

Sagar Mein Yog (SMY)

Learning Management System for Seafarers

User Manual

Module:

Seafarer Learner Portal

Seafarer User

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2 INTRODUCTION

2.1 PRODUCT FUNCTION

The Sagar Mein Yog (SMY) Learning Management System is a web-based e-learning portal for Seafarers. It enables enrolled users to browse structured courses, study video and document-based learning materials, take chapter quizzes and course assessments, and download a Certificate of Completion when assessment criteria are met.

The platform organises content as Courses → Topics → Learning Materials. Each course may optionally include a formal end-of-course Assessment used to determine pass/fail and certificate eligibility. Seafarers can also track their attempts through the Your Progress dashboard, receive in-app notifications, and raise support tickets through Contact Support.

Administrators manage users, courses, tickets, notifications, and analytics through a separate administrative interface.

2.2 INTENDED AUDIENCE

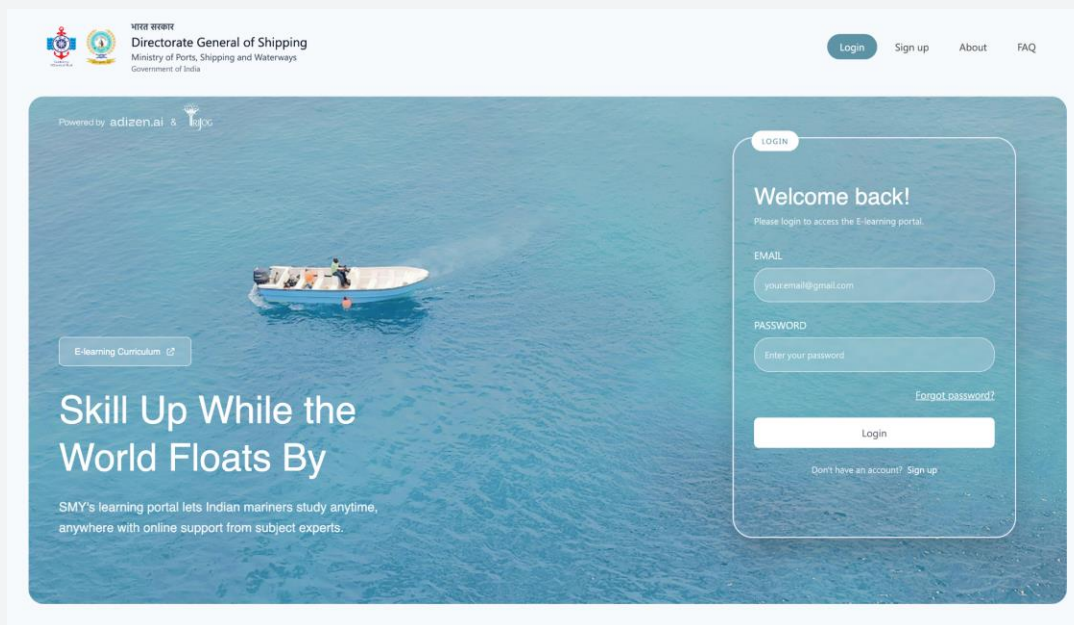
This User Manual is intended for Seafarer users of the SMY Learning Management System. It describes the end-to-end learner journey — from account registration and login, through course study, quizzes, assessments, certification, and progress tracking, to support ticketing and notifications.

A short administrator overview is included at the end of this document for reference; detailed administrative procedures are covered in a separate Administrator Guide.

3 LOGIN – SEAFARER USER

This section describes how to register a new Seafarer account, sign in to the portal, recover or set a password, and access all learner features available after authentication.

Open the SMY LMS URL provided by your organisation in a current version of a mainstream browser (Chrome, Edge, Safari, or Firefox) over a stable internet connection. On the landing page, select the Login button to access the portal.



Click [Login] button to access portal.

