Employee Self Service (ESS) User Reference Guide
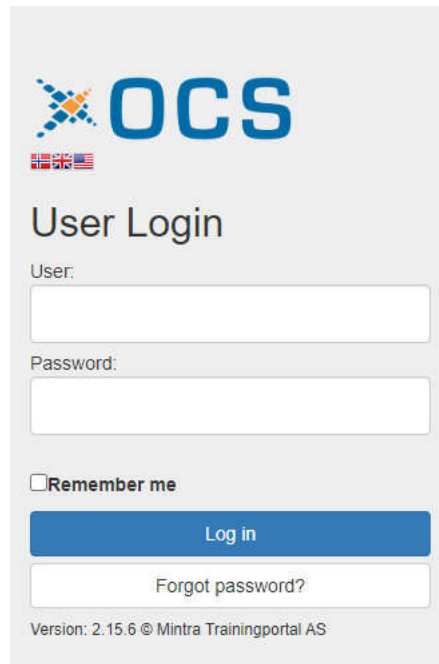
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NOTE:

Preferably use a **LAPTOP** when available for convenience.

SMART PHONE can also be used but in **landscape** mode for the site to display properly.

I.   First Time Logging In:

1. Go to https://ess.hoegh.com/ (Copy paste)
   a. Alternative site link: https://ess.hoegh.com/Login/Login.aspx?ReturnUrl=%2Fdefault.aspx
2. You will be directed to the login page below:

3. Username is "H + Employee Number" (e.g., H10414)
4. Then click the forgot password.
5. This will prompt you **"Do you want to request a new password?".** Click "**Ok**". This will send a reset password link to your registered email address. (Clarify this first with us if you have multiple email addresses)
6. Click the link to reset/assign a new password.
7. Type in your new password and type again to confirm.
8. Click Ok to change password.
9. Then login with your username and new password.

II.   Enabling 2-Factor Authentication

To increase account security, 2-factor authentication should be enabled. This feature sends a code to you (email or google authentication app) each time you log in.
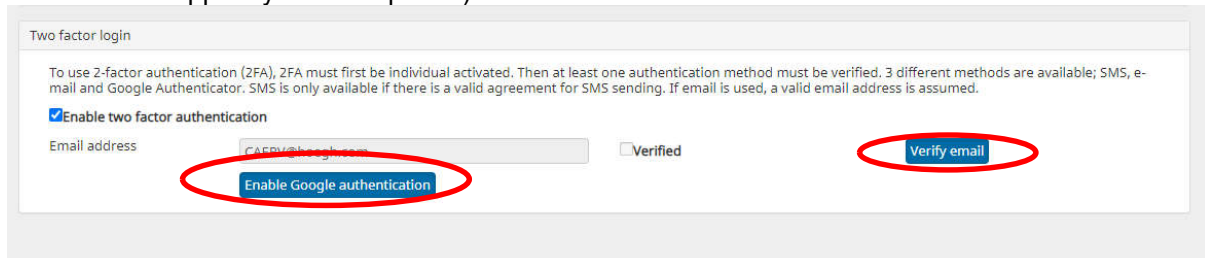
1. On the upper right hand, click your name on the upper right. Then click "Profile".
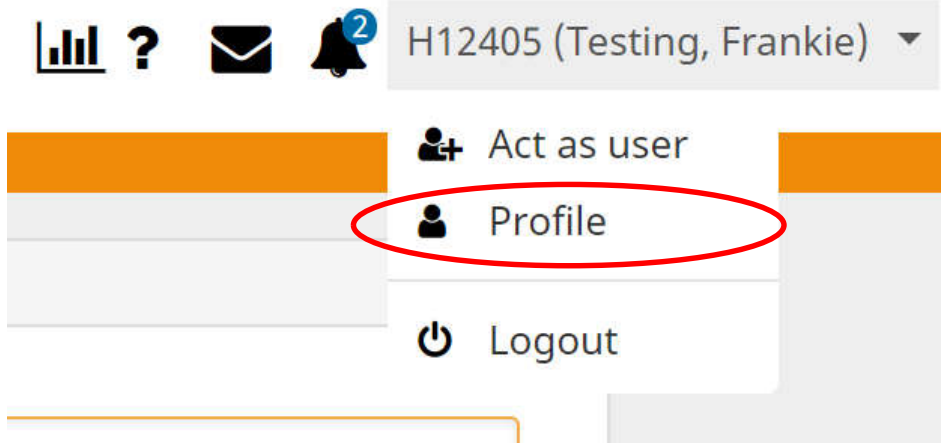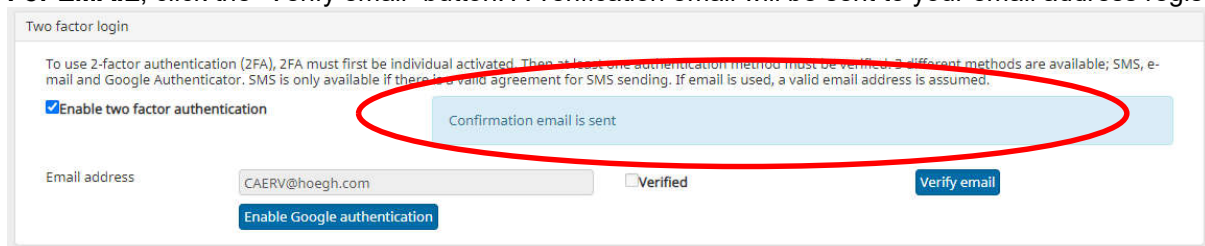

2. At the bottom page you will see "Two factor login". Check the "Enable two factor authentications". box.
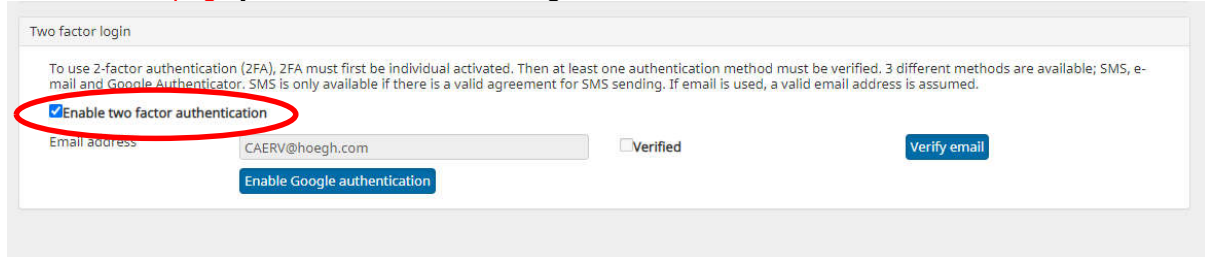

3. You can either select **Email** verification or **Google authentication** (Google authentication requires you to download the app on your smartphone)

4. **For EMAIL**, click the "Verify email" button. A verification email will be sent to your email address registered.

