

Mariner User Guide

Mariner Outreach System (MOS) Portal 02.04.00

Maritime Administration



September 1, 2009

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1 Overview

The main purpose of MOS is to monitor the U.S. flag fleet and ensure that there are sufficient sealift capabilities in a time of national emergency or sealift crisis. To achieve this, MOS generates reports based on a combination of the vessel requirements (mariner demand) and the USCG MMLD data (mariner supply). The MOS Portal's purpose is to allow mariners to consent to be contacted in the event of a national emergency and to enable them to provide updated contact information since the information in MMLD maybe as much as five years old. In return, the Maritime Administration allows mariners to review their sea service and credential information. The unified Portal and Vessel and Reporting interfaces now provide a complete system.

1.1 Specifications

The MOS Portal is designed to run on any internet browser. For best viewing results, however, a screen resolution of 1024 x 768 pixels is recommended.

1.2 User Role

The purpose of this document is to provide instructions for the mariners on how to use the system. Mariners will be assigned to the Mariner role. This role is available to anyone who has information in the MMLD. Mariners can self-register as long as the information they provide exactly matches their information in the MMLD. To view their information, mariners must consent to participation in the MOS program. Mariners are only allowed to view their own information and update their contact information.

2 Accessing the MOS Portal

To access the MOS Portal, you must have access to the internet:

1. Enter <https://mos.marad.dot.gov/> in your browser window's address bar.
2. Select either the **Enter** key or the **Go** button.
3. You are directed to the MOS Portal.

