

UKP&I Correspondent Connect

User Guide

*Access correspondent information 24/7 from your
mobile device. Anytime. Anywhere*

Version 1.0 September 2021

Welcome to a new way of working, welcome to **Correspondent Connect**. A new app that is designed around making life a little easier for **you**.

It is worth noting here that the correspondent information contained within the app can be accessed offline. Some of the other features however will require a data connection. These will be highlighted throughout the user guide wherever you see the following lightening symbol: 

Home screen



NEW! A powerful search function for searching individuals and company names of correspondents.

This is the Main Menu of the app. Click here to gain access to all the features within the app

NEW! Quick access to the login page of TM Connect. Registration with TM Connect is required 

NEW! Click here to get access to the new electronic Rule Book. 

NEW! Quick access to your list of favourite correspondents. See page 8 for further details.

NEW! Quick access to Notepad function. See page 8 for further details.

Static taskbar, which displays four key functions. This will appear on all screens throughout the app.

Pressing the Home button will take you back to this screen

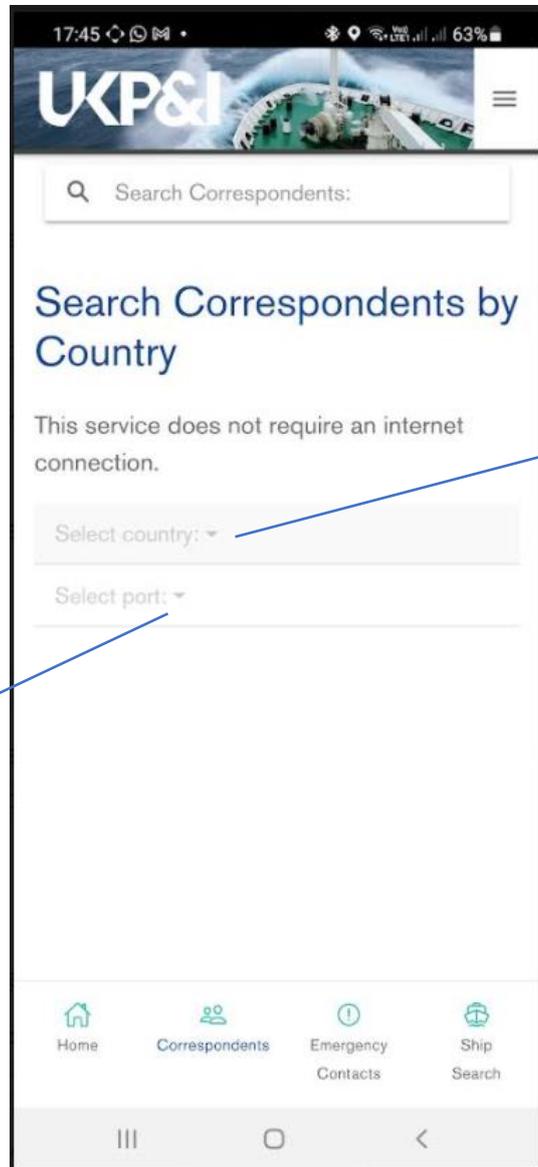
This will take you to the correspondent screen where you can search by country or by port. See pages 3, 4 & 5.

This will take you to the emergency contacts for Europe, the Americas and Asia. See page 6.

This will take you to the Club's Ship Finder
See page 6 

Searching for a Correspondent

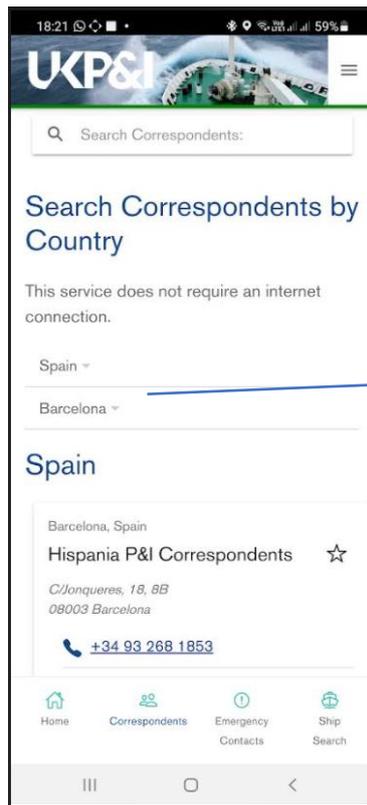
Click on 'Correspondents' in the task bar at the bottom of the homepage.



