



KYSTVERKET

SafeSeaNet Norway
Port Authority Guide

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1 Introduction

As a part of the SafeSeaNet 2015 project, the Port Authority module was made to provide port authorities with access to information about voyages to and from their ports and port facilities. A port authority is someone who administers a port or port facility. A port authority may administer multiple ports and port facilities.

There are some limitations as to who may administer ports. This is further described in section 3.1.3. All companies can administer port facilities.

The voyage registration process has been extended with the option to deliver port requests to port authorities that have enabled reception of port requests.

This document describes the functionality and user interface contained in the Port Authority module.

2 Getting Started

2.1 Log In

Menu

- [User Guide](#)
- [General Information](#)
- [Fee Rates](#)

Partners

- [Norwegian Coastal Administration](#)
- [Norwegian Armed Forces](#)
- [Norwegian Maritime Authority](#)
- [Directorate of Fisheries](#)
- [Norwegian Customs and Excise](#)
- [Norwegian Police/Schengen Seaborder Control](#)

System Service Messages

The operability of SafeSeaNet Norway may be irregular every Thursday 04:00 PM - 06:00 PM local time due to maintenance work on network and servers.

Contact

If you have problems with, or want access to "SafeSeaNet Norway", please contact Brevik VTS:
Tel: +47 35572625
Email: brevik.vts@kystverket.no

Username
Password [Forgot password?](#)
 Remember Me

New to SafeSeaNet Norway? [Register here](#) ([Download guide](#))

SafeSeaNet Norway is Norway's Single Window portal for ship reporting.
Norwegian Coastal Administration - in the service of marine safety and the marine environment

KYSTVERKET FISKERIDIREKTORATET POLITIET Sjøfartsdirektoratet Norwegian Maritime Authority TOLL FORSVARET EMSA

Enter your username and password and click **Login**. If you need to register a new SSN user, please click “**Register here**” and make sure to select the correct user type, which should be *Port Authority*.

A separate user manual is available for the user registration process by clicking “**Download guide**”.

2.2 SafeSeaNet Norway Overview

After logging in to SafeSeaNet Norway (SSNN) you are directed to a web page which displays current and future voyages to and from your ports and port facilities. On the left side of the page you have the *Main Menu*, which you use to navigate inside SSNN. On the top of the page you can see the *Top Menu* for accessing your account, accessing help documentation, a link for signing out and various other information.

The screenshot shows the SafeSeaNet Norway web interface. At the top, there is a navigation bar with 'Welcome, Test Port!', 'My Account', 'Sign Out', and 'Help'. Below this is the SafeSeaNet Norway logo and the KYSTVERKET logo. A left sidebar contains a 'Port Authority' menu with options for Voyages, Ports, Issues, and Help, and a 'My Account' menu. The main content area features a 'Search Criteria' section with input fields for Ship Name, Call Sign, Imo No, and Mmsi No. Below this is a 'Departure and Arrival' section with a location filter set to 'My Administered Locations' and date/time pickers for departure and arrival. A 'Search' button is present. The results are displayed in a table with columns for Created, Ship Name, Call Sign, Departure (Location, ETD), Arrival (Location, ETA), Deliveries, and Actions.

Created	Ship Name	Call Sign	Departure		Arrival		Deliveries [?]	Actions [?]
			Location	ETD	Location	ETA		
19.02.2015 08:10	BAL BULK	OZ2073	Halden	19.02.2015 10:20	Rodbyhavn	20.02.2015 22:00		
15.02.2015 12:36	KALKVIK	OZ2104	Halden	17.02.2015 13:00	Verdal	20.02.2015 13:00		
16.02.2015 10:35	LYSVIK SEAWAYS	LAYV5	Halden	18.02.2015 16:00	Hamburg	20.02.2015 03:00		
16.02.2015 13:01	LYSBRIS SEAWAYS	LJLN3	Halden	17.02.2015 19:00	Zeebrugge	19.02.2015 18:00		
16.02.2015 13:45	SKAGERN	PHHL	Halden	18.02.2015 01:30	Gruvön	19.02.2015 12:00		
18.01.2015 10:03	WILLEM DE VLAMINGH	LXWI	Halden	20.01.2015 06:30	Jebel Ali	19.02.2015 09:30		
17.02.2015 21:54	BAL BULK	OZ2073	Copenhagen	18.02.2015 07:00	Halden	19.02.2015 07:35		
16.02.2015 10:02	LYSVIK SEAWAYS	LAYV5	Moss	17.02.2015 14:55	Halden	17.02.2015 19:00		
16.02.2015 07:52	BAL BULK	OZ2073	Halden	16.02.2015 11:10	Copenhagen	17.02.2015 13:00		
16.02.2015 12:58	LYSBRIS SEAWAYS	LJLN3	Moss	17.02.2015 04:05	Halden	17.02.2015 08:30		

2.3 Access to Port Authority menu for existing SafeSeaNet users

If you already have a SafeSeaNet user account, but do not have access to the *Port Authority* menu, go to *My Account* -> *My Profile*. A new checkbox has been added labeled *I will use SafeSeaNet to administer ports and/or port facilities*. Checking this checkbox and updating your profile will make the *Port Authority* menu appear.

Contact Information	Personal
Mobile Phone: [?] <input type="text"/> <input type="text"/>	Address I
E-mail for Correspondence: <input type="text" value="noreply@kystverket.no"/>	Address I
Options	Postal Co
<input type="checkbox"/> I want to receive confirmation emails	Country:
<input type="checkbox"/> Use English Language on Correspondence	
<input checked="" type="checkbox"/> I will use SafeSeaNet to administer ports and/or port facilities [?]	

