

# 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. Guidelines for Onsite Connect are available [here](#).

Surveyors should be familiar with the necessary steps and advice below for a successful Remote Survey. For survey assistance, you can contact The Club's Technical Department at [technical@norclub.com](mailto:technical@norclub.com)

For technical issues with the Onsite Connect app, contact [service@librestream.com](mailto:service@librestream.com)

- 1 Norwegian Hull Club will contact you 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 via the Claims Handler.
- 3 Make sure Librestream's Onsite Connect app is installed on a suitable device (we recommend a PC)  
[Onsite Connect for iOS](#)  
[Onsite Connect for Android](#)  
[Onsite Connect for Windows](#)
- 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 prepare for the survey.
- 6 Contact the Captain and present yourself as the Remote Surveyor and provide him with the necessary information regarding the process (which can be downloaded from [norclub.com/remote](http://norclub.com/remote)). The Captain should inform you as to who will be the Nominated Person (officer or crew member) assisting you with the "on board part" of the Remote Survey, and provide their contact details (name, rank, email and telephone number of the mobile device that will be used).
- 7 Contact the Nominated Person on board and request that they prepare for the Remote Survey by following the app installation instructions that they will receive by email from Librestream Onsite Connect.
- 8 Invite the Nominated Person as 'Guest' in your Onsite Connect app as follows:
  - In the contact list, 'invite' a guest as follows:
    - First name: Enter **First and Last name** of the nominated crew member.
    - Last name: Enter **function/title** of the nominated crew-member AND the vessel's name
    - Method: select **Email** (Note SMS can only be used in case the mobile device is within cellular coverage).
    - Language: Select **English**
    - Email: enter the email address of the mobile device that will be used for the remote-survey.
    - Expiry time: Enter the estimated number of days that you will require the guest-licence to be active.
    - Select: **Include option for guest to call me immediately** (this way the nominated person will call you automatically upon completion of installation of the Onsite Connect app).

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- Nature of call: Select what is applicable.

- Message: Here you can manually enter more information/instructions (for example refer to email correspondence where a Remote Survey has been agreed upon)

**INVITE A GUEST**

**Details**

First Name John Johnsen|

Last Name Chief Engineer, MV Castor

Method  Email  SMS

Language English

Email chief.engineer@mvcastor.com

Expiry Time 3 days

Include option for guest to call me immediately

User Mode Expert

Nature Of Call \* Survey

**Message**

I refer to our email correspondence/telcon regarding the reported damages on your good vessel in which we agreed to perform a remote-survey. Please install the 'Onsight' connect app. on your mobile device as per the instructions in this email. Upon completion of installation of this app. the app will automatically so we can test the app and perform some training. Brgds,

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Together with the officer / crew member, run a test of the Onsight Connect app and 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.

**Note:** If the 'guest licence' has expired, the contact details of this guest will be marked in red. In such a case, you can issue a new guest licence to the nominated person on board by following the steps as mentioned in point 8 above.