SEA SERVICE RECORD
NAUTILUS
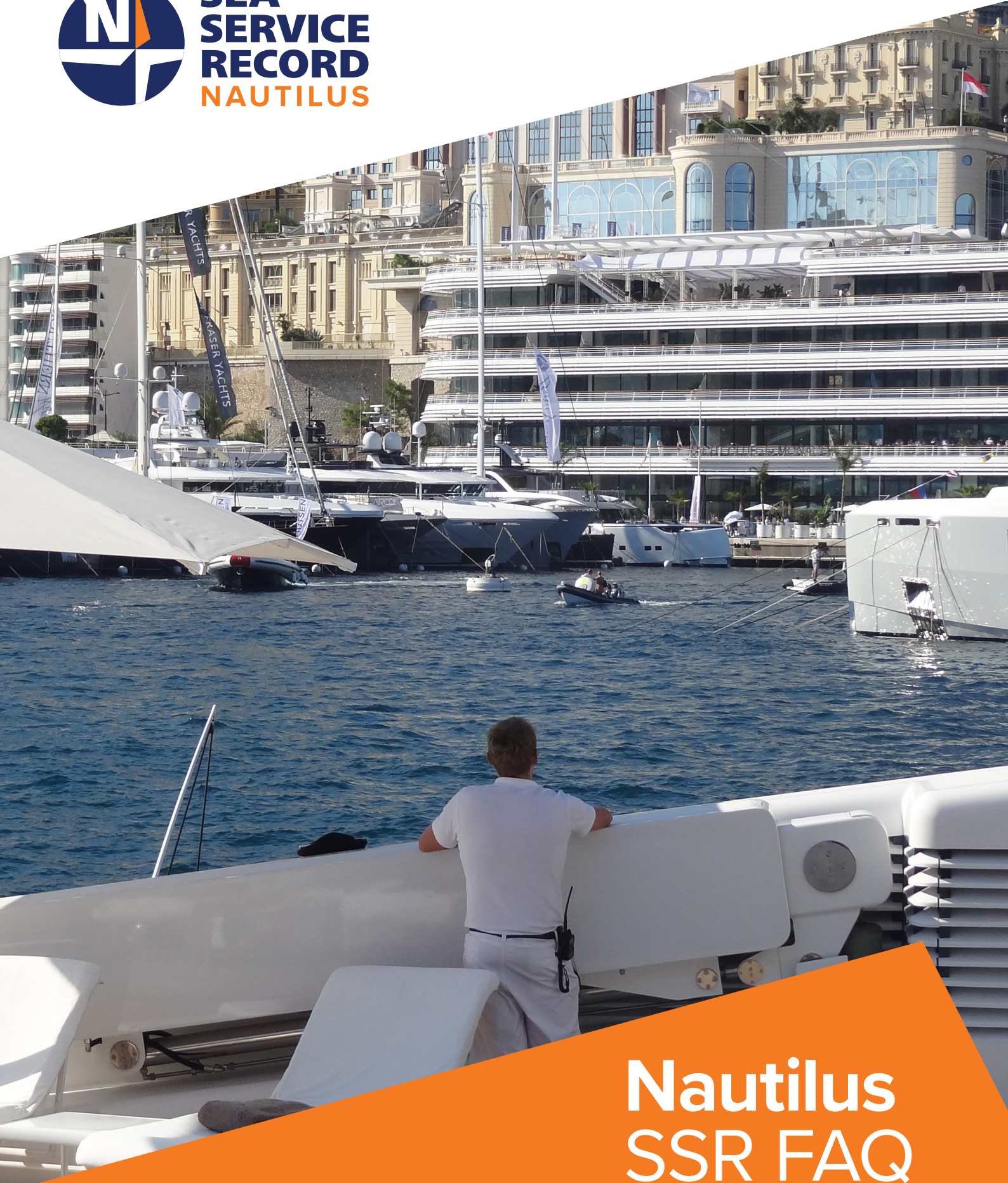
Nautilus
SSR FAQ

Member

Table of Contents

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Welcome to the Nautilus Sea Service Record (SSR),

the MCA-accredited digital tool for Nautilus members to officially record and verify their sea time as part of the process of applying for a UK certificate of competency or notice of eligibility.

The digital Nautilus SSR replaces the old manual Sea Service Record Books and written testimonials, so users are likely to have a lot of questions about the new system. On thispage, we aim to give as many answers as possible for Nautilus SSR users and their workplace authorisers.

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How can I register to be part of Nautilus SSR?

1. Simply visit **www.nautilusint.org/** to get started
2. Register using your Nautilus membership credentials
3. Create an SSR account
4. Select your authoriser
5. Add your sea time
6. Submit for approval
7. Wait for your sea time to be verified and approved.
8. View/download your service record

Data

Where is my data stored?