Note: The checkbox is hidden if *Port Authority* and *My Account* are your only menu options

3 Port Authority Tasks

3.1 Managing Ports and Port Facilities

3.1.1 Introduction

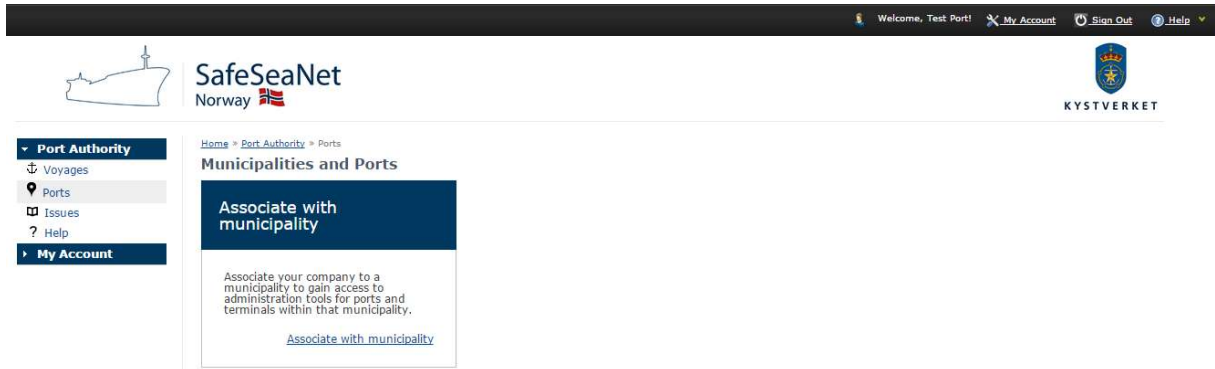
The following sections describe the steps needed to administer a port or port facility and how to enable port requests through SafeSeaNet:

1. Associate your company with a municipality
2. Select the ports and port facilities you wish to administer
3. Update the contact details for each port and port facility
4. State whether to enable port requests for each port and port facility

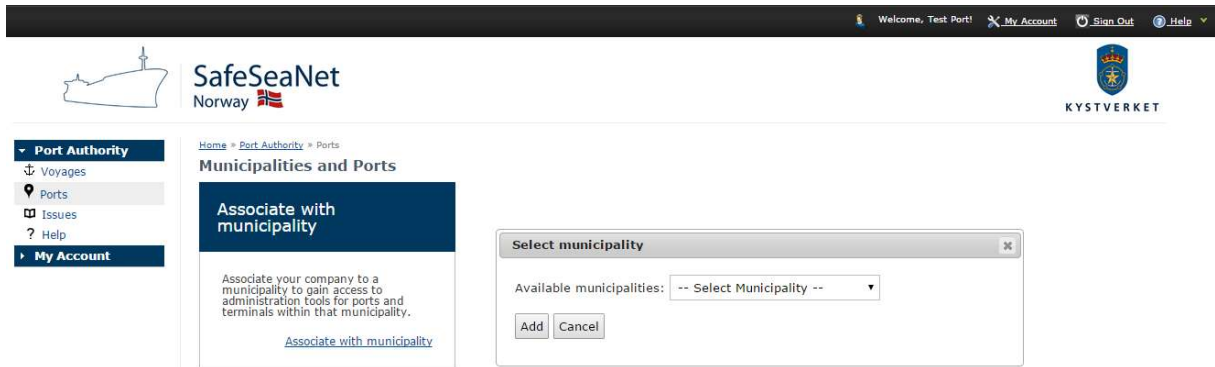
The following sections will describe all of these steps and more.

3.1.2 Associating With a Municipality

Click the «Ports» link in the *Main Menu*. This will take you to the *Ports* page.



Click the «Associate with municipality» link. This will open up a dialog box with a dropdown menu with Norwegian municipalities.



Select your desired municipality, and click «Add».

A list of available ports and port facilities will be displayed in each of your associated municipalities.

Home » Port Authority » Ports

Municipalities and Ports

Associate with municipality

Associate your company to a municipality to gain access to administration tools for ports and terminals within that municipality.

[Associate with municipality](#)

Save All Cancel All

Halden

Ports in Municipality: Halden

Port	Locode	Type	No. of Facilities	Administer	Actions
Halden	NOHAL	Harbour	5	<input type="checkbox"/>	✎
Blasoppbukta - Halden	NOZCQ	Location at Sea	0	<input type="checkbox"/>	✎
GRISEN		Location at Sea	0	<input type="checkbox"/>	✎

Port Facilities in Municipality: Halden

Port	Name	Show in port order form	ISPS	Disabled	Administer	Actions
Halden	Bakke Utskipningshavn	No	Yes	No	<input type="checkbox"/>	✎
Halden	Halden, Nexans Norway AS	No	Yes	No	<input type="checkbox"/>	✎
Halden	Halden, Norske Skog Saugbrugs havneanlegg	No	Yes	No	<input type="checkbox"/>	✎
Halden	Mølen havneanlegg, Halden Havn	No	Yes	No	<input type="checkbox"/>	✎
Halden	Østfoldkorn BA	No	Yes	No	<input type="checkbox"/>	✎

Disassociate from Halden

(To add new port facilities, you must administer at least one port in Halden)

Please review the registered information for all the port locations in your municipalities.
If the registered information is incorrect, if locations are missing or are in the wrong municipality, please send your feedback to:
locode@kystverket.no

Click the municipality name to collapse or extend entire municipalities:

Home » Port Authority » Ports

Municipalities and Ports

Associate with municipality

Associate your company to a municipality to gain access to administration tools for ports and terminals within that municipality.

[Associate with municipality](#)

