PARTNER.SHIP.REDEFINED.

PDB-04-000
Online Resources
for Seafarers

mn
MARLOW NAVIGATION

ONLINE RESOURCES FOR SEAFARERS
4 PLATFORMS

1. MARLOW CREW PORTAL
2. MARLOW CREWCOMPANION APP
3. MARLOW VESSEL PORTAL
4. SEAGULL TRAINING ADMIN PLATFORM (STA)

TO ACCESS THESE PLATFORMS WE WILL NEED YOUR <u>ACTIVE PERSONAL EMAIL ADDRESS</u>. IF NECESSARY, PLEASE CONTACT YOUR LOCAL AGENT OR CREW MANAGER TO UPDATE YOUR DATABASE FILE.

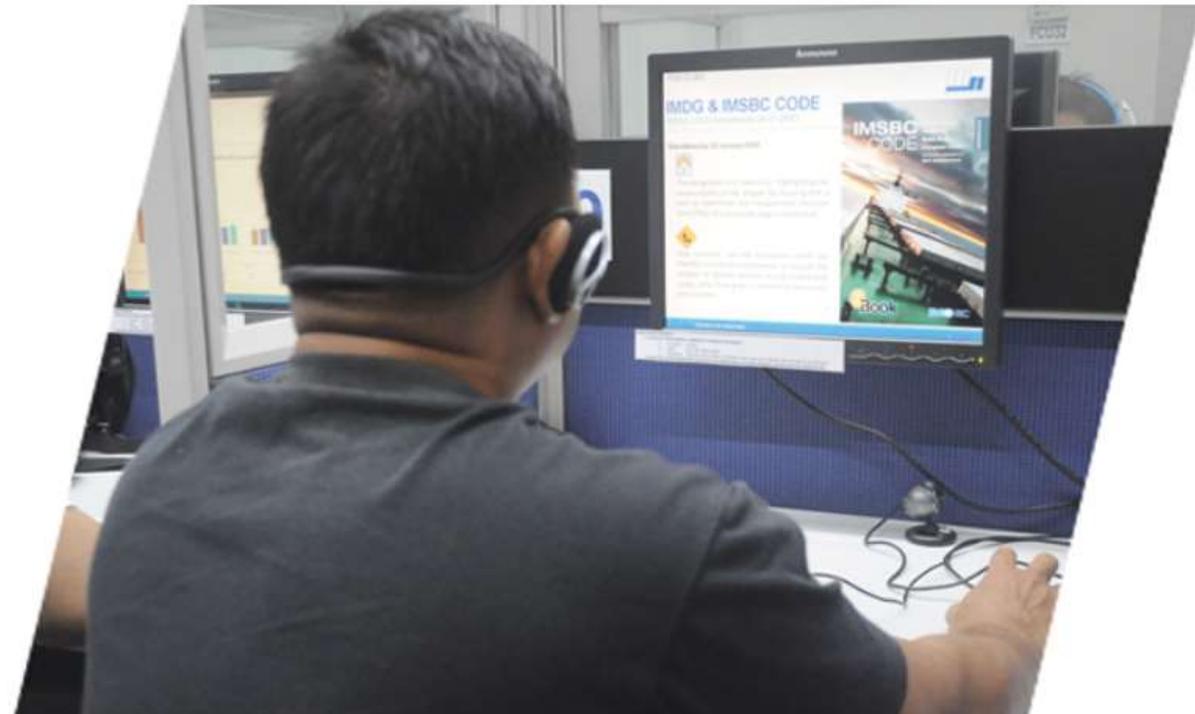# ONLINE RESOURCES FOR SEAFARERS
CREW PORTAL. What's inside?

MARLOW CREW PORTAL

THE CREW RESOURCES IS AVAILABLE FOR ALL SEAFARERS PRESENTLY ACTIVELY ENGAGED BY MARLOW.

