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1. SHIPPING AGENT

A. SETTING UP NEW ACCOUNT

1. Launch the ONEHANDSHAKE Agent’s Application

2. At the bottom of the screen, click on “Sign Up” and a sign up page will appear.

3. Fill in the necessary information and read through the “Terms & Conditions”.

![Fig 1. Login Page & Registration Page](image)
4. Once done, check on the “Terms & Condition” button and click “Register” to proceed.

5. A verification pop up message will appear. Click “Ok” to proceed.

![Fig 2. Verification pop up message](image)

6. You will receive a verification email once the ONEHANDSHAKE administrator verifies your account.

7. Click on the “Activate” button shown in the verification email and it will lead you to set up new password for your account.

![Fig 3. Set up new password](image)
8. You have now successfully created the ONEHANDSHAKE agent account.

B. LOGIN PROCEDURES

1. Launch the ONEHANDSHAKE Agent’s Application

2. Login using the registered email address and password. Once done, click on “Sign In”.

Fig 4. Login Page

C. NOTIFICATIONS SETTING

1.1 ENABLING NOTIFICATIONS

i. Launch the ONEHANDSHAKE Agent’s Application

ii. Under the bottom bar menu, click on the “More” function followed by “Notifications Settings”.
iii. Tap on the “Notifications” button to switch on the notifications setting followed by the “Save” function.
1.2 VIEWING OF NOTIFICATIONS

iv. Under “Current Orders”, search for the “Bell” icon located at the top left corner to view the list of notifications.

Fig 7. Screenshot of “Current Orders” page

v. Users will be able to see the list of notifications received (Read and Unread). Read notifications are in white while unread notifications are in pink.
vi. Click on any notification message to view more details.

Fig 8. List of Notifications

Fig 9. Order Details
D. PASSWORD

1.1 CHANGE OF PASSWORD

i. Launch the ONEHANDSHAKE Agent’s Application

ii. Under the bottom bar menu, click on the “More” function followed by “My Account”.

![More function screen page](image)

Fig 10. “More” function screen page

iii. To change password, click on “Change Password”.


iv. Enter the old password followed by the new password. Once done, click on the “Save” function.

v. Under the old or new password, click on the “Eye” icon to display the typed characters. Click again to hide the characters.
1.2 FORGOT PASSWORD

i. Launch the ONEHANDSHAKE Agent’s Application

ii. Click on “Forgot Password”.

iii. Enter the registered email address to receive a link to reset the password.
iv. A verification pop up message will appear. Click “Ok” to proceed.
v. Click on the “Reset Password” button in the email and it will lead you to a new page to change your password.

Fig 16. Reset New Password
E. ACKNOWLEDGING OF ORDER

i. Under “Current Orders”, click on the order that needs to be acknowledged.

Fig 17. Current Orders> Click on orders pending acknowledgement

ii. Click on “Acknowledge” function to complete acknowledgement

Fig 18. Acknowledgement Page
F. PILOT CST

1.1 TO CONFIRM PILOT CAST

i. Under “Order”, tap on “Confirmed Pilot CST”. (To call Oil terminal, please tap on the “Call” button. To visit MOS website, tap on “Go to MOS”)

![Order > Confirm Pilot CST](image)

Fig 19. Order > Confirm Pilot CST

ii. Enter Time/Date/Pilot order number in the pop up screen
iii. Once done, tap on the “Send” button.

Fig 20. Enter necessary details in the pop up screen

Fig 21. Tap “Send” button to proceed
iv. The Pilot CST will appear in the order details.

![Fig 22. Pilot status will now appear in the order details](image)

1.2 TO AMEND PILOT CST

v. Under “Order”, tap on the “Amend” function located next to the initial Pilot CST.

![Fig 23. Order > Amend Pilot CST](image)
vi. Enter new Time/Date/Pilot Order number in the pop up screen.

Fig 24. Fill in the details

G. VIEWING OF FAQS & TERMS AND CONDITIONS

1.1 VIEW FAQS

i. Under the bottom bar menu, click “More”.

ii. In the “More” screen, click on “FAQ”.
iii. In the “FAQ” page, tap on “^” to view the answer to the question.
1.2 VIEW TERMS & CONDITIONS

i. Under the bottom bar menu, click “More”.

ii. In the “More” screen, click on “Terms & Conditions”.