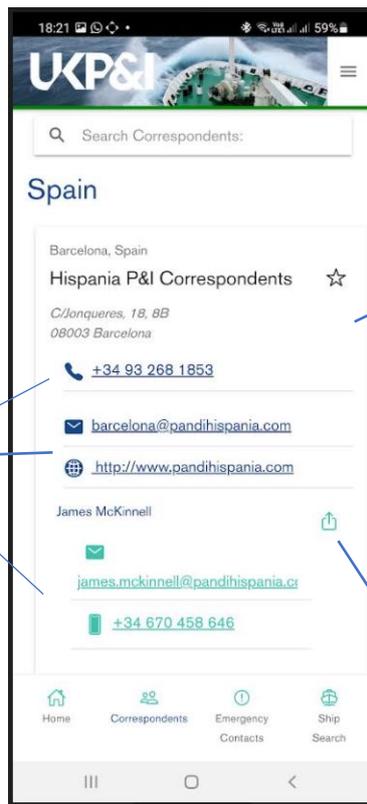
Click on the 'Select Country' drop down to find the country you require.

Click on the 'Select Port' drop down to find the port you require.

Tip: In the event you clicked on 'Select country' and you should have chosen 'Select port' (for example) fear not. You will notice a 'Cancel' option at the bottom of your screen. Use this if you want to go back to the above screen. The 'Cancel' option is only available if you have not selected a 'country' or a 'port' from either of the two drop downs. If you have selected a 'port' or a 'country' then you can simply click on the 'Select Country' or 'Select Port' dropdowns to make a new selection. If in doubt you can always click on the 'Home' button in the taskbar and this will take you back to the 'homescreen'. From there you can click again on 'Correspondents' in the taskbar and in doing so this will refresh your screen and you will be able to conduct a new search. Don't forget you can also use the back button [<] on your mobile device (as shown above).



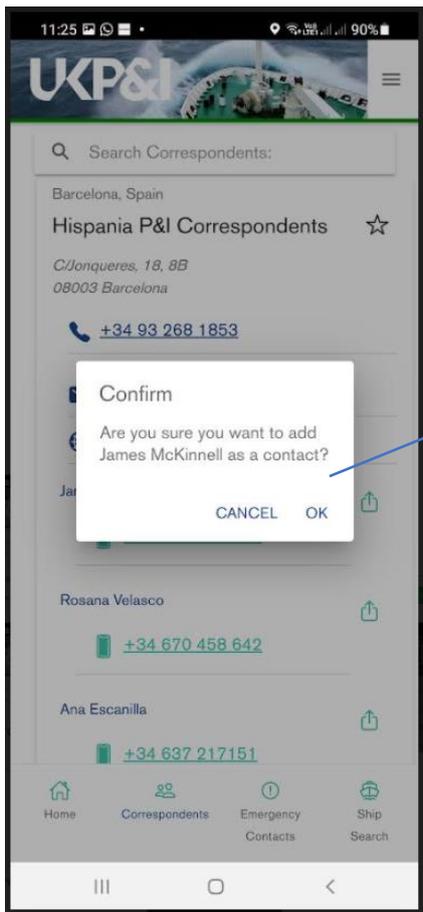
If you choose a country from the the 'Select Country' dropdown, the 'Select Port' dropdown will automatically be populated with all the ports within the country you have chosen.



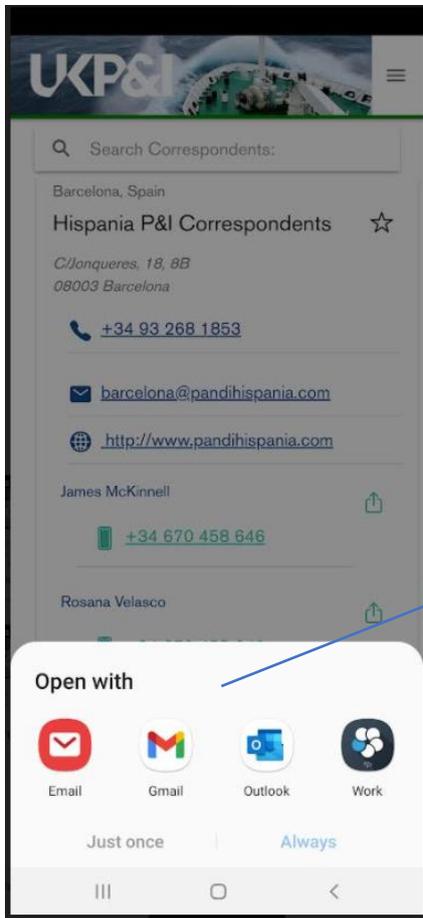
Any text that is underlined means you can click on it and it will either populate the phone number in the call section of your phone; automatically populate the email address in your email client or, launch a website.

