

Advanced Remote Training for Seafarers (ARTS) Service

USER MANUAL
VERSION 1.0.0.0

Copyright © 2019 Wärtsilä Voyage Ltd. All rights reserved.

The information contained herein is proprietary to Wärtsilä Voyage Ltd. and shall not be duplicated in whole or in part. The technical details contained in this manual are accurate at the date of issue but are subject to change without prior notice.

Wärtsilä Voyage Ltd. pursues a policy of continuous development. This may mean that the product delivered has additional enhancements not yet covered by the latest version of this manual.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

Wärtsilä uses data gathered from equipment and software to improve and develop its products and services.

Disclaimer: Supplier's Products and Services related to the operation and monitoring of vessels (including but not limited to solutions relating to onboard navigation and remote ship traffic control) are provided only as an aid to decision making. The safe voyage planning, navigation, manoeuvring, operation and monitoring of and instructions and advice given to vessels are dependent on human skill and judgement and are the responsibility of the relevant appropriately qualified personnel responsible for such tasks in accordance with all applicable laws, regulations and best practices. Accordingly, Supplier will not be liable for any accident, damage or delay caused by or to any vessel owned or operated by Customer or any other person whether or not the accident or damage is related to the operation or failure of the Products or Services.

Table of Contents

1. Introduction.....	5
1.1. Abbreviations	5
1.2. Hardware Requirements.....	5
2. How to Start Using ARTS Service.....	6
2.1. Application to ARTS Service.....	6
2.2. What Is Accounts Centralized Management Service	7
3. Accounts and Administration.....	8
3.1. Who Can Manage Training?.....	8
3.2. Managing Accounts and Permissions	8
3.2.1. Accessing Accounts and Permissions Management.....	8
3.2.2. Creating New Account	9
3.2.3. How to Register New Training Manager in Training Management Portal	10
3.2.4. How to Delete/Deactivate Account	11
4. Training Management	12
4.1. Training Management Procedure in Brief.....	12
4.2. How to Access Training Management Dashboard	12
4.3. How to Add New Trainee.....	14
4.4. Enrolment.....	15
4.4.1. How to Enrol One Trainee	15
4.4.2. How to Enrol Several Trainees	16
4.4.3. How to Change PO Number or Vessel Name	16
4.4.4. How to Cancel Enrolment	17
4.4.5. How to Send Invitation Again.....	17
4.4.6. How to Cancel Enrolment and Remove Trainee	18
4.5. Tracking Training Status.....	19
4.6. Handling Certificates.....	19
4.6.1. Downloading Certificates	20
4.6.2. Updating Certificates	20
4.7. Exiting Training Management.....	20
5. How to Verify Trainee Certificate	21
6. Frequently Asked Questions	22

Printing House Conventions

Sample of notation	Usage comments
Setup.exe	Messages, commands, files, folders and other Windows OS info
<Enter>	Keyboard key names
Interface	Window names, tabs, icons, checkboxes, buttons, radio buttons and text box captions, and other interface elements, important text
NOTE	Notes
WARNING	Warnings
<u>http://www.amver.com</u>	URL

1. Introduction

WEB Based Type Specific Trainings of the ARTS (Advanced Remote Training for Seafarers) Service provides access to Wärtsilä Voyage training management platform and allow making online CBT courses available to the trainees.

This document describes how to use the portal and answers the most frequently asked questions.

Please note that the platform is enhanced on a regular basis, so the interface may differ from that described in this document.

The list of available courses will update as new content is added. Occasionally courses may disappear as they are updated or being worked on.

The list of courses currently available is displayed on the start page of the Training Management dashboard.

NOTE: For course prices and other details please look up our official web-site

1.1. Abbreviations

ARTS	Advanced Remote Training for Seafarers
EULA	End-User License Agreement
PO	Purchase Order
TCMS	Accounts Centralized Management Service

1.2. Hardware Requirements

Access to training and the training management is possible from a wide range of devices.

The devices should satisfy the following minimal requirements:

- Display: 9"+ display to read theory and 12"+ to run self-practice (where applicable);
- Support of audio playback;
- Mouse and keyboard for practicing with the dedicated software (e.g. NS 4000 ECDIS);
- 1Mbit internet connection, VPN services and anonymizers are not supported;
- Minimal versions of supported browsers:
 - macOS - Safari 10.1
 - Windows - Chrome 49, Firefox 55 or newer
 - Android - Chrome 61 or newer
 - iOS - Safari 10.2

