

Remote Survey

Advice to the Surveyor



NORWEGIAN HULL CLUB

There are several important steps and considerations that a Surveyor needs to perform in order to conduct an efficient and functional remote survey via Librestream's software Onsight Connect. Guides for Onsight Connect are available [here](#).

Surveyors should read and understand the steps below both before and during any Remote Survey process. If you have any questions regarding technical issues with Librestream, contact service@Librestream.com. You can also contact The Club's Technical Department at technical@norclub.com

- 1 Norwegian Hull Club will contact you regarding conducting a Remote Survey and share necessary information relating to the damage and your assignment
 - 2 Prior to conducting a Remote Survey, please consider if further relevant information should be provided. Request that the same consideration be given by Owners / Brokers - you can do this either directly yourself or through the Claims Handler.
 - 3 Make sure Librastream's Onsight Connect app is installed on a suitable device / PC:
[Onsight Connect for iOS](#)
[Onsight Connect for Android](#)
[Onsight Connect for Windows](#)
- Surveyors and Norwegian Hull Club should agree who will provide the guest licences to the end user (Captain or nominated crew members).
- 4 The Norwegian Hull Club Claims Handler will provide you with the Captain's contact details
 - 5 You will be notified by Norwegian Hull Club when you can contact the vessel's Captain in order to conduct the survey.
 - 6 Contact the Captain and present yourself as the Remote Surveyor. Make sure that the Captain is aware of the necessary information concerning the process at norclub.com/remote. The Captain should inform you as to who will be the officer (or crew member) performing the "on board part" of the remote survey, and provide their contact details (name, rank and telephone number).
 - 7 Contact this officer or crew member and tell them to prepare for the Remote Survey. Again, inform them of norclub.com/remote and the information available there if they appear unfamiliar with the process.
 - 8 Add guest user in Onsight Connect app. They will receive an SMS with a link to the software and an automatic login.
 - 9 Together with the officer / crew member, run a test of the Onsight Connect app and the connectivity at the point of damage. You should determine the following: Can WiFi be used? Should a mobile network be used instead? Or must the video/pictures be taken off-line? When you have established these points, agree on a time to start the Remote Survey.
 - 10 Start the Remote Survey at the agreed time, remembering to account for any differences in time-zones.
 - 11 If a follow-up Remote Survey is required, agree on a time to conduct it. If this is done within 24 hours, the guest licence will still be valid. If not, you will need to issue a new guest licence to the officer / crew member.
 - 12 Start survey reporting.