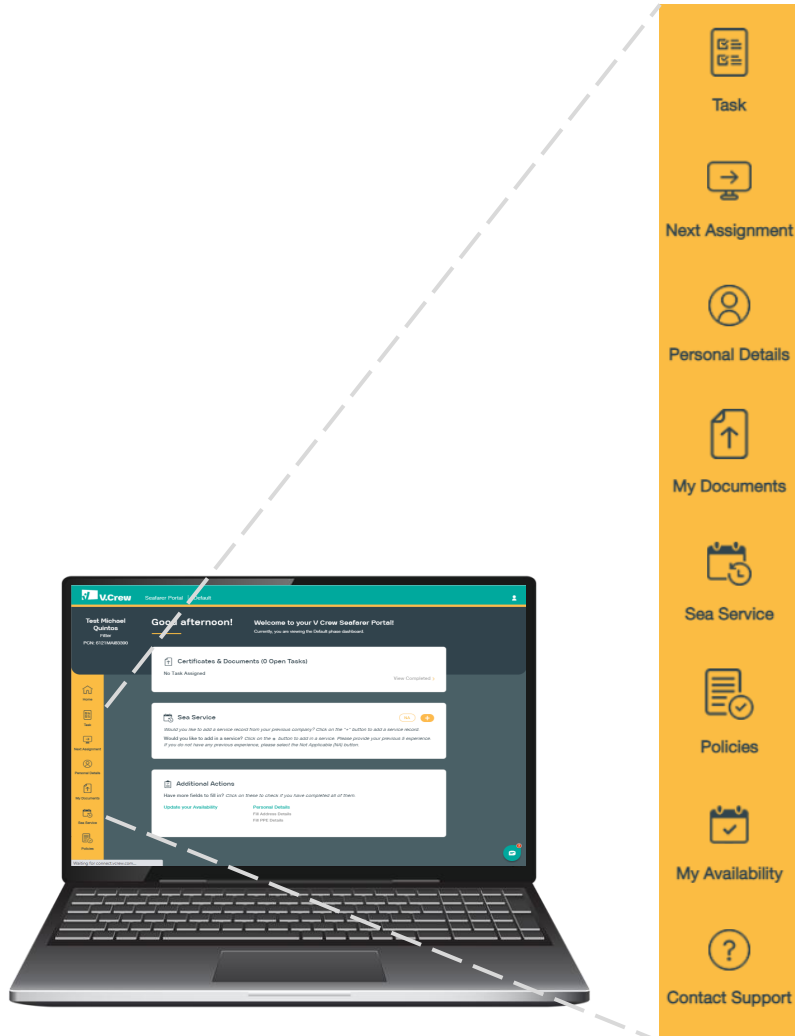**Log-out or Change Password**

Task assigned can be viewed here

Sea Service record can be added here

Contact Support for assistance

What's on my Dashboard?