Save All Cancel All

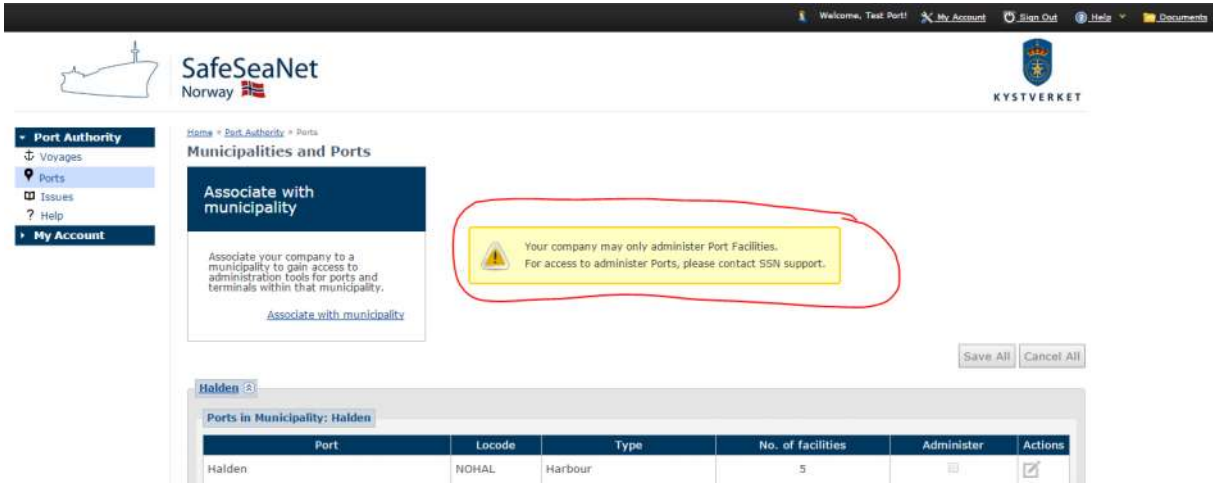
Halden

Please review the registered information for all the port locations in your municipalities.
If the registered information is incorrect, if ports are missing or are in the wrong municipality, please send your feedback to:
locode@kystverket.no

If the registered information is incorrect, if ports are missing or are in the wrong municipality, please send your feedback to: locode@kystverket.no

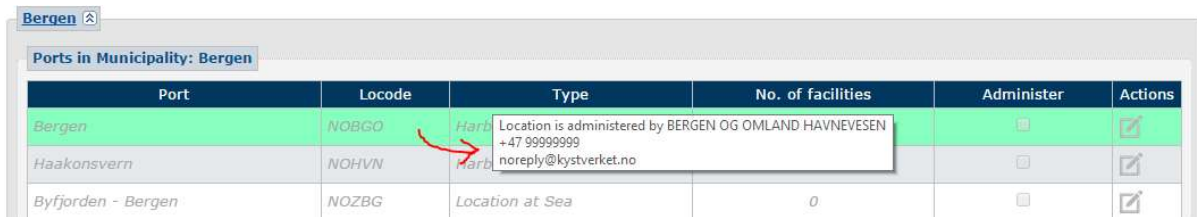
3.1.3 Selecting Ports You Wish to Administer

By default, only public companies (part of municipality administration) have access to administer ports. If your company does not have access to administer ports, a message will appear as shown below:



Contact SafeSeaNet Support if you need access to administer ports.

If the port is already administered, a tooltip with contact details for the current administrator is shown by hovering the mouse cursor over the given port:



If your company has access, you should select the specific ports you wish to administer by clicking the corresponding checkbox in the «Administer» column in the list of available ports. Selected ports will be highlighted.


The screenshot shows a web interface for managing ports in the municipality of Halden. At the top right, two buttons, "Save All" and "Cancel All", are circled in red. Below them, there are two tables. The first table, titled "Ports in Municipality: Halden", lists three ports: Halden (highlighted in yellow), Blasoppbukta - Halden (highlighted in yellow), and GRISEN. The second table, titled "Port Facilities in Municipality: Halden", lists two facilities: Bakke Utskipningshavn and Halden, Nexans Norway AS.

Port	Locode	Type	No. of facilities	Administer	Actions
Halden	NOHAL	Harbour	5	<input checked="" type="checkbox"/>	
Blasoppbukta - Halden	NOZCQ	Location at Sea	0	<input checked="" type="checkbox"/>	
GRISEN		Location at Sea	0	<input type="checkbox"/>	

Port	Name	Show in port order form	ISPS	Disabled	Administer	Actions
Halden	Bakke Utskipningshavn	No	Yes	No	<input type="checkbox"/>	
Halden	Halden, Nexans Norway AS	No	Yes	No	<input type="checkbox"/>	



After you have selected your desired ports, click «Save All». If you wish to clear all changes, click «Cancel All».

3.1.4 Configure Port Information and Port Requests


After selecting one or more ports to administer (see previous section), you can now edit specific ports. Click on the edit  icon to edit a specific port.

Halden 


Ports in Municipality: Halden


Port	Locode	Type	No. of facilities	Administer	Actions
Halden	NOHAL	Harbour	5	<input checked="" type="checkbox"/>	
Blasoppbukta - Halden	NOZCQ	Location at Sea	0	<input checked="" type="checkbox"/>	
GRISEN		Location at Sea	0	<input type="checkbox"/>	

Port Facilities in Municipality: Halden

Port	Name	Show in port order form	ISPS	Disabled	Administer	Actions
Halden	Bakke Utskipningshavn	No	Yes	No	<input type="checkbox"/>	

Below is the port edit form:





- Port Authority**
- Voyages
- Ports
- Issues
- Help
- My Account**
- My Company**

Home > Port Authority > Ports

Municipalities and Ports

Configuration: Kristiansund (NOKSU)


Arrival Notifications

Enable port requests to this port [2]

Receive all port requests to Kristiansund (NOKSU) by email

(Comma separated email addresses)

Receive all voyages to Kristiansund (NOKSU) by web service

 Your company does not have a system user for web service access. Please contact SSN Support for more information.

Port Contact Details

Telephone:

Email:

Duty phone:

Web:

Position

Latitude: ° ' " N

Longitude: ° ' " E

The available options are:

- Enable port requests to this port

Determines whether port requests can be sent directly to the port. The port request form will be shown as part of the voyage registration process if either this checkbox is checked, or if at least one port facility in this port has enabled port requests.

- Receive all port requests to X by email

If checked, every time a voyage is registered requesting this port, a summary of the voyage will be sent by email. The summary can be sent to more than one address by comma-separating the addresses.

- Receive all voyages to X by web-service

If checked, and your company has a registered web service user account, all voyages to this location may be received via web service.

- Port Contact Details

Telephone and email are required. Duty phone (available 24h) and web site url are optional.

- Position

Shows the coordinates of the port. Click the map icon to view the position in a map.