Your data is stored in a database on secure UK-hosted Microsoft Azure servers. Any data stored is encrypted.

Is my data backed up?

Yes, all data is backed up.

Who can see my sea time data?

Any submitted records can be viewed by your selected authoriser. Nautilus International can view your records. Sea time and sea time data cannot be viewed by other members or authorisers that you have not added to that record.

Who can see my membership details?

Only you and Nautilus International can view your membership number and details.

Overview

What is Nautilus SSR?

Nautilus SSR is an alternative method for recording sea time to the traditional Sea Service Record Book. It is an online tool for Nautilus members to record sea time quickly, securely and efficiently. It allows you to record and track your sea time for approval towards your Certificate for Competency (CoC) or Notice of Eligibility (NOE).

It speeds up the time taken to authorise your sea time. This is because it is fully digital, accessible from anywhere, and allows the Nautilus team instant access to approve your records. It also reduces the need to carry your physical record book or worry about it being lost or damaged.

Authorisers

How does my authoriser log in?

As part of the sea time submission process, you will be asked to enter an authoriser email address. This email address should be one that is unique to the person you will be asking to authorise your record. This individual should either be the Captain, Chief Engineer, Yacht Manager or Owner of the vessel you were on when you completed the sea time. Nautilus will verify the person you have nominated as your authoriser during the approval process. Your authoriser will then receive an email asking them to register (if they are not already registered), or telling them you have submitted a request for them to check.

Vessels

The vessel I have chosen isn't right, how do I update it?

When entering a vessel against your sea time, you are given the option to search the Nautilus SSR vessel database. Your vessel details should then appear below the search box. If, when you check these details, they are not correct for the time you were on the vessel, you can select 'No' and you will be given the option to update the details. The new information will then be submitted as part of your sea time record to your authoriser and Nautilus for approval.

My vessel didn't appear when I searched for it but I have an IMO number? what should I do?

If the vessel number you have entered does not return any results, you can enter the boat manually by selecting My Vessel does not have an IMO number? This will allow you to enter all the details.

When the record goes to Nautilus, they will be able to view this record and, if appropriate, they will be able to add this boat to the vessel database.

My vessel doesn't have an IMO number, how do I add it to my sea time?

By selecting 'No' when asked if you know the IMO number, you will be taken to a page which will allow you to enter all the details about the vessel. Please make sure you check the guidelines when entering a vessel without an IMO number.

Sea time

What do the statuses mean on my sea time record?

Statuses on the sea time record tell you where the record is in the approval process. You can see this on every record in the sea time tab by looking at the coloured box in the right hand side.

The status will be:

Draft	This is a draft record and has not been completed
Authoriser	Awaiting authoriser verification
Nautilus	Awaiting Nautilus verification
Approved	This record is approved and has been added to your sea time
Rejected	This record has been rejected by either your authoriser or Nautilus

You can also check where the record is in the process by expanding the record and looking on the bottom left.

The statuses here are:

- Submitted
- Authoriser Check
- Nautilus Check
- Added to records

Where can I find more information about sea time?

Nautilus SSR has been developed in line with the requirements laid out in **MIN 543:**

You can also contact **SSR@nautilusint.org** for more information on entering your sea time. Nautilus SSR has been approved by the Maritime and Coastguard Agency (MCA).

I need to update a record I have submitted. How do I do this?

You can change or update a sea time record at any time up to the point it is approved by Nautilus. Records that have a status of verified cannot be updated as they have been accepted as part of your sea time record.

To change a sea time record, click on the edit button, make your changes, then resubmit. Editing a record will put it back into your authoriser's queue to check your updates.

My sea time record has been rejected, what do I do?

Sea time records can be rejected by your authoriser or Nautilus for a number of reasons. Your authoriser and Nautilus are encouraged to add a reason for a record's rejection when they choose to reject your sea time. If the reason is obvious, you can edit the record and resubmit. If the reason isn't obvious, you can contact Nautilus for guidance. Rejected records will not be counted towards your sea time, and they will not appear on your record. You can leave rejected records in your sea time tab if you do not wish to edit them.

I have sea time that I do not need to be verified, where should I put it?

You can enter sea time that does not need to go through the verification process under the Non-certified tab on your sea time tab. Sea time entered here does not have any requirements and will not count towards your verified sea time.

Where can I view my sea time?

You can view all of your sea time records on your sea time tab, or use the service record tab to view cumulative time.

How can I download my sea time record?

In order to download your sea time record from your sea time tab you need to have uploaded your photo and an image from your passport. These need to have been verified by your authoriser and Nautilus. You will then be able to download a PDF for you to keep.

Approval

Who approves my record?

