VOYAGER

Quick start guide

Everything you need to know about:

FLEET INSIGHT

This guide explains how to get started with the Voyager Fleet Insight from Voyager Worldwide.

It includes a summary of the service, how it works, answers to questions you may have and other useful information. If you need any further support you can contact any of the following Voyager Worldwide offices at any time. We will be pleased to help. 24/7.

Get Voyager support.
For technical support email support@voyagerww.com or contact your preferred Voyager Worldwide office from the options right:

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Hamburg
T: +49 40 374 8110

Greece
Athens
T: +30 216 400 5000

Japan
Kobe
T: +81 78 332 3422

Yokohama
T: +81 45 650 1380

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T: +90 216 493 7401

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T: +44 1224 595 045

North Shields
T: +44 191 257 2217

USA
California
T: +1 562 590 8744

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Access to VFI

How to access VFI

To access Voyager Fleet Insight simply type https://vfi.voyagerww.com into any web browser.

You can do this from any location, and from any web enabled device. The user interface is optimised for large tablet or PC/laptop-based browsers. We recommend you use www.vfigo.voyagerww.com on smartphones.

You will have been provided with a VFI username (generally your email address) by email and asked to set your password by clicking the Reset Password button the first time you use the system.

If you have forgotten your password at any time simply click Reset password on the login screen and follow instructions.

Your personal access to VFI

Your personal user profile controls which VFI services and modules you can access, and which fleets you can see. These control the modules you can see in the left hand vertical bar on your screen. There are three levels of VFI service – Basic, Essential and Professional.

All users have access to the VFI 'Home' view which provides a summary of the vessels in a fleet. Customers that buy their navigation supplies from Voyager Worldwide have access to **VFI Basic** which includes Vessel tracking, Route and catalogue ordering, Subscription and Compliance management and PSC inspections, helping to monitor and manage their day-to-day operations.

VFI Essential provides access to the Premium vessel tracking (live and historic data), Port call history, KPI reporting, Reports, Route monitoring and Wallboard feature. You will see these if you have subscribed to the service or if you have taken a trial of the service for a limited period.

VFI Professional includes everything in Essentials plus CMAP charts, Maritime weather, Maritime security, Territorial waters, Adjacent fleet positions, MARPOL management and Alerts. You can also add AVCS Online if you would like to access official ENCs from shore.

VFI help and information
A comprehensive VFI User Guide can be viewed and relevant sections downloaded from within the VFI platform. Simply click on the user icon towards the top right of the screen and select Help. There are also detailed information panels available alongside most of the internal options, to describe the map content, overlays and data grids. These are available via the two large ? buttons above the map and above the data grid area.

Using VFI

How to access VFI

VFI has a consistent user interface across all modules and functions. Initially when you login, you will see a map showing the latest recorded position of each vessel in the currently active fleet, with a 24 hour "mouse trail" of recent movements.

If you hover over any of the icons (orange at sea, green in port) you will see key information about that vessel including how long it has been there if stationary as well as brief vessel information such as name, IMO number, type and flag country.

Positional information is updated every hour in the free VFI Basic service option and every 10 minutes in the VFI Essential and VFI Professional service options. This AIS information is picked up via satellite and terrestrial receivers whenever a vessel has their AIS terminal active.

The map

The map area is used by most of the modules and data views in VFI. You can zoom with a mouse scroll wheel or via the +/- buttons on the map. You can move the map around (pan) by clicking and dragging in the normal way. Your current mouse position as latitude and longitude, and current map scale, are shown in the top right corner of the map. If you are a Premium/Plus subscriber you can also opt to use CMAP charts as your base map layer.

The data panel

To get started with VFI, click on the Home button on your landing page and a second panel will open on the left, entitled Vessel Summaries. In other modules you may see more than one subject area. You will then see subheadings normally for each of the vessels in the fleet and can open any one of these to see more detail. In this case click on a vessel to bring up a detailed data panel showing a range of information for that vessel.

In other modules, this could be a panel relating to Bundle usage by the vessel, PAYS (Voyager Open Permit) usage, digital or paper inventory, ENC usage, port visits etc. In most cases the content of this detailed data panel provides links to show further data on the map and in the data grid as described below. Simply click anywhere on any row with an arrow to drill through to this detail.

The data grid

In addition to viewing data such as historic tracking, port visits, and chart or digital publication holdings on the map, you can also see the underlying data in a grid form below the map.

You will have seen this in the initial landing page and when using the Home button - a grey bar below the map, with a number of action arrows. Use the up and down arrows to control the height of this area and the other arrows to control the width. Sometime this panel will open as full height where the content (e.g. technical library publications) cannot be shown on the map.

The grey heading will always contain an Excel Export button – simply click on that and a Microsoft Excel spreadsheet of the current data in the grid will be downloaded to your browser as an .xlsx.

Troubleshooting and exploring further

Trouble shooting

A comprehensive VFI User Guide can be viewed and relevant sections downloaded from within VFI. Simply click on the user icon towards the top right of the screen and select Help.

A Troubleshooting section towards the back of the electronic Guide which identifies some of the problems you may encounter (as with all web-based systems) and how to resolve them, and also how to provide other feedback and requests back to Voyager Worldwide.

Exploring Further

If you have the VFI Essential package, you can for instance use the position tracking to view historic movements of a vessel (as far back as 2015). You will also see options which combine chart and ENC purchases against vessel tracking lines for the same period to understand the efficiency of chart purchasing on your vessels.

As well as looking at individual vessel behaviour you can look at the ports that your fleets use, the ports where your vessels are most frequently inspected and the outcomes and also details of other PSC inspections undertaken by ports to help you prepare for port arrival.

If you have subscribed to VFI Professional services you will be able to view vessel positions overlaid on CMAP charts, together with weather, MARPOL areas, territorial limits and maritime security information. You will also be able to view vessels that are adjacent to vessels in your fleet.

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TYPE APPROVED PRODUCT
DNV·GL
MARITIME

Safe. Port to Port.