Should additional information be required, please contact our support service

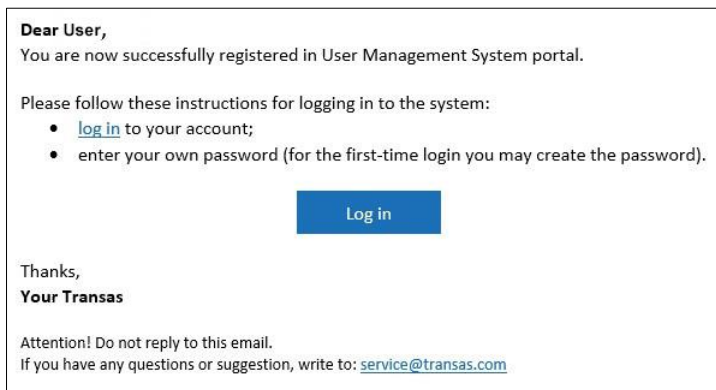
<mailto:wv.app.support@wartsila.com>


2. How to Start Using ARTS Service

2.1. Application to ARTS Service

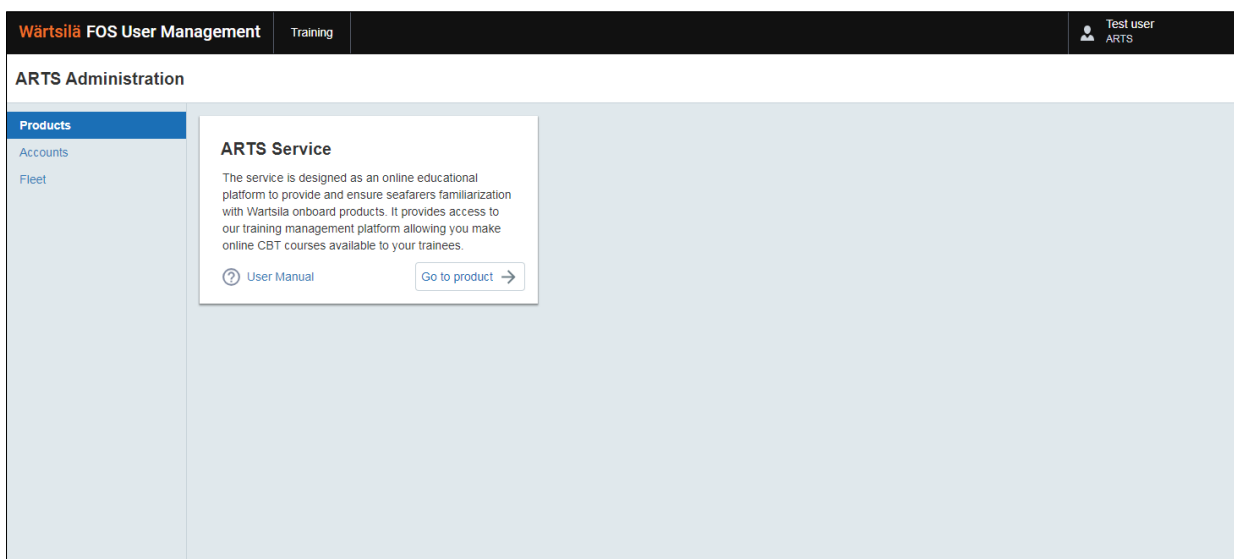
To start using the service:

1. Apply using the online application form on the official site.
 - 1.1. Actual information about the requirements, available courses, pricing etc. are available on the site.
 - 1.2. Carefully read the Service Agreement and Privacy Notice documents before pressing **Submit**.
 - 1.3. Use only company valid email addresses. Other information should be valid as well.
 - 1.4. Type additional information such as additional questions or other in **Your Comments** field of the application form.
2. After the **Submit** button is pressed, the Application will be automatically registered and directed for approval, and the Sales manager will contact the applicant (or the applicant company) for clarifications and confirmation if such are needed.
3. When the company account is activated, an email message with the link and additional recommendations will be sent to the email address given in the application form in the **Who will manage the training** field.



4. Open the **log in** link or click the  button to finalize the registration and administrative account creation within the Accounts Centralized Management Service (TCMS).

Upon the registration end, the **FOS User Management** start page will appear:



The right-hand part of the page heading will contain the user name under which the entry was made.

The **Products** tab displays available products with brief description.

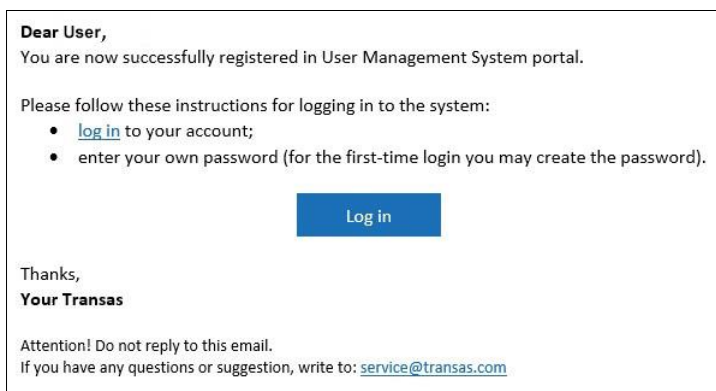
To open the **User Manual** in a separate window, click [? User Manual](#).

To switch to the **Training Management** portal, click [Go to product →](#).

2.2. What Is Accounts Centralized Management Service

The Accounts Centralized Management Service enables control and management of the organization user accounts, and access to the ARTS Service via Azure AD.

The Administrator of the organization that was set as the one **Who will manage accounts and trainings** in the application form receives at his/her email address a Microsoft Invitation in the following form:



Open the **log in** link or click the [Log in](#) button and follow the setup wizard instructions.

There may be the following Organization Administrator registration scenarios:

- The Microsoft Account already exists for the email address: select the necessary account for entry.
- The Microsoft Account is required to be created for the email address: create new Microsoft Account and register.

If no further accounts for the administrator or training management are required, press the Training button of the top menu to proceed with the training management or sign out using the button with the account name at the right of the top menu. It will be possible to access the training management later from the Accounts Centralized Management Service from the **Training Management** dashboard.

If another Administrator or Training Manager is required, create a new account as is described in Chapter 3.2.2 Creating New Account.

NOTE: It is recommended to sign out from the system (account) when the work is finished.

Trainees accounts are created and managed from the **Training Management** dashboard of the **Training Portal**.

NOTE: As a trainee account is personalized and refers to the trainee email address, it is not possible to use one email address for different trainees; for example, a group or generic address, such as *1stofficer@some.shippingcompany.com*, is not suitable.

3. Accounts and Administration

3.1. Who Can Manage Training?

The training management on the Training portal of Wärtsilä Academy is available for the 'Administrator' and 'Training' accounts.

3.2. Managing Accounts and Permissions

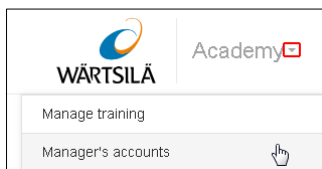
By default, there is only one 'Administrator' account which is created for the person noted as **Who will manage the training** in the application form. If required, more people can be invited as an 'Administrator' or as 'Training' but only the 'Administrator' has the right to create (invite) new or delete existing administrative or training accounts. All these can be done via the Accounts Centralized Management Service (TCMS).