Figure 1 – Welcome Page

3.1 REGISTRATION

First-time Seafarer users must register before they can access courses. Registration is a two-step form followed by email verification.

3.1.1 INDoS AND EMAIL

On the landing page, select Sign up (or switch from the Login form to the registration form). The Create Account screen opens.

1. Enter your INDoS Number (up to 8 characters; the field accepts uppercase as you type).

2. Enter a valid Email Address you can access.
3. Select Continue.

The system validates your INDoS number. If the number is rejected, correct it and try again, or contact support — duplicate or invalid identity data may be refused.

Enter your INDoS Number and Email Address.

Click [Continue] button to proceed to password creation.

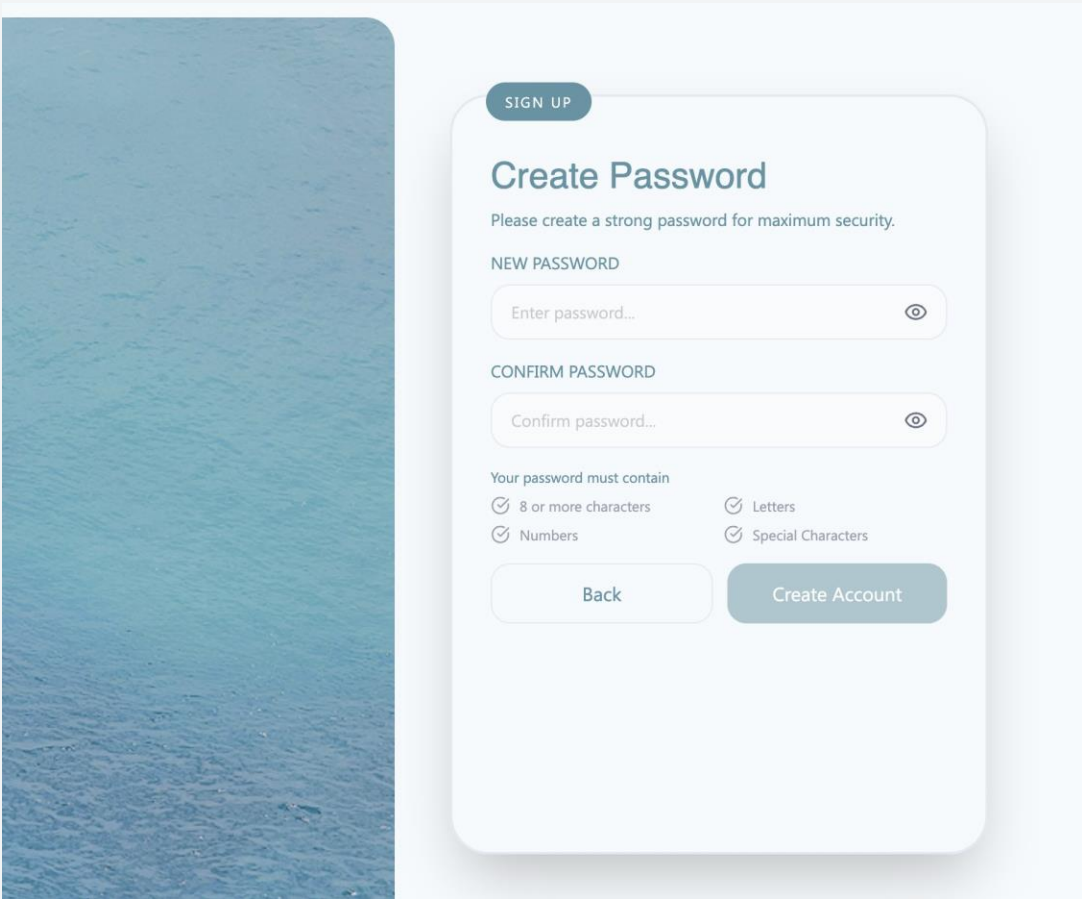
Figure 2 – Sign Up – INDoS and Email

3.1.2 PASSWORD CREATION

On the Create Password screen, enter and confirm a password that satisfies all of the following rules. The screen displays a checkmark as each rule is met:

- At least 8 characters
- Letters (A–Z, a–z)
- Numbers (0–9)
- Special characters (for example: ! @ # \$ % ^ & * () , . ? " : { } | < >)

Re-enter the same password in Confirm Password, then submit the form using the on-screen button (label may read Create Account or Continue).