3.1.5 Selecting Port Facilities You Wish To Administer

Already administered port facilities are colored grey and shown in italics. By hovering the mouse cursor over the port facility, a tooltip with contact details for the current administrator appears. Use the contact information in case of errors:

Port	Name	Show in port order form	ISPS	Disabled	Administer	Actions
Drammen	ABB Kaia, Brakerøya (Drammen Havn IKS)	No	Yes	No	<input checked="" type="checkbox"/>	
Drammen	Drammen Yard (Drammen Havn IKS)	No	Yes	No	<input type="checkbox"/>	
Drammen	Holmen Havneterminal (Drammen Havn IKS)	No	Yes	No	<input type="checkbox"/>	
Drammen	Holshio Norge AS (Drammen Havn IKS)	No	Yes	No	<input type="checkbox"/>	

Select the port facilities that you wish to administer by clicking the corresponding checkbox in the «Administer» column in the list of available port facilities. Selected port facilities will be highlighted.


Port	Locode	Type	No. of facilities	Administer	Actions
Halden	NOHAL	Harbour	5	<input checked="" type="checkbox"/>	
Blasoppbukta - Halden	NOZCQ	Location at Sea	0	<input checked="" type="checkbox"/>	
GRISEN		Location at Sea	0	<input type="checkbox"/>	

Port	Name	Show in port order form	ISPS	Disabled	Administer	Actions
Halden	Bakke Utskipningshavn	No	Yes	No	<input checked="" type="checkbox"/>	
Halden	Halden, Nexans Norway AS	No	Yes	No	<input type="checkbox"/>	
Halden	Halden, Norske Skog Saugbrugs havneanlegg	No	Yes	No	<input type="checkbox"/>	
Halden	Mølen havneanlegg, Halden Havn	No	Yes	No	<input checked="" type="checkbox"/>	
Halden	Østfoldkorn BA	No	Yes	No	<input type="checkbox"/>	

Disassociate from Halden [Add Port Facility](#)

After you have selected your desired ports, click «Save All». If you wish to clear all changes, click «Cancel All».

3.1.6 Configure Port Facility Information and Port Requests

After selecting one or more port facilities to administer (see previous section), you can now edit specific port facilities. Click on the edit  icon to edit a specific port facility.

Port Facilities in Municipality: Halden						
Port	Name	Show in port order form	ISPS	Disabled	Administer	Actions
Halden	Bakke Utskipningshavn	No	Yes	No	<input checked="" type="checkbox"/>	
Halden	Halden, Nexans Norway AS	No	Yes	No	<input type="checkbox"/>	
Halden	Halden, Norske Skog Saugbrugs havnearlegg	No	Yes	No	<input type="checkbox"/>	
Halden	Molen havnearlegg, Halden Havn	No	Yes	No	<input checked="" type="checkbox"/>	
Halden	Østfoldkorn BA	No	Yes	No	<input type="checkbox"/>	

Disassociate from Halden [Add Port Facility](#)

Below is the port facility edit form. Note that some fields are locked for ISPS port facilities.

The available options are:

- Facility Name

The name displayed in SafeSeaNet. By unchecking the “*Same name in Norwegian*” a Norwegian and English name may be specified. The port facility name must be unique within the selected port.

- Description (optional)

A brief description of the port facility

- Port

The port to which the port facility belongs. The dropdown list contains all the ports in the current municipality.

- Enable port orders to this facility

Determines whether this port facility receives port requests by email when selected in the voyage registration process. The port request form will be shown in the voyage registration process if either the port or at least one of the port facilities has enabled port requests.

If checked, the port requests will be sent by email to all the supplied email addresses (comma-separated).

- Disable this port facility

If checked, the port facility will be removed from use in SafeSeaNet. It will no longer be selectable in the port request form.

- Contact Details

Telephone and email are required. Duty phone is optional.

- Port Facility Position

Used to provide accurate coordinates of the port facility. Either supply the position directly in the latitude and longitude fields, or click the map icon for map-assisted position editing.

Please note that the port facility position must be within 15 km of the selected port.

3.1.7 Adding Port Facilities

To add port facilities, you must first administer at least one port in the given municipality.

Save All Cancel All

Halden

Ports in Municipality: Halden

Port	Locode	Type	No. of facilities	Administer	Actions
Halden	NOHAL	Harbour	5	<input checked="" type="checkbox"/>	
Blasoppbukta - Halden	NOZCQ	Location at Sea	0	<input checked="" type="checkbox"/>	
GRISEN		Location at Sea	0	<input type="checkbox"/>	

Port Facilities in Municipality: Halden

Port	Name	Show in port order form	ISPS	Disabled	Administer	Actions
Halden	Bakke Utskipningshavn	No	Yes	No	<input checked="" type="checkbox"/>	
Halden	Halden, Nexans Norway AS	No	Yes	No	<input type="checkbox"/>	
Halden	Halden, Norske Skog Saugbrugs havnearlegg	No	Yes	No	<input type="checkbox"/>	
Halden	Mølen havnearlegg, Halden Havn	No	Yes	No	<input checked="" type="checkbox"/>	
Halden	Østfoldkorn BA	No	Yes	No	<input type="checkbox"/>	