Please note that trainees are registered, invited and enrolled from the Wärtsilä Academy **WEB CBT Training Service** dashboard.

3.2.1. Accessing Accounts and Permissions Management

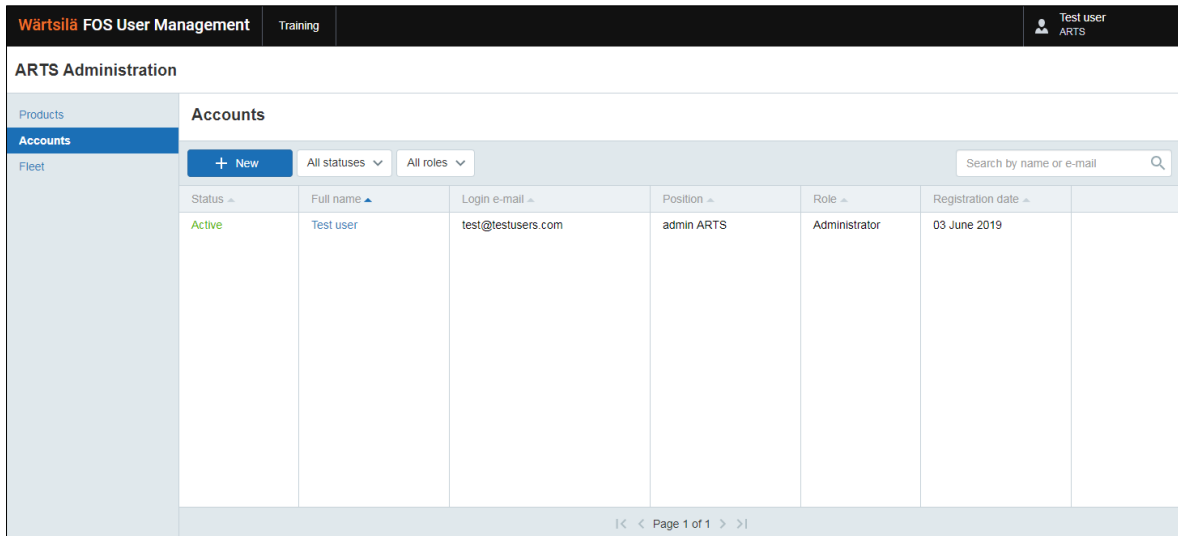
The Accounts Centralized Management Service (TCMS) can be accessed in two ways – directly or from the WEB CBT Training Service dashboard.

- For direct access, use the link from the email message which contains the invitation as an Administrator or go to the **Accounts Centralized Management Service** (TCMS) address directly. Use the email address to which the account is registered as the account name (login).
- To proceed to the company account management from the **WEB CBT Training Service** dashboard, expand the dropdown menu in the top right of the training management WEB-page and choose the **Manager's accounts** item.



3.2.2. Creating New Account

1. Log in to Accounts Centralized Management Service (TCMS) with the Administrator account and switch to the **Accounts** tab:



2. Press the **+ New** button to create new account.

New account creation form will be shown:

Fill in the form with correct information.

Login email - a valid email of the person who will use this account:

- An invitation link will automatically be sent to this email address.
- This email address will be used as the account name (login) to access this portal or the Training Management dashboard.



First name – new user first name

Last name – new user last (family) name

User position – position of the user

Role – defines the user permissions. Only two roles are available for this service:

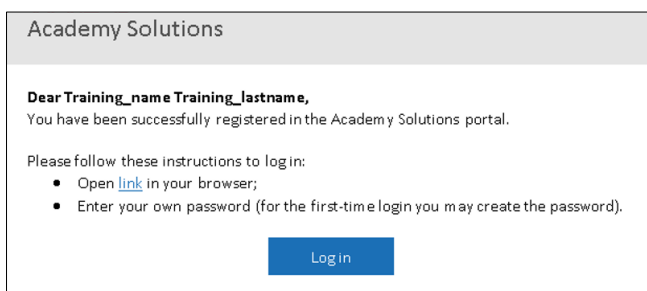
- **Administrator** – can create or delete system accounts and manage the training. Newly created Administrator can register in the system in the same way as the first created one.

- **Training** – training manager role, the person with such account can manage the training only, i.e. add new trainees, enrol in a training, track the training status and work with the certificates via the Training Management Dashboard.
3. Press the  button in the bottom right of the form to complete the new account creation, or the  button to revert without creating a new account.

New account is added to the system.

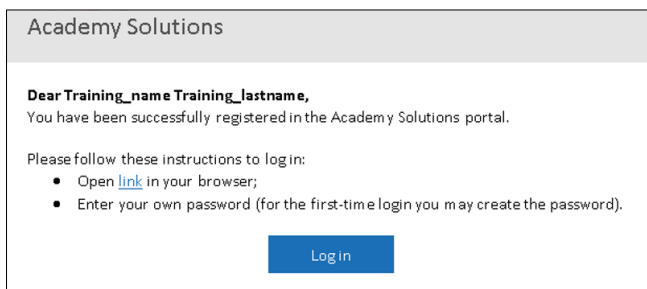
Products		Accounts					
Accounts		+ New		All statuses ▾	All roles ▾	Search by name or e-mail 🔍	
Fleet		Status ▾	Full name ▲	Login e-mail ▾	Position ▾	Role ▾	Registration date ▾
		Active	Frank Smith	test1@testusers.com	Training manager	Training	03 June 2019
		Active	Test user	test@testusers.com	admin ARTS	Administrator	03 June 2019