SIGN UP

Create Password

Please create a strong password for maximum security.

NEW PASSWORD

Enter password...

CONFIRM PASSWORD

Confirm password...

Your password must contain

- ☒ 8 or more characters
- ☒ Numbers
- ☒ Letters
- ☒ Special Characters

Back **Create Account**

Enter a password matching all rules, confirm it, and click [Create Account] to register.

Figure 3 – Sign Up – Create Password

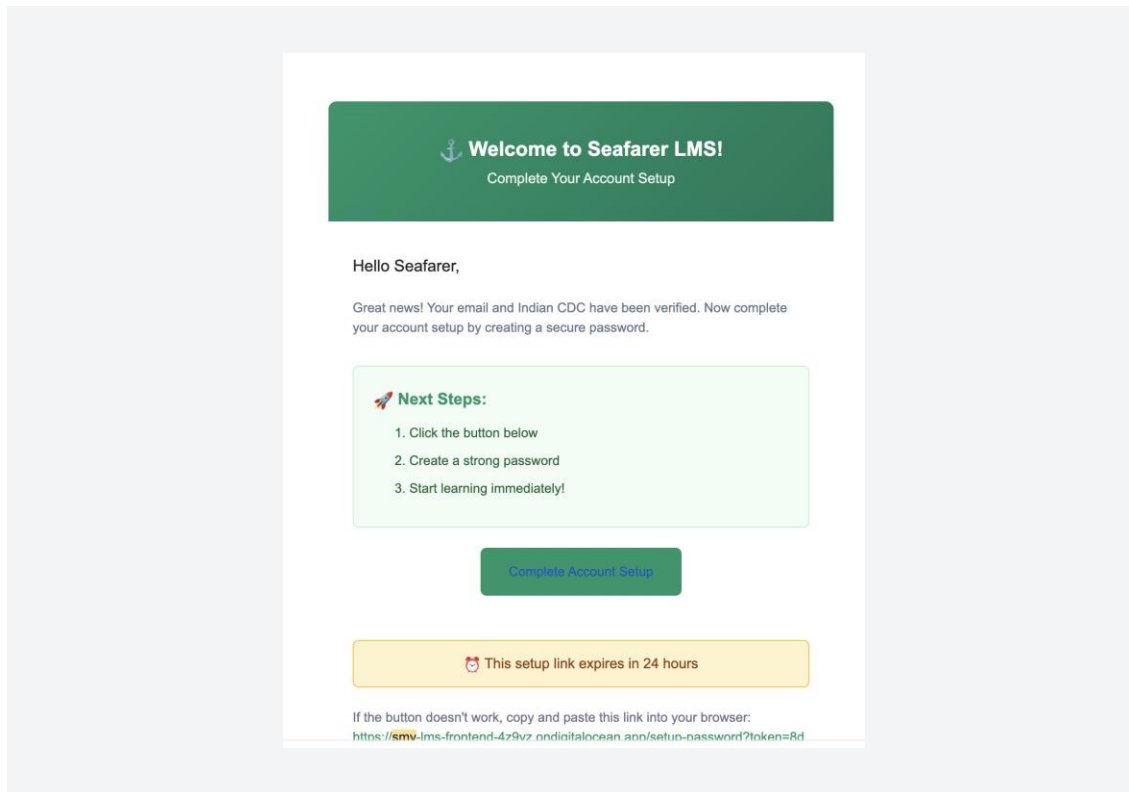
3.1.3 EMAIL VERIFICATION

After successful registration, a verification message or modal appears in the application. Open the email account you registered with, locate the verification message from SMY LMS, and follow the link inside.