5. You will receive the following link. Once you click the link, account will be verified.
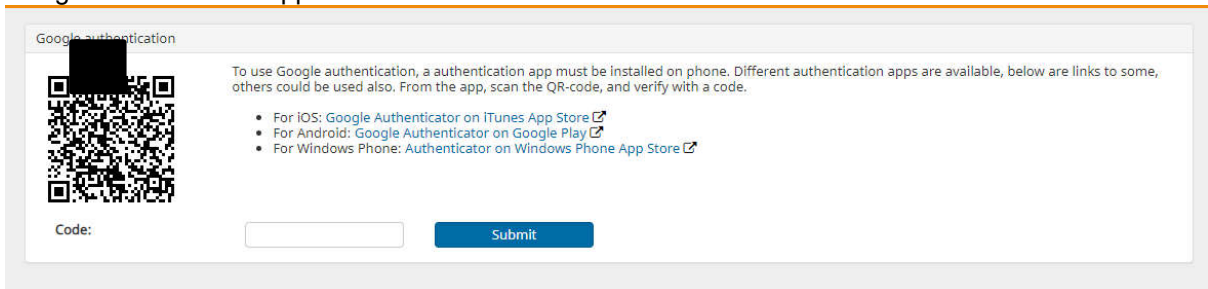

Please confirm your account by clicking here.

Email address verified
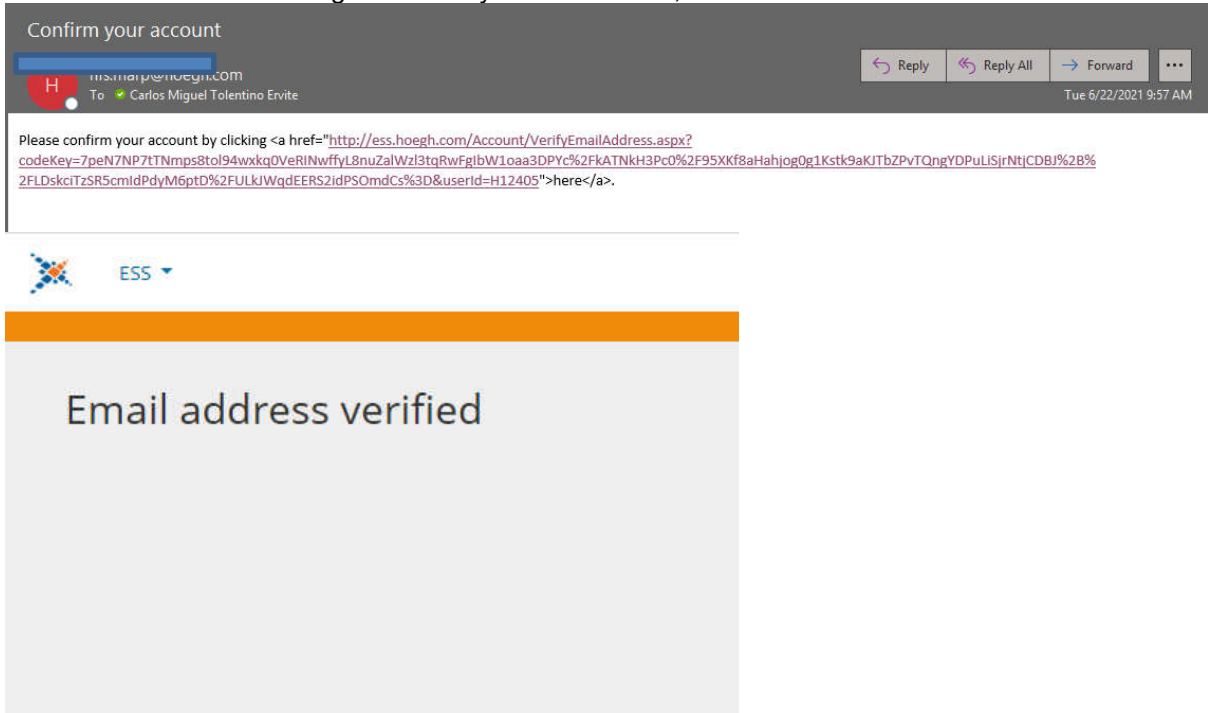
6. **OTP (One Time Password) will be required when logging in.** This will be sent to your email.

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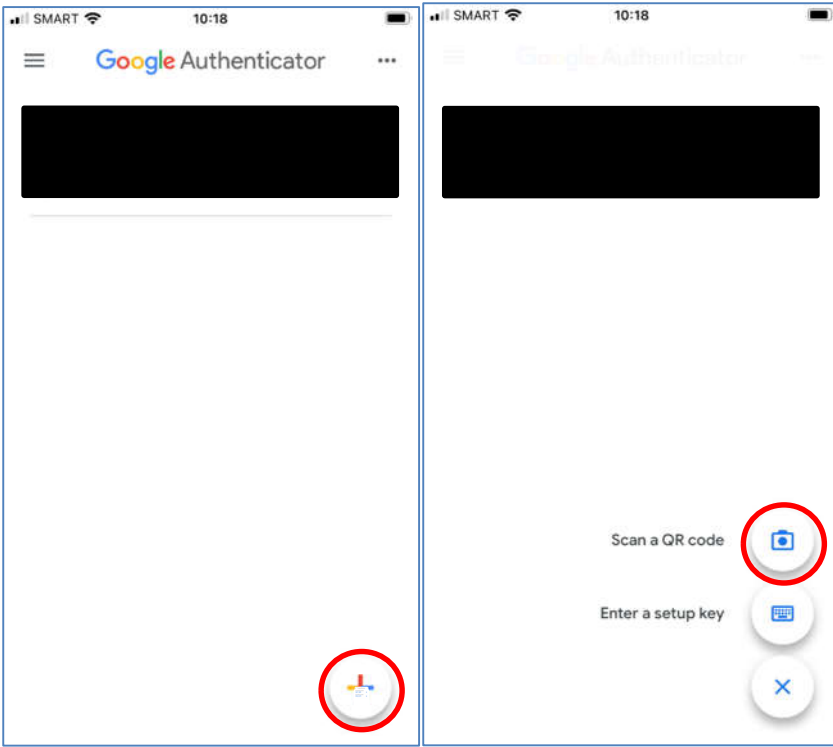
7. **For GOOGLE Authentication**, download the app. on Google Play store or Apple store.

Google Authenticator

8. Click the "Enable Google Authentication" button. Then a QR code will be displayed. Scan this using the Google Authenticator App.

Google authentication

To use Google authentication, a authentication app must be installed on phone. Different authentication apps are available, below are links to some, others could be used also. From the app, scan the QR-code, and verify with a code.

