

# myDromon.com

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TECHNICAL PUBLICATION

## MyDromon

Frequently Asked Questions

July 2021

# REVISION HISTORY

Initial

July 2021

Initial issue

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# INTRODUCTION

myDromon is a user-friendly web-based application designed to assist Surveyors in surveying, reporting and certifying ships as well as seamless communication with Dromon Head office transforming the surveying procedure paperless and consequently digital.

Among others, the platform provides:

- Online instructions to Surveyors;
- Electronic checklists and certificates; and
- Online verification of certificates.

Major benefits:

- Fast & secure;
- Eliminating time difference between the zones; and
- Access 27/4 to ship's records.

# GENERAL

## 1. What is the purpose of myDromon?

myDromon has been developed to assist Surveyors in surveying, reporting and in the general communication with Dromon Head Office. Of course, the platform will be further enhanced in the near future.

## 2. How can I access myDromon?

myDromon is a web-based application and can be accessed from any web-browser, through PCs, tablets or smartphones through: [mydromon.com](http://mydromon.com)

## 3. How can I activate and/or access my account?

An invitation email will be sent to your email, that includes the information needed to access your account.

## 4. What happens if I forgot my password?

You can reset your password by clicking 'Forgot password?' at the login page. An email with instructions on how to reset your password will be sent to your email address.

## 5. Will any updates affect my work?

myDromon is an online platform and any updates will not affect any of your work.

## 6. What are the main services of myDromon?

- Direct communication of Dromon Head Office with Surveyors / Auditors / Verifiers is achieved through myDromon.
- Electronic certificates are issued from the users through the platform
- Survey reports and supporting documentation are included electronically in the platform.

Of course, many enhancements and features should follow in the forthcoming months.

## 7. What are the advantages of using MyDromon?

- The platform is fast and secure.
- Eliminates time difference between different time zones.
- It gives access 27/4 to ship's records.

#### 8. Does MyDromon work offline?

At this point, the platform works when internet connection is available to the User. This is an enhancement included in our to-do list. In case no Wi-Fi shall be available on board. As an alternative, we can recommend the use of 4G through your smartphones with hotspot sharing of internet or tablets with unlimited internet SIM Card.

#### 9. How can I include my electronic signature in the platform?

Through the User's page. The signature can be drawn using a computer mouse or a touchscreen. The user can also upload the signature as an image.

#### 10. What type of notifications will a User gets?

When the User is assigned in a task a notification will appear at the up right corner of myDromon. An email will be also delivered to the User's email account advising that he/she has been assigned to a specific assignment.

#### 11. What if assistance is needed?

If assistance is required or a bug is found, you may send an email to [support@dromon.com](mailto:support@dromon.com). Recipients will reply promptly depending on the issue's importance. Of course, your Dromon Head Office colleague can also assist in an urgent case.

#### 12. Where can I find the Quality System procedures?

Dromon Quality system procedures, Working Procedures, Toolbox Talks can be found in the "Quality System Procedures" under the "Activities" tab, as shown in the image below.

Administrator  
Online

Search...

MAIN NAVIGATION

- Dashboard
- Vessels
- Companies
- Activities
- Tasks
- Calendar
- Assignments
- Quality System Procedures**
- Port state controls
- Recommendations
- Non conformities

## Quality System Procedures

Home > Procedures

### Procedures

Search:

#	Name	Code	Convention	Category	Revision	Status	Notes	Actions
7	Ship's Transfer of Certification	QSP 3.1-1/Form 01	Other	General	7	Active		
6	Procedural Requirement for Confined Space Safe Entry	QSP 2.2-22	Other	General	2	Active		
5	Risk Assessment Methodology	QSP 2.2.17	Other	General	3	Active		
4	Numbering and Indexing	QSP 2.2-4	Other	General	19	Active		
3	H&S Method Manual	QSM 6.2	Other	General	4	Active		
2	H&S Risk Assessment Manual for Ship Inspectors	QSM 6.1-2	Other	General	6	Active		
1	Code of Ethics Manual	QSM 03	Other	General	6	Active		