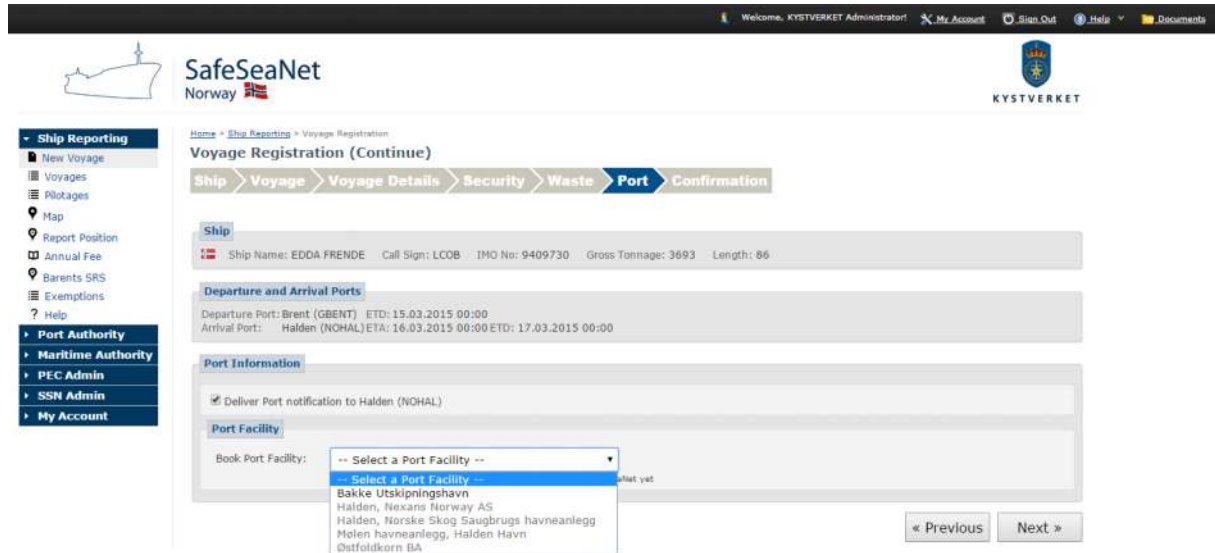
Disassociate from Halden [Add Port Facility](#)

If you administer at least one port, a link labeled “Add Port Facility” appears in the lower right corner. Click the link to open the “Add Port Facility” form.

The options available when adding are the same as when editing. Please refer to 3.1.6 for details.

3.2 Receiving port requests

The voyage registration process contains a step to deliver a port request. This step is only included if the voyage arrival location has enabled port requests (either the port itself, or at least one of the port facilities).





The port facility dropdown lists all the port facilities near the arrival location. The list also includes port facilities that have not opened for port requests yet – they are highlighted with gray port facility names. Disabled port facilities are not shown.


If the selected port facility does not receive port requests:

- a. If the port receives port requests, a warning is displayed stating the port request will be sent to the port instead of the port facility
- b. If the port does not receive port requests, the port request form is hidden. The system will only register which port facility that was selected.

An example of a port request being sent to the port as the port facility has not opened for port requests.

Welcome, KYSTVERKET Administrator! My Account Sign Out Help

 **SafeSeaNet**
Norway 

 **KYSTVERKET**

Home > Ship Reporting > Voyage Registration

Voyage Registration (Continue)

Ship > Voyage > Voyage Details > Security > Waste > **Port** > Confirmation

Ship

Ship Name: EDDA FRENDE Call Sign: LCOB IMO No: 9409730 Gross Tonnage: 3693 Length: 86

Departure and Arrival Ports


Departure Port: Brent (GBENT) ETD: 15.03.2015 00:00
Arrival Port: Halden (NOHAL) ETA: 16.03.2015 00:00 ETD: 17.03.2015 00:00

Port Information

Deliver Port notification to Halden (NOHAL)

Port Facility

Book Port Facility: **Halden, Nexans Norway AS** [View Contact Information](#)
Facilities listed in grey have not opened for port orders via SafeSeaNet yet.

 The selected port facility has not opened for port orders via SafeSeaNet yet.

Agent

Company Name: KYSTVERKET

Contact Details

Contact Person: KYSTVERKET Administrator
E-mail: noreply@kystverket.no
Duty Phone (24h):

Ship Communication

Preferred Medium: UNKNOWN
Inmarsat:
Telephone:
E-mail:
Mobile Phone:
Iridium:

Invoice Receiver










Company Name: KYSTVERKET
Organization No.: 874783242
Mark Invoice With:
Address Line 1: Postboks 1502
Address Line 2:
Postal Code/City: 6025 Ålesund
Country: NORWAY

Remark

Use this field to supply additional information regarding the port arrival notification.

< Previous Next >

Below is an example of a port request email:

PORT ARRIVAL NOTIFICATION:				SafeSeaNet Norway 	
HALDEN (NOHAL)					
EDDA FRENDE (LCOB)					
SHIP					
Ship Name	Call Sign	IMO No.	Gross Tonnage	Length	
EDDA FRENDE	LCOB	9409730	3693	85,8	
DEPARTURE AND ARRIVAL PORTS					
Departure Port:	Bodo (NOBOO)	ETD:	11.04.2015 00:00		
Arrival Port:	Halden (NOHAL))	ETA:	12.04.2015 00:00	ETD:	13.04.2015 00:00
ADDITIONAL INFORMATION					
Crew:	1	Passengers:	1		
Actual Draught	1 m	Actual Height:	31,3 m		
Voyage Purpose:	Arrested				
CREW AND PASSENGERS					
No Crew or Passenger information has been delivered to border control (Norwegian Police)					
CUSTOMS					
Customs information has been delivered					
AGENT					
Company Name:	Foccake				
PORT LOCATION					
Desired Port Location:	Bakke Utskipningshavn				
CONTACT DETAILS			SHIP COMMUNICATION		
Contact Person:	Blargistan		Preferred Medium:	TELEPHONE	
E-mail:	foo@bar.se		Inmarsat:		
Assistance Phone:	12341234		Telephone:	2145	
			E-mail:		
			Mobile Phone:		
			Iridium:		
INVOICE RECEIVER					
Company Name:	Foobar	Address Line 1:	ASdf		
Organization No.:	123134	Address Line 2:	1		
Mark Invoice With:	Kake	Postal Code/City:	7040 Trondheim		
		Country:	NORWAY		
NOTICE REMARK					
      					
Dates are displayed in local time (CET).					