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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.
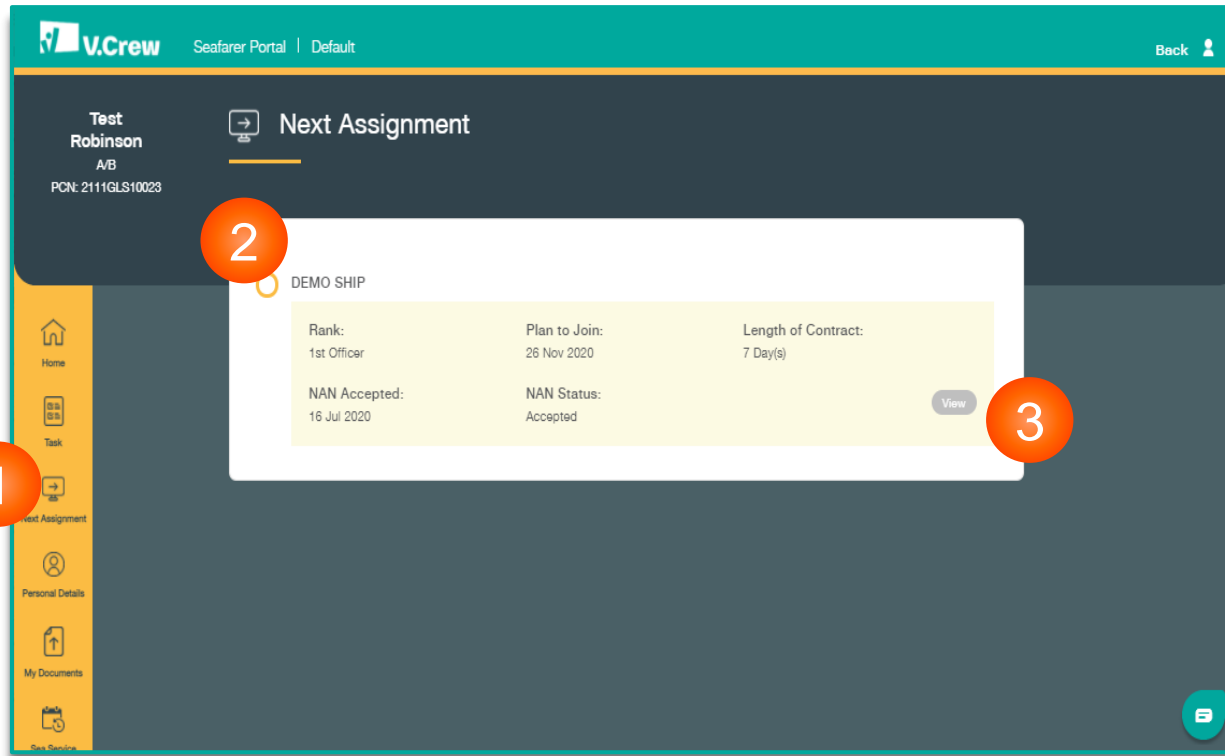
My Availability

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**.
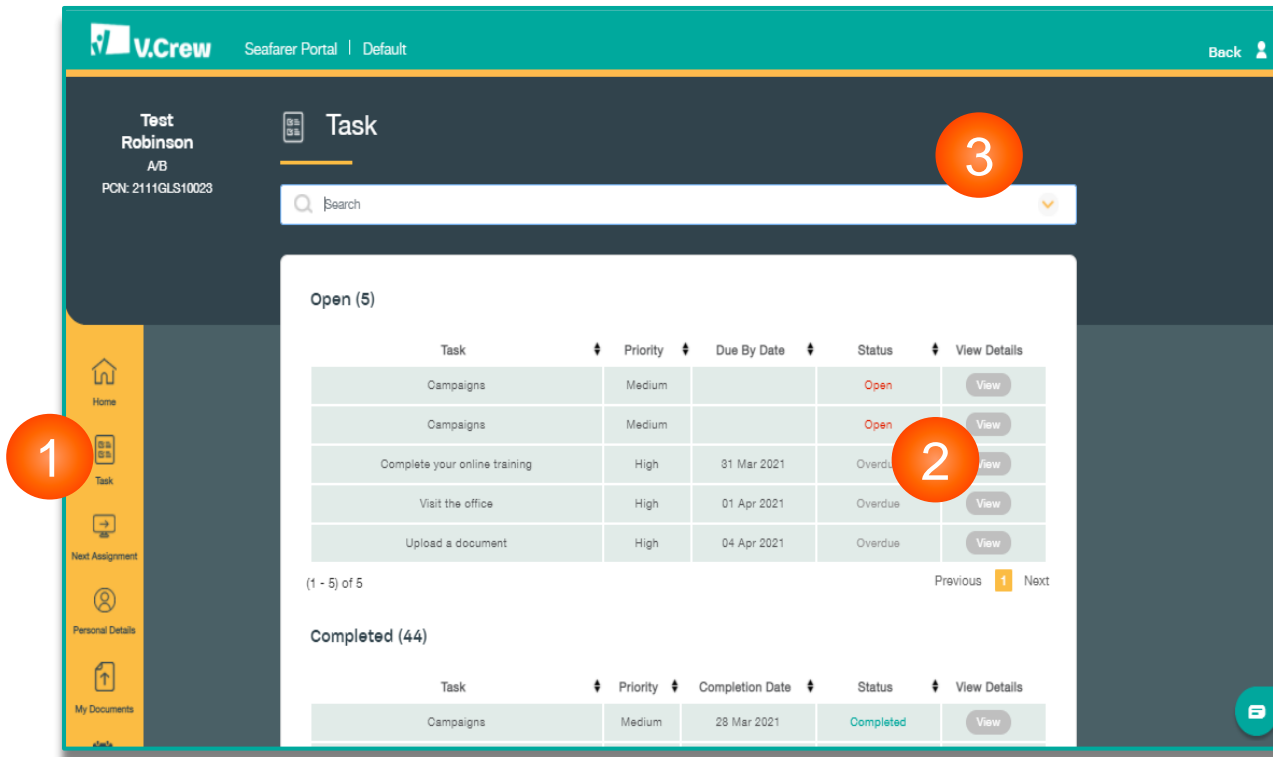
Go view and accept your next assignment!

