Crew Matters – IOM Ship Registry App
User Guide

Contents

1. Accessing the App

1. Download the app:
    a. Android: https://play.google.com/store/apps/details?id=com.tapiit.iomsr
    b. iOS (Apple):
        i. Navigate to: https://www.tapiitlive.com/crew-matters-ios
        ii. Enter your email address
        iii. You will receive a link to download the app from the App Store
2. Click on the App icon to open the App
3. Click "Register"
4. Complete the following details:
    a. First Name
    b. Last Name
    c. Email Address
    d. Password
    e. Timezone
5. Tap "Register"
6. If successful, you will be directed to the Dashboard. If unsuccessful, an error message will be displayed with a description of the problem.

2. Logging in

After closing the App for a period of time, you will need to log back in using the email address and password used to register:

1. Click on the App icon to open the App
2. Complete the following fields:
    a. Email Address
    b. Password
3. Click "Login"
4. If successful, you will be directed to the Dashboard. If unsuccessful, an error message will be displayed with a description of the problem.

3. Logging Out

From the Dashboard, when logged in:

1. Click the "Hamburger" menu in the top-left corner
2. Click "Logout"
3. Close the App

4. Reset Password

If you have forgotten your password, complete the following steps:

1. Click on the App icon to open the App
2. From the Login screen, click "Forgot Password?"
3. Enter your Email Address
4. You will receive an email with a 6-digit code
5. Enter the code into the App

6. If successful, you will be directed to the Dashboard. If unsuccessful, an error message will be displayed with a description of the problem.

5. Update Profile

1. From the Dashboard click the User icon in the top-right corner, this will display your profile information
2. Click the Edit icon in the top-right corner
3. Update any of the details
4. Click "Update"
5. If successful, you will be directed to the Dashboard. If unsuccessful, an error message will be displayed with a description of the problem.

6. List Live Courses

NB you must have a live "Contract" with an IOM vessel to join a course

1. From the Dashboard, click "Fitness".
2. A screen will be displayed with the upcoming live courses for the next week
   a. A different date range can be selected by clicking the Filter icon in the search bar and selecting a different date
   b. Courses can be searched for by name by entering a value into the Search bar
3. Click on a Course to view the details
4. If a session is in progress, then the "Join Now" button at the bottom will be visible. Click to join the session

7. Certificates

Users can add their own certificates to keep track of their due-dates

1. From the Dashboard click "Certificates"
2. Your Certificates are displayed
3. Click on the Add icon in the top-right to add a new Certificate
4. Complete the following actions:
   a. Select a certificate from the list, or select "Other" to enter your own (if you select "Certificate of Competency" then you can select the specific certificate)
   b. Upload a document (optional)
   c. Valid From – the date the Certification became valid
   d. Expiry Date (optional) – the date the Certification expires
   e. Expiry Reminder – select an option to receive a notification when your certificate is about to expire
   f. Click "Save"

8. SOS & Welfare

From the Dashboard, click SOS & Welfare

- Your current position is displayed (Lat/Long) as well as the "What 3 Words" code for your current position
- Click "Welfare Live Chat" to access the ISWAN live chat helpline
- Click "Stella Maris" to access the Stella Maris website

- Click "Stella Maris Contacts" to view a list of Chaplains from the Stella Maris, along with contact details

9. News

- From the Dashboard, click "News" to view the latest news articles from the IOM Ship Registry website
- Click on an article to read

10. Shipping Notices

- From the Dashboard, click "Shipping Notices"
- Navigate through the menu to find the appropriate shipping notice

11. Masters Handbook

- From the Dashboard, click "Masters Handbook" to open the document in a PDF viewer

12. Marine Traffic

- From the Dashboard, click "Marine Traffic"
- If you have a current Contract with a valid IMO number this will display the vessel information

13. Hours of Rest

- From the Dashboard, click "Hours of Rest". This section will let you store details about your current contract and record hours of rest against it, for your reference.
- Click on "+" to add a new Contract
  - o Enter the vessel IMO number
  - o Enter the vessel Name (optional – if it's an IOM vessel then this will be retrieved automatically)
  - o Offer code – obtain this value from the Master
  - o Start date – the date your contract starts
  - o End Date (estimated) – the date you expect your contract to end
  - o Click "Add"
- Click on a contract in order to enter Hours of Rest
  - o Click on "+" to enter your shift details

14. My Courses

- When you "favourite" a course in Fitness, Wellbeing or Education it will appear in the My Courses section.
- When you set a reminder for a specific session, it will appear in the Reminders list

15. Nautilus

- From the Dashboard, click "Nautilus"
- This will display a number of useful links to services that Nautilus provide

16.   ISWAN

- From the Dashboard, click "ISWAN"
- This will display a number of useful links to services that The International Seafarers' Welfare and Assistance Network (ISWAN) provide

17.   IOM Ship Registry Contact Details

- From the Dashboard, click "Contact"
- A list of contact details is displayed for the Ship Registry