Once you have submitted your sea time, it will be sent to your authoriser. They will then be able to log in and view the record. Your authoriser should check the record and make sure it is complete and contains accurate information before accepting or rejecting. If your record is accepted by the authoriser, it will go to the Nautilus SRB team who will review the record again before verifying. Verified records are added to your sea time and can be viewed on the sea time tab and as part of your service record.

How long does it take to get a record approved?

Nautilus SSR's processes greatly reduce the approval time for records. The length of time it takes to approve a record largely depends on your authoriser authorising the record. The sea time is sent to the authoriser as soon as it is submitted, so if your authoriser approves it immediately, it will be picked up by one of the Nautilus team.

My sea time hasn't been approved, what do I do?

You can check the status of your record by looking on the right hand column on the sea time tab. If you expand the record, you will be shown more information about where the sea time is in the approval process. If the record is awaiting approval, please contact Nautilus and they will be able to follow this up for you.

General

Who do I contact if I have an issue?

For enquiries about sea time and record approvals, please contact **www.nautilusint.org/**. If there is an issue with Nautilus SSR, you will be given the option to send an email to **SSR@nautilusint.org**.

What happens if I save a record for later?

Saving a record for later means you are able to enter some of your details and come back to this at a later date. In order to do this, all required fields on the page need to be completed. Saving for later will not submit the record, instead, it will appear as a draft in your sea time tab. You can edit records you have chosen to save for later using the edit button.

Will this affect my current sea time records?

Any records you have submitted previously or that are still in the process of being approved will remain so. Future plans for Nautilus SSR include the import of legacy records to allow you to have all your sea time stored in one place. Once registered, you can enter all your sea time into Nautilus SSR. You will no longer need to carry the SRB, nor submit testimonials.

What if I have sea time that doesn't count towards my certification?

Sea time that doesn't require verification can be entered on the non-certified tab on your sea time tab. This sea time does not go through the verification or authorisation process and will not appear on your sea time record. You are able to view this at any time by selecting non-certified on the sea time tab.

Can I move old sea time into Nautilus SSR?

You should not move your already verified records into Nautilus SSR. Nautilus SSR is a growing system with future features planned including the ability to request to have your historical records imported, allowing you to view all your records in one place. We will keep you updated.

I have a suggestion!

We welcome any suggestions and feedback on the system. Suggestions and feedback about Nautilus SSR should be sent to **SSR@nautilusint.org**.

Authoriser

What is Nautilus SSR?

Nautilus SSR is a digital record of sea service available to Nautilus members. It allows Nautilus members to record and track sea time for approval, much like the physical Service Record Book and testimonials. It speeds up the time taken to authorise sea time and identification documents. It is fully digital and accessible from anywhere, reducing the need to stamp and sign service books and allowing the Nautilus team instant access to approve records.

Why have I received an email?

When a Nautilus member begins to enter their sea time for verification, they need to enter the email address of a person authorised to verify the time they were onboard. The email you have received contains a link which will allow you to register for an authoriser account and, once you are approved by Nautilus, you will be able to verify sea time and approve documents for Nautilus members.

How do I set up my account?

You can register for an authoriser account if you have received an email to do so. You will need to complete your details on the registration page. You will then be able to sign in using the username and password you have created. You will not be able to see or approve any sea time until Nautilus has approved your account. Once approved, you should see any records awaiting your approval.

How do I approve sea time?

Sea time awaiting approval appears on your sea time tab. From here, you can expand the record to view more details which will give you the option to approve the record. If you want to see the full record, you can click on view and you will see all details on the sea time record. Please make sure you check the entry as best you can before approval using the guidelines.

Must I be a Nautilus member to approve sea time?

No, you do not need to be a Nautilus member to approve sea time. However, you must be a Nautilus member to have your own sea time approved.

How do I approve documents?

As part of the sign up process, members are asked to submit a photo of themselves and a copy of their passport. These need to be checked and approved by an authoriser who can testify that what they have provided is a true likeness of the person. If you have any documents requiring approval, they will appear in the documents tab. Here you can approve or reject the photo.

This record looks incorrect, what do I do?

If a record appears incorrect when expanded or viewed, you can reject the record by clicking on reject. You will then be asked to give a reason for rejection. You are encouraged to use this text box to provide feedback to the member so that they can correct the record.

What if I am a member and would like to enter my own sea time for approval?

If you would like to register for an account you can enter your membership number and password on the account tab. This will then allow you to submit your own sea time to be approved by an approver. You are not permitted to approve your own sea time. You can switch between your member account and your authoriser account at any time by clicking on the icon at the top of the page.

I have a suggestion!

We welcome any suggestions and feedback on the system. Suggestions and feedback about Nautilus SSR should be sent to **SSR@nautilusint.org**.

How do I become a member?

To join Nautilus, go to:
www.nautilusint.org/ and click on join.