NEW! If you are working with a particular correspondent on a regular basis you may want to save them as a favourite, by clicking on this star. When you do the star will turn black. All favourites can be found from the 'Favourites' section on the 'home screen' or from the main menu.

NEW! If you are working with a particular individual at a correspondent's office on a regular basis you can now upload their contact details directly to the contacts app on your mobile device. Simply press this icon.



If you decide to add an individual's details to the contacts app on your phone, this is the message you will receive. Simply click OK and the details will be saved directly to your phone.



If you click on an email address you will be asked which email client you would like to use on your phone. If your phone automatically selects an email client you will need to remove the default setting within your phone so it then provides you with the options (i.e. Work, which is Blackberry, or a personal email client such as Google or Outlook).

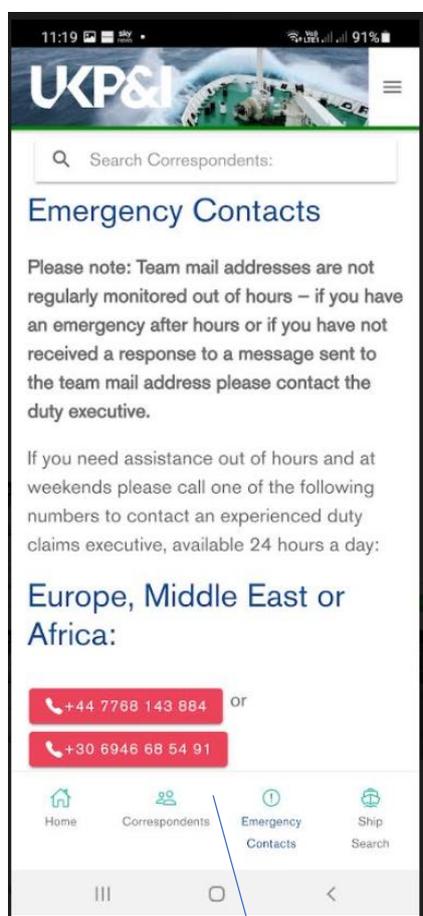
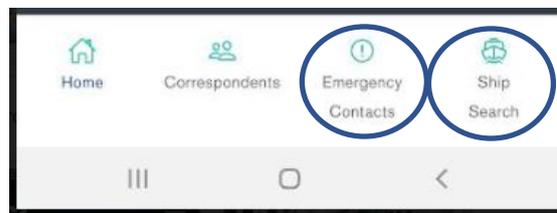
Emergency Contacts & Ship Search

If you need to contact the Club in an emergency outside of office hours then there is quick access from either the task bar or the main menu. Likewise, if you need to check whether a ship is entered at the UK Club then this functionality can also be found in the task bar and the main menu.