Once logged in you can access the following content which will be useful for your assignment with us:

- Pre-departure Briefing (PDB) training materials - updated annually
- Vessel portal content (forms, vessel circulars, useful contacts, guides and more) - updated annually
- Your personal details – NEW for 2019/2020

Further features to be added in due course. Follow us via Marlow Social Media channels to stay connected and up-to-date.

ONLINE RESOURCES FOR SEAFARERS
CREW PORTAL. HOW DO I ACCESS IT?

- ## MARLOW CREW PORTAL

  - ACCESSIBLE VIA YOUR WEB BROWSER

  - FIRST TIME USERS NEED TO REGISTER FOR AN ACCOUNT VIA THE LOGIN PAGE USING YOUR MARLOW ID AND DATE OF BIRTH.

    YOU WILL THEN RECEIVE AN EMAIL VIA YOUR PRIVATE EMAIL ACCOUNT. THIS EMAIL WILL CONTAIN A LINK AND A ONE TIME PASSWORD (OTP)

    USING THIS LINK AND OTP YOU WILL BE ABLE TO CREATE YOUR OWN PASSWORD.

    NEXT TIME YOU LOGIN YOU WILL USE YOUR MARLOW ID AND PERSONAL PASSWORD

  - IF YOU FORGET YOUR PASSWORD YOU CAN CREATE A NEW ONE VIA THE LOGIN PAGE

ONLINE RESOURCES FOR SEAFARERS
CREW PORTAL. LINKS AND SUPPORT

- LOGIN PAGE (CLICK HERE OR USE THE QR CODE)

- REGISTRATION GUIDE (CLICK HERE OR USE THE QR CODE)

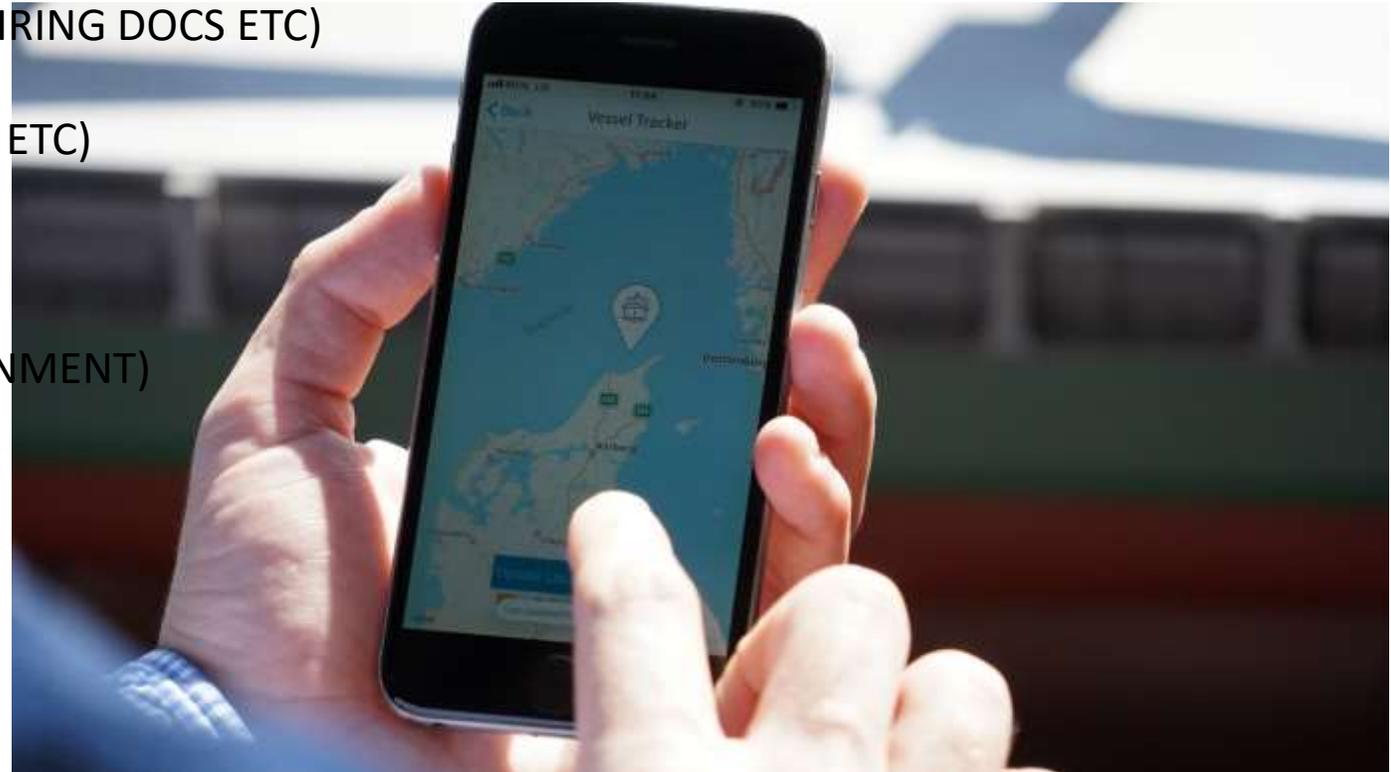- EMAIL SUPPORT:
  feedback.crewportal@marlowgroup.com
  PLEASE ALWAYS INCLUDE YOUR MARLOW ID IN THE EMAIL MESSAGE