3.3.3 View Voyage Details

Generally, most details are available when you view a voyage. The following details however are restricted:

- Crew / passenger information
- Port requests

In order to view crew / passenger information and port requests, you must either:

- Administer the port in the voyage arrival or departure location, or
- Administer the port facility selected in the port request

Below is an example of the available voyage details:

The screenshot displays the 'View Voyage' page for the ship TANANGER. The interface includes a navigation menu on the left with options like 'Port Authority', 'Voyages', 'Ports', 'Issues', 'Help', and 'My Account'. The main content area is divided into several sections:

- Ship:** Ship Name: TANANGER, Call Sign: QZ2084, IMO No: 7915541, Gross Tonnage: 4636, Length: 102.
- Departure and Arrival Ports:**
 - Departure Port: Husoy - Karmoy (NOHSO) ETD: 17.02.2015 10:30 *Actual*
 - Arrival Port: Hirtshals (DKHIR) ETA: 18.02.2015 01:15 ETD: 18.02.2015 12:00
- Additional Information:**
 - No. of Crew: 12, No. of Passengers: 0
 - Actual Draught: 4,5 m, Actual Height: 25 m
 - Voyage Purpose: Discharging, Loading
 - Deliver Customs Notification:
 - Deliver Police Notification:
- Crew and Passengers:** Crew or Passenger information has been delivered. You need to administer this location to view further details.
- Pilotage Information:**

No	From	From Time	To	PEC	PEC Exam	Pilotage Status	Invoice company	Cancel
2002531	Husoy - Karmoy		Feistein Pilotboarding	X		EXECUTED	NOR LINES AS	
- Waste:** No waste information delivered.
- Hazmat:**

Un No	Imdg Class	Imdg Name	Gross Weight	Net Weight	Bunkers	Location Onboard	InContainer	TransUnitID
1202	3	DIESEL FUEL	0	64 Ton	X	center tank 4-5-6		
- Port Information:** No Port Informations has been delivered.

3.3.4 Voyage Search and Filtering

A set of controls are available for detailed search and filtering of voyages. Click on the «Show Search Criterias» link to expand a form with search criteria controls.

The screenshot shows the 'Voyages' search page in the SafeSeaNet Norway system. The interface includes a navigation menu on the left with 'Port Authority', 'Voyages', 'Ports', 'Issues', 'Help', and 'My Account'. The main content area is titled 'Search Criteria' and contains several sections: 'Ship' with input fields for Ship Name, Call Sign, Imo No, and Mmsi No; 'Departure and Arrival' with a 'Location Filter' dropdown set to 'My Administered Locations', and dropdowns for 'Departure Location Code/Name' and 'Arrival Location Code/Name'. The 'Arrival Location Code/Name' dropdown is open, showing a list of locations including 'Blasoppbukta - Halden (NOZCQ)' and 'Halden (NOHAL)'. There are also date and time pickers for 'ETD From', 'ETA From', and 'To'. 'Search' and 'Clear' buttons are located at the bottom of the form. Below the form, a message states 'No voyages found'.

Using these controls you can specify search criteria by a specific ship, specific departure and arrival locations, and ETD and ETA timespans.

Note 1: When the *Location Filter* is set to *My Administered Locations*, the departure and arrival location dropdowns will show all locations where you either administer the port or at least one of the port facilities.

Note 2: There is a limit of maximum 200 voyages displayed in the results list.

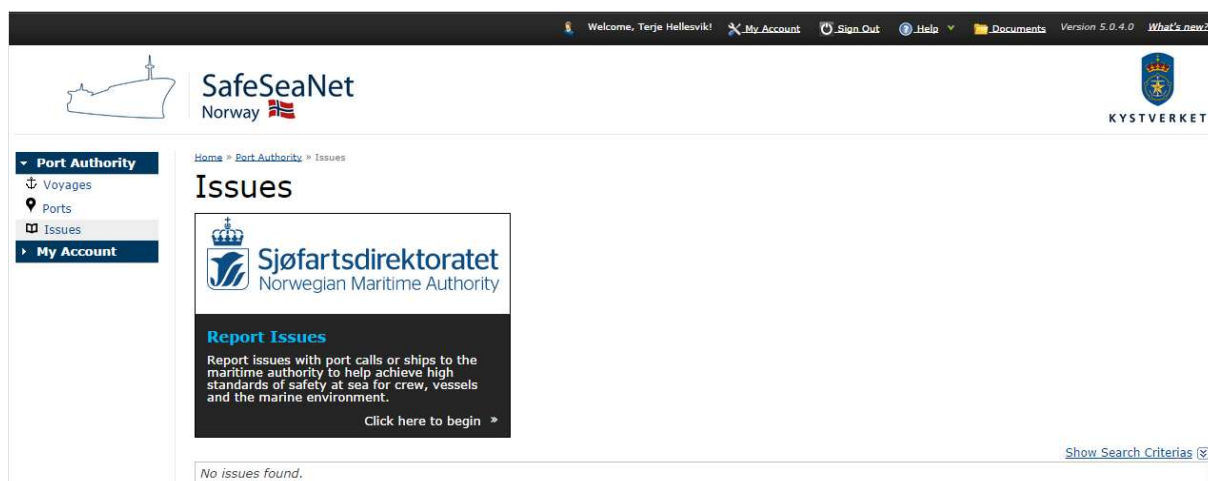
3.4 Managing Issues

3.4.1 Introduction

To help achieve high standards of safety at sea for crew, vessels and the marine environment, you are encouraged to report issues with port calls or ships to the Norwegian Maritime Authority. The following sections will describe how this is done.

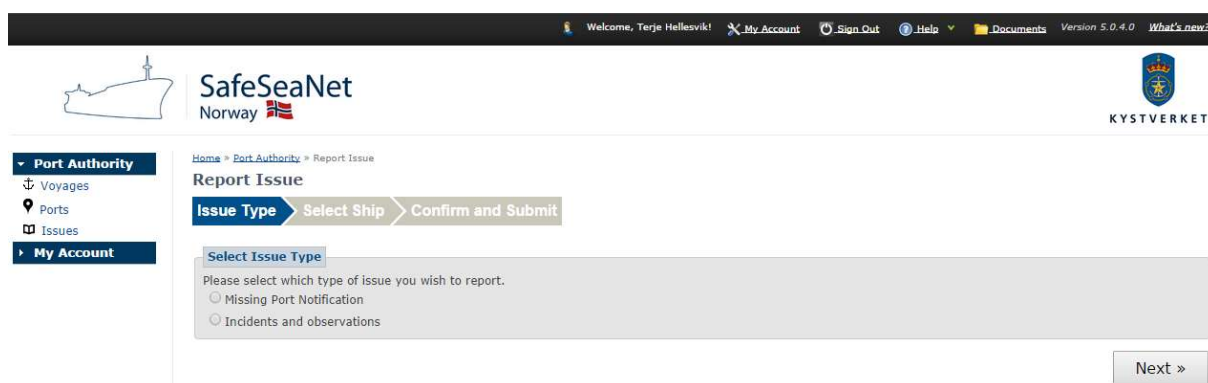
3.4.2 Creating Issues

Click the “Issues” link in the *Main Menu*. This will take you to the *Issues* page.