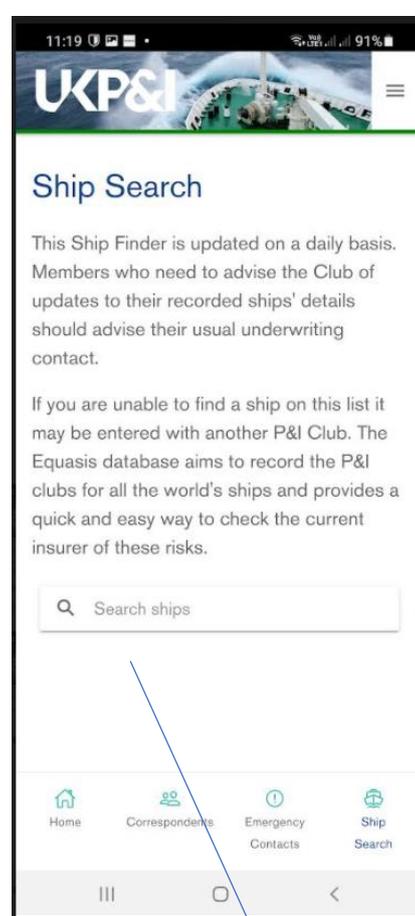
Main Menu



Taskbar



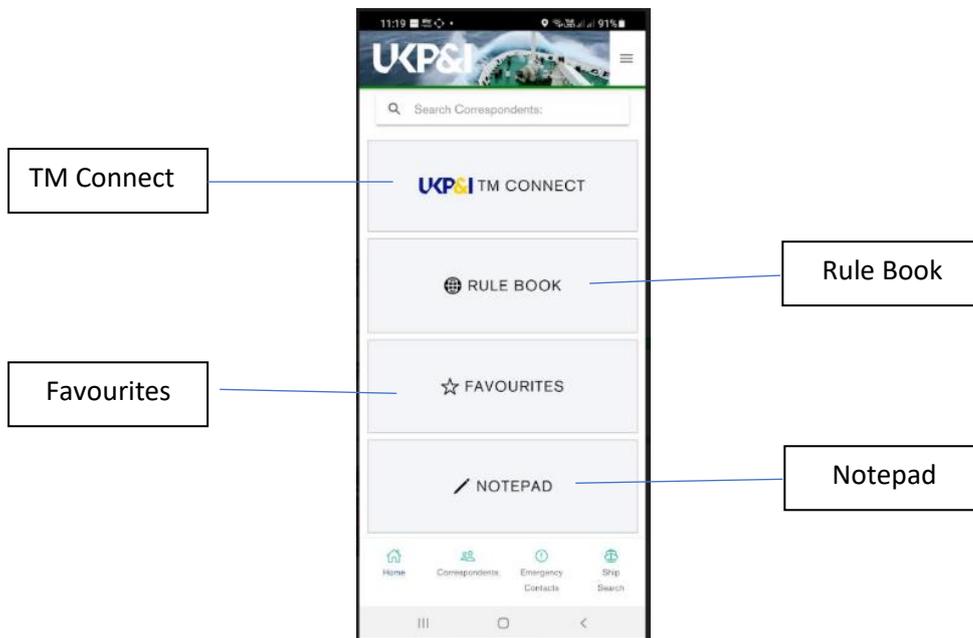
If you need to call one of the emergency telephone numbers, then there is no need to write them down. Simply click on the number within the red box as shown here and the number will be called.



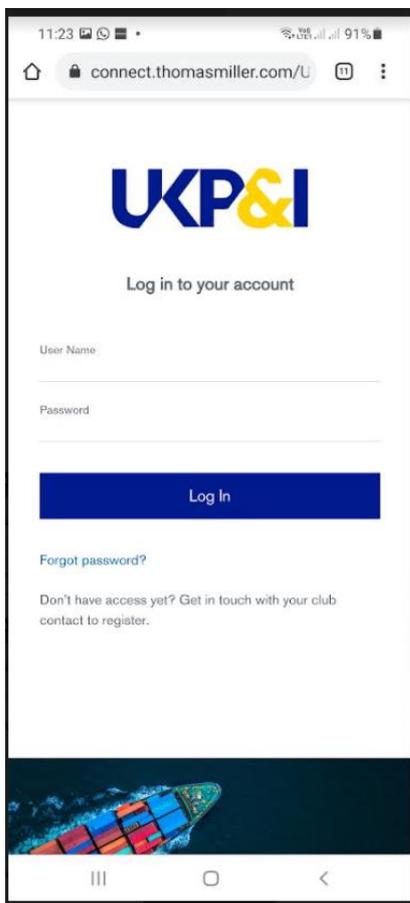
You are away from a computer and you need to check if a ship is entered? Simple. Type in the ship name here and if it is, the results will be returned.