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.

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Manage your assigned tasks

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)
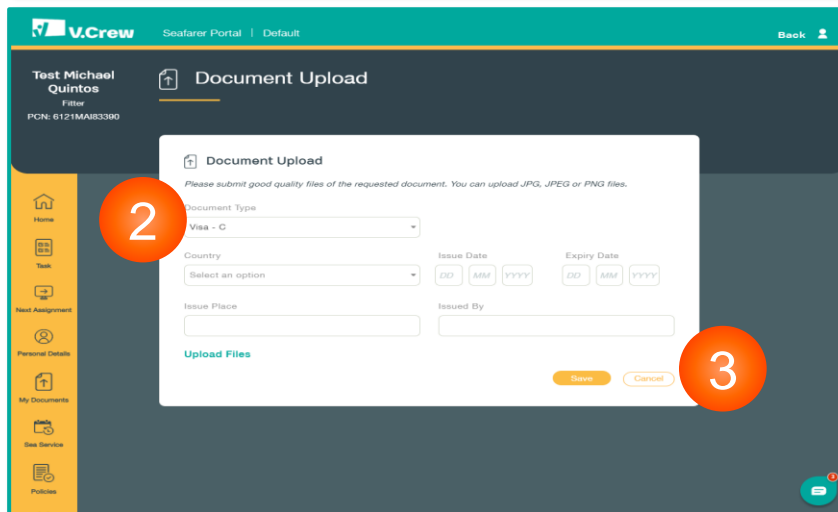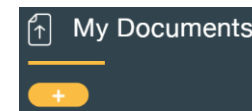
Manage and upload your documents
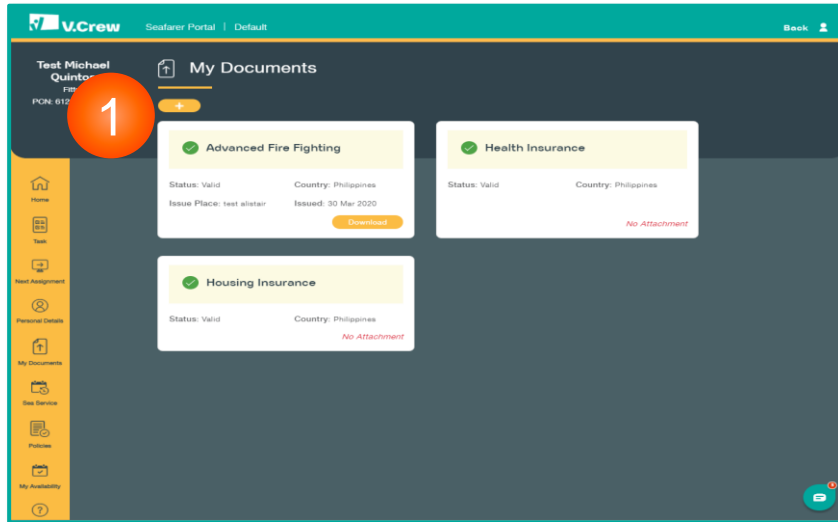
1. Click on the "**+**" icon to upload your document.
2. Choose the type of document to be uploaded.
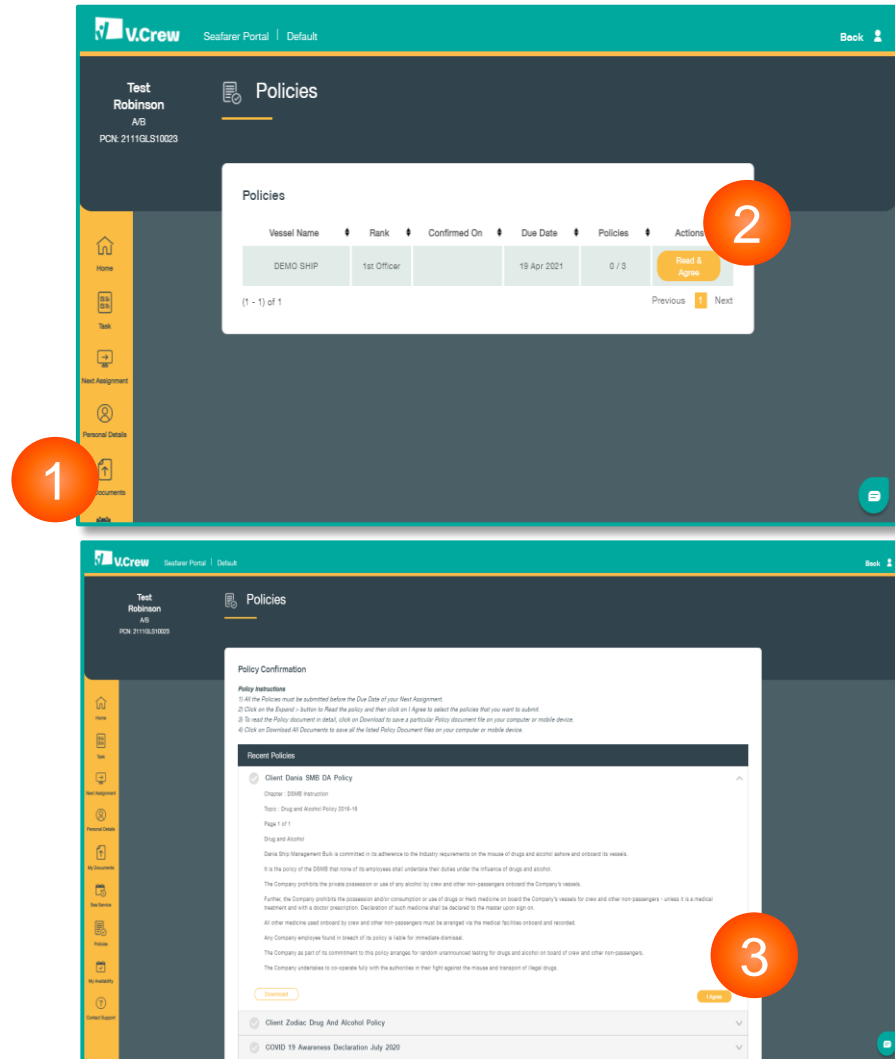3. Click on **SAVE** to submit the document.