Fig 27 & 28. “Terms & Conditions” Page
2. SURVEYOR

A. SETTING UP NEW ACCOUNT

vi. Launch the ONEHANDSHAKE Surveyor’s Application

vii. At the bottom of the screen, click on “Sign Up” and a sign up page will appear.

![Login Page & Registration Page](image1)

viii. Fill in the necessary information and read through the “Terms & Conditions”.

![Register Page](image2)
ix. Once done, check on the “Terms & Condition” button and click “Register” to proceed.

x. A verification pop up message will appear. Click “Ok” to proceed.

Fig 2. Verification pop up message

xi. You will receive a verification email once the ONEHANDSHAKE administrator verifies your account.

xii. Click on the “Activate” button shown in the verification email and it will lead you to set up new password for your account.
xiii. You have now successfully created the ONEHANDSHAKE surveyor account.

B. LOGIN PROCEDURES

1. Launch the ONEHANDSHAKE Surveyor’s Application

2. Login using the registered email address and password. Once done, click on “Sign In”.

Fig 3. Set up new password
C. PASSWORD

1.1 CHANGE OF PASSWORD

i. Launch the ONEHANDSHAKE Surveyor’s Application

ii. Under the bottom bar menu, click on the “More” function followed by “My Account”.

Fig 4. Login Page
iii. To change password, click on “Change Password”.
iv. Enter the old password followed by the new password. Once done, click on the “Save” function.

![Fig 7. Set up new password](image)

v. Under the old or new password, click on the “Eye” icon to display the typed characters. Click again to hide the characters.

1.2 FORGOT PASSWORD

vi. Launch the ONEHANDSHAKE Surveyor’s Application

vii. Click on “Forgot Password”.
viii. Enter the registered email address to receive a link to reset the password.
ix. A verification pop up message will appear. Click “Ok” to proceed.
x. Click on the “Reset Password” button in the email and it will lead you to a new page to change your password.

Fig 11. Reset New Password
D. NOTIFICATIONS SETTING

1.1 ENABLING NOTIFICATIONS

i. Launch the ONEHANDSHAKE Surveyor’s Application

ii. Under the bottom bar menu, click on the “More” function followed by “Notifications Settings”.

iii. Tap on the “Notifications” button to switch on the notifications setting followed by the “Save” function.
1.2 VIEWING OF NOTIFICATIONS

iv. Under “Current Orders”, search for the “Bell” icon located at the top left corner to view the list of notifications.

v. Users will be able to see the list of notifications received (Read and Unread). Read notifications are in white while unread notifications are in pink.
vi. Click on any notification message to view more details.
E. ACKNOWLEDGING OF ORDER

iii. Under “Current Orders”, click on the order that needs to be acknowledged.

Fig 17. Current Orders> Click on orders pending acknowledgement

iv. Click on “Acknowledge” function to complete acknowledgement

Fig 18. Acknowledgement Page
F. UPDATE SURVEYOR’S STATUS

1.1 ONBOARD STATUS

i. Under “Order”, click on “On Board” button. The on board time and date will be reflected in the order details.

Fig 19 & 20. Surveyor’s On Board

1.2 AWAY STATUS

ii. Under “Order”, click on “Away” button. The away time and date will be reflected in the order details.
G. VIEWING OF FAQS & TERMS AND CONDITIONS

1.1 VIEW FAQS

i. Under the bottom bar menu, click “More”.

ii. In the “More” screen, click on “FAQ”.

Fig 21 & 22. Surveyor’s Away
Fig 23. Select “FAQ”

iii. In the “FAQ” page, tap on “^” to view the answer to the question.

Fig 24. FAQ Page
1.2 VIEW TERMS & CONDITIONS

iii. Under the bottom bar menu, click “More”.

iv. In the “More” screen, click on “Terms & Conditions”.

Fig 25 & 26. “Terms & Conditions” Page
3. **OIL TERMINAL**

A. **SETTING UP NEW ACCOUNT**

i. Go to the ONEHANDSHAKE WebApp, click on the “Sign Up” button and it will bring you the registration page.

![ONEHANDSHAKE WebApp Homepage](image)

Fig 27. ONEHANDSHAKE WebApp Homepage

ii. Fill in the necessary information and read through the “Terms & Conditions”.