Home Page Tiles

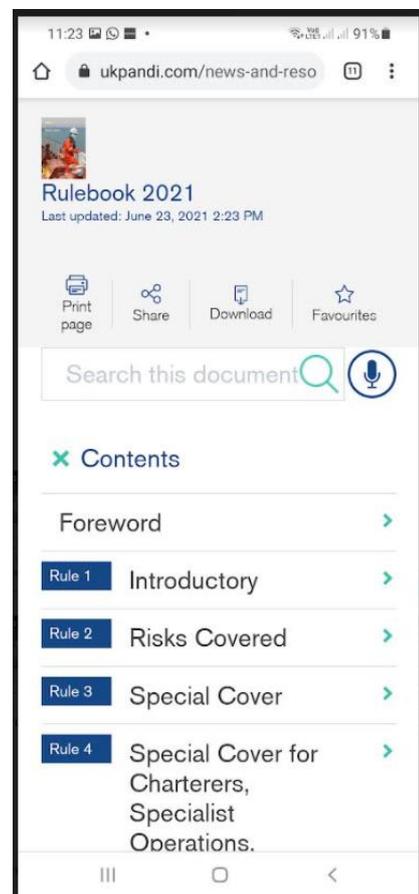
The tiles on the home screen will give you access to :



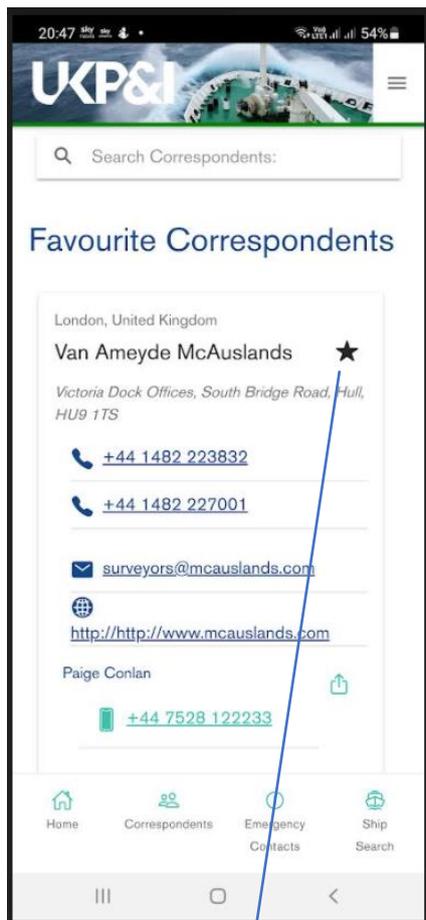
TM Connect (Club Staff and Members only)



Rule Book

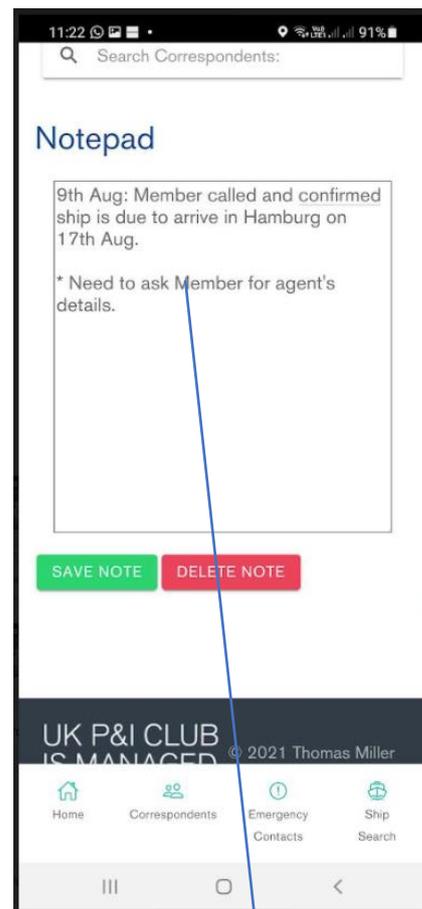


Favourites Tile



You will note that when you save a correspondent as a favourite the star is solid black. If you want to remove it as a favourite, simply click on the black star and it will turn white. A message will appear advising you it has been removed from your favourites.