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.

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View and confirm assigned Policies

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

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Adding your Sea Service to the portal

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.

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Maintain your profile

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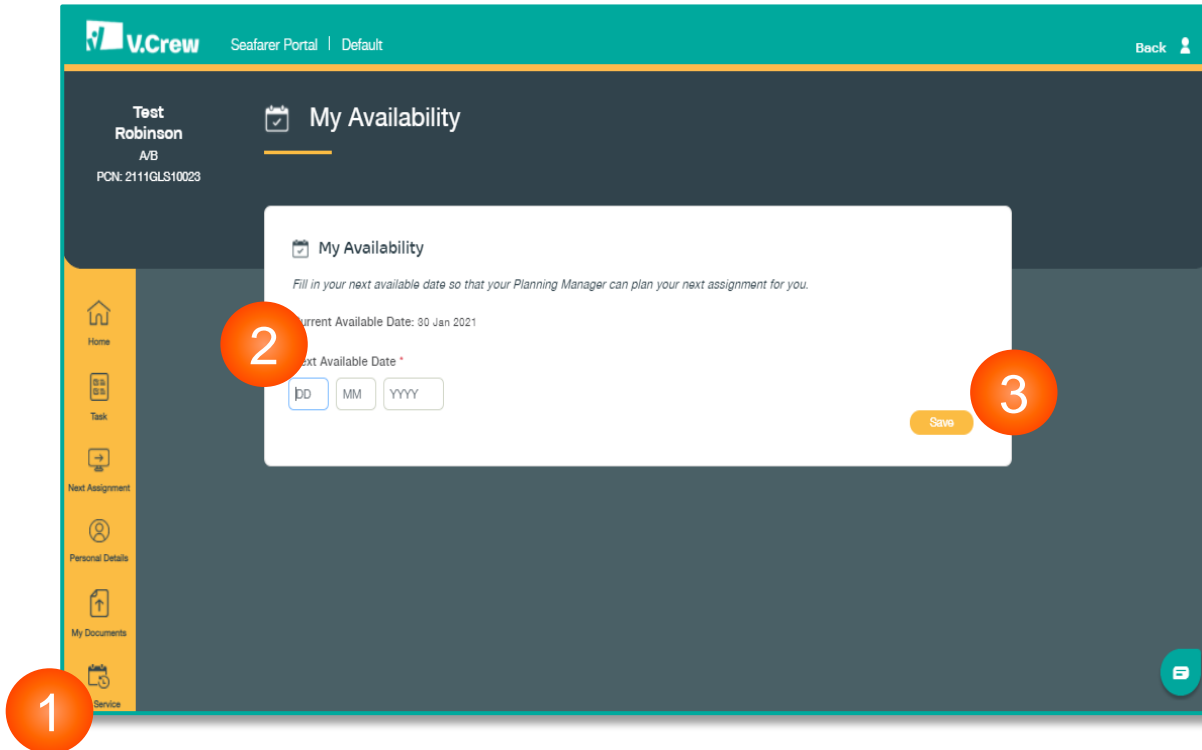2. You can update your Address, Contact information, PPE and Next of Kin details.
3. Make sure to click on **SAVE** to submit changes done.

