

Skipper4you.com Crew Mobile Application

FAQ (Frequently Asked Questions)





Signing up

How do I register?

Registration is open to the public. Please follow the steps below for a successful registration.

1. Click Registration
2. Enter you first name, last name, email and password
3. Select a workplace (multiple selection) to complete your registration
4. Click Registration to proceed with your registration

How do I log into my account?

If you need to access your Skipper4you.com Crew Application profile, please follow these steps:

1. Select Login
2. Enter your email
3. Enter your password
4. Choose Login to proceed on app

What will happen after I sign up (Login/Register)?

1. By signing up you accept Skipper4you.com terms&conditions.
2. You sign up for an account and create your profile
3. You can update your profile, calendar, get job offers and keep up to date with the latest news. Also, you can request Tech Support or share your Story.



How do I reset my password?

If you have forgotten your password, please use click on the following link [Reset your password](#) to reset your password.

You will be sent details to the email you entered to reset your password. If you aren't to locate the email in your inbox, we recommend checking your Spam or Junk folder.

Click on the link within the email, enter a new password and click Login.

Why am I not receiving any emails from the site?

If you're currently not receiving any emails from the site:

1. Ensure that info@skipper4you.com is added to your safe sender list within your email account.
2. Check your Spam Folder to verify whether the email was sent to your Spam or Junk folder.

Calendar

How do I add a private event to my calendar?

1. The quickest way is to open the calendar and click Add event.
2. Fill in the event details – start and end date, start and end time and event description.
3. Tap Save to create the event.

How to delete a private event calendar on my calendar?

Find the event you want to delete.

When you find the event you'd like to delete click the **x** icon in the top - right corner.

Can I delete a calendar an event owned by Skipper4you.com?

No, you can't.

You can only delete your private events from your calendar, but you can't delete events owned by Skipper4you.com.

Can other users see my Calendar?

Other users cannot see your calendar. Your Calendar is not shared with anyone, so your events are not either.



Can administrator see my Calendar?

Yes, only administrator can see your calendar and events.

Is calendar safe to use?

Yes, your calendar is safe to use. Skippe4you.com Crew Application calendar keeps all your events information secure and private.

Is there a printed calendar available?

Yes, there is. Printed calendar is available as a PDF download.



Profile

How do I update my profile?

1. Open Skipper4you.com Crew Application
2. At the top, click on the icon my profile
3. Click edit my profile
4. Edit all info you want to add or change
5. Save your changes

What kind of profile photo should I upload?

We recommend that you upload photo that showcase whole figure without sunglasses and if possible related to sailing.

Will I be able to update my registration details at a later date?

You can update your details at any time! For example, if you want to add a new event in your calendar or if you want to share your experience about the actually Tech Support you can add this information whenever you want to.

What are potential errors?

To register, you need to complete all required fields within the registration form. If you have difficulty registering, check for warning in regards to a missing field (Missing Required Information).

My Documents

How do I upload my documents?

1. Go to My documents
2. Click Add document
3. Choose document you want to upload from your mobile device

What type of documents should I upload?

You should upload different type of documents such as sailing license, ID photo, resume, etc.

What if I don't have a resume to upload?

If you don't have a resume, you have an opportunity to enter all of your information in your profile. Once your profile is complete, you are prompted to download your resume by clicking the button DOWNLOAD on your profile.

Can I delete the documents which I uploaded?

Yes, you can delete uploaded documents by yourself.

Can Skipper4you.com share documents with me?

Yes, Skipper4you.com can share different documents with you.



Can I delete documents shared by Skipper4you.com?

Unfortunately not. You can only delete documents uploaded by yourself.

Story

How can I add new story?

When you share your story, you can add photo and your location to tell people you're at a specific place.

To add a story, tap on + (add new story) in the upper left corner of your screen.

Add new your story by:

1. choosing the photo from your gallery,
2. editing a photo description/explanation and
3. adding your location (automatically GPS location if available or type your information into the field)
4. When you are ready to share new story, click Share your story.

Why are stories important?

Stories are important because sharing stories help us with communication, making decisions and confidence. Sharing stories helps with educational achievement and it can lead to social empowerment. There are many benefits with sharing stories.

Who is allowed to see my stories?

Your stories are public and all Skipper4you.com Crew Application users can see your story.

Can my stories be shared?

No, other users can't share your stories.



How long do Skipper4you.com Crew Application story last?

When you create a story on Skipper4you.com Crew Application, you can share only photos that will only be visible for 48 hours.

Can I react to someone story?

You can only react to stories shared by other users from Skipper4you.com Crew Application.

To react to a someone's story:

1. Go to the Stories section at the top of your Home/News Feed.
2. Click to view a story
3. Click to user name at the bottom of the story
4. Start a conversation and send a message

Messages

Who can I message?

You can send a message to anyone who shares a story.

How do I send a direct message?

You can send direct message to someone. For more information read [**Can I react to someone story?**](#)

Can I view my messages?

Yes, you can. Your messages are located in in the top right corner of your Skipper4you.com Crew Application.

Can I start conversation with Administrator?

Messages enable only possibility of one way communication, from the sender – administrator to the receiver - crew member. There is an opportunity for the receiver to give feedback to the sender.



News

Who can create and modify the News on Skipper4you.com Crew Application?

Only Administrator can create, modify and share News with the users.

How do I subscribe for Skipper4you.com News?

You don't need to subscribe to Skipper4you.com News.

Skipper4you.com News is available to everyone on Skipper4you.com Crew Application.

What is the main purpose of the News?

Reading the News keep you informed and involved in your community.

The News keep you up to date with the latest nautical news and information related to charter, crew members, terms&conditions and insides by Skipper4you.com.

TECH Support

How can I request Tech Support?

If you need to request TECH Support, please follow these steps:

1. Click the button REQUEST SUPPORT
2. Please fill in all fields - make sure to provide detailed and clear description!
3. Click Save to submit your TECH Support.

What information should I provide?

Make sure to provide detailed and clear description and include steps you have taken to solve the problem and conditions that crew should consider. Depending on the nature of your problem crew will help you find a solution.

Will I be able to search all of the previous TECH Supports?

Yes, you will be able to search all of the previous TECH Supports. TECH Support icon is located in the Menu icon, upper-left corner. Also, you can type a yacht name in the **Search** field.

Will I receive a notification when someone replies to my TECH Support?

Yes, you will receive a notification when someone replies to your TECH Support.