4. The new user will receive an invitation message sent to his/her email address.



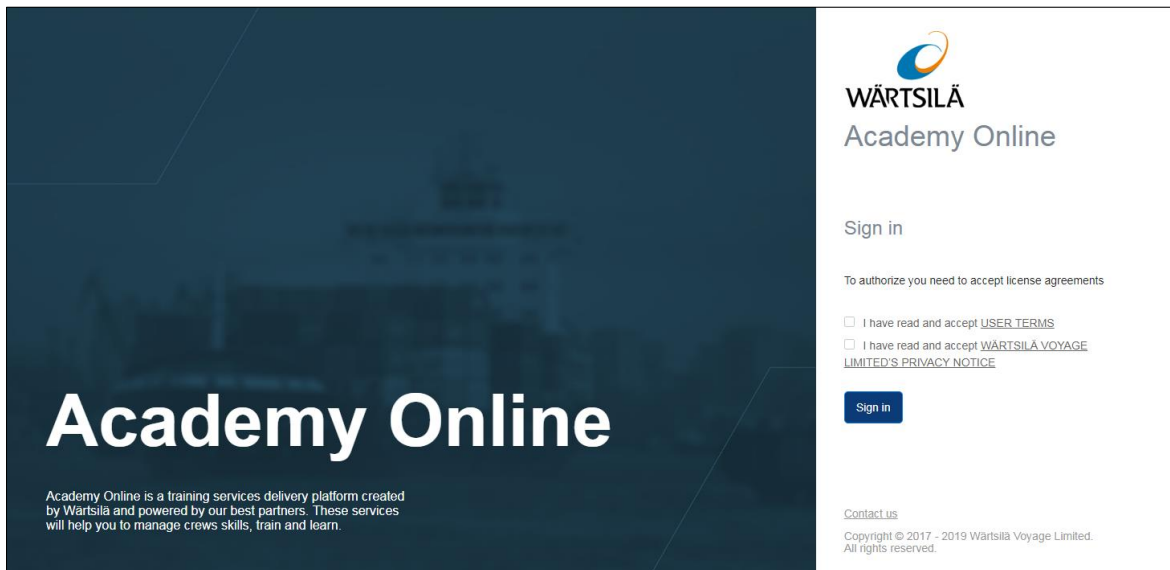
3.2.3. How to Register New Training Manager in Training Management Portal

1. When added as a new Training Manager (Training role), the invitation message with the link to complete the registration is sent to the associated email address.



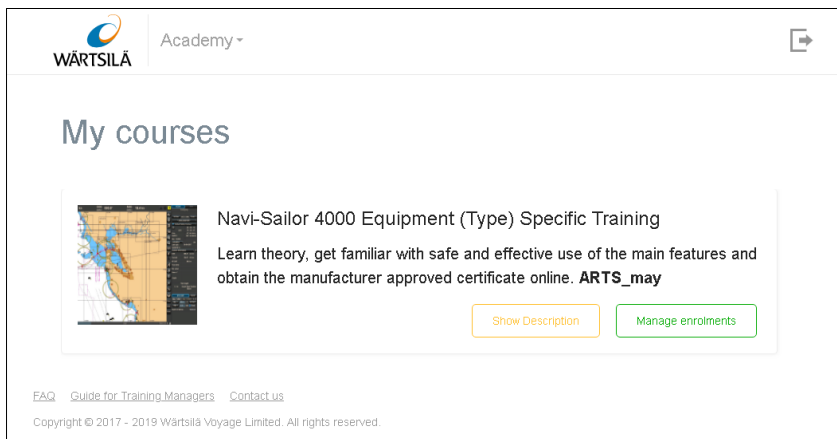
2. Open the link to finalize the registration process within Microsoft Azure and the Training Manager (Training role) account creation. The procedure is the same as described above in the chapters Registration with Existing Microsoft Account or Creating Microsoft Account and Registration.

- The administrator account is fully created, and the training service page will be loaded.



Read the EULA and Privacy Notice, tick the necessary fields and press the **Sign in** button to complete registration.


- The account registration is complete, and the **Training Management** dashboard opens:



3.2.4. How to Delete/Deactivate Account

Should an Administrator or Training manager leave the company or change jobs, his/her account should be deleted.

To delete the account:

- Log in to **Accounts Centralized Management Service (TCMS)** with the Administrator account.
- Hover a cursor over the line of the account which should be deleted, the line will be highlighted, and the **Delete** button will appear on the right. Press the  button.

Accounts							
+ New							
All statuses							
All roles							
Search by name or e-mail							
Status	Full name	Login e-mail	Position	Role	Registration date		
Active	Frank Smith	test1@testusers.com	Training manager	Training	03 June 2019		
Active	Test user	test@testusers.com	admin ARTS	Administrator	03 June 2019		

4. Training Management

4.1. Training Management Procedure in Brief

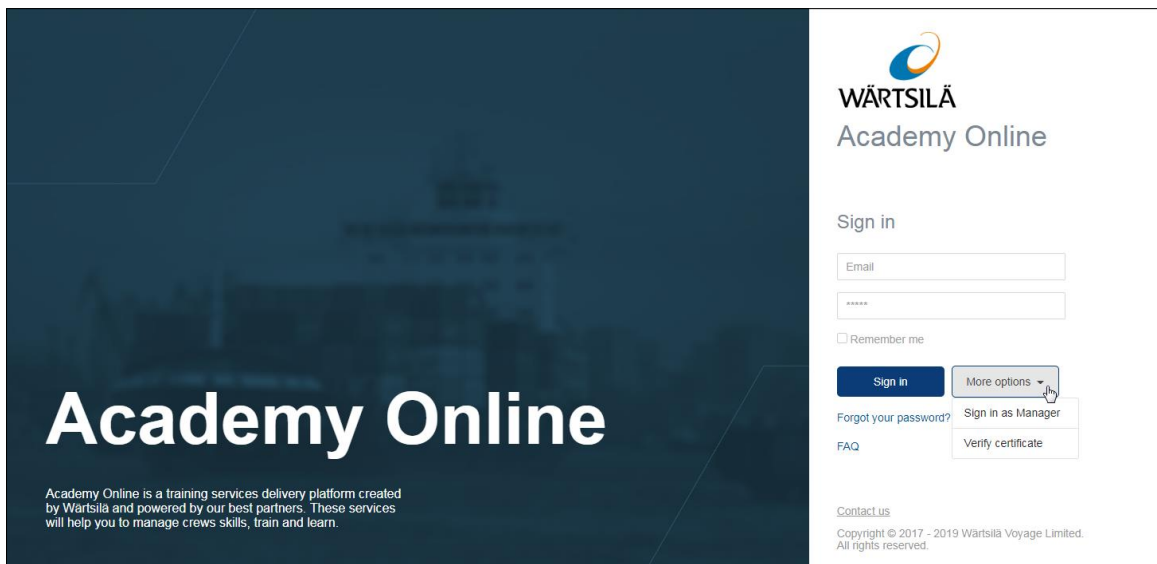
1. Login to the Training Portal as a Training Manager (Training role).
2. Go to the **User management** dashboard of required training course if there are more than one available; if only one course is available, the **User management** dashboard for the course will be automatically opened.
3. If a new trainee should be added (if the trainee already exists in the list, you may skip this step), add new trainee.
4. Enrol the trainee in the training course.
5. If required, track the training progress in the dashboard.
6. If required, download the trainee certificate when the training is successfully completed.