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

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

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Get support anytime, anywhere you are

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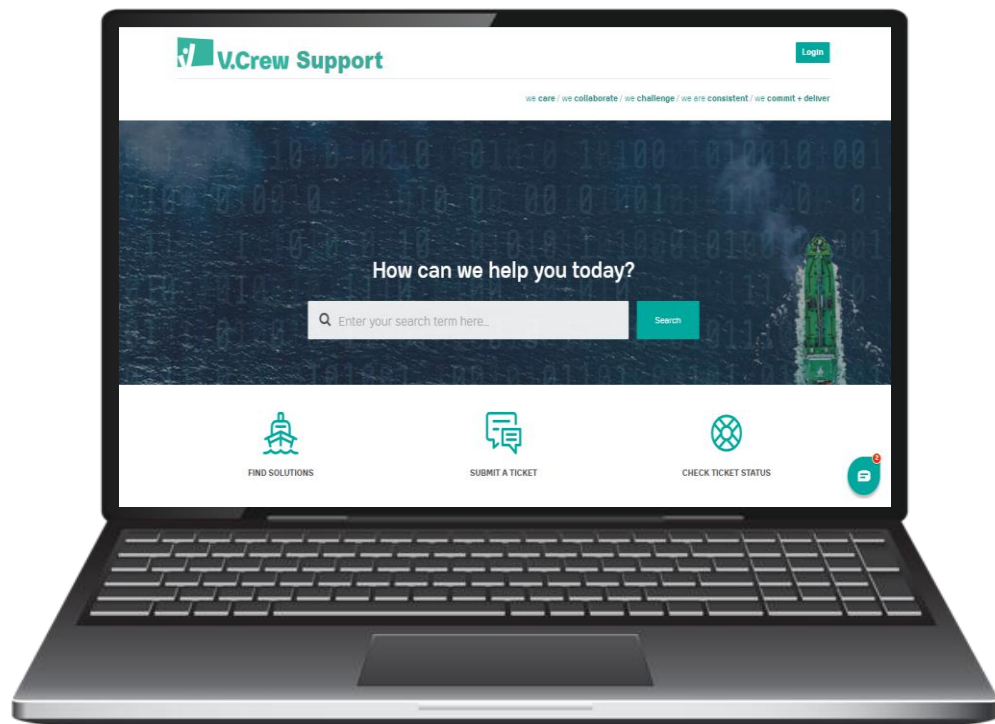
Clicking on **Contact Support** on the dashboard, opens the V.Crew Support portal - https://support.vcrew.com
The portal provides self help articles to assist with common query, and if in need with further assistance, you may contact the V.Crew Support Centre thru various channels 24 hours a day, 7 days 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

24/7 International Helpline
Brazil +552128462801
India: +912268277002
Latvia: +37167609385
Philippines: +6328589901
Poland: +48583251100
Russia: +74951335602
Ukraine: +380487065730
UK +442031600454
*Standard calling rates apply

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

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

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