The screenshot shows the SafeSeaNet Norway website interface. At the top, there is a navigation bar with a welcome message, user account links, and system information. The main header includes the SafeSeaNet logo and the Norwegian Maritime Authority (Sjøfartsdirektoratet) logo. A left sidebar contains a menu with 'Port Authority', 'Voyages', 'Ports', 'Issues', and 'My Account'. The main content area is titled 'Issues' and features a 'Report Issues' section with a description and a 'Click here to begin' link. Below this, it states 'No issues found.' and provides a link to 'Show Search Criteria'.

Click on the “Click here to begin” link.



The screenshot shows the 'Report Issue' page on the SafeSeaNet Norway website. The navigation bar and header are consistent with the previous screenshot. The left sidebar is also present. The main content area is titled 'Report Issue' and features a progress bar with three steps: 'Issue Type', 'Select Ship', and 'Confirm and Submit'. The 'Issue Type' step is currently active. Below the progress bar, there is a section titled 'Select Issue Type' with the instruction 'Please select which type of issue you wish to report.' and two radio button options: 'Missing Port Notification' and 'Incidents and observations'. A 'Next >' button is located at the bottom right of the form.

Select the type of issue you wish to report. Currently you can report *missing port notifications*, or *general incidents and observations*. Click **Next** after selecting your type of issue.

Welcome, Terje Hellesvik! My Account Sign Out Help Documents Version 5.0.4.0 What's new?

SafeSeaNet
Norway

KYSTVERKET

Home > Port Authority > Report Issue

Report Issue

Issue Type > **Select Ship** > Missing Port Notification > Confirm and Submit

Select Ship

Select a ship from "My Ships", or search for ships and select a ship from search result.

My Ships

-- Select from My Ships --

Ship Search

Ship Name: Call Sign: IMO No: Search

< Previous Next >

Select the ship associated with this issue. Use the search tools to search for a specific ship.

Welcome, Terje Hellesvik! My Account Sign Out Help Documents Version 5.0.4.0 What's new?

SafeSeaNet
Norway

KYSTVERKET

Home > Port Authority > Report Issue

Report Issue

Issue Type > **Select Ship** > Missing Port Notification > Confirm and Submit

Select Ship

Select a ship from "My Ships", or search for ships and select a ship from search result.

My Ships

-- Select from My Ships --

Ship Search

Ship Name: Antarctica Call Sign: IMO No: Search

	Flag	Ship Name	Call Sign	IMO No	Gross Tonnage	Length
Select		ANTARCTICA	FNSJ	9387554	160991	333,13
Select		ANTARCTICA	9HLD3	8513637	50571	228,51
Select		ANTARCTICA	V3MP3	5019549	375	47,43
Select		ANTARCTICA	GHCS	1001570	347	44,68
Select		ANTARCTICABORG	UNB	9184988	1453	65,1

< Previous Next >

Please make sure that you are selecting the correct ship by double checking IMO and/or MMSI numbers. Click next when you have identified the correct ship.

On the next page we will describe the two different issue types you can report.

Issue Type 1: Missing Port Notification

This issue type concerns a port call where a port request was not made through SafeSeaNet Norway before the ship arrived at your port. Please fill in any known details about the port call, including when and where the ship originally departed from (if known).

The screenshot shows the 'Report Issue' interface for 'Missing Port Notification'. At the top, a navigation bar includes 'Welcome, Terje Hellesvik!', 'My Account', 'Sign Out', 'Help', 'Documents', 'Version 5.0.4.0', and 'What's new?'. The SafeSeaNet Norway logo and the KYSTVERKET logo are also present. A left sidebar contains 'Port Authority' (with sub-items 'Voyages', 'Ports', 'Issues') and 'My Account'. The main content area shows a breadcrumb trail: 'Home > Port Authority > Report Issue'. Below this, a progress bar highlights 'Missing Port Notification' between 'Issue Type', 'Select Ship', and 'Confirm and Submit'. A 'Ship' section displays: 'Ship Name: ANTARCTICA', 'Call Sign: V3MP3', 'IMO No: 5019549', 'Gross Tonnage: 375', and 'Length: 47'. The 'Missing Port Notification' section has two sub-sections: 'Departure Port (if known)' and 'Arrival Port'. Each sub-section contains a 'Location Code/Name' text field, an 'ETD' field with a calendar icon, and an 'ETA' field with a calendar icon. At the bottom right of the form are 'Previous' and 'Next' navigation buttons.

Issue Type 2: Incidents and Observations

This issue type pertains to issues regarding ship, crew, safety or other circumstances that you have observed. Enter your observations in the form of free text in the text field. Make sure to include as much relevant information as possible about date, time location, and so on.

The screenshot shows the 'Report Issue' interface for 'Incidents and Observations'. It features the same top navigation bar and logos as the previous screenshot. The left sidebar is identical. The breadcrumb trail is 'Home > Port Authority > Report Issue'. The progress bar highlights 'Incidents and Observations' between 'Issue Type', 'Select Ship', and 'Confirm and Submit'. The 'Ship' section shows the same ship details: 'Ship Name: ANTARCTICA', 'Call Sign: V3MP3', 'IMO No: 5019549', 'Gross Tonnage: 375', and 'Length: 47'. The 'Incidents and Observations' section contains a large text area with the instruction: 'Please describe your observations here. Please include date, time, location and any information that could be relevant to this matter.' At the bottom right of the form are 'Previous' and 'Next' navigation buttons.

Finally you are presented with a confirmation page.

Welcome, Terje Hellesvik! My Account Sign Out Help Documents Version 5.0.4.0 What's new?