- For iOS: Google Authenticator on iTunes App Store
- For Android: Google Authenticator on Google Play
- For Windows Phone: Authenticator on Windows Phone App Store
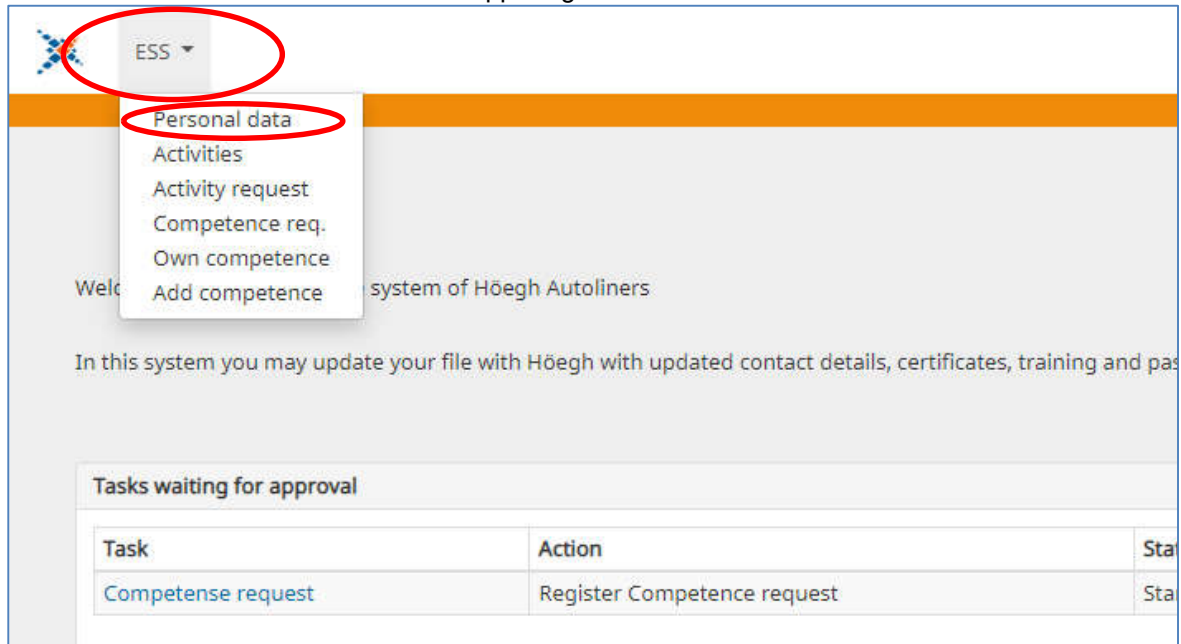
Code:

Submit

9. It will then be added to your google authenticator home page. **The code displayed will be required when logging in (like an OTP).**
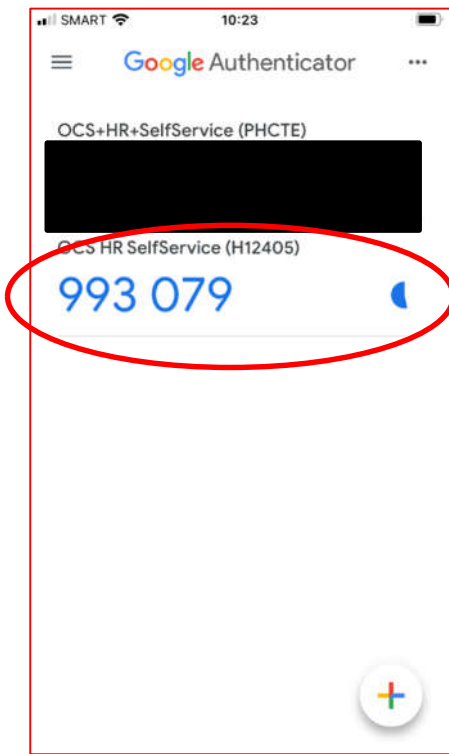
III. Personal Data

In Personal Data, you can update your personal information (e.g., address, contact numbers, email address, Passport, etc.)