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Managed & Owned by PSA Marine (Pte) Ltd
Fig 28. Registration Page

iii. Once done, check on the “Terms & Condition” button and click “Register” to proceed.

iv. A verification pop up message will appear. Click “Ok” to proceed.

Fig 29. Verification pop up message
v. You will receive a verification email once the ONEHANDSHAKE administrator verifies your account.

vi. Click on the “Activate” button shown in the verification email and it will lead you to set up new password for your account.

vii. You have now successfully created the ONEHANDSHAKE Oil Terminal User account

B. LOGIN PROCEDURES

1. Go to the ONEHANDSHAKE WebApp.

2. Login using the registered email address and password. Once done, click on “Sign In”.
C. PASSWORD

1.1 CHANGE OF PASSWORD

i. Go to the ONEHANDSHAKE WebApp

ii. At the top right hand corner, click on the username followed by “My Account”.
iii. To change password, click on “Change Password”.

Fig 33. Changing of Password
iv. Enter the old password followed by the new password. Once done, click on the “Save” function.

![Fig 34. Set up new password](image)

v. Under the old or new password, click on the “Eye” icon to display the typed characters. Click again to hide the characters.

1.2 FORGOT PASSWORD

vi. Go to the ONEHANDSHAKE WebApp

vii. Click on “Forgot Password”.

Fig 35. Login Page>
Click on “Forgot Password”

viii. Enter the registered email address to receive a link to reset the password.

Fig 36. Enter registered email address to receive link to reset password
xi. A verification pop up message will appear. Click “Ok” to proceed.

![Fig 37. Verification pop up message](image)

xii. Click on the “Reset Password” button in the email and it will lead you to a new page to change your password.

![Fig 38. Reset New Password](image)
D. NOTIFICATIONS SETTING

1. At the side menu, click on “Notifications” to view the list of notifications.

![Fig 39. Side Menu > Notifications](image)

2. Users will be able to see the list of notifications received.

![Fig 40. List of Notifications](image)
3. Click on any notification message to view more details.

![Order Details](image)

**Fig 41. Order Details**

E. **VIEW TERMS AND CONDITIONS**

i. Go to the ONEHANDSHAKE WebApp

ii. In the login page, click on “Terms & Conditions”
Fig 42 & 43. Login Page > “Terms & Conditions”
F. CREATING OF NEW BERTHING, SHIFTING & UNBERTHING ORDER

1.1 NEW BERTHING ORDER

i. Click on the “+ New Order” icon

Fig 44. Creating new berthing order

ii. Fill in the necessary fields and click on the “Send” button

Fig 45. Fill in the necessary fields, eg POB Date & Time and etc
1.2 NEW SHIFTING ORDER

iii. Click on an existing order followed by the “New Shifting Order” function.

Fig 46 & 47. Click on existing order > New Shifting Order
iv. Fill in the necessary fields

Fig 48. Fill in POB date/time & new berthing location

1.3 NEW UNBERTHING ORDER

v. Select “New Unberthing” order

Fig 49. Select New Unberthing Order
vi. Fill in the necessary fields and click “Send”

Fig 50. Enter POB date/time > Click “Send”

G. COMPLETING OF OPERATION

1. Click on the “Complete Operation” button

Fig 51. Complete Operation
2. A verification pop up message will appear. Click “Yes” to complete the operation.

Fig 52. Verification message

3. Once done, click on the “Print” icon to have a preview of the entire order details.

Fig 53. Click on “Print” icon to preview the order details
H. VIEW PAST ORDER HISTORY

1. At the side menu, select “Past Orders”

![Fig 54. Side Menu > Past Orders](image)

2. A whole list of past orders will be displayed. Select any order(s) to view the order details

![Fig 55. Select any order(s) to view the order details](image)
1. CREATE NEW CATEGORIES & GROUP BERTHS
   1. On the side menu, go to “Settings” and a list of categories will be displayed (if any)
   2. In the “Category” column, click “Add” to create new category/group

   ![Fig 56. Settings > Category > “Add”](image)

   3. Fill in the new category/group details. Once done, click “Enter”

   ![Fig 57. Fill in the new category/group details](image)
4. Assign grouping to the berth no. Once done, click “Save”

Fig 58. Assign grouping to berth no.