

# V.Crew Connect Seafarer App

A Guide for V.Crew Seafarers

EDITION I



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## What Does The App Offer?

The V. Crew Connect seafarer app is a one-stop solution that integrates Mobilisation and Planning related operations such as document upload, acceptance/rejection of assignments, indicating availability, etc.

### TOP FEATURES



Represents a major shift in the way your next assignment is planned and you are notified and kept updated regarding the joining date.



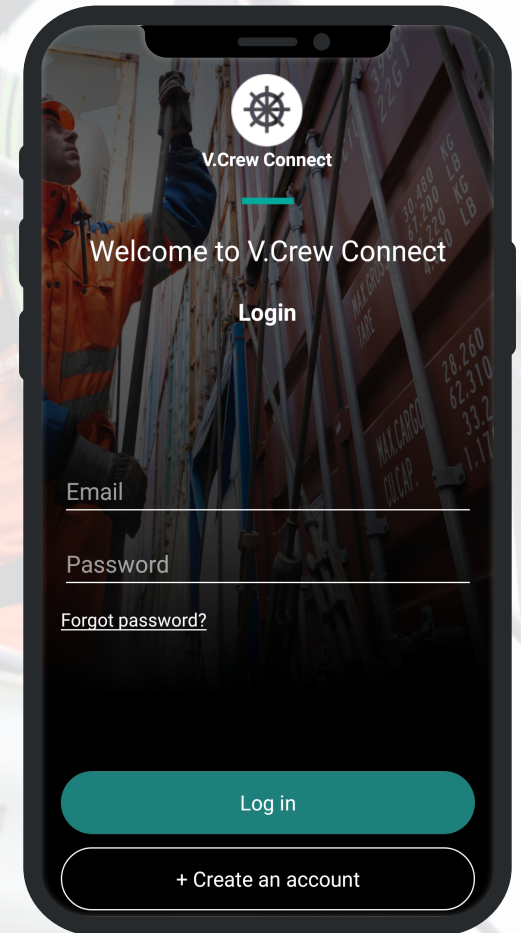
Facilitates easy coordination and communication between you and the crewing office at all times.



Provides an easy interface so you can complete your tasks proactively and accurately.



Allows easy download on both Android and iOS devices.