NOTE: It is recommended to sign out from the system (account) when the work is finished.

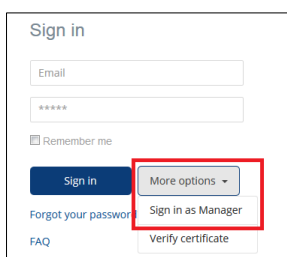
4.2. How to Access Training Management Dashboard

To access the **Training Management** dashboard, use the link from the invitation email message or type <https://academy.transas.com/login/index.php> in the address bar of the browser.

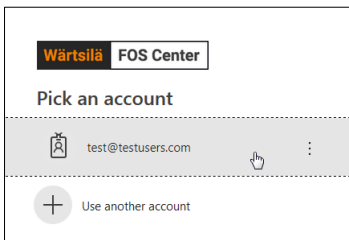
The sign-in start page will be shown:



Press the **More options** button and choose the **Sign in as Manager** item.

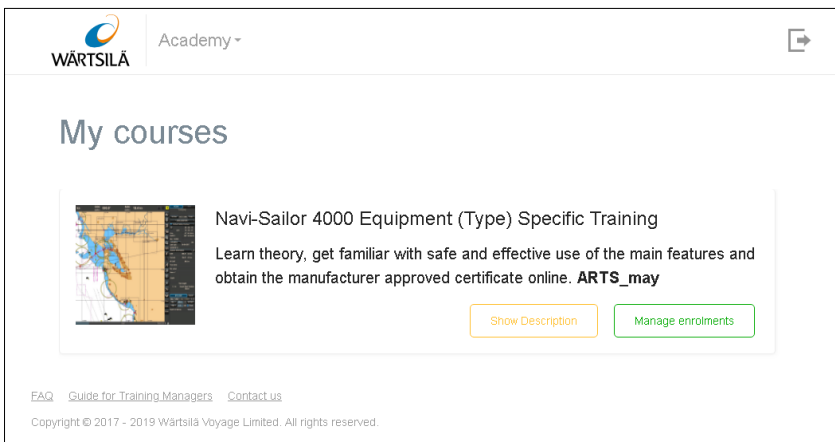


The following panel will be opened:



Choose the email address linked with the account. If it is the first access or a different computer, press **Use another account** and type the email address there. Type the password in the sign-in dialog which appears after picking the account.

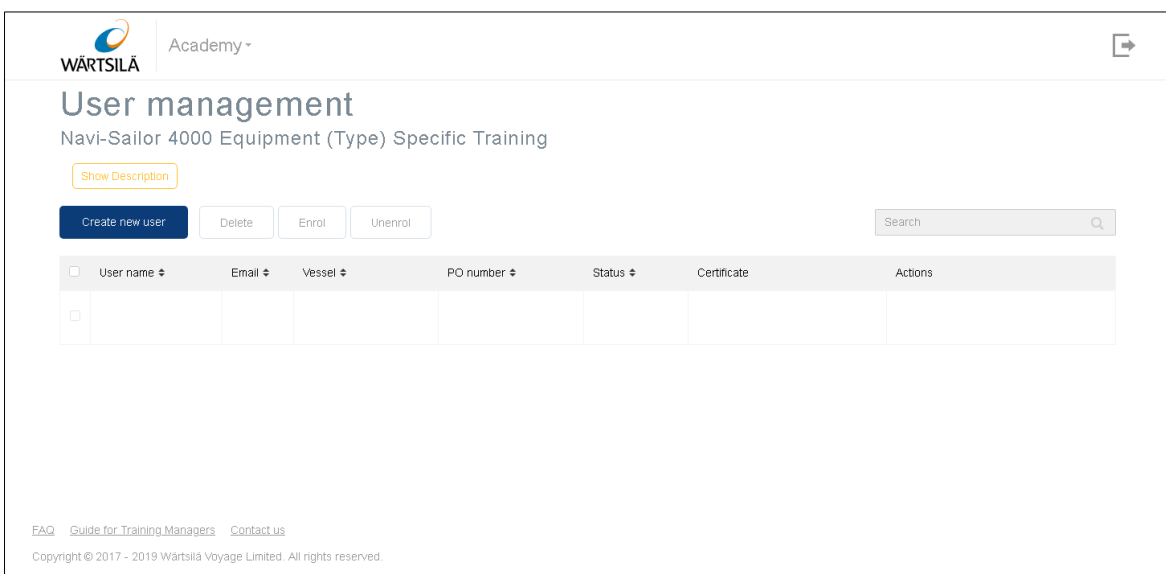
For the trainees only: If the password has been forgotten, press the **Forgot your password?** link on the start page. The message with the link for the password reset will be sent to the email address. The link is valid for 30 minutes after it generation.