Showing 71 to 77 of 77 entries

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# ASSIGNMENT

## 13. What type of media can I import to the system?

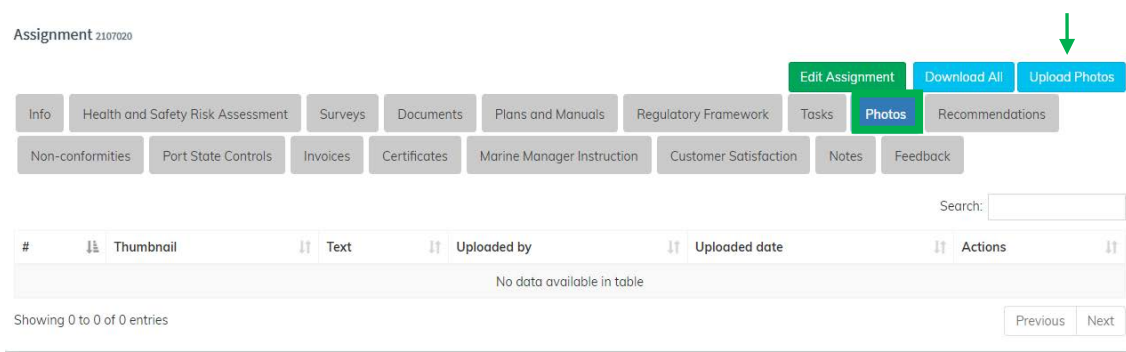
The platform accepts Images and Videos. For flexibility, the system accepts both JPEG and PNG image formats. For supporting documentation, the system accepts PDF, JPEG and PNG formats.

## 14. Will the User have restrictions?

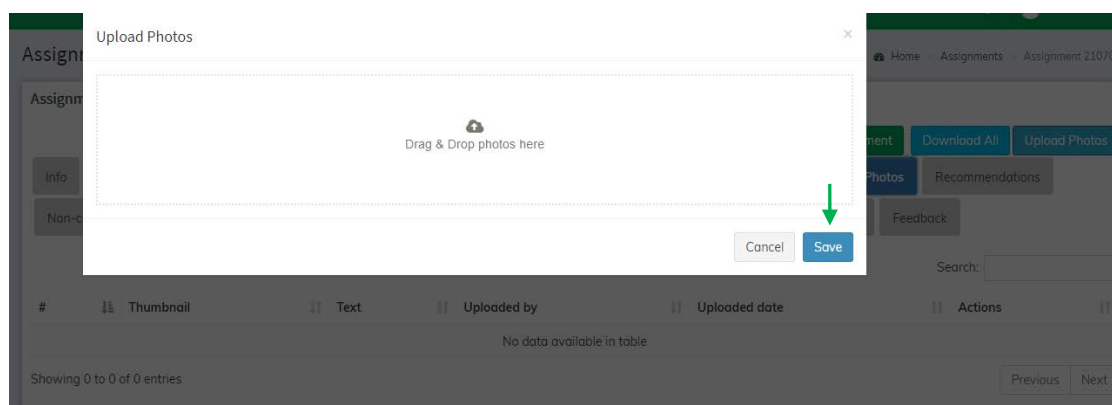
A User currently is not restricted in issuance of certificates without reports, supporting documents, etc. DBS kindly asks all Users, though to cooperate in order to achieve a better and smoother cooperation and avoid including any restrictions on a later stage. Users will have to complete the whole assignment, including all survey reports, supporting documentation and photos.

## 15. How the photos inside an assignment be uploaded?

A User can upload media from the Photos tab as shown in the image below. The “Upload Photos” tab then, need to be clicked.



Photos can be uploaded with a Drag & Drop feature. And by clicking the “save” button.



All photos then appear in list and the User may include a description, if required.
