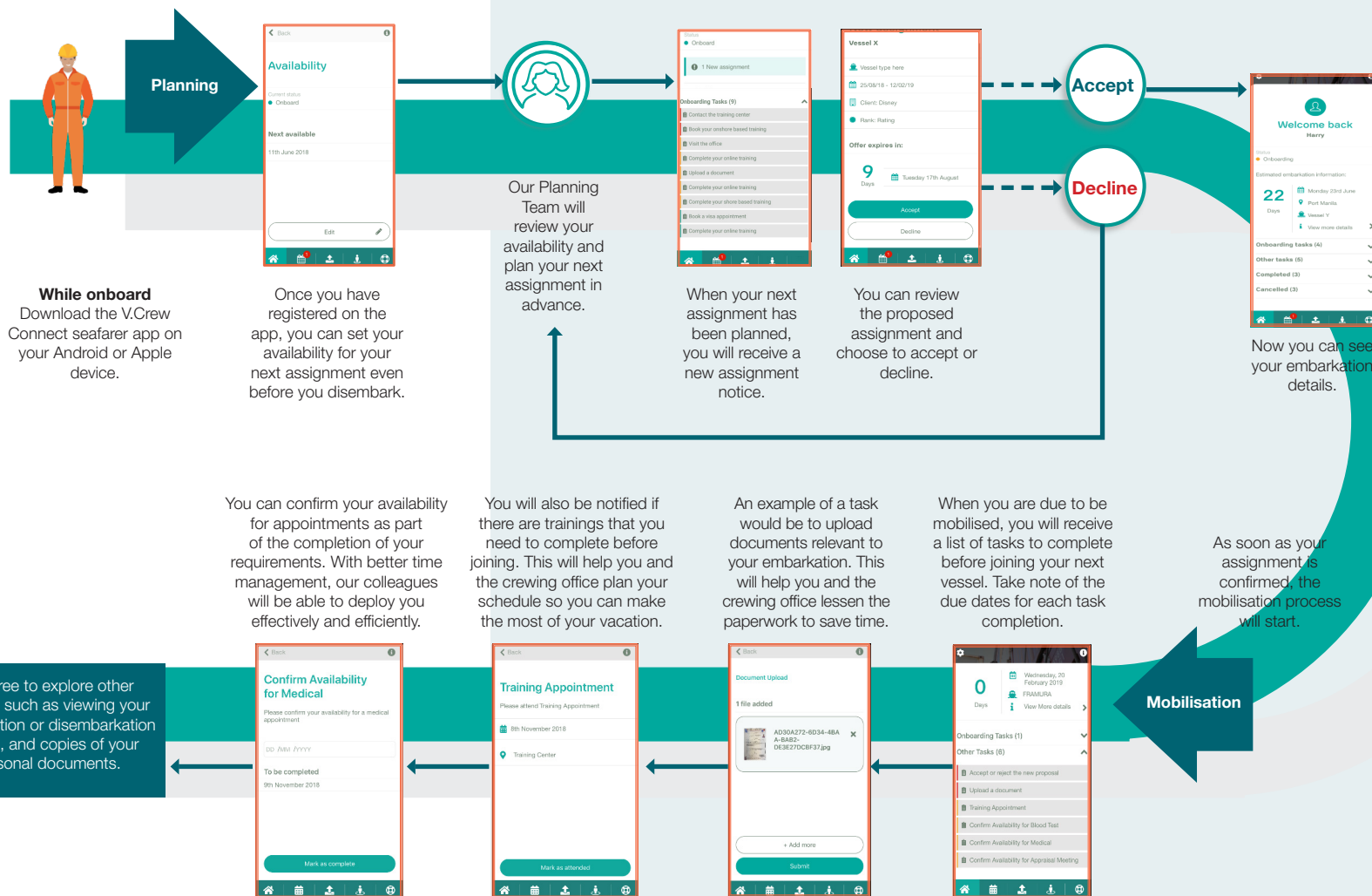




## Seafarer Digital Enablement Guide

How does the app improve your interaction with the crewing office?

The functionalities of the app are designed to ease your mobilisation and embarkation. Using the app to complete a task required for your onboarding allows our Crew Management colleagues to better plan your next assignment and deploy you effectively and efficiently.





## How to download and install?

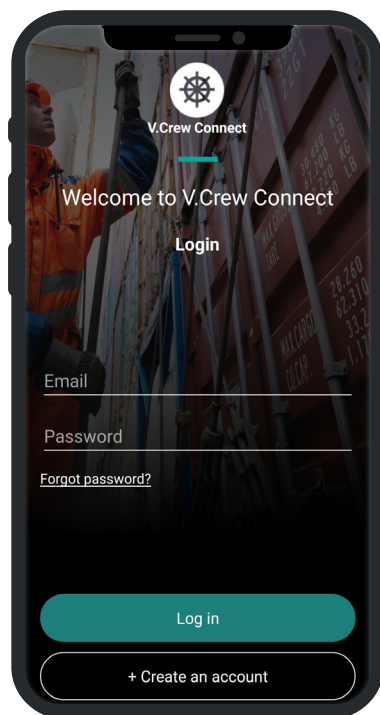
You can easily download the V.Crew Connect app by following these instructions:

01 Open your Google Play Store (Android) or Apple App Store (iOS).

02 Search for V.Crew Connect app and click 'Install'.

03 Open the V.Crew Connect app and click 'Create an account'.

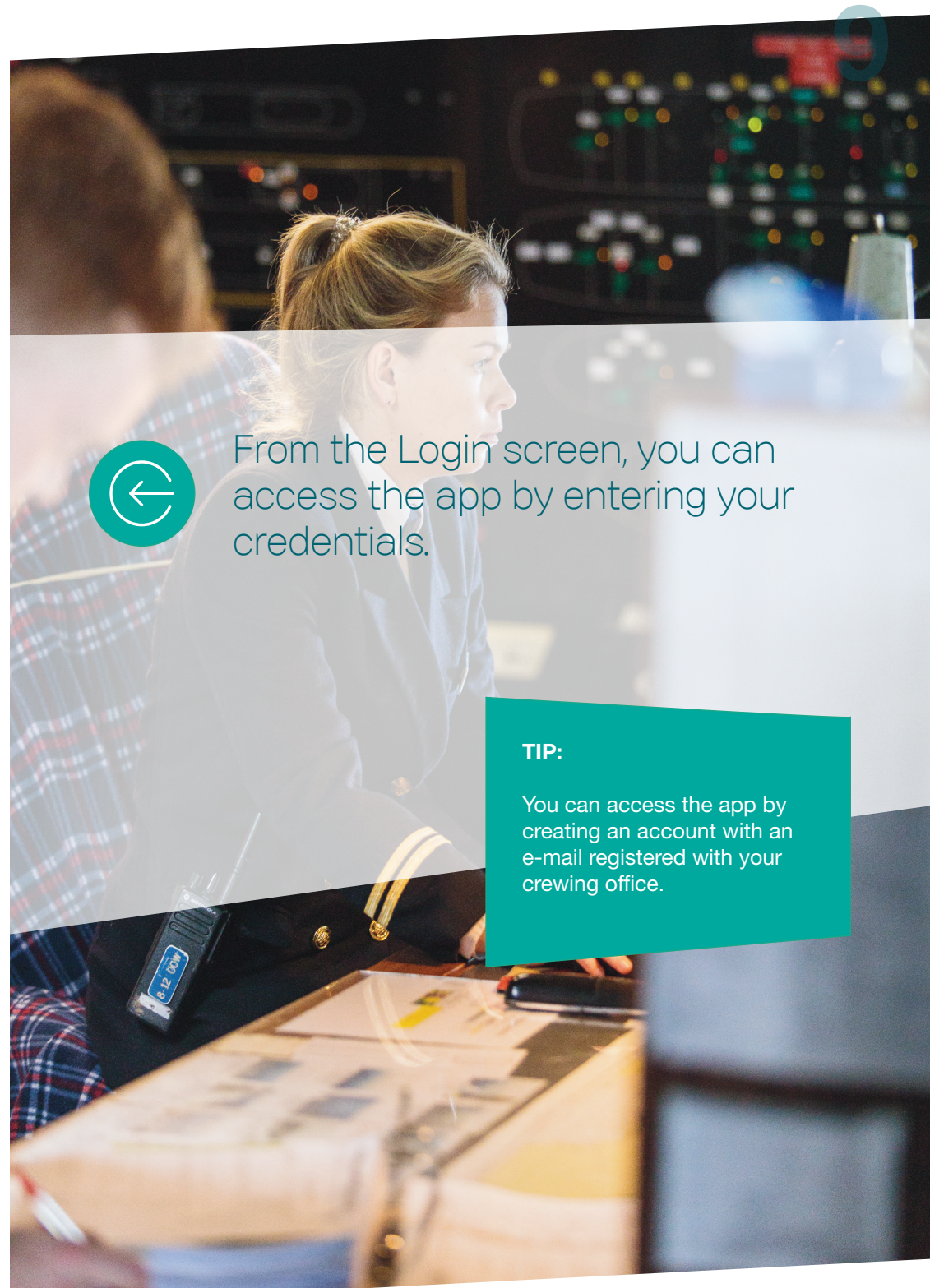
04 Create your account using your Date of Birth (DoB) and email address registered with V.Group.



Tip: The minimum requirements for the app to work are: iOS 9 and above and Android Marshmallow (6.0) and above.



V.Crew Connect Seafarer App



From the Login screen, you can access the app by entering your credentials.

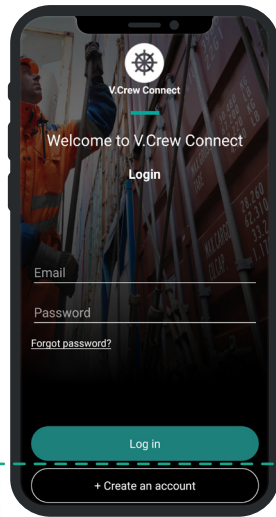
### TIP:

You can access the app by creating an account with an e-mail registered with your crewing office.

## The Login screen – features



I don't have an account.  
What do I do?



**A:** Create an account with  
your registered e-mail ID.

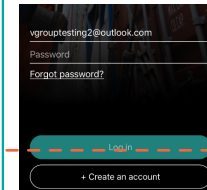


## HOW TO CREATE AN ACCOUNT

To access the app, you need to create an account with an e-mail ID registered with your crewing office. You can create an account through the Login screen by following these steps:

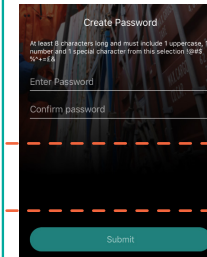
Tap the Create an account button on the Login screen.

01



Create a new password.

04

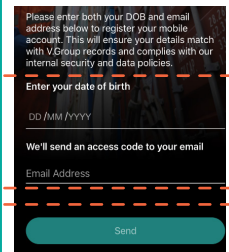


05

Tap the Submit button.