1. Hover the mouse over the "**ESS**" in the upper right. Then click "**Personal Data**"

2. To edit the details, click the "**Edit**" button. Editable fields will appear in white (**Contact Info**). Fields in **gray are not editable.** Should there be any need for correction in the gray fields, coordinate this with HFSP Crew Support Systems.
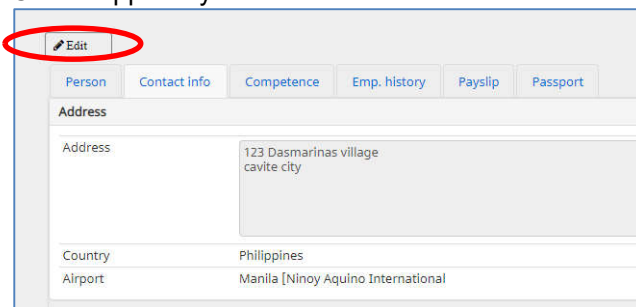
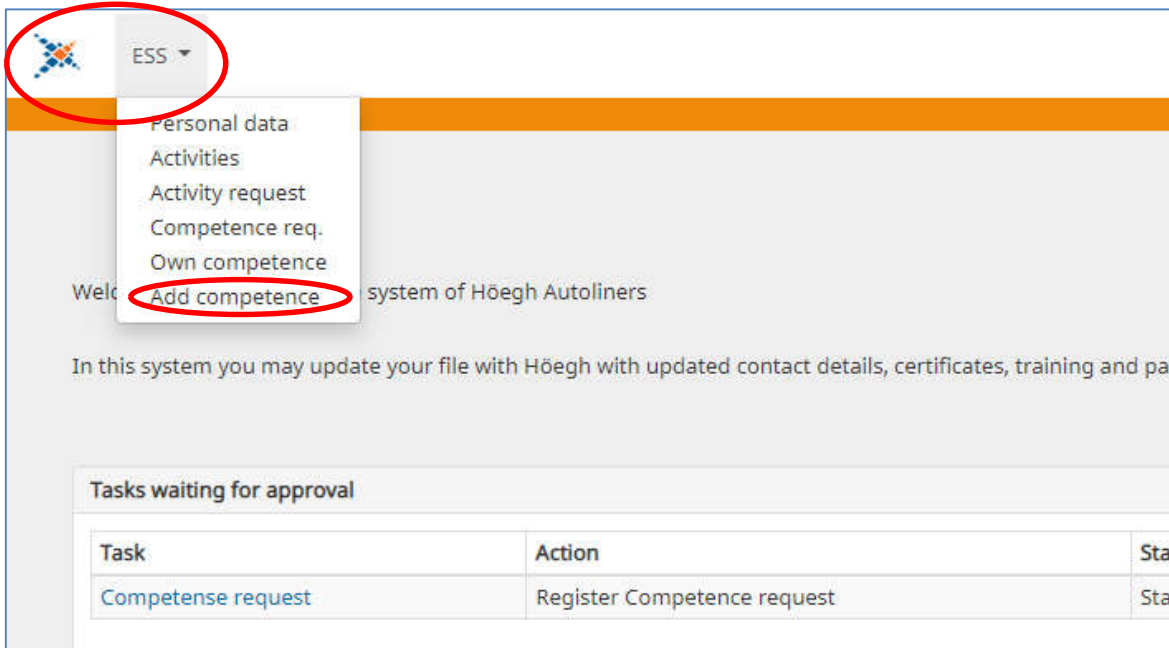3. Once you are done editing/updating your personal info, click "**Save**"
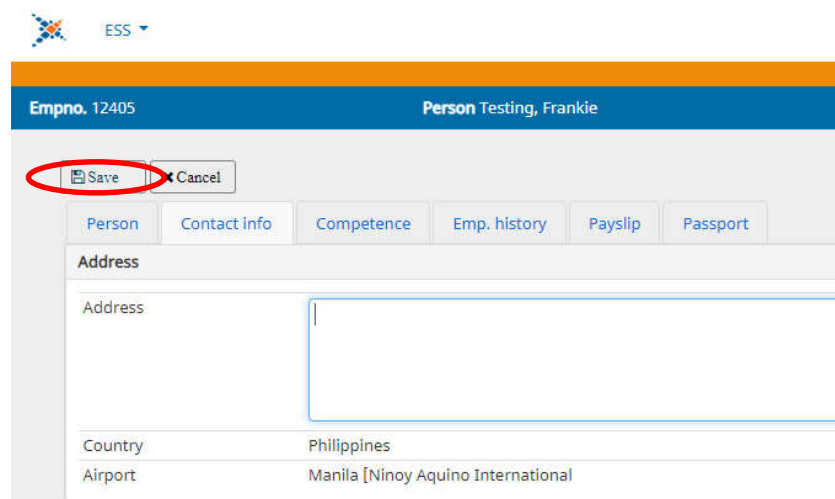
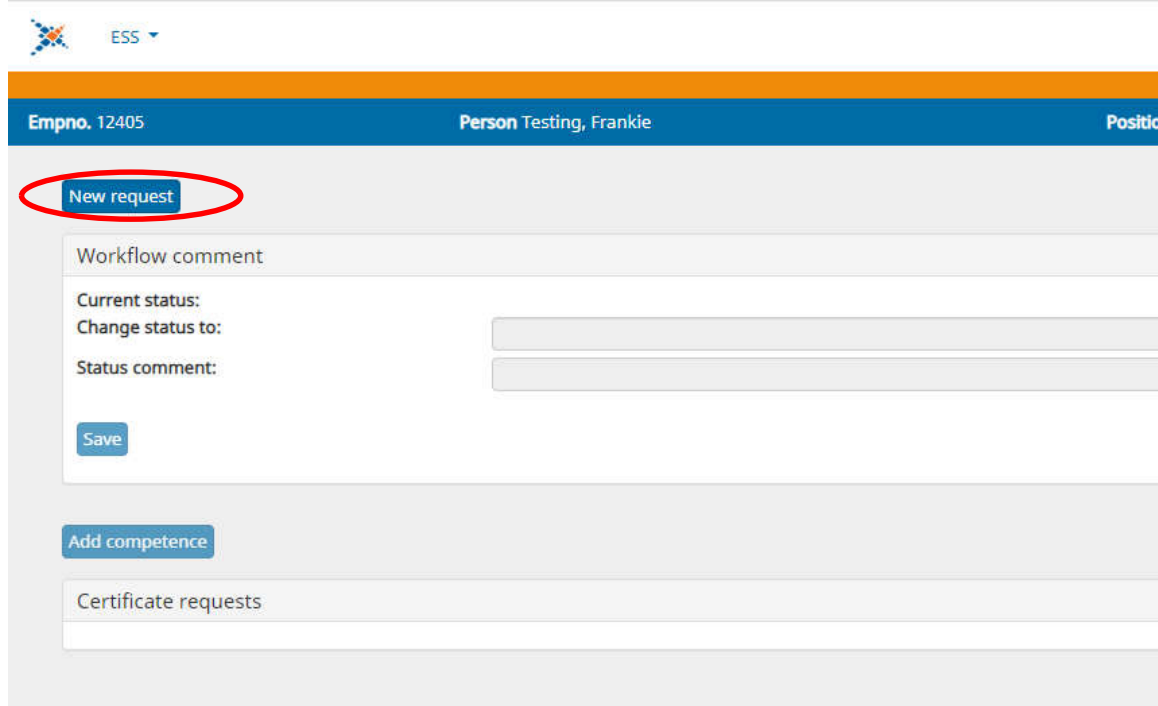**Note**: Passport and Seamans book is updated through "Add Competence" function