Assignment 2107020

[Edit Assignment](#)
[Download All](#)
[Upload Photos](#)

[Info](#)
[Health and Safety Risk Assessment](#)
[Surveys](#)
[Documents](#)
[Plans and Manuals](#)
[Regulatory Framework](#)
[Tasks](#)
[Photos](#)
[Recommendations](#)

[Non-conformities](#)
[Port State Controls](#)
[Invoices](#)
[Certificates](#)
[Marine Manager Instruction](#)
[Customer Satisfaction](#)
[Notes](#)
[Feedback](#)

Search:

#	Thumbnail	Text	Uploaded by	Uploaded date	Actions
1207		<a href="#">Empty</a>	Administrator	16/07/2021	 
1208		<a href="#">Empty</a>	Administrator	16/07/2021	 
1209		<a href="#">Empty</a>	Administrator	16/07/2021	 
1210		<a href="#">Empty</a>	Administrator	16/07/2021	 
1211		<a href="#">Empty</a>	Administrator	16/07/2021	 

By the same means, videos can be also uploaded.

The platform is also able to receive large size files.

### 16. How the supporting documents can be uploaded?





















A User can upload the requested supporting documentation from the “Documents” tab and through the Upload button, as shown in the image below.

Assignment 2107020

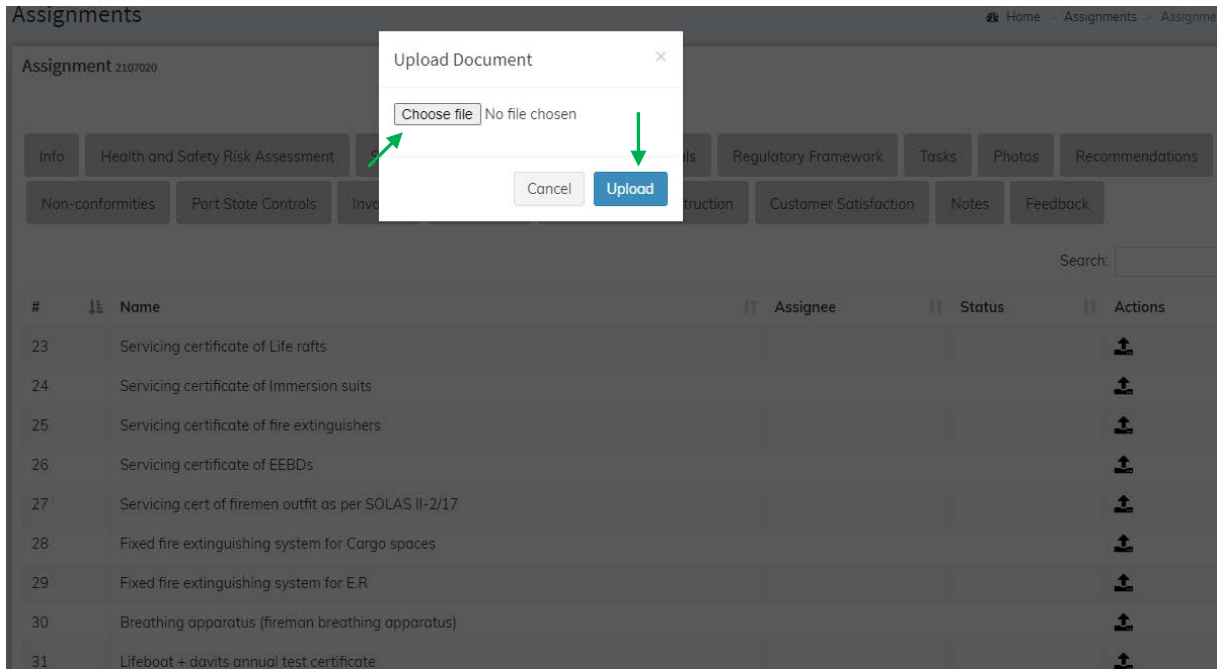
[Info](#)
[Health and Safety Risk Assessment](#)
[Surveys](#)
[Documents](#)
[Plans and Manuals](#)
[Regulatory Framework](#)
[Tasks](#)
[Photos](#)
[Recommendations](#)

