

# V.Ships Connect Seafarer Guide

https://support.vcrew.com https://connect.vcrew.com

Registration | Benefits | Key Features

June 2023

V.Ships Connect Seafarer Guide

The committed partner of progress for everything at sea.

We deliver complete marine solution for our partners around the world.

## What Does The App Offer?

### What Does The App Offer?

The V. Ships 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

Your enhanced Planning and Mobilisation experience using V.Ships Connect mobile app & seafarer portal



vacation

effectively and efficiently



### Account Registration

### Mobile

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

- 1. V.Ships Connect mobile app is available via Google Play or Apple app store.
- 2. Simply search using the text "V.Crew Connect", the App is published by V.Group.
- 3. You can quickly create an account using your **Registered E-mail** address and Date of Birth.



### Web Portal

Also, you can opt to register and access your account on your web browser via the V.Ships Seafarer Portal.

Simply go to <u>https://connect.vcrew.com</u> on your computer.

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

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



## Complete your PROFILE on V.Ships Connect

There are 14 items needed to complete crew's profile. Mobile app and web portal will prompt if any info are missing.

### **Personal Details**

- 1. Address
- 2. Availability
- 3. Marital Státus
- 4. Next of Kin
- 5. Place of Birth
- 6. PPE Measurement
- 7. Primary Mobile No.
- 8. Profile Photo
- 9. Social Security & Tax
- 10.Physical Characteristic

### Documents

11. Health Insurance12. Housing Insurance/PAGIBIG13. Passport14. Vaccine COVID-19

	Mobile Ap	D	Portal	
3:50	ul <b>? (8)</b>	V Crew Connect Two	Webcame to your VShips Seafarer Portal!	
All fields must be filled in advance	e of your assignment.	DBM CTOW CBM asseman PCN: 6711MAbbox46	Profile Set-Up (2/14 Completed)	
Pending Data Please click on the required field and Availability	d upload the pending data	<u><u> </u></u>	Hy Availability     Fit your nest analysis data as that your Rearroy Manager can plan your nest anagement for you.     Next Available Data*	
Personal Details			Seafarer Portal   Default	Book
Addresses	>	Nerved Database V Cree	w (S) Profile Set-Up	
Marital Status	>	Test C OS/Mes	rew	
<ul> <li>Next Of Kin</li> <li>Physical Characteristics</li> </ul>	>		Pending Data (12)	~
Place Of Birth	>		Hease click on the required field and Upload the pending data	
PPE Measurement	>	Home	Personal Details (2)	~
Primary Mobile No	>	8 = 8 = 8 =	Important personal details	
Profile Photo		Task	Documents (0)	~
Social Security & Tax	>	Planned Assignment	Important personal documents	
Documents Important personal details				

Ċ

## Update your Availability Date

Set and update your next available date so that your Planning Manager can plan your next assignment for you

On your mobile app;

- Go to 'Availability' on the Profile tab (person icon)
- Tap the Pencil icon on the right side of the Availability.
- Tap on Edit button and enter your availability date on the provided field.
- Tap Save.

On your web portal;

- Go to 'My Availability'
- Update your Availability
- Click on Save



## Accepting your Next Assignment (NAN)

When your next assignment has been planned, you will receive a new assignment notice (NAN)

You can review the proposed assignment and choose to accept or decline.

## View your Next Assignment

### On your mobile app:

- 1. Your accepted **Next Assignment** is displayed on the landing page
- 2. Tap on it to view additional information

### On the portal;

- 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.



## Get Timely Crew Change Notification

Be up to date on any changes happening with your upcoming assignment.

You get immediately notified whenever there are changes to your crew change and receive both notification within the V.Ships Connect mobile app or via SMS on your registered mobile number





## Keep your Flights, Hotel, and Transfer Info Ready

Once a flight is ticketed, your updated flight details will be in your crew record.

You will have pertinent travel information right in your mobile app by going to **Schedules** (calendar icon).

- **Flight** information & E-Tickets (if available) can be viewed in your mobile app as a document.
- Hotel Instructions & documents
- Transfer instructions & contact info

Assigned **Port and Agent** details can be seen both on the mobile app and portal (under 'Planned Assignments')



## Access to your Pre-Joining Document

Access your Pre-Joining documents right from your V.Ships Connect app;

- Go to your **Planned Assignment**;
- Tap on 'Pre-joining Documents'

Uploaded documents will be listed;

- 1. Letter of Guarantee
- 2. OK to Board Document
- 3. E-tickets
- 4. Other travel related documents



### Complete your assigned Mobilization Tasks

Your Mobilization Team will coordinate required action by sending instructions as Mobilization Task and reminders such as;

- Uploading a document
- Completing an online training
- Completing a COVID-19 test
- Updating their Next of Kin, etc.
- VISA appointment
- Confirming availability for medical
- Request to contact office or mobilization manager



## Training Task

Never miss to complete your document compliance requirements. Always check your mobile app of required trainings or document renewal task.