IV.   Add Competence

Add competence is a feature in ESS used to encode and upload your certificates & documents without the need to go to the office.
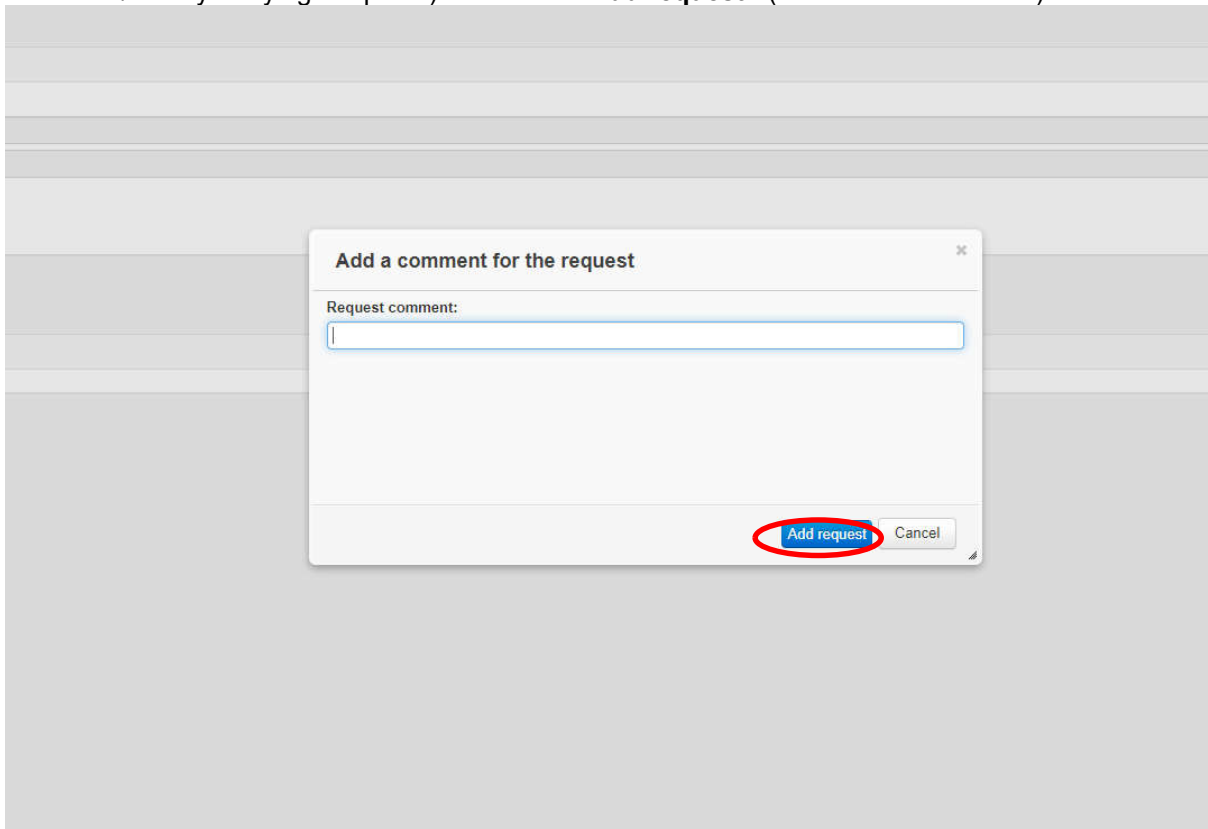
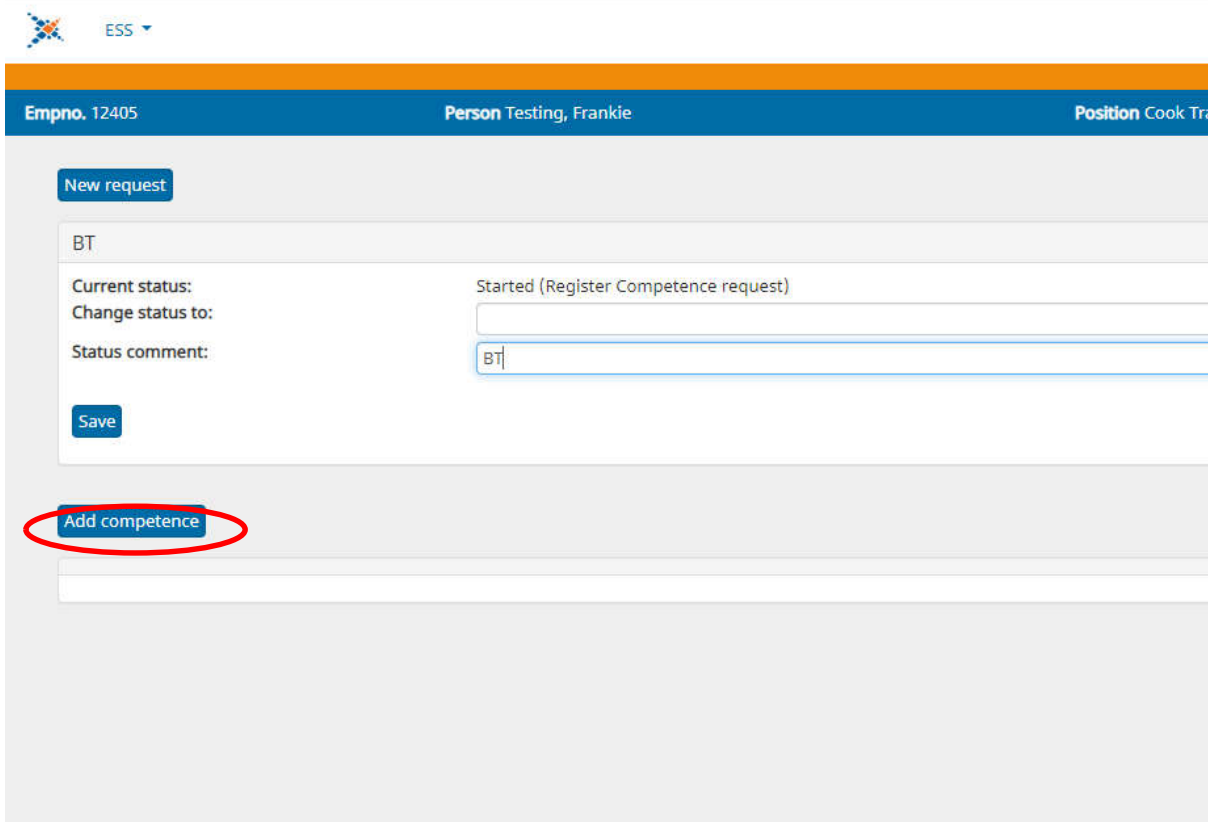1. Hover the mouse over the "**ESS**" in the upper right. Then click "**Add competence**"

2. Click "New request".

3. "Add a comment for the request" window will pop out. Write what is the nature of the request (what document/s are you trying to upload). Then click "**Add request**". (No limit on characters)
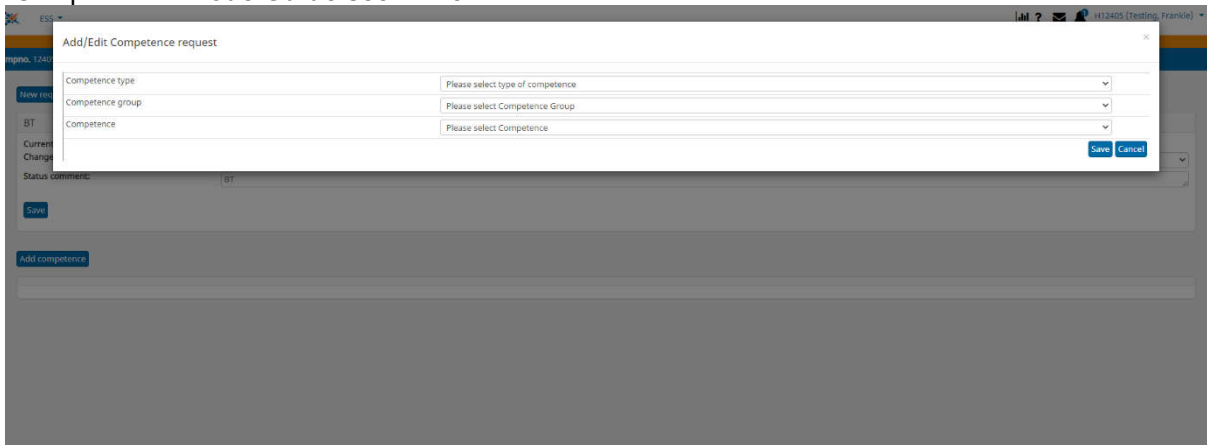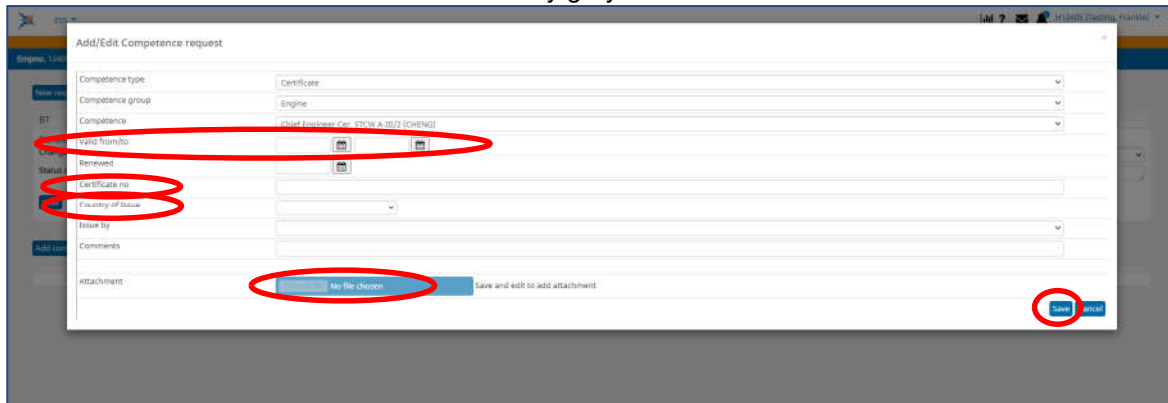