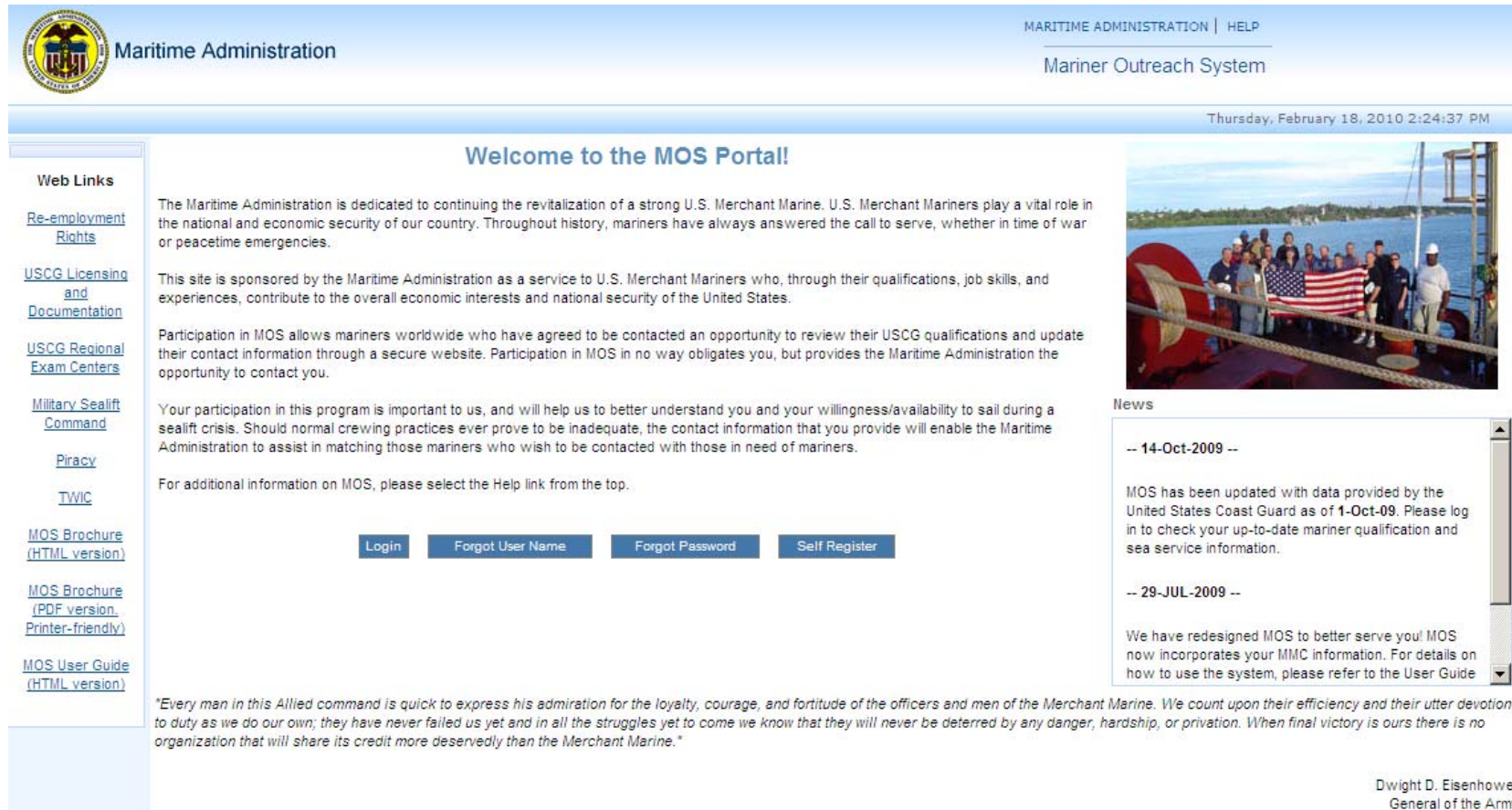


Figure 1 – MOS Portal Homepage

2.1 Accessing Related Links

The Web Links section on the left hand side of the page contains links to important websites and pages relevant to the system.

To access a link:

1. Select the link from the Web Links section.
2. The page corresponding to the selected link is opened in a new browser window.

2.2 Viewing Important Messages

The News section on the right hand side of the page contains important messages such as the date the MOS Portal was last updated with data provided by USCG.

2.3 Accessing Help Desk Contact Information and Other Help Topics

To access the Help Desk contact information:

1. Select the **Help** link from the top of the page.
2. A page containing the Help Desk contact information and other help topics is displayed.

2.4 Logging into the MOS Portal

To log into the MOS Portal:

1. Select the **Log In** button.

Maritime Administration

HOME | HELP

Mariner Outreach System

Thursday, February 18, 2010 2:25:33 PM CST

Login

User Name

Password

Reset Submit

WARNING! Maritime Administration Systems are provided for the processing of official U.S. Government information only. These systems are monitored to ensure information security, system integrity, and the limitation of use for official purposes. Your use of these systems is subject to monitoring at all times. Illegal or unauthorized activities involving these systems can result in criminal prosecution or civil and administrative enforcement proceedings.

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Figure 2 – MOS Portal Login Page

2. On the MOS Portal Login page, enter your **User Name**. Please recall that your user name is NOT case-sensitive.
3. Enter your **Password**. Please recall that your password is case-sensitive.
4. Select the **Submit** button.
5. You are directed to the MOS Portal where a welcome message containing your user name is displayed on the top of the page.

Please note that your account will be locked after 5 consecutive failed login attempts but will automatically unlock after 5 minutes. Once logged in, your session will terminate and you will need to log back in after 30 minutes of inactivity.

Please contact the DOT IT Service Desk at (202) 385-4357 (5-Help) if you experience any issues with your account or are unable to access the MOS Portal.

2.5 Logging out of the MOS Portal

To log out of the MOS Portal:

1. Select the **Logout** link from the top of the page.
2. Your session is terminated and you are directed to the MOS Portal homepage.

3 Performing Account Related Tasks

3.1 Registering for an Account

If you do not have an MOS account, you can register for one:

1. On the MOS Portal homepage, select the **Self Register** button.

Self Register

Please fill out the information below and then select the Register button to register for an account.

* required fields

Mariner Reference Number*


User Name* (6-9 letters and/or numbers, NOT case sensitive)

Password* (Minimum 6 letters and numbers, with at least one letter and one number. Case sensitive)

Confirm Password* (Must match password)

Last Name*

First Name*

Date of Birth*  MM/DD/YYYY

Security Question* ▼

Security Answer*

Figure 3 – Mariner Self Register Page

2. On the Mariner Self Register page, enter your **Mariner Reference Number**.
3. Enter your **First Name**.
4. Enter your **Last Name**.
5. Enter your **Date of Birth** in the MM/DD/YYYY format.
6. Enter a **User Name**. The user name you select must meet the following criteria. Please note that your user name is NOT case-sensitive.
 - a. Be between 6 to 9 characters long
 - b. Include letters and/or numbers

7. Enter a **Password**. The password you select must meet the following criteria. Please note that your password is case-sensitive.
 - a. Be at least 6 characters long
 - b. Include letters and numbers
 - c. Include at least one letter and one number
8. Reenter your password in **Confirm Password**.
9. Select a **Security Question** from the dropdown list.
10. Enter a **Security Answer** for your security question.
11. Select the **Submit** button.
12. A message stating that your account was successfully created is displayed on the top of the page.