ONLINE RESOURCES FOR SEAFARERS
CREWCOMPANION APP. What's inside?

- ASSIGNMENT DETAILS (VESSEL DETAILS, EMPLOYMENT OFFER ETC)
- VESSEL TRACKER (PRESENT ASSIGNMENT)
- FLIGHTS (PRESENT ASSIGNMENT)
- CHAT TOOL (MN SEAFARERS WITHIN 30KM)
- NOTIFICATIONS (NEW ASSIGNMENT, FLIGHTS, EXPIRING DOCS ETC)
- PROFILE DETAILS
- DOCUMENTATION (TRAVEL DOCS, STCW LICENSES ETC)
- SALARY RECORDS (PRESENT ASSIGNMENT)
- CONTACT INFO (CREW MANAGER / PORT AGENT)
- SEA SERVICE RECORDS
- WORKING CLOTHES ALLOCATION (PRESENT ASSIGNMENT)
- NEWS (PRESS RELEASES / NEWSLETTERS)
- COVID 19 GUIDELINES
- CREW PORTAL (LINK)

- MORE TO FEATURES TO FOLLOW....

ONLINE RESOURCES FOR SEAFARERS
CREWCOMPANION APP. HOW DO I ACCESS IT?

- ## MARLOW CREWCOMPANION APP
  - ACCESSIBLE VIA YOUR SMART PHONE (IOS AND ANDROID)

  - IOS VERSION IS DOWNLOADED VIA THE CREW PORTAL
  - ANDROID VERSION IS DOWNLOADED VIA THE GOOGLE PLAY STORE

  - FIRST TIME USERS NEED TO REGISTER FOR AN ACCOUNT VIA THE LOGIN PAGE USING YOUR MARLOW ID AND PRIVATE EMAIL ADDRESS.

    YOU WILL THEN RECEIVE AN EMAIL VIA YOUR PRIVATE EMAIL ACCOUNT. THIS EMAIL WILL CONTAIN A ONE TIME PASSWORD (OTP)

    USING THIS OTP YOU WILL BE ABLE TO CREATE YOUR OWN PERSONAL PASSWORD.

