

Many crew members want access to a single familiar email account both on shore and on board, to which family and friends can send email and SMS replies. CrewEmail™ is a personal and portable webmail account that is accessible from anywhere at any time.

Key features:

- Enables a shipping company to provide a quota based email service to onboard crew at a desired expense level
- Quota levels and costs can be assigned separately for email text messages, attachments, and Short Message Services (SMS)
- Accessible from shore like any other Internet webmail service
- Accessible on all vessels that have CrewEmail™ installed
- Free of charge when used on shore
- Local email to other users on the same vessel is free of charge

Key benefits to Crew:

- Single familiar email account that is simple to use from shore or on board a vessel
- Easy to stay in touch with family and friends
- Email addresses and address books are kept when changing vessels
- Credit units are portable
- Quota system enables crew to control the cost of sending email text messages, attachments, and SMS
- Crew can set filters to receive emails from certain senders or of limited sizes only
- Ability to forward to external and Internet email accounts

Key benefits to Master:

- Low administration overhead
- Full control and security over amount of emails sent and when
- Access to email over a fixed price per month VSAT (via the webmail) or pay as you use systems such as Inmarsat and Iridium (via the Quota system)
- Ability to issue e-vouchers on board
- Reduced stock of prepaid cards on board, as CrewEmail™ uses standard Marlink prepaid voice cards for message unit top ups



How CrewEmail™ works

On shore CrewEmail™ works like any other Internet webmail service. On board a vessel, CrewEmail™ is a webmail application working over Marlink's @SEmail. When boarding a vessel the system can be instructed to copy arriving designated emails to the onboard personal email server. Filters can be applied to download either all emails, emails of a limited size or email from selected accounts only.

When crew move between CrewEmail™ equipped vessels, they no longer need to inform family members and friends of a new email address. The CrewEmail™ account is vessel independent.

If crew is on board a VSAT equipped vessel, they can access their CrewEmail™ webmail account as if they were on shore at no cost. When using an on-demand system, like Iridium OpenPort or FleetBroadband, the crew can access the same CrewEmail™ account over the Quota system.

Quota system

Emails and SMS can be sent and paid for by using a Quota system. In the Quota system, an allocation of emails and SMS is created by the Master. If the quota is exceeded, top up units can be purchased.

There is no charge for email sent from the shore based webmail to another shore based Internet email account or for email sent between CrewEmail™ users on the same vessel.

The SMS send feature is not available on shore or over a VSAT, as the call termination charges are not manageable.

How to order CrewEmail™

Order CrewEmail™ by contacting your Marlink Sales Representative.

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For additional information please contact us at:

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