After the successful sign-in, the list of available courses will be shown. If there is only one course available, the list of courses may not be shown, and the **User management** dashboard will be opened automatically.

Choose the required course and press the corresponding **Manage enrolments** button.

The **User management** dashboard for the training will be opened



4.3. How to Add New Trainee

To add a new trainee to the portal, sign-in as a Training Manager (Training or Administration role), proceed to the desired training course and add the trainee by clicking the **Create new user** button. The **Create new user** window will open:

Fill in the form fields with the trainee and training details.

First name - trainee first name

Last name - trainee second name

Email - valid email of the trainee (invitation and the training access links will be sent to this email address). It is important to remember, that the trainee account is linked to the email address. It is not possible to use the same email address for different trainees.

Click the **Create** button. A row with the trainee name will appear in the table on the **User management** page.

The invitation message with a one-time link to the course will be sent to the trainee's email.

The trainee should follow the invitation link and complete registration at the training portal to get access to the courses.

At this stage the trainee details are in the training portal, but he/she is not enrolled.

If required, the trainee can also be enrolled at this stage. To do this, select the **Enrol user on course** checkbox. Additional fields which may be needed to be filled will be shown:

Enrol user on course - select the checkbox for the trainee to be enrolled in the course immediately. If the checkbox is unchecked, the trainee can be enrolled at a later stage

Vessel – if required you may add a vessel name which will appear on your invoice. This field is optional and may be left empty. The **Vessel** name cannot be changed after the training is activated (accessed) by the trainee.

PO number – your Purchase Order number for the training. This field is optional and may be empty if this information is not required for invoicing. The **PO number** cannot be changed after the training is activated (accessed) by the trainee. When the invoices are generated, trainings referring to different Purchase Order numbers will be included in different invoices.

WARNING: It is good practice that any trainee should be added to the required training course from its **User management** dashboard only. This will prevent the trainee from being enrolled in a wrong training course.

WARNING: As a trainee account is personalized and refers to the trainee email address, it is not possible to use one email address for different trainees, for example a group or generic address, such as *1stofficer@some.shippingcompany.com*, is not suitable.

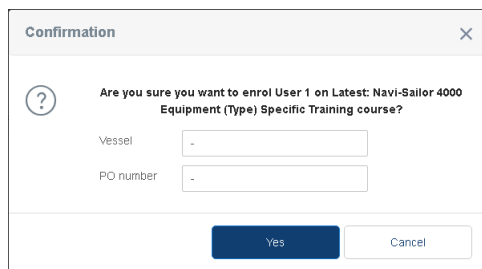
4.4. Enrolment

4.4.1. How to Enrol One Trainee

If the trainee was not enrolled on the course when the course was booked (as is described in Chapter 4.3 How to Add New Trainee) or failed the training and needs to be enrolled again, he/she can be enrolled using the button.

1. Find the trainee in the list at the **User management** dashboard.
2. Click the button in the **Actions** column for the trainee. If the trainee is already enrolled in the training course and the course is not completed or has already expired, the enrolment will not be possible, and the button will be greyed out.

The enrolment confirmation dialog is shown:




The image shows a 'Confirmation' dialog box with a close button (X) in the top right corner. The main text asks: 'Are you sure you want to enrol User 1 on Latest: Navi-Sailor 4000 Equipment (Type) Specific Training course?'. Below this text are two input fields: 'Vessel' and 'PO number', both containing a hyphen (-). At the bottom of the dialog are two buttons: 'Yes' (highlighted in blue) and 'Cancel'.

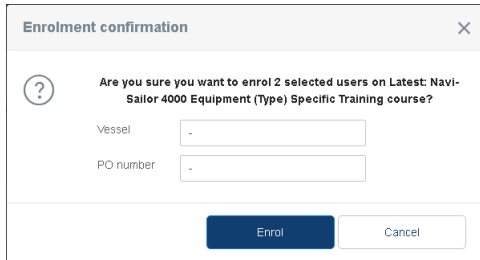
3. Should you wish the vessel name and/or PO number to appear on your invoice please input the data in the relevant fields. Please note that these values cannot be changed after the trainee starts using the training.
4. Press the button to confirm the enrolment or the **Cancel** button to close the form without enrolling the trainee.

When enrolled, the trainee receives an email message with a link to the course. The trainee should follow this link to get the access to the course.

4.4.2. How to Enrol Several Trainees

To enrol several trainees at once:

1. Select checkboxes next to the names of trainees to be enrolled;
2. Click the  button above the trainees list.
3. The enrolment confirmation dialog is shown:



The dialog box is titled "Enrolment confirmation" and contains a question mark icon. The text asks: "Are you sure you want to enrol 2 selected users on Latest: Navigator 4000 Equipment (Type) Specific Training course?". Below the text are two input fields: "Vessel" with a dropdown menu showing "-" and "PO number" with a dropdown menu showing "-". At the bottom are two buttons: "Enrol" (blue) and "Cancel" (white).

4. Should you wish the vessel name and/or PO number to appear on your invoice, enter the data in the relevant fields. Please note that these values cannot be changed after the trainee starts using the training.

In this case, enrolments in this course for selected trainings will refer to the same PO number and Vessel.

5. Press the **Enrol** button to confirm the enrolment or the **Cancel** button to close the form without enrolling the trainee.

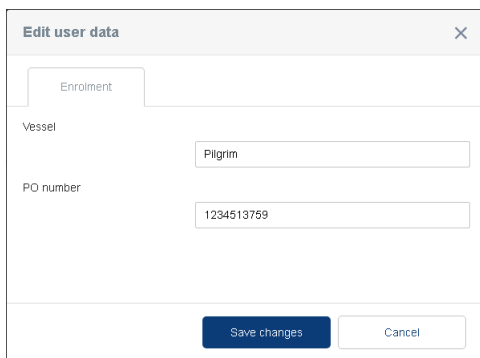
When enrolled, the trainees receive email messages with the links to the course. Each trainee should follow his/her own link to get the access to the course.