    NEXT TIME YOU LOGIN YOU WILL USE YOUR MARLOW ID AND PERSONAL PASSWORD

  - IF YOU FORGET YOUR PASSWORD YOU CAN CREATE A NEW ONE VIA THE LOGIN PAGE
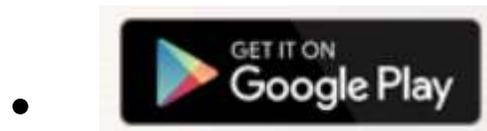
ONLINE RESOURCES FOR SEAFARERS

APP. LINKS

- IOS Available on **CREW PORTAL**

  VIA CREW PORTAL

- GET IT ON Google Play

  CLICK HERE OR USE QR CODE

- WEB PAGE: HTTPS://MARLOW-NAVIGATION.COM/EN/CREWCOMPANION

ONLINE RESOURCES FOR SEAFARERS

APP. SUPPORT

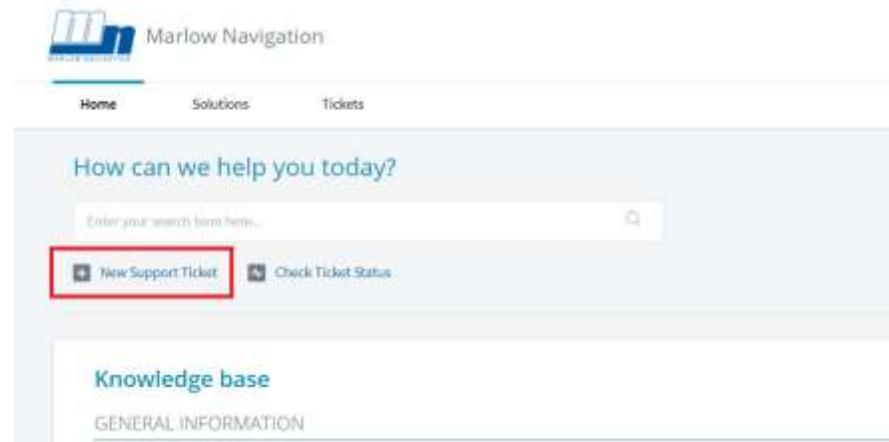DEDICATED SUPPORT WEB PAGE:

please visit the following web page and use the Knowledge Base to search for solutions:

https://crewcompanion.freshdesk.com/support/home

If none of the published articles on this page solve your issue / answer your question, then please submit a Support Ticket via the "New Support Ticket" option.   When completing the form please always include your Marlow ID number in the 'Subject' field. Where applicable, please also upload a screen shot that illustrates your issue.
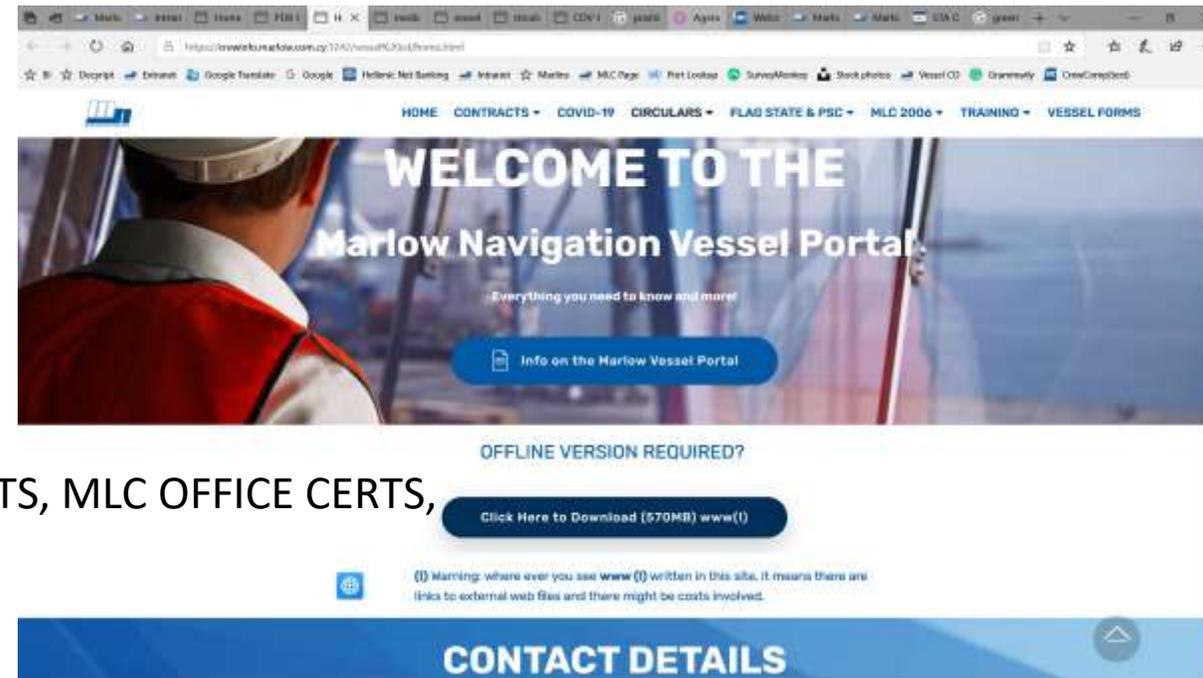