If the message does not arrive within a few minutes:

4. Check Spam or Junk folders.
5. Use any Resend Verification control shown on the page.
6. If verification still fails, raise a ticket via Contact Support (see Section 3.7).

Until your email is verified, you may be unable to use the full portal.



Open your email inbox, find the SMY LMS verification message, and follow the verification link.

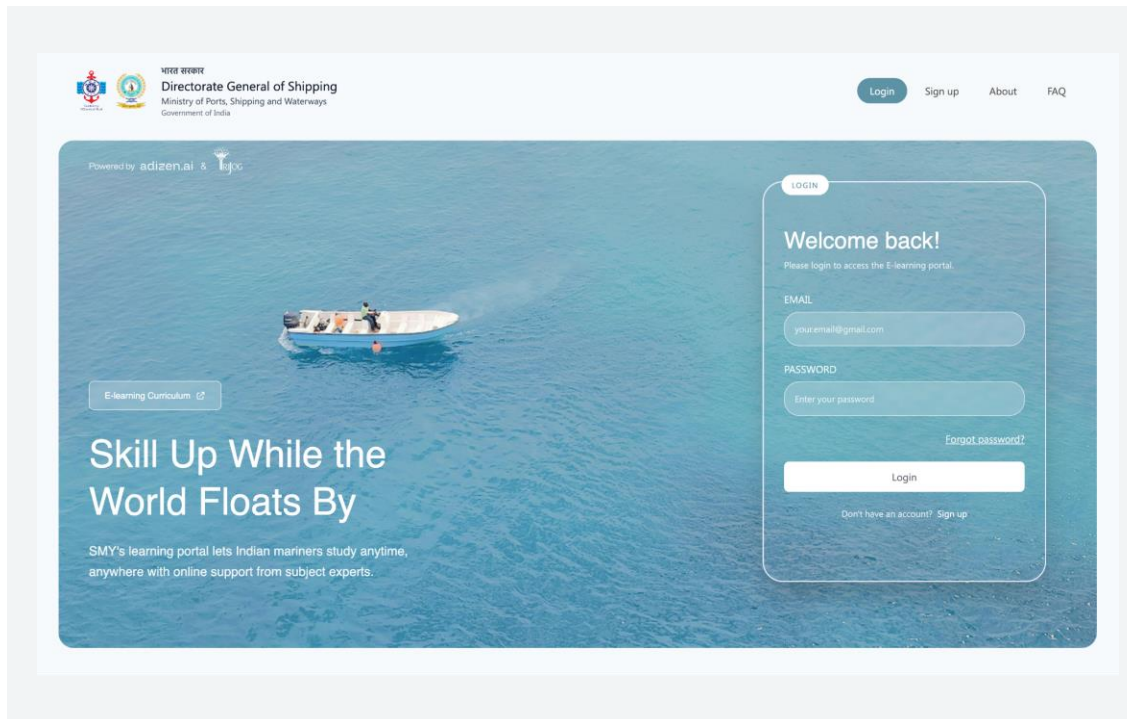
Figure 4 – Email Verification Prompt

3.2 LOGIN & PASSWORD RECOVERY

3.2.1 SIGN IN

7. Open the SMY LMS Login page.
8. Enter your registered Email and Password.
9. Select Login.

On successful authentication, the application redirects you to the Courses area at /dashboard. The portal uses secure, cookie-based session management — you do not manage tokens manually. Stay signed in on the same browser on the same device while studying.



Enter your registered Email and Password.