3.2 Retrieving Your User Name

If you have forgotten your user name, you can retrieve it:

1. Select the **Retrieve User Name** button.

Confirm Identity


Please confirm your identity and then select the Submit button to retrieve your user name.

* required fields

Mariner Reference Number*

Last Name*

First Name*

Date of Birth*  MM/DD/YYYY

Security Question*

Security Answer*

Figure 4 – Mariner Retrieve User Name Page

2. On the Mariner Retrieve User Name page, enter your **Mariner Reference Number**.
3. Enter your **First Name**.
4. Enter your **Last Name**.
5. Enter your **Date of Birth** in the MM/DD/YYYY format.
6. Select your **Security Question** from the dropdown list. You must select the security question you chose when you registered for an account.
7. Enter your **Security Answer**. You must enter the security answer you chose when you registered for an account.
8. Select the **Submit** button.
9. Your user name is displayed on the top of the page.

4 Viewing Your Mariner Information

4.1 Providing Consent

After logging into the MOS Portal, you are directed to the Mariner Consent page if you have not previously provided consent. You must provide consent in order to view your mariner information:

Mariner Consent

Our records show that you have not agreed to voluntary participation in MOS. To view your personal mariner information, you must consent to voluntary participation in MOS.

Participation in the program would allow the Maritime Administration to contact you, especially in the case of a national emergency or sealift crisis. Additionally, it would allow the Maritime Administration to disseminate your contract information to an appropriate maritime employment office to determine your availability for possible employment on a sealift vessel. Voluntary participation in MOS does NOT obligate you to accept employment on a vessel at any time.

To consent, select the Consent button. If you choose not to consent at this time, select the Logout link.

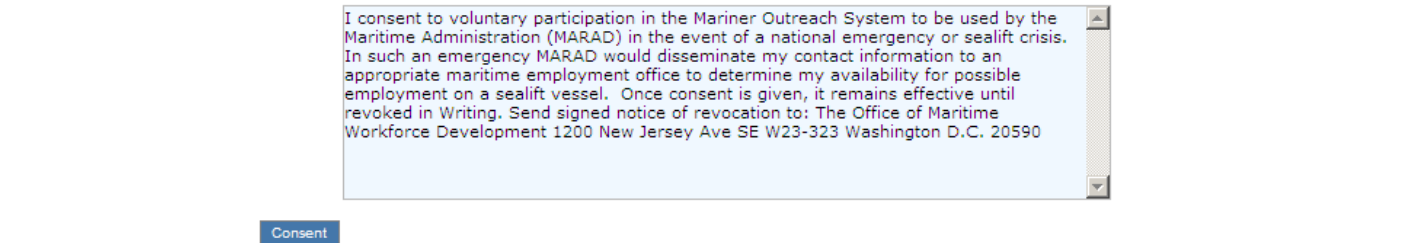


Figure 5 – Mariner Consent Page

1. In the Mariner Consent page, read the consent text thoroughly.
2. Select the **Consent** button.
3. You are directed to your Personal Information page. See Section 4.2 (Viewing Your Personal Information).

If you do not wish to provide consent at this time, you cannot view your mariner information and must log out of the system by selecting the **Logout** link from the top of the page.

4.2 Revoking Consent

Once you give your consent, it remains effective until you revoke it in writing. Send a signed letter of revocation to: The Office of Maritime Workforce Development, W23-323, 1200 New Jersey Ave, SE, Washington, D.C. 20590.

4.3 Viewing Your Personal Information

After logging into the MOS Portal, you are directed to your Personal Information page if you had previously provided consent or as soon as you provide consent.

To view your personal information:

1. Select the **Personal Information** tab from the top of the page.

Personal Information | Contact Information | Domestic | International | Sea Service

Reference Number 2500020 Name JOHNNY THE MERCHANTMARINER SR

Date of Birth 01/01/1960 Citizenship US

You have previously agreed to voluntary participation in the Mariner Outreach System. We thank you for your participation and hope you will find this system useful. If you wish to revoke your participation in this system, you must send a signed letter of revocation to:

The Office of Maritime Workforce Development
 1200 New Jersey Ave, SE
 W23-323
 Washington, D.C. 20590

For more information on the Mariner Outreach System, click on this button: [MOS Info.](#)