A support representative will be reviewing your request and will send you a personal response,(usually within 24 hours). You will also receive a link to the ticket in order to track the status or add comments.

ONLINE RESOURCES FOR SEAFARERS

VESSEL PORTAL. What's inside?

- MARLOW OFFICE / PORT AGENCY CONTACT DETAILS

- TELEMEDICAL CONTACT INFO FOR MEDICAL EMERGENCIES

- TRAINING MATERIALS (GUIDELINES, INDUCTION CHECKLISTS, DOCS FOR TRAINEES ETC)

- HEALTH AND WELLBEING GUIDANCE

- CONTRACT INFO (CBA'S, T&C, FLAG APPROVALS ETC)

- VESSEL CIRCULARS

- FLAG AND PORT STATE CONTROL INFO AND GUIDANCE

- MLC 2006 INFO (APPROVED MEDICAL CLINICS, P+I ENTRY CERTS, MLC OFFICE CERTS, ONBOARD COMPLAINT CONTACT DETAILS ETC)

- VESSEL FORMS (ACCOUNTING AND CREWING)

ONLINE RESOURCES FOR SEAFARERS
<u>VESSEL PORTAL</u>. No CD's as of Aug 2020

- AS PER VESSEL CIRCULAR: CDV-00-074 (UPDATED 7TH AUG 2020)

  - WE WILL NO LONGER BE SENDING / MAILING CD'S TO ALL VESSEL

  - A LIVE VERSION IS AVAILABLE VIA THE CREW PORTAL

  - AN OFFLINE VERSION CAN ALSO BE DOWNLOADED VIA THE CREW PORTAL

  - IMPORTANT UPDATES WILL CONTINUE TO BE SENT ON BOARD VIA EMAIL

  - A FULL REVIEW AND UPDATE OF ALL CONTENT WILL BE PERFORMED ANNUALLY

ONLINE RESOURCES FOR SEAFARERS
VESSEL PORTAL. HOW DO I ACCESS IT?

- ## MARLOW VESSEL PORTAL (EX VESSEL CD)

  - ACCESSIBLE VIA THE <u>CREW PORTAL</u>

  - FIRST TIME USERS NEED TO REGISTER FOR AN ACCOUNT VIA THE LOGIN PAGE USING YOUR MARLOW ID AND DATE OF BIRTH.

    YOU WILL THEN RECEIVE AN EMAIL VIA YOUR PRIVATE EMAIL ACCOUNT. THIS EMAIL WILL CONTAIN A LINK AND A ONE TIME PASSWORD (OTP)

    USING THIS LINK AND OTP YOU WILL BE ABLE TO CREATE YOUR OWN PASSWORD.