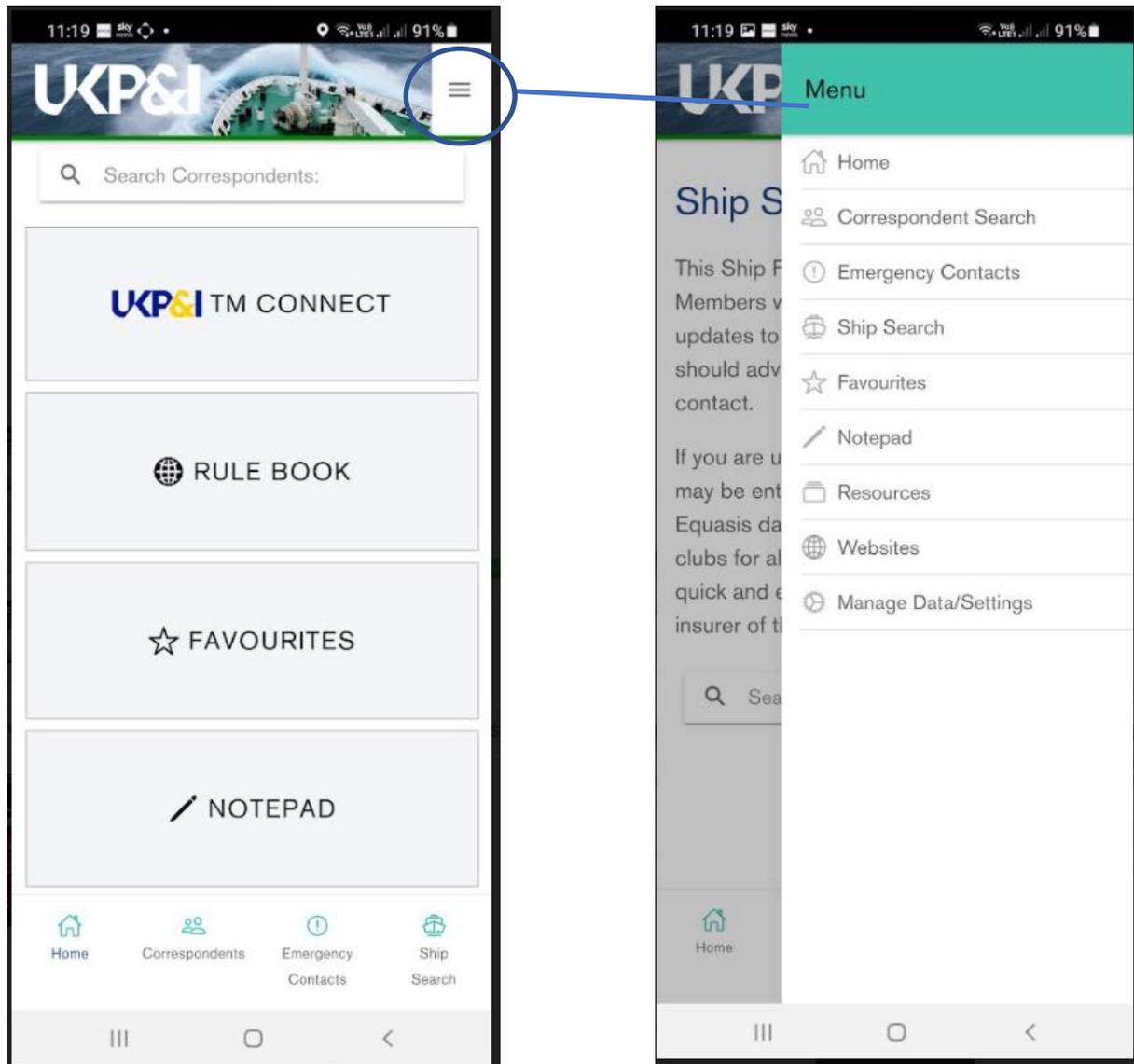
Notepad Tile



You are away from your desk and you take a call on an existing case or a new incident. You do not have a pen or any paper. Don't panic. Instead you can record the message in the new Notepad function. After you have typed some text into the notepad click on the save button. If you want to enter another note, simply type below the text you previously entered, as there is only one notepad. Once you no longer need the notepad, click on 'Delete Note' and this will remove it and present you with a new notepad.