Do you know you have Re-Employment Rights? [Re-employment Rights Info.](#)

Account Management Information

User Name mmidtest Security Question

Security Answer

Figure 6 – Mariner Personal Information Page

2. The page displays your personal information:

- a. Name (First Name, Middle Name, Last Name, Suffix)
- b. Date of Birth (MM/DD/YYYY)
- c. Citizenship (ISO 2-letter code for country of citizenship)

4.4 Viewing Your Contact Information

To view your contact information:

1. Select the **Contact Information** tab from the top of the page.

Personal Information Contact Information Domestic International Sea Service

Select the Save button to save your changes. Please note that any change you make here will NOT automatically update the data you previously submitted to USCG.

Save

Address

Street 4200 WILSON BOULEVARD, Suite 630

City ARLINGTON State/Province VA Zip Code 22203

Country US

Phone

Phone 202-493-1000 Phone Type Home

Alternate Phone 1 202-493-1023 Phone Type Home

Alternate Phone 2 Phone Type Home

Alternate Phone 3 Phone Type Home

Email

Primary Email Secondary Email

Additional Contact Information

Please provide any additional information that will help us to contact you quickly in the event of a national emergency or sealift crisis.

Figure 7 – Mariner Contact Information Page

- 2. The page displays your address, phone, email and additional contact information:
 - a. Street Address
 - b. City

- c. State/Province
- d. Zip/Postal Code
- e. Country
- f. Phone Number and its Type (Home, Home 2, Mobile, Mobile 2, Pager, Business, Business 2, Family Member, Friend, Fax, or Other)
- g. Alternate Phone Numbers (up to 3) and their Type
- h. Primary Email Address
- i. Secondary Email Address
- j. Additional Contact Information (any additional information that will help the Maritime Administration to contact you quickly in the event of a national emergency or sealift crisis)

4.5 Editing Your Contact Information

To edit your contact information:

1. Select the **Contact Information** tab from the top of the page.
2. Make your changes.
3. Select the **Save** button.
4. A message stating that your contact information was successfully updated is displayed on the top of the page.

4.6 Viewing Your Domestic MMC Information

You can view your domestic MMC information if you have an MMC document:

1. Select the **Domestic Information** tab from the top of the page.

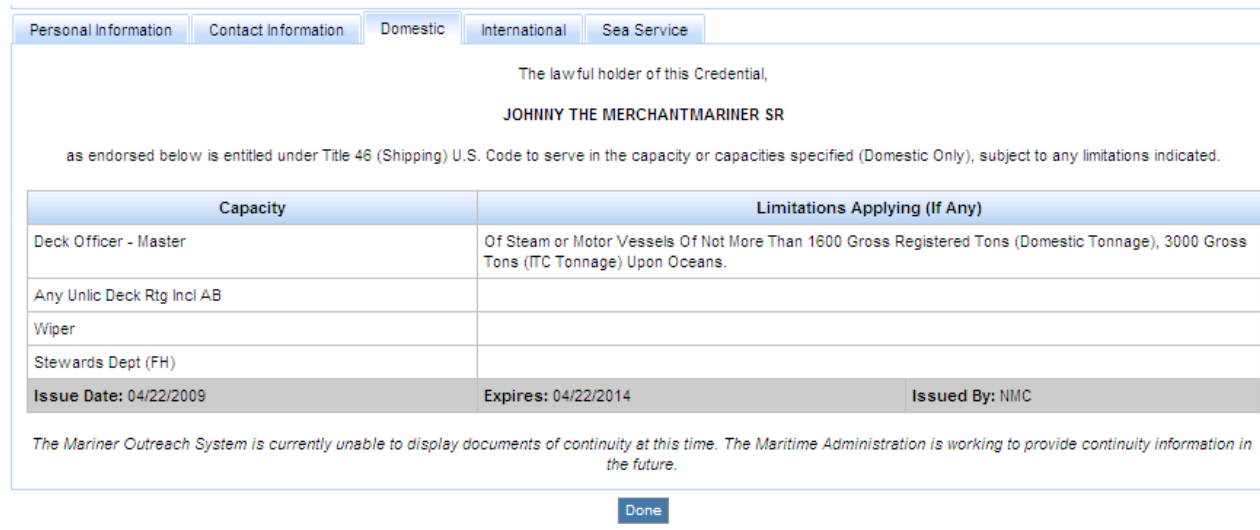


Figure 8 – Mariner Domestic Information Page

2. The page displays your domestic MMC information. If you do not have a domestic MMC document, it displays your license continuity information:
 - a. Capacity (list of capacities)
 - b. Limitations, If Any (for each capacity; separated by commas)
 - c. Issued By (City and State where your domestic MMC or license continuity was issued)
 - d. Issue Date (the date your domestic MMC or license continuity was issued)
 - e. Expires (the date your domestic MMC or license continuity will expire in MM/DD/YYYY format)

