



Cloud Fleet Manager

# MANUAL

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## CSM OFFICE CONTACTS

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# 1. About This Guide

This user guide provides an introduction to CSM Office Contacts and describes how you can leverage the application to meet your business needs.

CSM Office Contacts provides the seafarers on board a vessel with a list of contact persons and their respective communication details. You, as a CFM user, can customize which contact persons are available on which vessels. This allows you to provide your seafarers only with relevant contact persons to which they can reach out whenever it is appropriate. Additionally, you can update outdated information at any time to ensure that the available contact information is always up-to-date.



CSM Office Contacts consists of the following tab:

- **Office Contacts**



## NOTE

If you cannot access the **Office Contacts** tile from the Cloud Ship Manager (CSM), please get in touch with your system administrator to assign the relevant permissions to your user in the CFM Ship Client Manager app.

This user guide describes the features and functions available to a user with full access to the application. If you're expecting rights that your user currently doesn't have, get in contact with your system administrator.

## 2. Initial Setup

Before you can start to use CSM Office Contacts, certain settings must be applied.

1. Download and install the CSM server.
2. Download and install the CSM client.
3. Manage access to the applicable CSM modules for different ranks using the [CFM Ship Client Manager](#) app.
4. Manage access to CSM for users and corresponding vessels using the [CFM Ship Client Manager](#) app.
5. Select the checkbox [Show in office contact list on vessel](#) of departments whose employees' contact information shall be provided to seafarers via [CFM Employees](#).
6. Provide communication details of relevant contact persons via [CFM Employees](#).
7. Assign vessel responsibilities to the relevant contact persons in [CFM Users](#).
8. Login to the CSM client.

### See Also

For detailed information about the setup process, see our installation guide under [CFM Ship Client Manager > Documentation > Cloud Ship Manager Setup](#).

## 3. Login to Cloud Ship Manager

You have two options, to login to your Cloud Ship Manager client.

- **Login with rank**

This is the standard login procedure on board the vessel. You use the rank that you're currently holding during the assignment.

- **Login as a seafarer**

You login with your own user account as a seafarer.

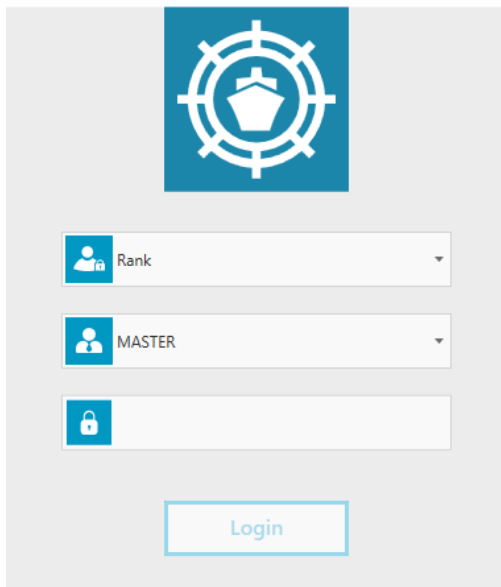
For this login option to work, your user account must be activated and the corresponding permission rights must be assigned to the rank the seafarer is holding during the current assignment. The seafarer login serves as a personal identification.

Another prerequisite is that you must be planned for an assignment so that your data is synchronized to CSM.

### 3.1. Login with Rank

To login with the current rank on board the vessel, proceed as follows.

1. Open your CSM client.
2. Choose **Rank** from the drop-down list.



3. Choose the rank you're holding during the assignment from the second drop-down list.
4. Enter the corresponding password.



### NOTE

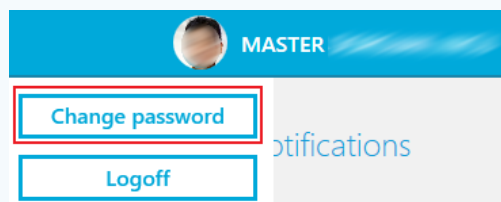
A generic password for the rank is provided once you purchased CSM. The passwords for the different ranks can be managed under [CFM Ship Client Manager > Configuration > Users](#).



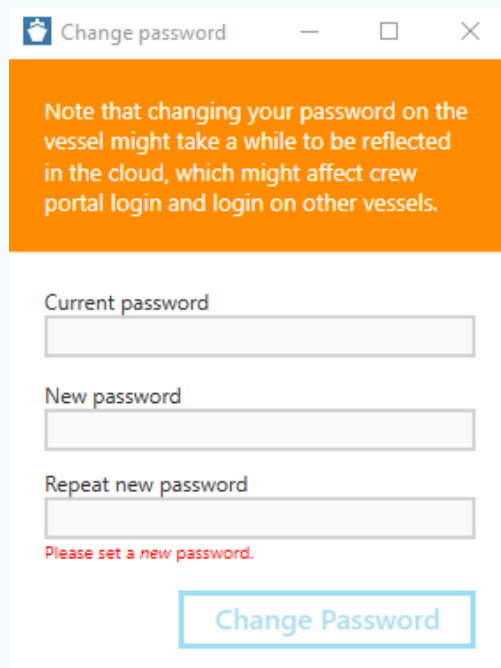
### TIP

You can change the password after the first login given that the required permission was assigned to your user account.

1. Choose the user avatar in the upper right corner and choose **Change password**.



2. Enter your current password in the dialog window.



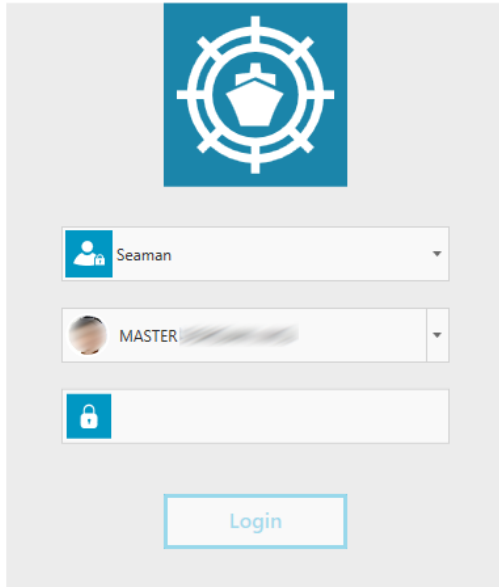
3. Enter your new password.
4. Repeat your new password.
5. Choose **Change Password** to save your new password.

5. Choose **Login** to login to the CSM client.

## 3.2. Login as a Seafarer

To log in with your seafarer user, proceed as follows.

1. Open your CSM client.
2. Choose **Seafarer** from the drop-down list.



3. Choose your user account from the second drop-down list.



### NOTE

All seafarers that are part of the crew list for the current assignment and for whom user accounts exist are available in the drop-down list.

4. Enter your password.
5. Choose **Login** to login to the CSM client.



## 4. Office Contacts

The Office Contacts tab provides you with an overview of communication details of employees that were marked as responsible for the vessel on which you are onboard. The displayed contacts are grouped according to their departments and the sorting is based on the order of departments from CFM Employees.

The following information is provided:

- **Department**  
Displays the department to which the contact is assigned.
- **Name**  
Provides you with the full name of the contact.
- **Position**  
Shows you the position the contact occupies.
- **Phone**  
Displays the phone number.
- **Mobile**  
Displays the mobile phone number.
- **Email**  
Shows the E-Mail address.
- **Email Group**  
Shows the E-Mail group address.



### TIP

Select **Export** in the upper-right hand corner to export your office contacts to an Excel file.