[Non-conformities](#)
[Port State Controls](#)
[Invoices](#)
[Certificates](#)
[Marine Manager Instruction](#)
[Customer Satisfaction](#)
[Notes](#)
[Feedback](#)

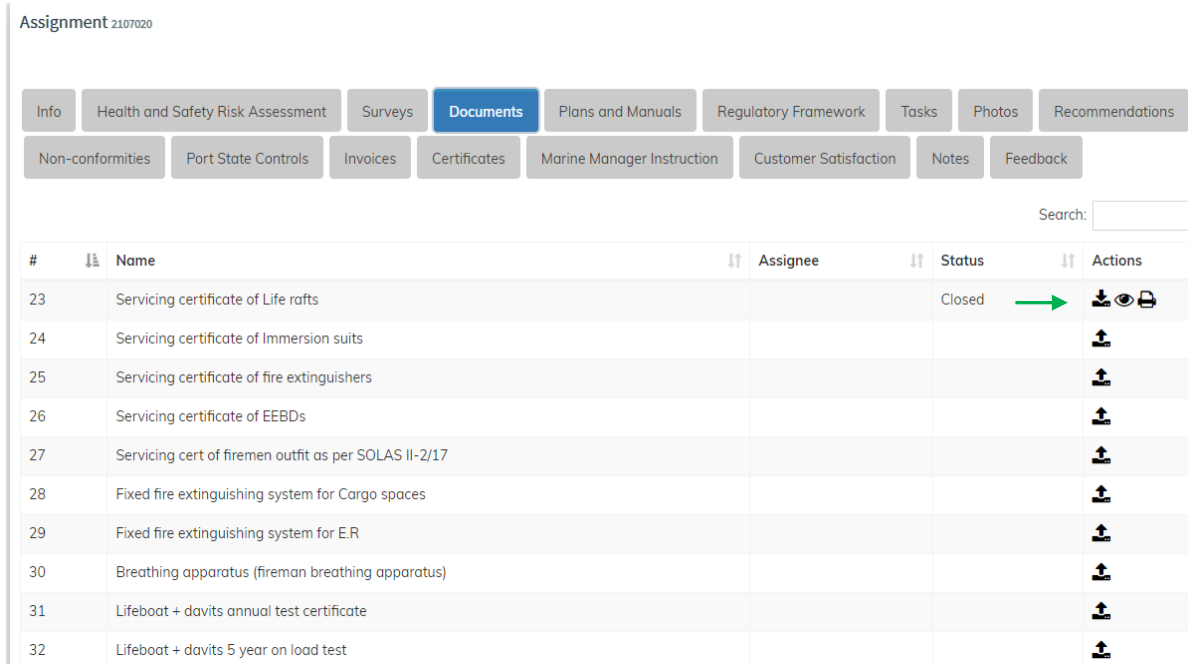
Search:

#	Name	Assignee	Status	Actions
23	Servicing certificate of Life rafts			 
24	Servicing certificate of Immersion suits			 
25	Servicing certificate of fire extinguishers			 
26	Servicing certificate of EEBDs			 
27	Servicing cert of firemen outfit as per SOLAS II-2/17			 
28	Fixed fire extinguishing system for Cargo spaces			 
29	Fixed fire extinguishing system for E.R			 
30	Breathing apparatus (fireman breathing apparatus)			 
31	Lifeboat + davits annual test certificate			 
32	Lifeboat + davits 5 year on load test			 

Supporting documents can be uploaded by “Choose file” button and by clicking then save.



The uploaded document will be amended so it can be viewed online or printed, as shown in the image below.



### 17. Will the survey checklists be filtered?

This is among other enhancements that are to be done in the platform. The system will auto-filter questions depending on the ship’s gross tonnage, year of built, flag, etc and non-applicable questions will not appear in the survey checklist.