4.7 Viewing Your International MMC Information

You can view your international MMC information if you have an MMC document:

1. Select the **International Information** tab from the top of the page.

Personal Information | Contact Information | Domestic | **International** | Sea Service

This credential has been issued under the provisions of the International Convention on Standards of Training Certification on Watchkeeping for Seafarers 1978, as amended. The lawful holder of this Credential, as endorsed below, is entitled under Title 46 (Shipping) U.S. Code to serve in the capacity or capacities specified, subject to any limitations indicated.

The government of the United States of America certifies that

JOHNNY THE MERCHANTMARINER SR

has been found duly qualified in accordance with the provisions of regulations
II/2

of the above Convention, as amended, and has been found competent to perform the following functions, at the levels specified, subject to any limitation indicated until **Apr 22, 2014**

Capacity	Limitations Applying (If Any)
Master	Limited to vessels of not more than 1,600 Gross Registered Tons (Domestic Tonnage), 3,000 Gross Tons (ITC Tonnage).
Issue Date: 04/22/2009	Expires: 04/22/2014 Issued By: NMC

Done

Figure 9 – Mariner International Information Page

2. The page displays your international MMC information:
 - a. Capacity (list of capacities)
 - b. Limitations, If Any (for each capacity; separated by commas)
 - c. Issued By (City and State where your international MMC was issued)
 - d. Issue Date (the date your international MMC was issued)
 - e. Expires (the date your international MMC will expire in MM/DD/YYYY format)

4.8 Viewing Your MMD Information

You can view your MMD information if you do not have an MMC document:

1. Select the **MMD Information** tab from the top of the page.

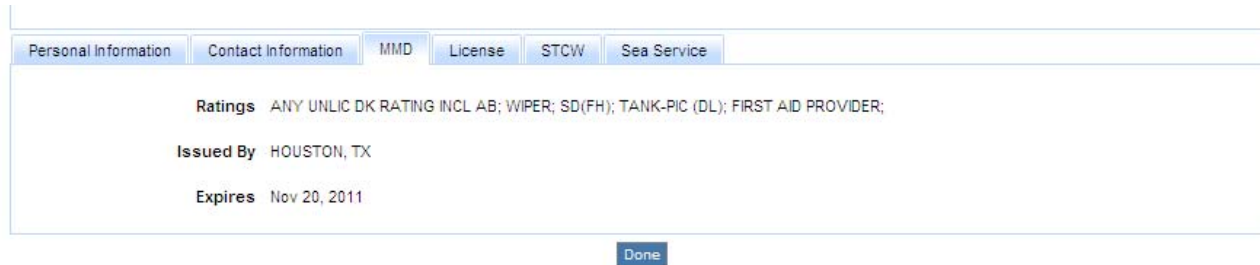


Figure 10 – Mariner MMD Information Page

2. The page displays your MMD information:
 - a. Ratings (separated by commas)
 - b. Issued By (City and State where your MMD was issued)
 - c. Expires (the date your MMD will expire in MM/DD/YYYY format)

4.9 Viewing Your License Information

You can view your license information if you do not have an MMC document:

1. Select the **License Information** tab from the top of the page.

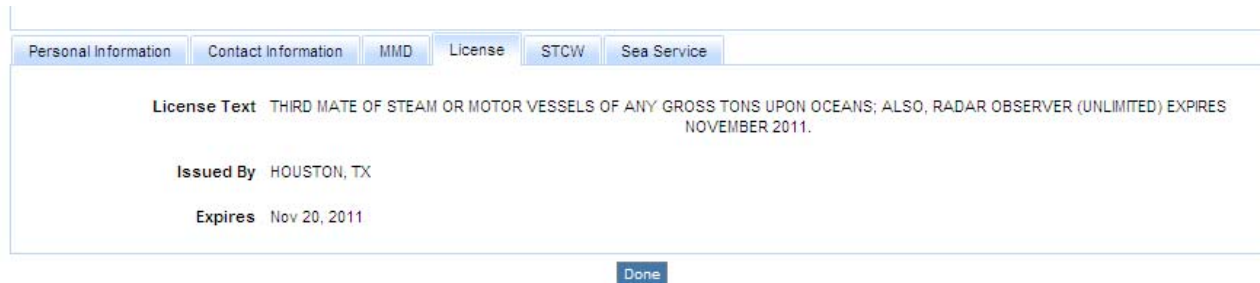


Figure 11 – Mariner License Information Page

2. The page displays your license information:

- a. Ratings (separated by commas)
- b. Issued By (City and State where your license was issued)
- c. Expires (the date your license will expire in MM/DD/YYYY format)