4.4.3. How to Change PO Number or Vessel Name

The trainee name can be corrected by the trainee at any time in his/her training account profile.

After the trainee enrolment, should the Purchase Order need to be changed, it is possible to do this but only before the course is accessed for the first time. To edit the enrolment parameters:

1. Click the  **Edit** button in the **Actions** column of the trainee row .
2. Edit the parameters in the **Edit user data** form:



The dialog box is titled "Edit user data" and has a tab labeled "Enrolment". It contains two input fields: "Vessel" with the text "Pilgrim" and "PO number" with the text "1234513759". At the bottom are two buttons: "Save changes" (blue) and "Cancel" (white).

3. Press the **Save changes** button to apply the edited data and close the form or the **Cancel** button to keep old values.

It is important to note again that:

- Optional fields such as Purchase Order number and vessel names can only be changed before the training course is accessed by the trainee for the first time. After that, none of this data can be changed.
- A trainee email address cannot be changed. To fix the problem, delete the trainee record in the **Training Management** panel and create it again with correct parameters.

4.4.4. How to Cancel Enrolment

To cancel the trainee(s) assignment to the course:

1. Select the checkbox(es) next to his/her name(s) and click the **Unenrol** button.

WÄRTSILÄ Academy -

User management

Latest: Navi-Sailor 4000 Equipment (Type) Specific Training

Show Description

Create new user Delete Enrol **Unenrol** Search

<input type="checkbox"/>	User name	Email	Vessel	PO number	Status	Certificate	Actions
<input checked="" type="checkbox"/>	User 3	xxx2@mail.com	Sea Star	1234513759	Enrolled, not activated 07.06.2019	Generate	Unenrol Edit
<input type="checkbox"/>	User 2	xxx1@mail.com			Not activated 07.06.2019	Generate	Unenrol
<input type="checkbox"/>	User 1	xxx@mail.com			Not activated 07.06.2019	Generate	Unenrol

2. Confirm the enrolment cancellation by pressing the **Yes** button or cancel the operation by pressing the **Cancel** button.

Confirmation ✕

Are you sure to unenrol selected user accounts (1)?

The trainee(s) access to the course will be closed and the trainee(s) will receive an email notification about the enrolment cancellation.

4.4.5. How to Send Invitation Again

To send the invitation to the course to the trainee email again, click the button in the **Actions** column:

WÄRTSILÄ Academy -

User management

Latest: Navi-Sailor 4000 Equipment (Type) Specific Training

Show Description

Create new user Delete Enrol Unenrol Search

<input type="checkbox"/>	User name	Email	Vessel	PO number	Status	Certificate	Actions
<input type="checkbox"/>	User 3	xxx2@mail.com	Sea Star	1234513759	Enrolled, not activated 07.06.2019	Generate	Unenrol Edit
<input type="checkbox"/>	User 2	xxx1@mail.com			Not activated 07.06.2019	Generate	Unenrol
<input type="checkbox"/>	User 1	xxx@mail.com			Not activated 07.06.2019	Generate	Unenrol

4.4.6. How to Cancel Enrolment and Remove Trainee

To cancel the trainee assignment to the course and remove the trainee information from the list, select the checkbox next to his/her name and click the **Delete selected** button.

<input type="checkbox"/>	User name	Email	Vessel	PO number	Status	Certificate	Actions
<input type="checkbox"/>	User 3	xxx2@mail.com	Sea Star	1234513759	Not activated 07.06.2019	Generate	<input type="radio"/> Enrol
<input type="checkbox"/>	User 2	xxx1@mail.com	Pilgrim	1234513759	Not activated 07.06.2019	Generate	<input type="radio"/> Enrol
<input checked="" type="checkbox"/>	User 1	xxx@mail.com			Not activated 07.06.2019	Generate	<input type="radio"/> Enrol

Confirm the deleting by pressing the **Yes** button or cancel the operation by pressing the **Cancel** button:

Confirmation ✕

Are you sure to permanently delete selected user accounts (1)?

The account will be removed from the table and access to the course will be closed. Please note that the corresponding line in the list will remain with the **Account deleted** status in the **User name** column and an empty **Email** field:

<input type="checkbox"/>	User name	Email	Vessel	PO number	Status	Certificate	Actions
<input type="checkbox"/>	User 3	xxx2@mail.com	Sea Star	1234513759	Not activated 07.06.2019	Generate	<input type="radio"/> Enrol
<input type="checkbox"/>	User 2	xxx1@mail.com	Pilgrim	1234513759	Not activated 07.06.2019	Generate	<input type="radio"/> Enrol
<input type="checkbox"/>	Account deleted				Cancelled 07.06.2019	Generate	<input type="radio"/> Enrol

The trainee(s) will receive an email notification about the account removing.

4.5. Tracking Training Status

Current status of a training is displayed in the **Status** column of the **User management** dashboard for the training course.

The screenshot shows the 'User management' dashboard for 'Academy -'. The latest training course is 'Navi-Sailor 4000 Equipment (Type) Specific Training'. Below the course name are buttons for 'Show Description', 'Create new user', 'Delete', 'Enrol', and 'Unenrol', along with a search bar. The main table lists three users with their respective training statuses and actions.

User name	Email	Vessel	PO number	Status	Certificate	Actions
User 3	xxx2@mail.com	Sea Star	1234513759	Failed 07.06.2019	Generate	Enrol Edit
User 2	xxx1@mail.com	Pilgrim	1234513758	Finished 07.06.2019	Generate	Enrol Edit
User 1	xxx@mail.com	Secret	1234513757	In progress 07.06.2019	Generate	Enrol Edit

The following information is shown:

Finished – the training is successfully completed, the certificate is generated, and the completion date is shown.