4. Then click "Add Competence"

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5. Add/Edit Competence window will pop up. Fill in the correct "Competence Type", "Competence Group" and "Competence". **Code Guide see Annex 1.**
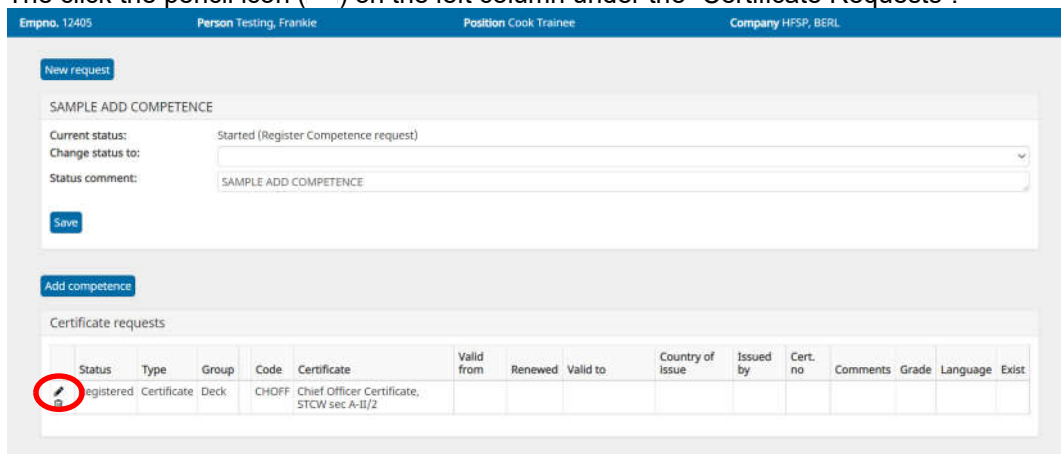

6. **After entering "Competence", wait for the window to refresh** to show additional fields (ref. below). Here you can edit the other details. Please **ONLY** fill out the following:
   a. **FOR CERTIFICATES,**
      i. **valid from**
      ii. **valid to**
      iii. **certificate number**.
      iv. **Country of issue**
      v. **Attachment (PDF)**
   b. **FOR COURSE DIPLOMA**
      i. **valid from**
      ii. **valid to**
      iii. **certificate number**.
      iv. **Attachment (PDF)**
   c. **FOR QUALIFICATION**
      i. **Valid from**
      ii. **Valid to (SSS Loans)**
      iii. **Grade (SSS Loans)**
      iv. **Attachment (PDF)**

7. Take note that the "**Attachment**" will be initially greyed out. **Click SAVE first.**

8. The click the pencil icon (✎) on the left column under the "Certificate Requests":
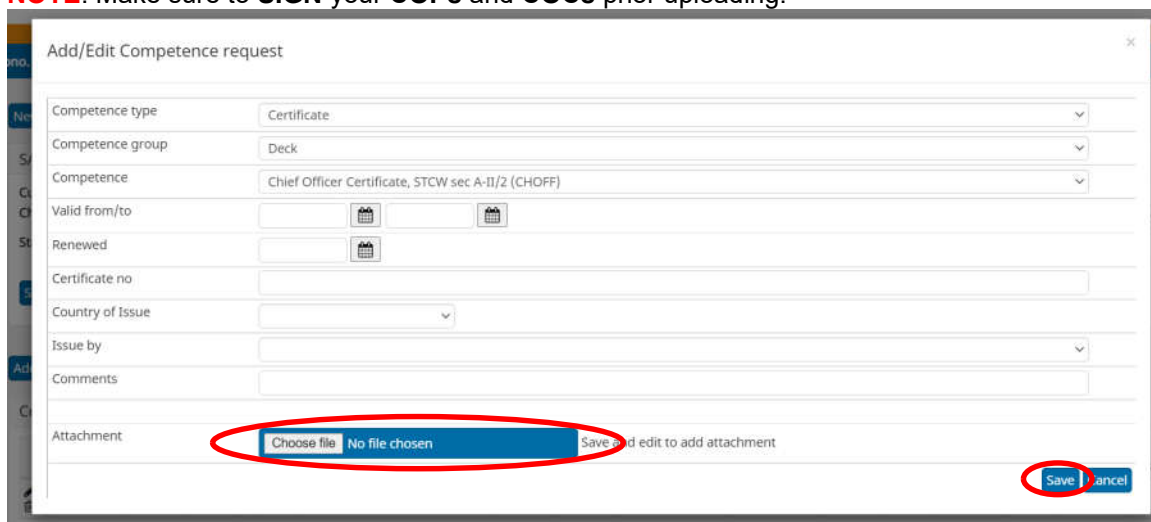
9. Then you can **ADD** the attachment. This only applies to the **FIRST** certificate request. All certificates added after, you'll be able to add the attachment immediately. Then click "**Save**"
NOTE: Make sure to **SIGN** your **COPs** and **COCs** prior uploading.
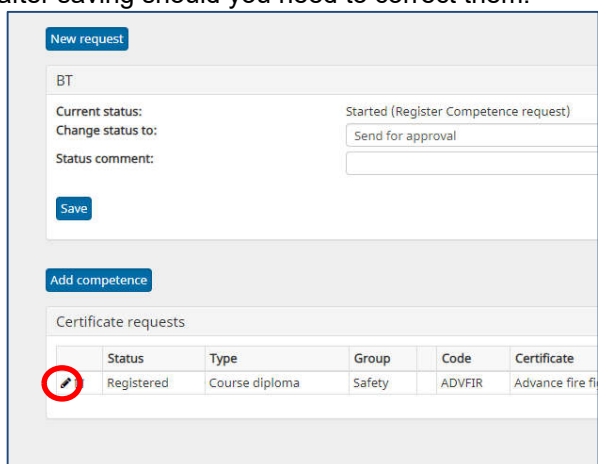
10. You can **EDIT** the certificates you've uploaded by clicking the **pencil icon** at the left side of the document after saving should you need to correct them.