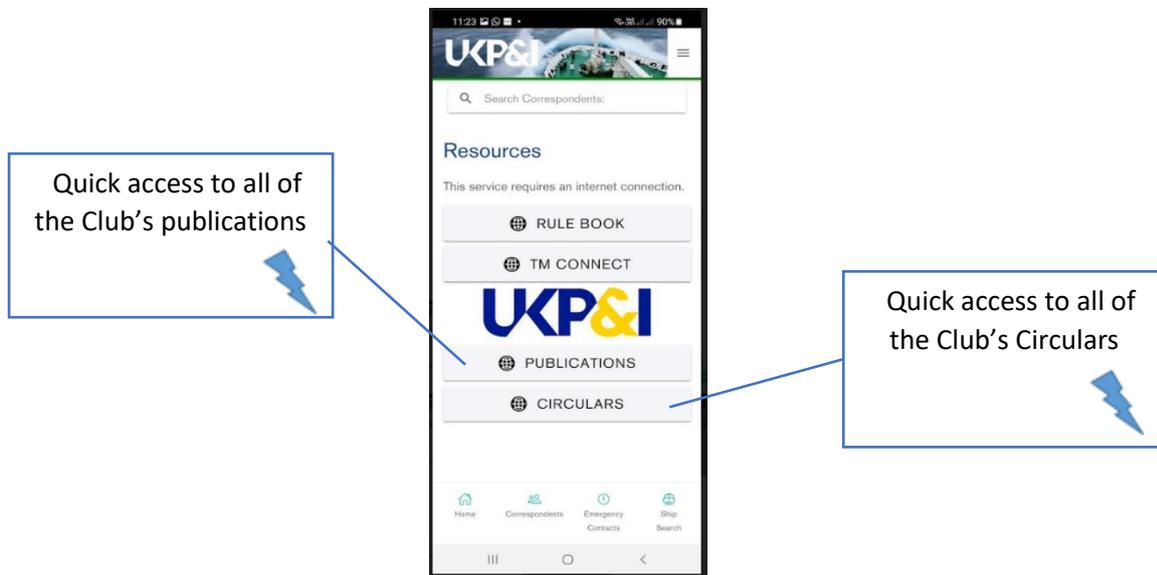
Main Menu

You access the main menu via the three small lines in the top right hand corner of the app. This will give you access to all of the features within the app.

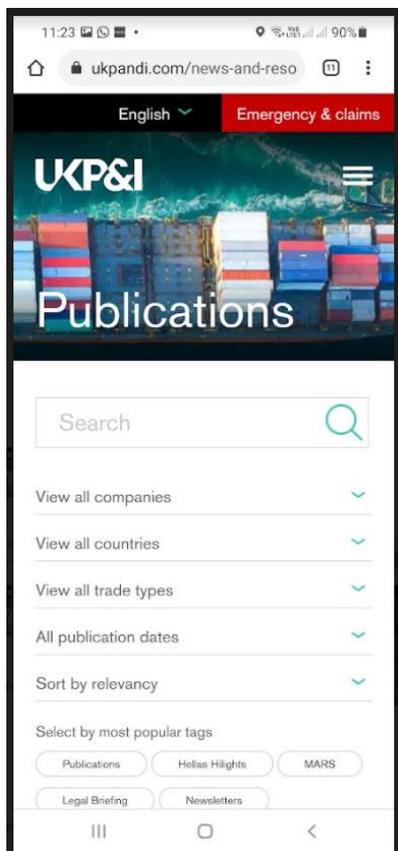


Resources

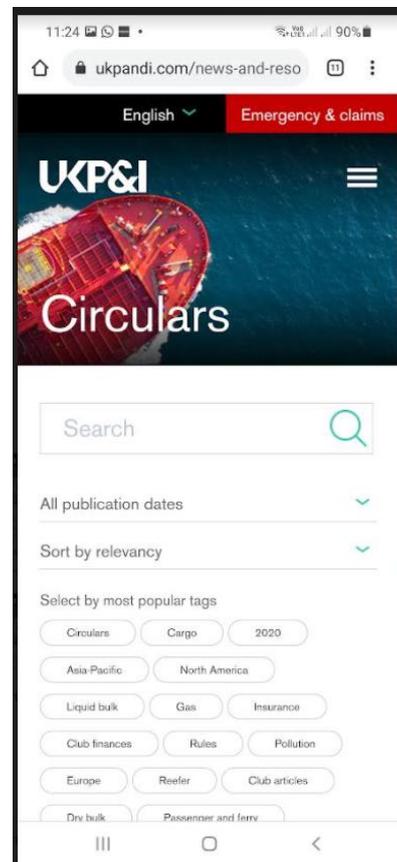
The UK Club's website provides a wealth of quality information and advice. These can be accessed directly via the 'Resources' option in the Main Menu.