4.10 Viewing Your STCW Information

You can view your STCW information if you do not have an MMC document:

1. Select the **STCW Information** tab from the top of the page.

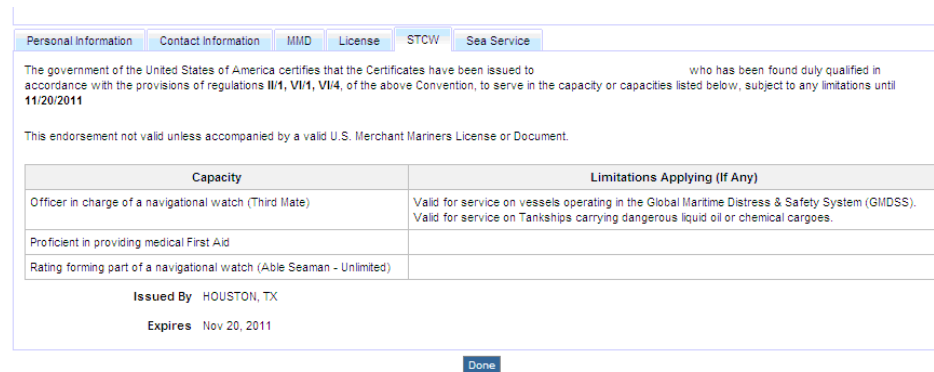


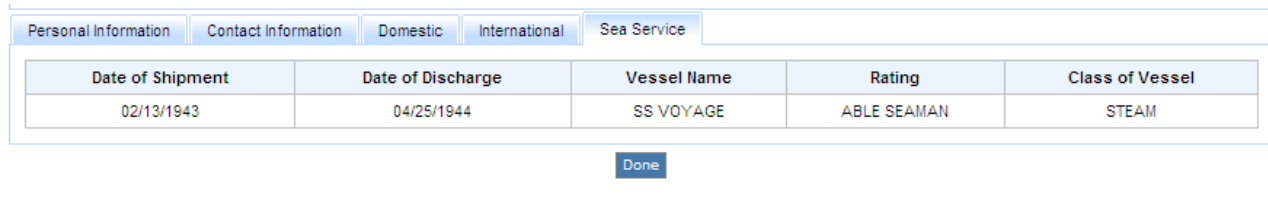
Figure 12 – Mariner STCW Information Page

2. The page displays your STCW information:
 - a. Capacity (list of capacities)
 - b. Limitations, If Any (for each capacity; separated by commas)
 - c. Issued By (City and State where your STCW was issued)
 - d. Expires (the date your STCW will expire in MM/DD/YYYY format)

4.11 Viewing Your Sea Service Information

To view your sea service information:

1. Select the **Sea Service Information** tab from the top of the page.



Date of Shipment	Date of Discharge	Vessel Name	Rating	Class of Vessel
02/13/1943	04/25/1944	SS VOYAGE	ABLE SEAMAN	STEAM

Done

Figure 13 – Mariner Sea Service Information Page

2. The page displays your sea service information:
 - a. Shipment Date (list of shipment dates)
 - b. Discharge Date (for each shipment date)
 - c. Vessel Name (for each shipment date)
 - d. Vessel Class (for the vessel)
 - e. Credentials (for each shipment date; separated by commas)

Appendix A1 Acronyms and Terminologies

This table includes a list of acronyms and terminologies used in this document and their definitions.

Acronym/Terminology	Definition
ISO	International Organization for Standardization
MMC	Merchant Mariner Credential
MMD	Merchant Mariner Document
MMLD	Merchant Mariner Licensing and Documentation
MOS	Mariner Outreach System
Pixel	Picture Element
Q&A	Question and Answer
STCW	Standards of Training, Certification, and Watchkeeping
USCG	United States Coast Guard

Table 1 – Acronyms and Terminologies