11. You can add multiple competencies to a single request by clicking the **"Add Competence"** button. Then repeat process from **step 5**.

12. **Once you are ready to submit the documents**, change the "**Change competence status to**" to "**Send for approval**".

13. Use the **Status Comment** to indicate, what documents you want you are requesting and what documents you have submitted as a summary. Sample: "**For Approval – BT, PSCRB, ATFF COPs**"

14. Then click "**Save**" this will now send the documents you have encoded for approval.

i. IMPORTANT!

1. **Status Comment** is also used when a request is **rejected** (e.g., wrong data input, wrong/no attachments etc.).
   Status comment displays what needs to be **corrected/done** by the crew to have their request approved.
2. **PDF** format when attaching scanned documents. This is to ensure system can generate reports connected to the competence. Make sure there is an attached file to the competence:

3. **Double Check** all details before clicking save to ensure one-time approval.

a. **FOR CERTIFICATES,**
   i. **valid from**
   ii. **valid to**
   iii. **certificate number**.
   iv. **Country of issue**
   v. **Attachment (PDF)**
b. **FOR COURSE DIPLOMA**
   i. **valid from**
   ii. **valid to**
   iii. **certificate number**.
   iv. **Attachment (PDF)**
c. **FOR QUALIFICATION**
   i. **Valid from**
   ii. **Valid to (SSS Loans)**
   iii. **Grade (SSS Loans)**
   iv. **Attachment (PDF)**

4. **TICK** "move existing certificate to history and create new record with renewed certificate.

Once the crew has done the needed corrections, the crew can type in the status comment stating what changes were made so that the approver will be aware of what was accomplished by the crew.

The status comment has no limit to the number of characters you can type.

V.   Competence Requirement

Competence Requirement is used to know which of your documents/certificates are expiring expired and in need of renewal displayed in a graphic manner which is easy to understand.

1. Hover the mouse over the "**ESS**" in the upper right. Then click "**Competence req**"
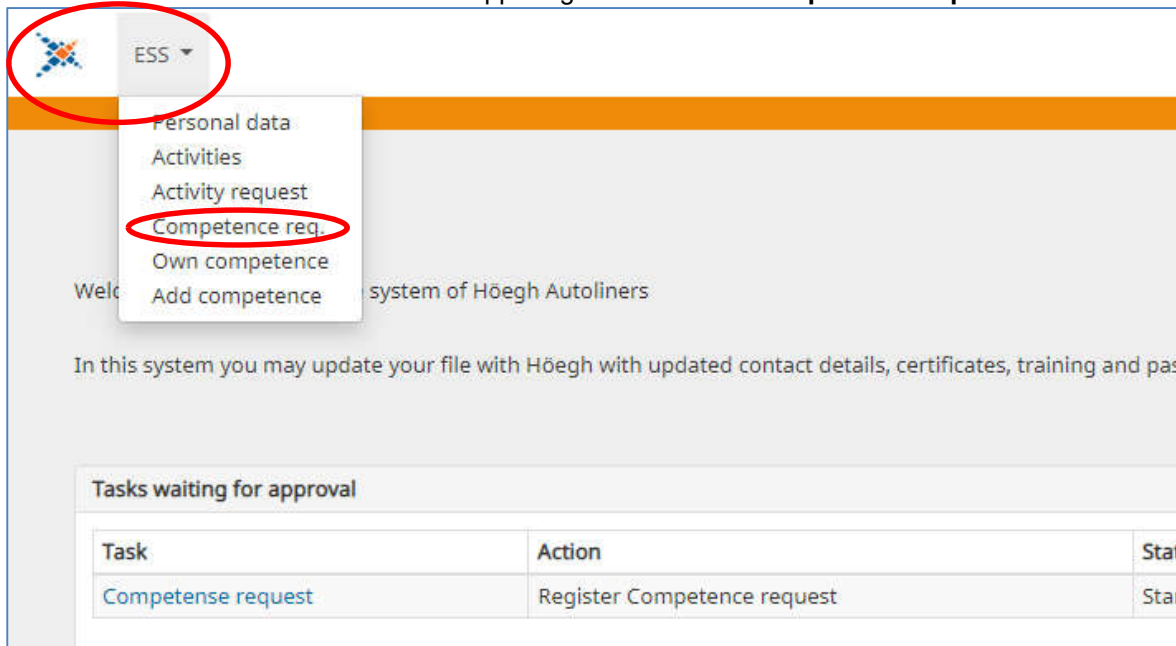
2. Once in the competence req page, select "**Mandatory**" under "**Category**".
3. For the vessel either select **your previous vessel or upcoming vessel assignment**.
4. Then select the appropriate **function/position** relative to you.
5. Then click "**Show**".
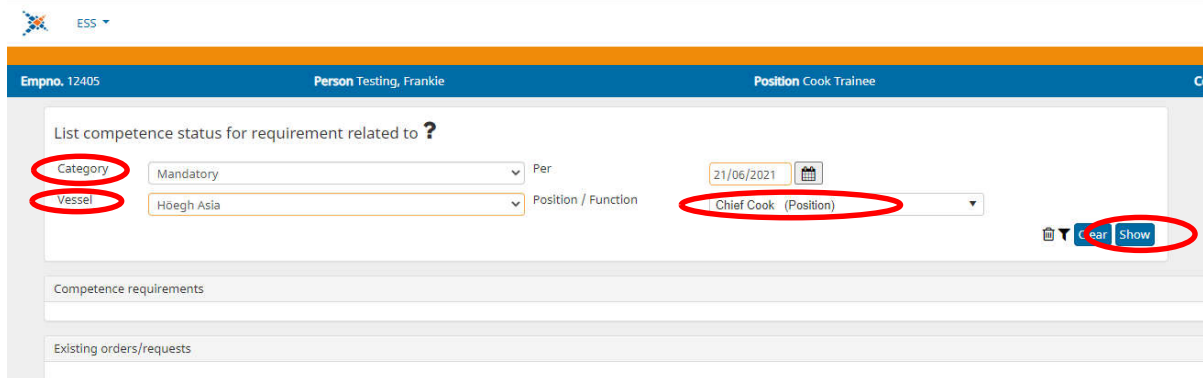
ANNEX 1 - Applicable ESS Competence Codes for Seafarers' Use

Use as a reference when uploading competencies.