Enter your date of birth and registered email address with V.Group to receive verification PIN.

02

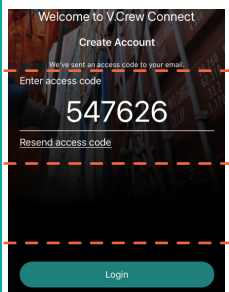


03

Tap the Send button.

Enter the verification pin received on your e-mail ID.

06



07

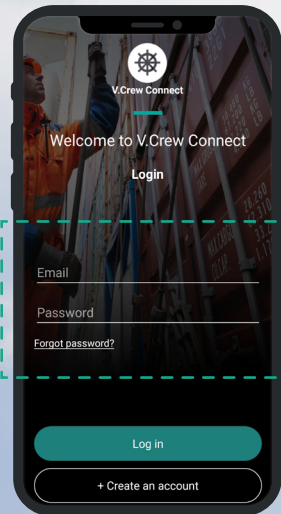
Tap the Login button.



## The Login screen – features



How do I login?



**A:** Use a registered e-mail ID and set your own password.

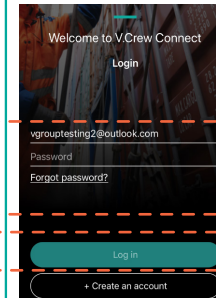


## HOW TO LOG IN TO APP

After you have created an account on the app, you will have to log in with your registered e-mail ID and password to access your profile. Perform the following steps to log in to the app:

This is what the Login screen looks like. Enter your registered e-mail ID and password to proceed.

01



02

Tap the Login button.

## LOG INTO APP – DATA CONSENT POLICY

On your first time logging into the app, you will be asked to agree with the Data Consent Policy and Terms and Conditions (T&Cs) of the app. Following this, a Device Rooting Check will be done on opening the app. If the device is rooted, then the app will close to prevent any security concerns.

These are the Data Consent and Terms & conditions screens. You need to select the radio buttons displayed and tap Done to proceed.

### Data consent

(1) Donec ornare, tellus et viverra pellentesque, enim diam molestie turpis, et semper nulla augue in est. Pellentesque molestie enim sit amet tempor fermentum.

(2) Curabitur aliquet sem vel orci rutrum, ut congue magna aliquet. Vestibulum faucibus rhoncus orci id finibus.

(3) Nullam facilisis sem a libero ullamcorper pellentesque. Curabitur libero augue, feugiat non lectus quis, dictum faucibus lectus. Curabitur metus ex, malesuada et sem at, volutpat congue leo. Donec ornare, tellus et viverra pellentesque, enim diam molestie turpis, et semper nulla augue in est. Pellentesque molestie enim sit amet tempor fermentum. Curabitur aliquet sem vel orci rutrum, ut congue magna aliquet. Vestibulum faucibus rhoncus orci id finibus. Nullam facilisis sem a libero ullamcorper pellentesque. Curabitur libero augue, feugiat non lectus quis, dictum faucibus lectus. Curabitur metus ex, malesuada et sem at, volutpat congue leo.

☒ I allow V Group to access my personal data

Done

### Terms & conditions

(1) Donec ornare, tellus et viverra pellentesque, enim diam molestie turpis, et semper nulla augue in est. Pellentesque molestie enim sit amet tempor fermentum.

(2) Curabitur aliquet sem vel orci rutrum, ut congue magna aliquet. Vestibulum faucibus rhoncus orci id finibus.

(3) Nullam facilisis sem a libero ullamcorper pellentesque. Curabitur libero augue, feugiat non lectus quis, dictum faucibus lectus. Curabitur metus ex, malesuada et sem at, volutpat congue leo. Donec ornare, tellus et viverra pellentesque, enim diam molestie turpis, et semper nulla augue in est. Pellentesque molestie enim sit amet tempor fermentum. Curabitur aliquet sem vel orci rutrum, ut congue magna aliquet. Vestibulum faucibus rhoncus orci id finibus. Nullam facilisis sem a libero ullamcorper pellentesque. Curabitur libero augue, feugiat non lectus quis, dictum faucibus lectus. Curabitur metus ex, malesuada et sem at, volutpat congue leo.