In progress – the training is in progress, and the date when last accessed by the trainee.

Failed – the training was not completed in the required time frame, and the date of the enrolment expiry.

Cancelled – the enrolment was cancelled by the training manager, and the cancellation date.

Not Enrolled – the trainee completed his(her) account registration but has not been enrolled yet.

Enrolled, not activated – the trainee is enrolled in the training course but has not yet completed his(her) account registration.


4.6. Handling Certificates

Training managers of the company from which the trainee has been enrolled have direct access to the certificates for these courses. Access to the certificates is available from the **User management** page of the Training Course.

This screenshot is identical to the one above, but with a red rectangular box highlighting the 'Generate' button in the 'Certificate' column for the row corresponding to 'User 2' (Finished status).

4.6.1. Downloading Certificates


Once the training has been completed and the certificate generated, the training status is changed to

Completed. After that, the training manager can download the certificate using the **Download** button  in the trainee record row.

4.6.2. Updating Certificates

If the trainee inputs incorrect data in his/her profile, the certificate will also contain incorrect data and should be corrected. In this case, the trainee should correct the data in his/her training profile and report the corrections to the training manager.

To correct the data:

1. Ask the Trainee to access his/her training account and correct the data.
2. When the data is corrected, press the  button for the trainee in the **User management** dashboard of the training course
3. After that, the certificate is updated, and the Training Manager can download it. The trainee can also download the certificate from his training account at the portal.

NOTE: After the corrections in the certificate are made, previous version(s) of the certificate become invalid and cannot be verified. The certificate number and the dates remain the same.

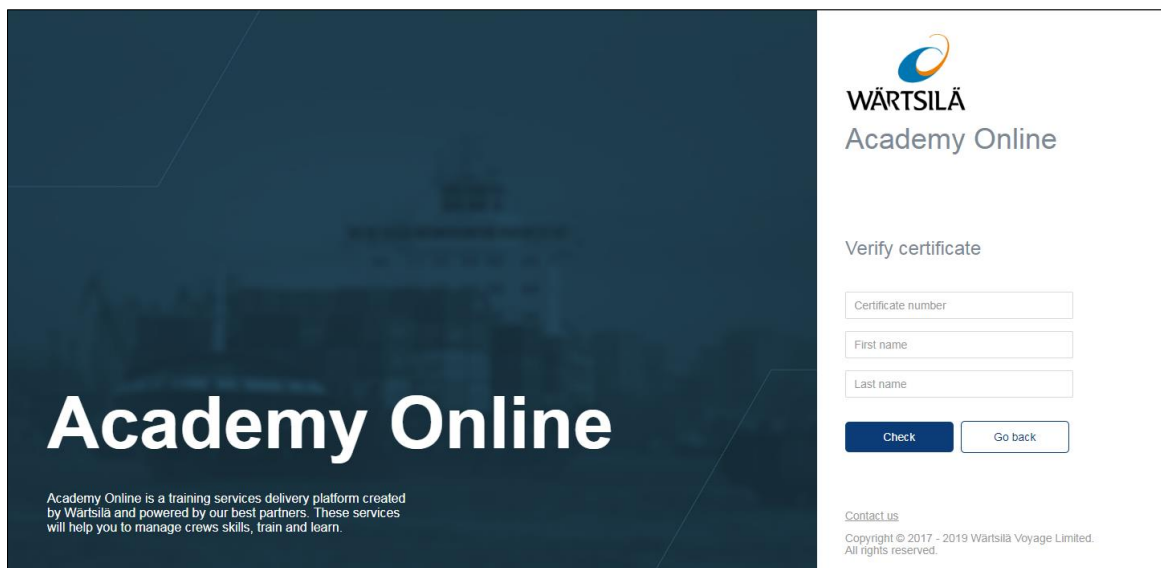
4.7. Exiting Training Management

To exit from the Training Management service, click the **Log out** button:



5. How to Verify Trainee Certificate

All certificates issued for online Type Specific Training are automatically registered in the centralized database. To verify a certificate, follow <https://academy.transas.com/check> link and type the trainee name and the certificate number in the **Verify certificate** form:



The screenshot shows the 'Verify certificate' form on the Wärtisilä Academy Online website. The form is set against a dark blue background with the 'Academy Online' logo and text. The form itself is white and contains the following elements:

- WÄRTSILÄ Academy Online logo
- Verify certificate heading
- Input field for Certificate number
- Input field for First name
- Input field for Last name
- Check button (blue)
- Go back button (white)
- Contact us link
- Copyright © 2017 - 2019 Wärtisilä Voyage Limited. All rights reserved.

Press the  button.

The result of the validation will be shown. If the certificate is not valid, being either expired or unregistered, 'Not found' result will be shown. If the certificate is registered, the training course name, for which the certificate was issued and its expiration date, if applicable, will be shown.

6. Frequently Asked Questions

How to grant access to the training management

To grant training management access to any user (e.g., the ship owner and subscription holder wish to give access to the ship operator), create an account as described in Chapter 3.2.3 How to Register New Training Manager in Training Management Portal.

How to deny access to the course

To deny access to the course with the use of the existing account, delete the account from the list on the relevant course's **User management** dashboard as described in Chapter 4.4.6 How to Cancel Enrolment and Remove Trainee.

Why can I see trainee names that I did not create

The **User management** dashboard lists all trainee accounts, associated with the ARTS Service for the Customer. It does not matter, who of the Training Managers created these accounts.

How can the Training Manager receive training him/herself

To be able to take the course him/herself, the Training Manager should create for him/herself an account with another email (different from that used for registration as the Training role). Then he needs to log out before following the instructions received by email and accessing the course.

Advanced Remote Training for Seafarers (ARTS) Service

User Manual

Version 1.0.0.0

Date of issue: June 2019

Technical support

Wärtsilä Voyage Limited

Phone number: +46 771 460 100

Email: voyage.support@wartsila.com

Web: www.wartsila.com