Mandatory training

- 1. VMS Induction
- 2. Shipsure Silver
- 3. Environmental and Record Keeping
- 4. MARPOL
- 5. SOPEP
- 6. Enclosed Space
- 7. Anti-corruption



### Review your Document & Certificate Status

Dashboard both on mobile app and portal provides status on the documents that require actions – specifically;

- Expired,
- Expiring,
- Missing attachment,
- Awaiting validation





### Upload and Update your Documents

You can upload documents directly from the V.Ships Connect app or Seafarer Portal by going to Document Upload page.

- You can select a maximum of (8) eight document pages in case you are uploading documents directly from the device/gallery.
- File size should not exceed 2 MB per document.
- JPEG, PNG, and PDF are acceptable file format that can be uploaded via the app.
- File name should not exceed 30 characters

Uploading documents helps the Mobilisation team to validate your eligibility for a particular assignment. In case the documents are invalid, the team can reach out to you to upload correct documents.



## Signing your Pre-Joining policy via Web Portal

Pre-joining Company policy request will be sent to you for review and signing electronically on the V.Ships Connect web portal <u>https://connect.vcrew.com</u>

Notification and link will also be sent via email.





## View your Crew Contract & Wages

Signed and uploaded contract with wages will be visible in the mobile app and web portal.

You can download a copy of the contract from the web portal under 'Next Assignment' tab.

2:00 V.Ships Connect Hom	•11 56 🗐 ne 👰 🚯 • ONSHORE	Control Portal   Dataul      Netter Account      Netter Account      Netter Account      Netter Account      Account Inst Assignment      Account Inst Assig
Available From 29 May 2023 Profile Set-Up (13/14 Completed)	9:43 .11 ବ 🚥	Planood Versal. Versal Type: Monod Versal. Versal Type: Planood Versal. Versal Type: Planood Versal. Versal Type: Langth of Comman. Comman Duration
Accepted Next Assignme Starts in 1 100 day 1 1st Offic Days IspTEST		Contracts
☐ Tasks • Document Upload	Contract Ontract Manually_Signed_Contract_VGR	
Tasks     Online Training Tasks (1)     Other (1)	Contract Outract Manually_Signed_Contract_VGR CBA DUMMY - DO NOT OPEN View	
✓ Tasks • Document Upload • Online Training Tasks (1) • Other (1) • Completed (0)	Contract Duration Ontract Manually_Signed_Contract_VGR E CBA DUMMY - DO NOT OPEN View Pre-Joining Documents (3)	
Tasks     •       • Document Upload     •       • Online Training Tasks (1)     •       • Other (1)     •       • Completed (0)       • Documentation Actions       Expired     Expiring       2     0       30	Contract Duration Ontract Manually_Signed_Contract_VGR CBA DUMMY - DO NOT OPEN View Pre-Joining Documents (3) Message Additional information next assignment Versei Ture	
Tasks     Online Training Tasks (1)     Other (1)     Other (1)     Completed (0)     Documentation Actions     Expired Expiring Awaiting     O 30     Linked document     Notestary     Notestary     Notestary     Notestary     Notestary     Notestary     Notestary     Notestary     Notestary     Sectory     Sectory     Sectory     Notestary     Sectory     Sectory	Contract Duration Ontract Manually_Signed_Contract_VGR CBA DUMMY - DO NOT OPEN View Pre-Joining Documents (3) View Additional information next assignment Viewel Dura Contract Duration Contr	

## V.Ships Connect – Other Key Features

Welcome to V.	Ships Connect
usemene (teme), com	
usemene gemel com	
usemene (temak pom: Texnent Array Contoning)	e Login •
vernenellemekoon Prosent Arras besteret	<b>a</b> Logn →
usemene (teme) com Processo Forse Laksboring	Logn +
usemene (Jemeil Lom Ferrent Forset seaannet	Logn +

- Notification & Action
- Crewing Team Details
- Sea Service History
- Bank Account
- Payroll & APS Pay slips
- Payment Cards
- Appraisals
- Getting Support V.Crew Support Center
- Self-Help Guides
- \*Expense claim management and Reporting (TBA)
- \*Unsafe act (TBA)

### Feature Availability – Mobile vs Web Portal

	V.Ships Connect (Mobile App)	connect.vcrew.com (Web Portal)		V.Ships Connect (Mobile App)	connect.vcrew.com (Web Portal)
Task	✓	✓	My Documents	✓	✓
Open Task	✓	$\checkmark$	View and Upload	$\checkmark$	$\checkmark$
Completed Task	$\checkmark$	$\checkmark$	Download	$\checkmark$	$\checkmark$
Next Assignment	✓	$\checkmark$	My Cards	$\checkmark$	$\checkmark$
Next Assignment Details	✓	$\checkmark$	Pay slips	$\checkmark$	$\checkmark$
View Travel Document	✓	×	Sea Service	$\checkmark$	$\checkmark$
Contracts	$\checkmark$	×	View	$\checkmark$	$\checkmark$
Schedule	✓	×	Add	×	$\checkmark$
Flight/Booking/Transfer Details	✓	×	Policies	×	$\checkmark$
Personal Details	$\checkmark$	$\checkmark$	My Availability	$\checkmark$	$\checkmark$
Basic Information	✓	$\checkmark$	Contact Support Details	$\checkmark$	$\checkmark$
Crew Status	✓	×	Crewing Team Details	$\checkmark$	×
Address	✓	$\checkmark$	Appraisals	$\checkmark$	$\checkmark$
Contact Details	✓	$\checkmark$	Campaign	$\checkmark$	$\checkmark$
Profile Photo	×	$\checkmark$	LMS Overview	$\checkmark$	$\checkmark$
Bank Account	✓	$\checkmark$	Mobilisation Overview	$\checkmark$	$\checkmark$
Airport Details	✓	$\checkmark$	Owner's Information	✓	$\checkmark$
Next of Kin	✓	$\checkmark$	Messages	$\checkmark$	$\checkmark$
Social Security and Tax	✓	$\checkmark$			
PPE Measurements	✓	$\checkmark$			