## 18. How can recommendations and non-conformities be issues?

The two tabs in the assignment, “Recommendations” and “Non-conformities” have the same approach in functionality. When a Surveyor / Auditor would like to issue a recommendation he should click on the “Add New Recommendation” button, as indicate below.

Assignment 2107020

Info Health and Safety Risk Assessment Surveys Documents Plans and Manuals Regulatory Framework Tasks Photos **Recommendations** Non-conformities Port State Controls Invoices Certificates Marine Manager Instruction Customer Satisfaction Notes Feedback

Search:

#	Assignment number	Nature of defect	Area	Imposed date	Due date	Verification date	Verified by	Added by	Actions
No data available in table									

Showing 0 to 0 of 0 entries

Previous Next

Then, the Surveyor should include all the requested fields and click save.

Recommendations

Assignment number \* 2107020

Regarding

Area \*

Defective item

Nature of defect \*

Comments

Flag \*

Imposed date \*

Due date \*

The issued recommendation will appear in the list.

Assignment 2107020

Info Health and Safety Risk Assessment Surveys Documents Plans and Manuals Regulatory Framework Tasks Photos **Recommendations** Non-conformities Port State Controls Invoices Certificates Marine Manager Instruction Customer Satisfaction Notes Feedback

Search:

#	Assignment number	Nature of defect	Area	Imposed date	Due date	Verification date	Verified by	Added by	Actions
17086	2107020	Not properly filled	013 - Certificates and Documentation - Document	17.07.2021	24.07.2021			Administrator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Showing 1 to 1 of 1 entries

Previous 1 Next

19. What if my assignment contains previous recommendation, non-conformities and port state control deficiencies?

The User will be able to see the pending items in the applicable tabs.

Assignment 2107020

[Edit Assignment](#) [Add New Recommendation](#)

[Info](#) [Health and Safety Risk Assessment](#) [Surveys](#) [Documents](#) [Plans and Manuals](#) [Regulatory Framework](#) [Tasks](#) [Photos](#) [Recommendations](#)

[Non-conformities](#) [Port State Controls](#) [Invoices](#) [Certificates](#) [Marine Manager Instruction](#) [Customer Satisfaction](#) [Notes](#) [Feedback](#)

Search:

#	Assignment number	Nature of defect	Area	Imposed date	Due date	Verification date	Verified by	Added by	Actions
17086	2107020	Not properly filled	013 - Certificates and Documentation - Document	17.07.2021	24.07.2021			Administrator	

Showing 1 to 1 of 1 entries

[Previous](#) [1](#) [Next](#)

As per DBS usual practice, the pending items need to be rectified and the Surveyor need to verify closure.

The item needs to be selected, though the edit button and Verification Date, Verified by to be filled and Supporting documents to be uploaded.

**Area \*** 013 - Certificates and Documentation - Document ✕

**Defective item** Other (certificates) ✕

**Nature of defect \*** Not properly filled ✕

**Comments** Registry certificate is issued with wrong information

**Flag \*** Sierra Leone ✕

**Imposed date \*** 17/07/2021

**Due date \*** 24/07/2021

**Verification date** Verification date

**Verified by** Verified by

**Documents**

Drop files or click here to select files.

# CERTIFICATES

## 20. How the certificates will be issued?






















Assigned certificates are issued from the “Certificates” tab inside the assignment. You may click on the cycle button to issue the certificate you wish, as shown in the below image.