Certificate

Type	Group	ESS Code	Document
Certificate	Identity	EREG	POEA E-Registration
Certificate	Identity	SRN	Seafarer's Registration Number
Certificate	Identity	SID	Seafarer's Identity Document
Certificate	Identity	SSPP	Seaman's Passport
Certificate	Identity	SSRB	Seaman's Identification & Record Book
Certificate	Deck	COPASD	COP Able Seafarer Deck, STCW A-II/5
Certificate	Deck	COCCHOFF	COC Chief Officer, STCW A-II/2
Certificate	Deck	COECHOFF	COE Chief Officer
Certificate	Deck	COPGOC	COP General Operator Certificate
Certificate	Deck	COCMASTER	COC Master, STCW A-II/2
Certificate	Deck	COEMASTER	COE Master
Certificate	Deck	COEDECK	COE Deck Officer
Certificate	Deck	COCDECK	COC Deck Officer, STCW A-II/1
Certificate	Deck	COPNAVWAT	COP Ratings Forming Part of a Navigational Watch, STCW Sec A-II/4
Certificate	Engine	COPASE	COP Able Seafarer Engine, STCW A-III/5
Certificate	Engine	COCCHENG	COC Chief Engineer, STCW A-III/2
Certificate	Engine	COECHENG	COE Chief Engineer
Certificate	Engine	ELEC	ETO/ETR - PRC Board Certificate
Certificate	Engine	COCENG	COC Engineer, STCW A-III/1
Certificate	Engine	COCENG2	COC Second Engineer, STCW A-III/2
Certificate	Engine	COEENG2	COE Second Engineer
Certificate	Engine	COEENG	COE Engineer
Certificate	Engine	COPENGWAT	COP Ratings Forming Part of an Engineering Watch, STCW A-III/4
Certificate	Engine	COCETO	COC Electro Technical Officer, STCW A-III/6
Certificate	Engine	COEETO	COE Electro Technical Officer, STCW A-III/6
Certificate	Engine	NC2SMAW	NC2 Shielded Metal Arc Welding (SMAW)
Certificate	Galley	NC1MSM	NC1 Messman
Certificate	Galley	NC3COOK	NC3 Ships Cook
Certificate	Health	COVID19VAX	Covid 19 Vaccine
Certificate	Health	DRUG&ALCO	Drug & Alcohol Test
Certificate	Health	FITMED	Fit w/ Medication certificate incl. Rx.
Certificate	Health	MEDCERT	DOH PEME, Medical Certificate
Certificate	Health	YELLOWVAX	Yellow Fever Vaccination
Certificate	Operational	COPSSO	COP-Ship Security Officer
Certificate	Operational	DRIVERLIC	Driver's License
Certificate	Operational	COPATIGF	COP AT-IGF A-V/3 Paragraph 2
Certificate	Operational	COPBTIGF	COP BT-IGF A-V/3 Paragraph 1
Certificate	Safety	COPAFF	COP Advance Fire Fighting, STCW A-VI/3
Certificate	Safety	COPBT	COP Basic Training, STCW A-VI/1
Certificate	Safety	COPMECA	COP Medicare, STCW A-VI/4.2
Certificate	Safety	COPMEFA	COP Medical First Aid, STCW A-VI/4.1
Certificate	Safety	COPPSCRB	COP Proficiency in Survival Craft & Rescue Boat, STCW A-VI/2.1
Certificate	Safety	COPSATSDSD	COP Security Awareness Training and Seafarer with Designated Security Duties, STCW A-VI/6

Course Diploma

Type	Group	ESS Code	Document
Course Diploma	Deck	ECDIS	ECDIS, Electronic Chart Display Information System
Course Diploma	Deck	ECDISF	ECDIS Specific Furuno FMD3100E
Course Diploma	Deck	ECDISJO	ECDIS Specific JRC Old JAN901B/701B
Course Diploma	Deck	ECDISJN	ECDIS Specific JRC New JAN9201C
Course Diploma	Deck	ECDISK	ECDIS Specific Kongsberg
Course Diploma	Deck	FORKM	Forklift Operation & Maintenance Course
Course Diploma	Deck	GMDSS	GOC/ROC GMDSS Course
Course Diploma	Deck	MLCDECKF1	MLC for Deck Officer, Function 1
Course Diploma	Deck	MLCDECKF2	MLC for Deck Officer, Function 2
Course Diploma	Deck	MLCDECKF3	MLC for Deck Officer, Function 3
Course Diploma	Deck	NAVWAT	Ratings Forming Part of a Navigational Watch
Course Diploma	Deck	NISMARAD	Norwegian Maritime Rules and Regulations
Course Diploma	Deck	OICNWF1A	Officer in Charge of a Navigational Watch, Function 1A
Course Diploma	Deck	OICNWF3A	Officer in Charge of a Navigational Watch, Function 3A
Course Diploma	Deck	TRIMSTAB	Trim & Stability
Course Diploma	Safety	AFF	Advance Fire Fighting, STCW A-VI/3
Course Diploma	Safety	BT	Basic Training, STCW A-VI/1
Course Diploma	Safety	EFF	Extended Fire Fighting
Course Diploma	Engine	ENGWAT	Ratings Forming Part of an Engineering Watch, STCW III/4
Course Diploma	Engine	ETOPROG	ETO Training Program - NTC
Course Diploma	Engine	HIGHVOLT	High Voltage Electrical Course
Course Diploma	Engine	MEC	ME-C Engine Course
Course Diploma	Safety	MEFA	Medical First Aid, STCW A-VI/4.1
Course Diploma	Safety	MECA	Medicare, STCW A-VI/4.2
Course Diploma	Engine	MLCENGF1	MLC for Engine Officer, Function 1
Course Diploma	Engine	MLCENGF2	MLC for Engine Officer, Function 2
Course Diploma	Engine	MLCENGF3	MLC for Engine Officer, Function 3
Course Diploma	Engine	MLCENGF4	MLC for Engine Officer, Function 4
Course Diploma	Galley	CATERNC1	Ship's Catering, NCI Course
Course Diploma	Engine	SMAW	Shielded Metal Arc Welding, NCII Course
Course Diploma	Galley	CATERNC3	Ship's Catering NCIII, Course
Course Diploma	Engine	OICEWF1A	Officer in Charge of an Engineering Watch, Function 1A
Course Diploma	Engine	OICEWF2A	Officer in Charge of an Engineering Watch, Function 2A
Course Diploma	Engine	OICEWF4A	Officer in Charge of an Engineering Watch, Function 4A
Course Diploma	Safety	PSCRB	Proficiency in Survival Craft & Rescue Boat, STCW A-VI/2.1
Course Diploma	Safety	SATSDSD	Security Awareness Training and Seafarer with Designated Security Duties, STCW A-VI/6
Course Diploma	Safety	SO	Safety Officer Course
Course Diploma	Safety	SSO	Ship Security Officer / ISPS Course
Course Diploma	Operational	ATIGF	Advance Training for Ships Subject to the IGF Code, STCW A-V/2
Course Diploma	Operational	BTIGF	Basic Training for Ships Subject to the IGF Code, STCW A-V/1

Qualification

Type	Group	ESS Code	Document
Qualification	Financial	MYSSS	My.SSS Member Info
Qualification	Financial	SSSALARY	SSS Salary Loan
Qualification	Financial	SSCALAMITY	SSS Calamity Loan
Qualification	Financial	PHILHEALTH	Philhealth Premium Contribution