    NEXT TIME YOU LOGIN YOU WILL USE YOUR MARLOW ID AND PERSONAL PASSWORD

  - IF YOU FORGET YOUR PASSWORD YOU CAN CREATE A NEW ONE VIA THE LOGIN PAGE

ONLINE RESOURCES FOR SEAFARERS VESSEL PORTAL. LINKS AND SUPPORT

- LOGIN PAGE (CLICK HERE OR USE THE QR CODE)

- REGISTRATION GUIDE (CLICK HERE OR USE THE QR CODE)

- OFFLINE VERSION DOWNLOAD LINK: HTTPS://MNMEDIA.MARLOW-NAVIGATION.COM/VESSELCD/VESSELCD.ZIP

- EMAIL SUPPORT: feedback.crewportal@marlowgroup.com

ONLINE RESOURCES FOR SEAFARERS
VESSEL PORTAL. NEW FAQ Page

- HAVE A QUESTION… NEED HELP FINDING SOMETHING?
- CHECK THE ARTICLES OR SEARCH BY ENTERING A QUESTION OR KEY WORD

How can we help you today?

CBA

📖 Why is the copy of the CBA not signed by the employer / union?   SEA

📖 Where can I find the Collective Bargaining Agreements (CBA) ?   SEA

Knowledge base

Login / Access

Crew Portal (2)

📖 How do I access / login to the Crew Portal?

📖 How do I download an offline version of the …

Inspections

Inspections (1)

📖 Where can I find information / guidance on I…

Accounting Procedures

Accounting (2)

📖 Where can I find information on Marlow's Cr…

📖 Where can I find guidance / Circular on Marl…

https://vesselportal.freshdesk.com/support/home

ONLINE RESOURCES FOR SEAFARERS CONNECTING SUPPORT VIA EMAIL

- PLEASE ALWAYS INCLUDE YOUR MARLOW ID AND FAMILY NAME

- PLEASE MAKE SURE THAT YOU ARE SENDING YOUR MESSAGE TO THE CORRECT EMAIL ADDRESS:

  feedback.**crewportal**@marlowgroup.com

  feedback.**app**@marlowgroup.com

- PLEASE INCLUDED SCREEN SHOTS WHERE APPLICABLE

ONLINE RESOURCES FOR SEAFARERS SEAGULL STA. What's inside?

- NOW REBRANDED TO AS 'OCEAN LEARNING PLATFORM'
- ALL E-LEARNING MODULES (PREVIOUSLY KNOW AS CBT'S)

Training Requirements Table

Title	CRS Code	Level	Nationality			Course Location				Type	Duration	Validity	Applicable for	Applicable for	Rank Remarks
			UKR	PHL	OTHER	KHS	NOV	ODS	MNL						
Development of heavy weather	SG 0241	Mandatory	Y	Y	Y					CBT	90 min	No validity	Other (specifiy)		Management level deck officers
Development of heavy weather	SG 0241	Priority/Company Requirements	Y	Y	Y					CBT	90 min	No validity	Other (specifiy)		Operational level deck officers
Enclosed space entry, Hazard awareness and preparations for entry	SG0387	Required (but not a priority)	Y	Y	Y					CBT	2hrs	3 yrs	All deck (officers / ratings)	All engine (officers / ratings)	
Fuel oil bunkering (Effective Practice and Sampling)	SG0415	Required (but not a priority)	Y	Y	Y					CBT	45 mins	No validity	Man Eng		
Fuel oil bunkering (Understanding test results)	SG0416	Required (but not a priority)	Y	Y	Y					CBT	45 mins	No validity	Man Eng		
Galley Operations 1- Workplace and Equipment Safety	SG0220	Required (but not a priority)	Y	Y	Y					CBT	1hr	5 yrs		Catering dept	COFF
Galley Operations 2- Hygiene	SG0221	Required (but not a priority)	Y	Y	Y					CBT	1hr	5 yrs		Catering dept	COFF
Galley operations 3, food handling	SG0222	Required (but not a priority)	Y	Y	Y					CBT	1hr	5 yrs		Catering dept	COFF
HAZMAT - IMDG Code, Basic	SG0053	Priority/Company Requirements		Y						CBT	3hrs	3 yrs	All ratings (Deck / Engine)		
HAZMAT - IMDG Code, Basic	SG0053	Priority/Company Requirements	Y		Y					CBT	3hrs	3 yrs	All ratings (Deck / Engine)		
Heavy weather navigation	SG 0242	Mandatory	Y	Y	Y					CBT	90 min	No validity	Other (specifiy)		Management level deck officers
Heavy weather navigation	SG 0242	Priority/Company Requirements	Y	Y	Y					CBT	90 min	No validity	Other (specifiy)		Operational level deck officers

Print version | Search version | ANTI-PIRACY | SLIPS, TRIPS & FALLS | Priority Definitions | Sheet2 | KHERSON COSTS | ODESSA ...