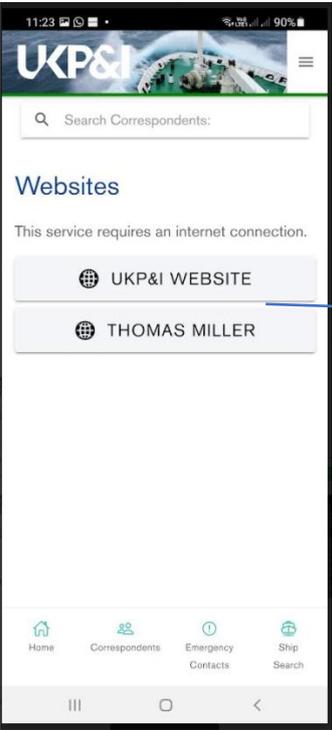
Club Publications



Club Circulars

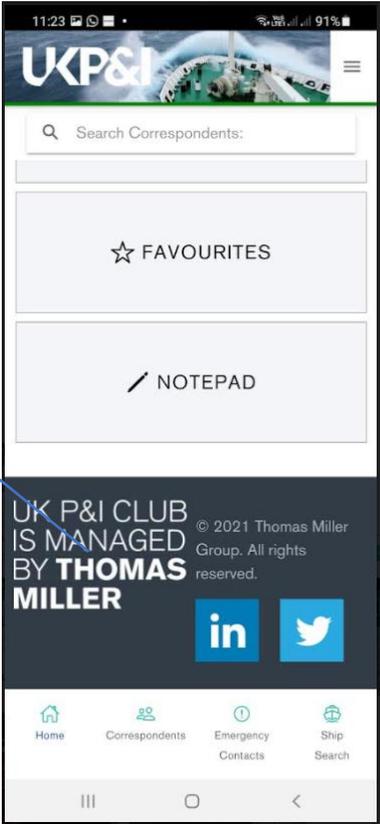


Websites & Social Media



This gives you quick access to the websites for the UK P&I Club and Thomas Miller. 

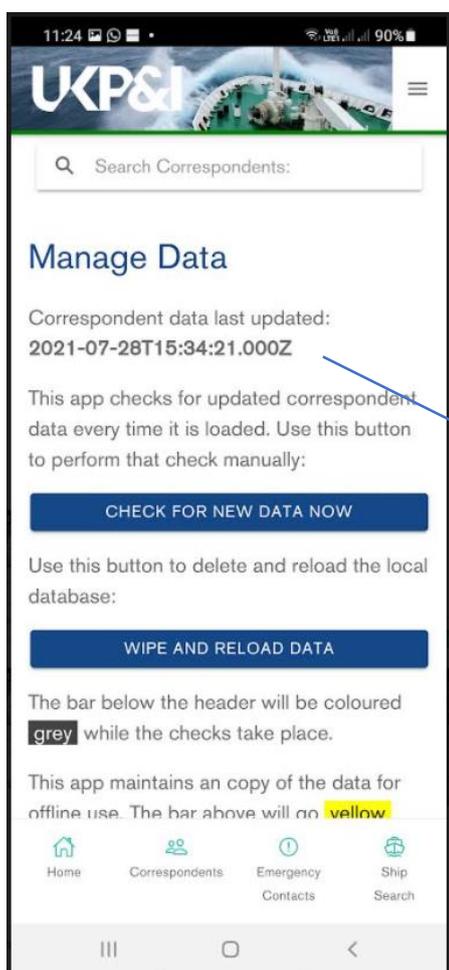
At the bottom of all the screens within the app you will see the company logos for both LinkedIn and Twitter. If you click on these it will take you to the respective pages for the UK P&I Club 



Managing Data/Settings

The correspondent information contained in the app is available **offline**. You will note from the screenshot below the app checks for updated information every time it is loaded. If there are any concerns about whether your device is up to date you can perform this task manually by clicking on 'Check for new data now'.

If you should still have any concerns you can perform a new upload of the data by clicking on 'Wipe and Reload Data'. **WARNING:** If you do this it will remove any favourites or notepads you may have saved.



You will note here the app provides the date and time when the app was last updated.

Tip: If you are unable to contact a correspondent it is possible their details may be out of date so it is worth checking this date here and if it has been over a month since it was last updated we recommend you click on 'Check for New Data Now'. This will refresh your data and give you all the up to date contact details.

Thank you for downloading the app and enjoy using