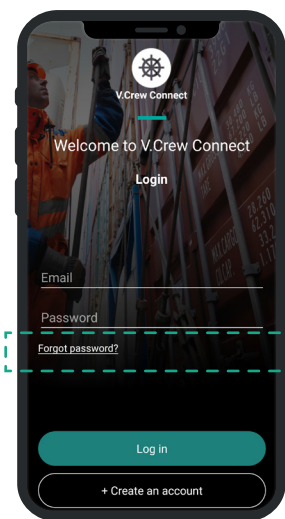
☐ I have read and understood the terms and conditions

Done

## The Login screen – features



I've forgotten my password.  
What do I do?



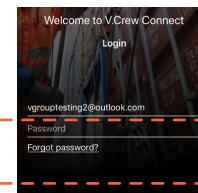
**A:** Reset your password  
using the Forgot Password  
option.

## HOW TO CHANGE FORGOTTEN PASSWORD

The Login screen also provides a  
functionality to reset your password with  
the following steps:

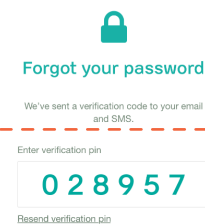
Tap the Forgot password? link on  
the Login screen.

01



Enter the verification pin received on  
your e-mail ID.

04



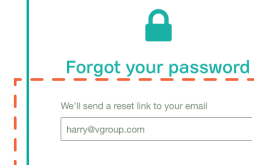
05



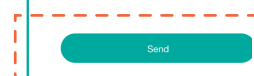
Tap the Login button.

Enter the registered e-mail ID where  
you will receive the verification pin.

02



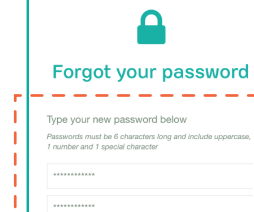
03



Tap the Send button.

Enter the new password.

06



07



Tap the Submit button.





## Contact us



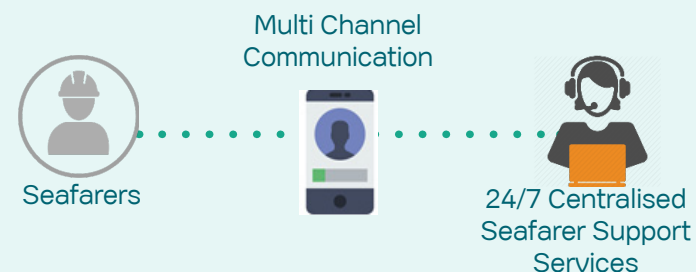
I have difficulty downloading and registering on the app. Where can I ask for help?

**A:** Contact our V.Crew Support Centre.



V.Crew Connect Seafarer App


## What is the V.Crew Support Centre?



The V.Crew Support Centre responds to queries and requests from seafarers wherever they are in the world, 24 hours a day, 7 days a week through various channels of communication such as email, phone call or chat.

You can connect with the V.Crew Support Centre using the following channels:

Brazil +552128462801	India: +912268277002
Poland: +48583251100	Russia: +74951335602
Latvia: +37167609385	Philippines: +63288589901
Ukraine: +380487065730	UK +442031600454

 You can also email [shelp@vships.com](mailto:shelp@vships.com) and our team will connect with you.

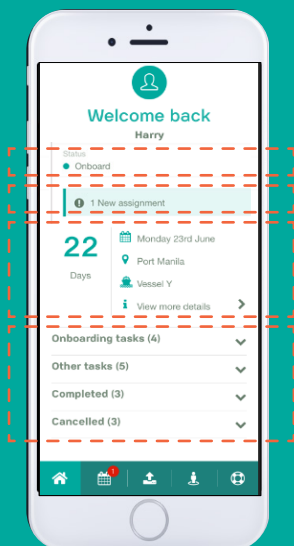
 [www.vcrew.com](http://www.vcrew.com)

Find everything in place on the dashboard!



## DASHBOARD

Tap the Home icon to access the home/dashboard screen that will show assignment details, status, assigned tasks, expected embarkation and disembarkation date, etc.



## KEY FEATURES



View your crewing status.



View the new assignment.



View the embarkation or disembarkation details (date and port of joining and vessel name).



Check various tasks categorised based on their completion status.

Be up-to-date with the schedule!



## SCHEDULE

Tap the Schedule icon to view your upcoming schedule of travel, trainings or medical appointments.

## KEY FEATURES



View the due date of the task.