ONLINE RESOURCES FOR SEAFARERS
SEAGULL STA. HOW DO I ACCESS IT?

- ## SEAGULL STA
  - ACCESSIBLE VIA YOUR WEB BROWSER

Company name =   marlow
Login =   Marlow ID number
Password =   date of birth (dd.mm.yyy)

Fig. 2

ONLINE RESOURCES FOR SEAFARERS
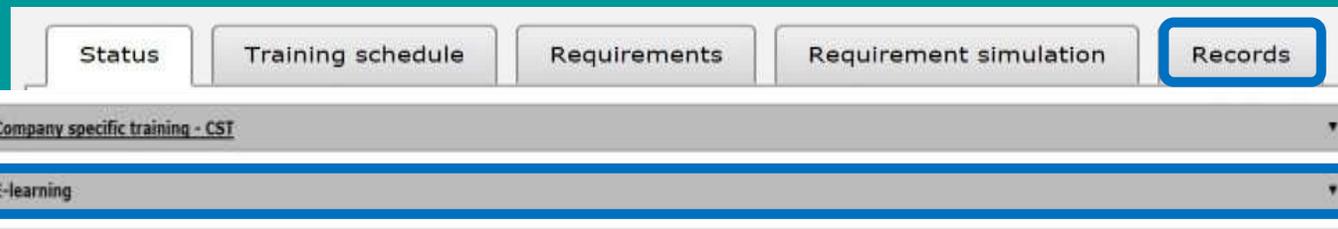# SEAGULL STA. Passing Grades

Passing Score: 75% to 100%

Lessons completed: You must read all lessons and slides, and must reach a completion ratio of 95% to 100%.

Note: If you score below 75% or complete the lessons below 95%, the training shall be considered FAILED.

How to check if PASSED or FAILED:

Status	Training schedule	Requirements	Requirement simulation	Records	

Click Records tab

Company specific training - CST

E-learning

Click E-learning tab

Number	E-learning name	Date	Score (%)	Completed (%)	Installation
No. 0002	Ship General Safety	17.03.2010	75	86	United Marine Training Centre
No. 0005	ISM Code	28.03.2017	80	25	United Marine Training Centre
No. 0022	Maritime English, Ship Familiarisation	05.03.2010	100	100	United Marine Training Centre
No. 0036	Medical First Aid	06.03.2010	88	100	United Marine Training Centre
No. 0053	HAZMAT - IMDG Code	16.01.2018	90	100	United Marine Training Centre
No. 0063	Mooring	05.03.2010	80	71	United Marine Training Centre
No. 0088	Human Relations	24.02.2017	78	100	United Marine Training Centre
No. 0115	Security Awareness	09.06.2014	100	100	United Marine Training Centre
No. 0127	Enclosed Space Entry	24.02.2017	96	100	United Marine Training Centre
No. 0190	H2S - Hydrogen Sulphide Awareness	28.03.2017	90	28	United Marine Training Centre

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ONLINE RESOURCES FOR SEAFARERS SEAGULL STA. LINKS AND SUPPORT

- LOGIN PAGE:
HTTPS://STA.SEAGULL.NO/GCCPROXY/VIEWS/CUSTOMERLOGINSCREENVIEW.ASPX

- REGISTRATION GUIDE:
ASK YOUR AGENT FOR A COPY OF AGENCY CIRCULAR CDA-00-063

- EMAIL SUPPORT:
CT@MARLOWGROUP.COM / SUPPORT@SGULL.COM

THANK YOU!

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MARLOW NAVIGATION