Assignment 2107019

Info Health and Safety Risk Assessment Surveys Documents Plans and Manuals Regulatory Framework Tasks Photos Recommendations

Non-conformities Port State Controls Invoices **Certificates** Marine Manager Instruction Customer Satisfaction Notes Feedback

Search:

#	Code	Name	Actions
158	SWP07/Form 04	International Air Pollution Prevention Statement of Compliance (Interim)	  
159	SWP07/Form 08	Supplement to IAPP Statement of Compliance	 
160	SWP07/Form 23	Engine International Air Pollution Prevention Statement of Compliance (Interim)	 
161	SWP07/Form 24	Supplement to IEAPP Statement of Compliance	 
162	SWP06/Form 02	International Oil Pollution Prevention Certificate (Interim)	 
163	SWP06/Form 05	Form B	 
164	SWP06/Form 04	Form A	 
165	SWP04/Form 02	Cargo Ship Safety Equipment Certificate (Interim)	 
166	SWP04/Form 04	Form E	 
167	SWP01/Form 02	Certificate of Class (Interim)	 

## 21. Why some forms appear in grey and cannot be issued?

As shown in the image below, some forms (Supplements, Forms like Form E, Form R, etc) appear in grey color and cannot be issued until their main certificates are issued.

In addition, the Surveyor may see some Certificates that are issued from Dromon Head Office Engineers appearing grey and therefore cannot be clicked.

#	Code	Name	Actions
158	SWP07/Form 04	International Air Pollution Prevention Statement of Compliance (Interim)	
159	SWP07/Form 08	Supplement to IAPP Statement of Compliance	
160	SWP07/Form 23	Engine International Air Pollution Prevention Statement of Compliance (Interim)	
161	SWP07/Form 24	Supplement to IEAPP Statement of Compliance	
162	SWP06/Form 02	International Oil Pollution Prevention Certificate (Interim)	
163	SWP06/Form 05	Form B	
164	SWP06/Form 04	Form A	
165	SWP04/Form 02	Cargo Ship Safety Equipment Certificate (Interim)	
166	SWP04/Form 04	Form E	
167	SWP01/Form 02	Certificate of Class (Interim)	

## 22. How the certificates will be endorsed?

The electronic certificates are included only through the platform. This means that can only be issued through the platform as well as endorsed. When an already issued certificate is about to be endorsed, a star symbol as per below image will appear for you to endorse the relevant certificate.

#	Code	Name	Actions
180	SWP04/Form 01	Cargo Ship Safety Equipment Certificate	
181	SWP04/Form 04	Form E	

Its important that your endorsement goes on the right place, ie 2<sup>nd</sup> annual area, etc.

23. What is the window expiry date and valid until date that appears at the beginning of each certificate?

The electronic certificates are included only through the platform. These are transferred automatically to our e-certificates verification page (verify.dromon.com). In order the systems to have in their database the e-certificate expiry date, this need to be included in the “Valid Until Date” on the applicable field as shown in the image below.

The window expiry date is set to be the date that the vessel’s next pending survey window ends. For example, you perform now an annual survey on 01/06/2021 and your vessel anniversary is 31 May, then the date to be included in the “Window expiry date” shall be 31/08/2022.



#### 24. Will all the certificates be issued/endorsed electronically?

DBS electronic certificates are included only through the platform.

Where, certificates under Flags (i.e Panama) that are issued by the Flag Administration directly and are to be endorsed in hard copies. The Surveyor should use the new green stamp that applies also in myDromon.

#### 25. What if a Surveyor will need to issue Conditional Certificates instead of Interim Certificates OR endorse a Full Term Certificate?

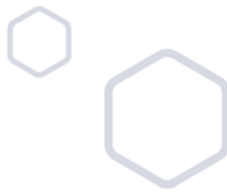
The Surveyor will need to advise the DBS Head Office personnel. Dromon Fleet in Service Marine Officers and/or Marine Manager need to be advised under which circumstances requested certificates are to be issued. Relevant amendments inside the assignment will then be done and requested certificates will appear in the relevant tab. The Surveyor will then be able to issue the Conditional Certificates requested.

#### 26. Can the certificates be auto-filled?

It's a function not yet implemented in the system. Of course, when a new vessel enters DBS, then all fields certificates need be completed.

#### 27. Will a User use holograms on any certificate?

Hologram labels have become obsolete and no hologram can be used on any electronic certificate. Any endorsement containing hologram label cannot be verified online once myDromon is used.



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