### Get Notifications & Updates

Be on the watch for important communication and information via in-app notifications & on the web portal.



## View your Crewing Team Details

Know your Crewing Team and their contact information.

- Go to Menu > Crew Support
- Scroll below to see Crew Support Center contact details as well.

	Mobile App		
≗ Alistዝ? ● ONSHORE	56 🖽		
<ul><li>☆ Home</li><li>► Messages</li></ul>	≡ ≗ Alist		
Wy Cards	9:33	II ♀ ‱ ≆ 11	
💄 Crew Support	Crewing Team Details		
Settings	Planning Team Contact		
C Log out	Planning Cell TEST_PLAN		
	Contact : Carlsen, Erik Erik.Carlsen@vships.com		
	Contact : Florife Mendoza florife.mendoza@vships.com		
	Mobilisation		
	Office : V.Ships India Pvt. Ltd.		
	Contact : Craig Watson Crew Mobilisation Manager		
	craig.watson@vgrouplimited.com	General Contact	
V.Ships Connect	Crew Mobilisation Manager kirills.ostapenko@vships.com	General Contact	
	Contact : Joanna Mroz Crew Mobilisation Manager joanna.mroz@vships.com	General Contact	
		≙ ট	

### Update your Sea Service History

View and update your Sea Service history both on the mobile app and on the seafarer portal.



### View Bank Account Details

Your Bank Details are visible on both the V.Ships Connect mobile app & web portal.

For any updates or changes, connect with Crewing Team.

	Mobile App	Portal
10:40 Profile Alistair Test Accour 1st Officer PCN 0111MUB44328 Personal Details V Availability	II 🗢 🖾 0 nt	Vestion for a 1 should           Vestion for a 1 should           Vestion for a 1 should be able to a should be
✓ PPE Measurements	ຳ 10:45 <b>ເໄ ຕີ ເປ</b>	Context
Barik Account	<confidential></confidential>	Alistati © Bank Accounts Income rock entradesa
Sea Service History Appraisals (유 은 소		Confidential>
	G □ ± 20 €	Bank Account details is located under Personal Details tab

### Access your Pay slips

Pay slip can opt to be either downloaded or sent to registered email in Shipsure from the mobile app and web portal.

Seafarer will receive details on how to open pay slip via email.

All&âl ↑ OI Home Messages My Cards Payslip Mobilisation Crew Suppor C Log out VShips Connect Are Version 10.39	SHONE       Image: State of the state of th	Image: State Provide a local difference of the state
Access 'Pa dropdow	ay slips' from the MENU n on the top left side of	

### Payment Cards

A digital copy of your Payment Card is available on both mobile app and web portal.



### View your Appraisals

Appraisal reports are uploaded to system and will be visible both on the mobile app and web portal



### Self Help Guides and Videos

Articles available on the V.Crew Support Portal – https://support.vcrew.com

- 1. V.Crew Connect Are you ready to get onboard? (Video)
- 2. V.Crew Connect Seafarer Handbook
- 3. V.Crew Connect Mobile App Introduction (Video)
- 4. V.Crew Connect Document Upload Guide (Video)
- 5. <u>V.Crew Connect Seafarer Portal Introduction (Video)</u>
- 6. V.Crew Connect Seafarer Portal Feature Guide (Video)
- 7. <u>V.Crew Connect Seafarer Portal PDF format</u>

### Get support anytime, anywhere you are



### V.Crew Support portal - https://support.vcrew.com

- The portal provides self help articles to assist with common query,
- Chat directly from within the portal



### V.Ships Support portal - https://connect.vcrew.com

• Chat directly from within the portal



### Email shelp@vships.com



Chat via V.Ships Connect mobile app \*Download from Google Playstore or Apple App Store

ownload from Google Playstore or

 $\bigcirc$ 

Chat via WhatsApp +639175151234



### **24/7 International Helpline** Brazil +552128462801

India: +912268277002 Latvia: +37167609385 Philippines: +6328589901 Poland: +48583251100 Ukraine: +380487065730 UK +442031600454 \*Standard calling rates apply V.Ships Connect Seafarer Guide

The committed partner of progress for everything at sea.

We deliver complete marine solution for our partners around the world.