SafeSeaNet Norway KYSTVERKET

Home » Port Authority » Report Issue

Report Issue

Ship

Ship Name: ANTARCTICA Call Sign: V3MP3 IMO No: 5019549 Gross Tonnage: 375 Length: 47

Missing Port Notification

Departure Port (if known)

Location Code/Name: Trondheim (NOTRD)
ETD: 08.10.2014 08:00

Arrival Port

Location Code/Name: Floro (NOFRO)
ETA: 12.10.2014 10:00
ETD: 12.10.2014 13:00

« Previous Finish

Click the **Finish** button to send your issue report.

Welcome, Terje Hellesvik! My Account Sign Out Help Documents Version 5.0.4.0 What's new?

SafeSeaNet Norway KYSTVERKET

Home » Port Authority » Report Issue

Issue #1004 Successfully Saved

Ship

Ship Name: ANTARCTICA Call Sign: V3MP3 IMO No: 5019549 Gross Tonnage: 375 Length: 47

About This Issue

Status: **Unresolved**
Reported By: Terje Hellesvik
Created: 09.10.2014 15:45

Missing Port Notification

Departure Port (if known)

Location Code/Name: Trondheim (NOTRD)
ETD: 08.10.2014 08:00

Arrival Port

Location Code/Name: Floro (NOFRO)
ETA: 12.10.2014 10:00
ETD: 12.10.2014 13:00

[« View All Issues](#)

A confirmation message is display if the operation was successful.

3.4.3 Editing an issue

To edit an issue, click on “Issues” in the Main Menu, then identify the issue you wish to edit in the list of issues. Click the “Edit” link in the *Action* column.

The screenshot shows the 'Issues' page in the SafeSeaNet Norway system. The top navigation bar includes 'Welcome, Terje Hellesvik!', 'My Account', 'Sign Out', 'Help', 'Documents', 'Version 5.0.4.0', and 'What's new?'. The left sidebar contains 'Port Authority', 'Voyages', 'Ports', 'Issues', and 'My Account'. The main content area displays the 'Issues' title, the logo of Sjøfartsdirektoratet (Norwegian Maritime Authority), and a 'Report Issues' section with a 'Click here to begin' link. Below this is a table of issues:

Issue Type	Departure Date	Arrival Date	Port	Ship	Date	Reported By	Action
Missing Port Notification	08.10.2014 08:00	12.10.2014 10:00	Floro (NOFRO)	ANTARCTICA	09.10.2014 15:45	Terje Hellesvik (TRONDHEIMFJORDEN INTERKOMMUNALE HAVN IKS)	View Edit

This will open the issue wizard in edit mode. Please refer to the previous section (3.4.2) for a description of how to complete this wizard.

3.4.4 View Issue Details

To view an issue, click on “Issues” in the Main Menu, then identify the issue you wish to view in the list of issues. Click the “View” link in the *Action* column.

Home » Port Authority » Issues

Issues

Sjøfartsdirektoratet
Norwegian Maritime Authority

Report Issues
Report issues with port calls or ships to the maritime authority to help achieve high standards of safety at sea for crew, vessels and the marine environment.
[Click here to begin](#) »

[Show Search Criteria](#) (x)

Issue Type	Departure Date	Arrival Date	Port	Ship	Date	Reported By	Action
Missing Port Notification	08.10.2014 08:00	12.10.2014 10:00	Floro (NOFRO)	ANTARCTICA	09.10.2014 15:45	Terje Hellesvik (TRONDHEIMFJORDEN INTERKOMMUNALE HAVN IKS)	View Edit

The view issue page is shown.

Home » Port Authority » Report Issue

View Reported Issue #1004

Ship

Ship Name: ANTARCTICA Call Sign: V3MP3 IMO No: 5019549 Gross Tonnage: 375 Length: 47

About This Issue

Status: **Unresolved**
Reported By: Terje Hellesvik
Created: 09.10.2014 15:45

Missing Port Notification

Departure Port (if known)

Location Code/Name: Trondheim (NOTRD)
ETD: 08.10.2014 08:00

Arrival Port

Location Code/Name: Floro (NOFRO)
ETA: 12.10.2014 10:00
ETD: 12.10.2014 13:00

[View All Issues](#)

Click the “View All Issues” link to return to the list of issues.

3.4.5 Issue Search and Filtering

To view a list of issues you have reported, click the “Issues” link in the *Main Menu*.

Home » Port Authority » Issues

Issues

Sjøfartsdirektoratet
Norwegian Maritime Authority

Report Issues
Report issues with port calls or ships to the maritime authority to help achieve high standards of safety at sea for crew, vessels and the marine environment.
[Click here to begin »](#)

[Show Search Criterias](#) ⓧ

Issue Type	Departure Date	Arrival Date	Port	Ship	Date	Reported By	Action
Missing Port Notification	08.10.2014 08:00	12.10.2014 10:00	Floro (NOFRO)	ANTARCTICA	09.10.2014 15:45	Terje Hellesvik (TRONDHEIMFJORDEN INTERKOMMUNALE HAVN IKS)	View Edit

In case you need to search for issues based on specific criteria, a set of controls are available for detailed search and filtering. Click on the «Show Search Criterias» link to expand a form with search criteria controls.

Home » Port Authority » Issues

Issues

Sjøfartsdirektoratet
Norwegian Maritime Authority

Report Issues
Report issues with port calls or ships to the maritime authority to help achieve high standards of safety at sea for crew, vessels and the marine environment.
[Click here to begin »](#)

[Hide Search Criterias](#) ⓧ

Search Criteria

Ship

Ship Name: Call Sign: Imo No: Mmsi No:

Misc

Reported After:

Reported Before:

Issue Type:

Reported By:

Port Call Details

Arrival Date From:

Arrival Date To:

Issue Type	Departure Date	Arrival Date	Port	Ship	Date	Reported By	Action
Missing Port Notification	08.10.2014 08:00	12.10.2014 10:00	Floro (NOFRO)	ANTARCTICA	09.10.2014 15:45	Terje Hellesvik (TRONDHEIMFJORDEN INTERKOMMUNALE HAVN IKS)	View Edit

Using these controls you can filter issues based on the report date, issue type, who reported the issue (you, your company, or anyone), and port call details (if applicable).