

With Wishes for a Merry Christmas and a Happy New Year – Important Information about SafeSeaNet

When you read our Christmas letter, you'll gain insights that make reporting in SafeSeaNet easier and simpler. Hopefully, the time saved can be spent enjoying the holiday spirit.

Contact During Christmas

We in the SafeSeaNet administration will be on Christmas break, with our quiet period starting on Friday, 20/12/24, at 12:00 PM. Therefore, please keep the following information in mind if you need assistance with SafeSeaNet during the holiday season:

Vacation period:	Start: Friday, December 20th, 2024, at 12:00 PM	End: End of Sunday, January 5th, 2025
Emails read:	Weekdays, remember longer response times.	Write to: safeseanet@safeseanet.dk
Self-help assistance 😊	https://forsvaret.dk/safeseanet	Here you'll find spreadsheets, manuals, and much more.
Contact MAS (Maritime Assistance Service) for breakdowns and urgent challenges	+45 72 85 03 70	MAS can ensure you're contacted if they can't assist.

Having Trouble Logging into SafeSeaNet?

Are you being told to "Try again after some time or contact your help desk"?



Try again after some time or contact your help desk

We still see many facing challenges with logging in. The issue often arises because <https://nsw.safeseanet.dk> is not correctly saved as a "favorite"/"quick-access"/"bookmark." In the SafeSeaNet system, this means you don't "reach" a server where you can report but remain stuck outside SafeSeaNet's "front door."

What makes SafeSeaNet different from other websites when saving a "favorite" is that you must be logged into SafeSeaNet before saving the page as a favorite.

Our IT team is working on this challenge, but the problem is not easy to replicate. Unfortunately, the system's design doesn't accommodate the way people typically log in to websites in this decade.

The Simple Solution: If you've entered the wrong password, use the "password reset link" located on the homepage of <https://nsw.safeseanet.dk>. Enter your username not your email, and a link will be sent to the email associated with your username.

The Complex Solution: If you're sure your password is correct, the issue could be that your favorite/quick-access to SafeSeaNet was saved at the wrong time. This means you're "caught" by a SafeSeaNet server that's inactive, preventing you from logging in.

Solution: Click this link and log in: <https://nsw.safeseanet.dk>.

If the above troubleshooting doesn't work, don't hesitate to contact us. We'll assist as quickly as possible.

Rumor Has It that in January 2025, a new addition will be introduced in SafeSeaNet

In January 2025, a new addition will be introduced in SafeSeaNet: The **Company Security Officer Database (CSO Database)**.

This database is exclusively for Danish shipping companies. They will need to associate CSO information with their Danish-flagged merchant ships with a gross tonnage above 500 GT. For everyone else, this has no relevance.

We will create a new website with a manual, spreadsheet, and request form, available at <https://forsvaret.dk/cso>, to keep this entirely separate from current SafeSeaNet reporting.

In Case You Forgot...

When we send out newsletters, some information is repeated. This is because we still receive questions about the same topics, or some users do not follow the advice, making it harder for themselves to report in SafeSeaNet.

Challenge	Solution	Explanation for the Solution
The ship has changed its name and ID, how do I report this?	Select the vessel via its IMO number to ensure the correct ship is used. You can modify the ship's data in the report under the tab: "ship identification".	If you don't choose the correct IMO number, you'll end up having to start over because you'll provide inaccurate information. Also, please send an email to: safeseanet@safeseanet.dk and inform us of the name change; we will update the ship's ID as soon as possible.
Ferries and/or ships on fixed routes, with a dispensation, change their route for a period.	The dispensation is only given to the exact fixed route. The ship must be reported in SafeSeaNet.	Remember to start the report well in advance. A dispensation only applies to specific ports on a specific route.
I'd like to be notified when SafeSeaNet is down.	Sign up via: https://safeseanetdenmark.statuspage.io/	Under "subscribe to updates" On our website: https://forsvaret.dk/safeseanet

		there's a guide on how to subscribe to downtime updates.
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We hope the information above helps to make it easier for you to report in SafeSeaNet. If you have any questions feel free to contact us as always.

If there are any questions for the Danish Environmental Protection Agency or the Danish Civil Aviation and Railway Authority, please contact the authority directly.

We from the SafeSeaNet administration wish you a Merry Christmas and a Happy New.

Best regards

Martin Ahl and Lise Højriis