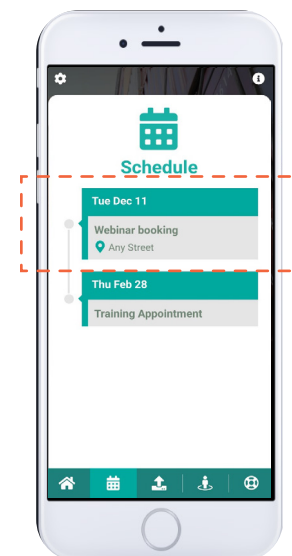
Read the description of the assigned task.



View the time of the appointment set up.



View the location of the appointment set up.





## Manage your documents through Document Upload!



### DOCUMENT UPLOAD

Tap the arrow icon to upload documents by clicking photographs or scanning documents for Mobilisation or compliance-related tasks.

### KEY DOCUMENT TYPES



Personal documents like registration IDs etc.



Medical Certificates like 'fit to work' certificates etc.



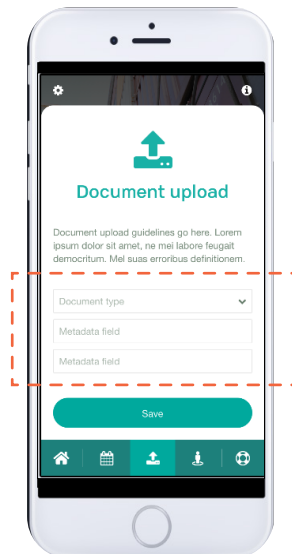
Training certificates like safety training, etc.



Travel documents like passport, visa etc.



Professional documents like Seaman Book etc.



#### TIPS:

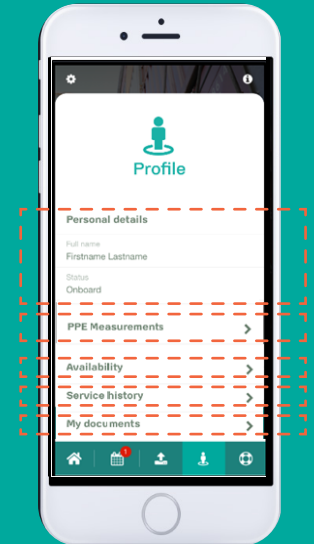
- You can upload a maximum of 8 documents at once. It will be sent to our system as a single PDF document.
- File size should not exceed 2 MB per document.
- JPEG and PNG are the acceptable file format.
- File name should not exceed 30 characters.

## Maintain your profile!



### PROFILE

Tap the person icon on the bottom bar to access the Profile screen.



### KEY FEATURES



View personal details like name, address and status.



Enter PPE measurements to avoid misfits of boiler suits and shoes.



Set availability to facilitate planning of your next contract.



Access service records for future planning or references.



Access certifications/ documents for task requirements.

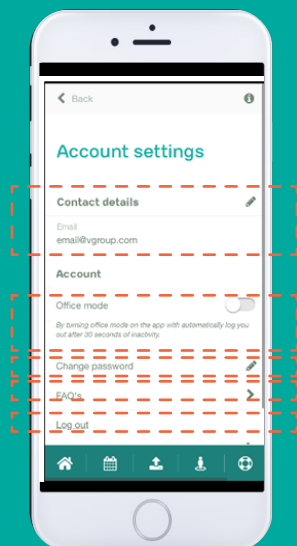


## Personalise your account!



### ACCOUNT SETTINGS

Tap the gear icon to access the Account settings.



### KEY FEATURES



View and edit contact details like phone, address etc.



Switch on the office mode to log off the app and prevent unauthorised use.



Change password regularly to avoid unauthorised use of accounts.



View FAQs to find answers to commonly-asked questions.

## Check FAQs for troubleshooting!



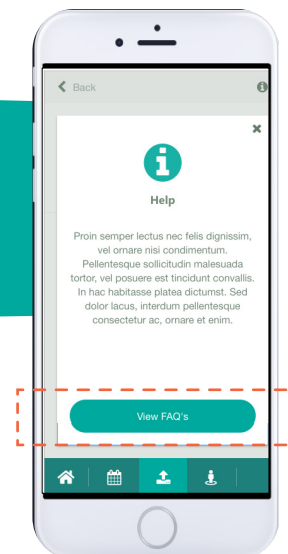
### HELP/FAQs

Tap the "i" icon to access the Help screen.



### ACCESS FAQs:

Access basic support information available within the app through FAQs by clicking the View FAQs button on the Help screen.





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we care / we collaborate / we challenge / we are consistent / we commit & deliver

