VIKING SaatSea FAQ

(Frequently Asked Questions)

# Administration

### Facilitator cannot embark a crewmember.

A crewmember can only be embarked on one vessel at a time. If a crewmember cannot be dragged (their name shown in light grey instead of black) onto a vessel, they will need to be removed from their current vessel. Then they should be available (name in black) to embark.

There is a development item to show the currently embarked vessel on the crew personal data view, but for now you need to be able to use the shore based ‘crew management’ interface, and check ship by ship to see if the crew you are wanting to work with is embarked.

### Crewmember has been embarked but cannot log in

If the crewmember was embarked using the shore ‘crew management’ interface, you must wait until synchronization before the user can login on their vessel. If the crewmember was embarked using the facilitator’s ‘manage crew’ tab, there was probably an error during the embarkation. Simply dragging the crewmember off the vessel, and back onto the vessel can clear this up.

If the problem is affecting multiple crew, it is acceptable to contact VIKING SaatSea support to run a manual crew synchronization.

# Logbook

### User cannot find the ‘View OPITO status’ button

The new button is on a page that can be cached by the user’s web browser. Forcing the browser to re-load the page is necessary. This can be done by going to the page and pressing the key combination CTRL+SHIFT+R.

### Crew complaining about ‘yellow status training’

It is possible in this case the crewmember is looking at an old catalog version (R1 vs R3). They are encouraged to ignore the R1 in their logbook, and use the ‘View OPITO status’ button to get an accurate view of their training status. The only training they should have access to should be R3.\*

# Practical

### A facilitator cannot add a crewmember to a practical

This can be caused by two different conditions. The first condition is that the crewmember has not been embarked, and so is not available in the crew list when building the exercise team. The second condition is that the crewmember is listed, but their name is in grey (instead of black) and they cannot be dragged onto the exercise team. This is because that crewmember’s training access does not include a course related the practical being created. (I.e. If a crewmember does not have any OPITO course access and the facilitator is creating one of the OPITO exercises, that crew will be listed in grey and unavailable). This can be fixed by having a company admin user verify the crew has training access in the edit user interface, and either waiting for the nightly synchronization or requesting a manual synchronization from the VIKING SaatSea support team.

### A practical has been submitted but no action has been taken towards approval

Approval for a practical exercise is done fairly quickly, or it will be commented on and returned to a vessel for more information. In order to check if any action has been taken on a practical, a facilitator should log into their vessel’s shuttle, navigate to the practical tab, and click ‘check for updates’ on the outstanding practical. This will update the practical’s status on the vessel.

If you have checked for updates and the practical is still showing as submitted (Not request for information or approved), you will need to contact VIKING SaatSea customer support. Occasionally a practical exercise will fail to complete submission, and a VS operator will need to remote control the shuttle to fix the problem.

# Training

### Crewmember cannot access a course

If a crewmember is not embarked, and they have been edited to grant access to a new course, their profile on the vessel will not be updated. If that crew is subsequently embarked, their profile will be updated and they will gain access to the training.

### Crewmember cannot change page during training

At least 1 answer has to be marked before you can navigate to the next page during testing.

## Assets missing

If pictures and videos are missing for the course, this can be caused by the shuttle user having insufficient permissions the “4” folder. Check up on permissions in Cygwin.