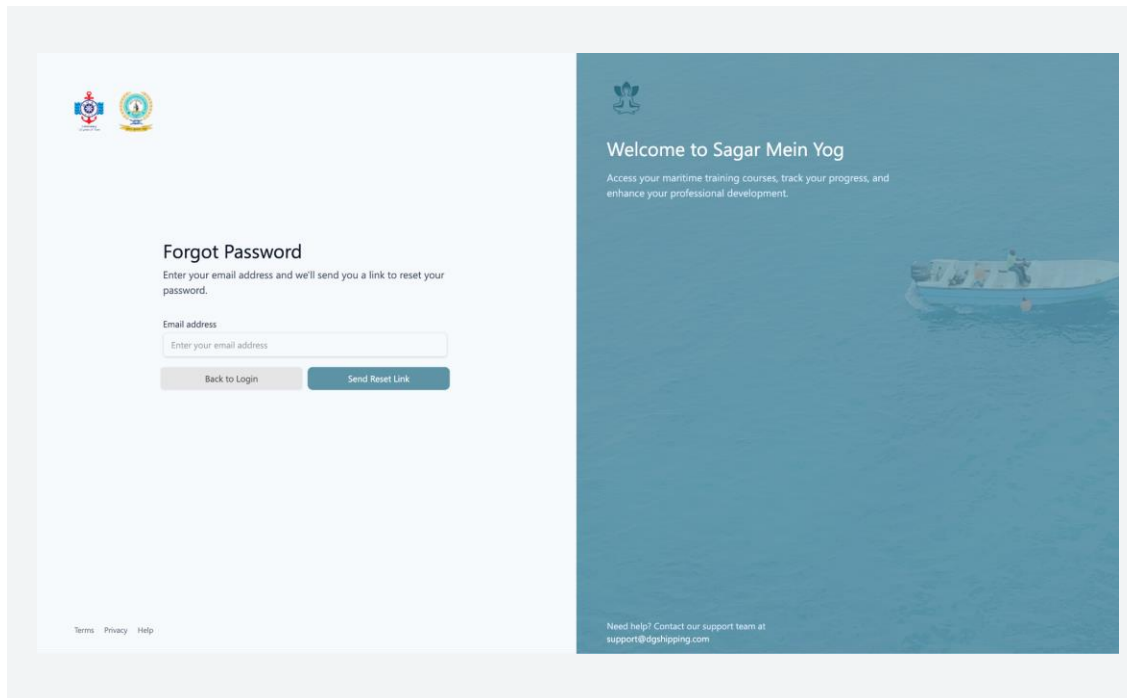
Click [Login] button to access the Seafarer dashboard.

Figure 5 – Login Page

3.2.2 FORGOT PASSWORD

10. On the Login screen, select Forgot Password?
11. On the recovery page (/forgot-password), enter the email linked to your account.
12. Submit the form.
13. Open your email and follow the reset link (the link typically lands you on /setup-password).
14. Set a new password matching the rules in Section 3.1.2 and submit.
15. Return to the Login page and sign in with your new password.

If you received an invitation or reset link from an administrator, follow the same /setup-password flow from step 4 above.



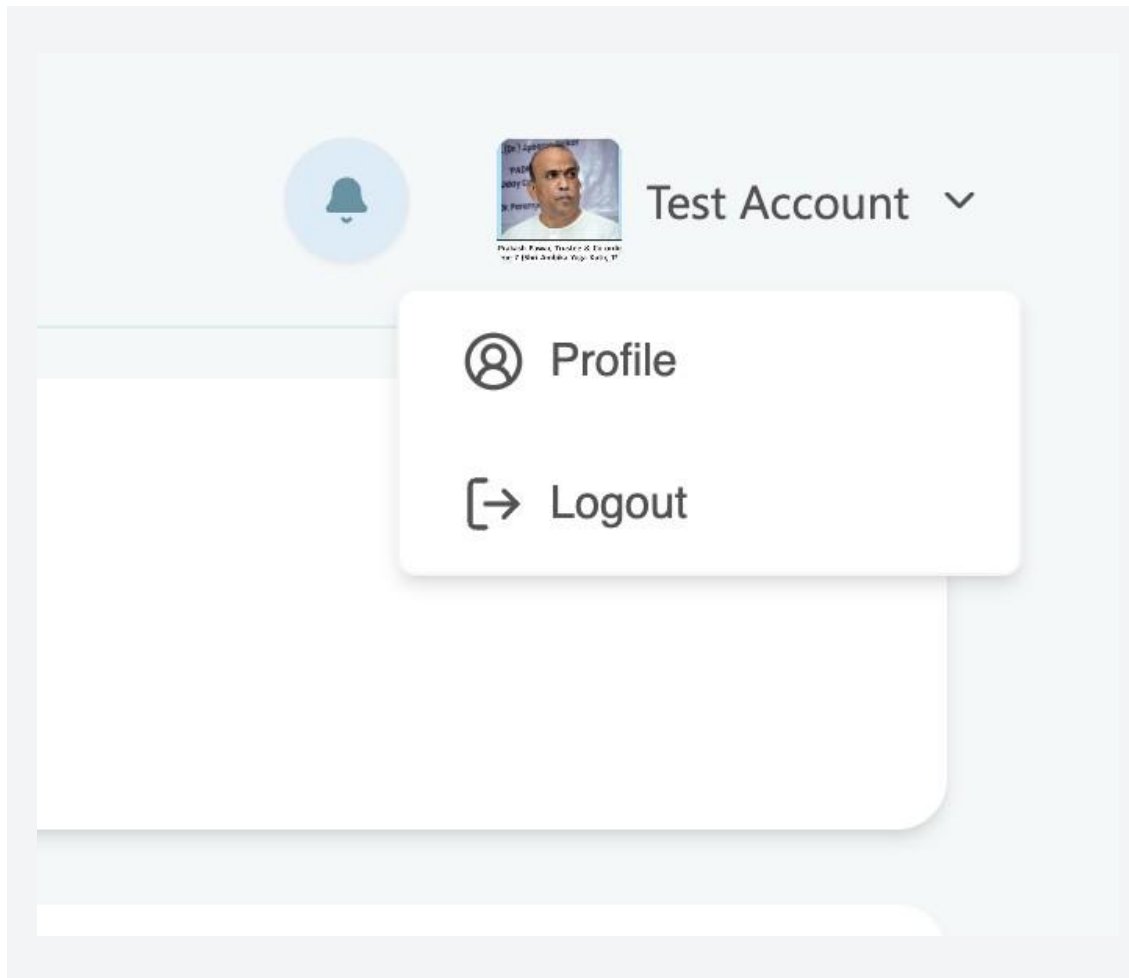
Enter your registered Email and click [Submit] to receive a password reset link.

Figure 6 – Forgot Password

3.2.3 LOGOUT

16. While signed in, locate your user menu in the top header of the learner layout.
17. Open the user menu.
18. Select Log out.

This ends your session on the device you are using. On a shared computer, always log out when finished.



Click your user icon in the header, then select [Log out] from the dropdown.

Figure 7 – User Menu – Logout

3.3 PROFILE & ACCOUNT SETUP

Your profile information — name, INDoS number, rank or designation, and profile photo (when uploaded) — may appear on your Certificate of Completion and in support records. Keeping this information accurate avoids delays with certificates and identity verification.

19. Sign in to the SMY LMS.
20. Open the user menu in the header and select Profile (route: /dashboard/profile).
21. Enter or update the fields shown (name, INDoS, rank, photo, and any other fields enabled in your deployment).
22. Save your changes using the on-screen controls.

23. If a profile-completion banner or modal appears after login, complete all required fields before continuing.

INDoS is required to view Your Progress. If you select Your Progress in the sidebar and the application redirects you to Profile, complete and save INDoS first, then return to Your Progress.

Profile

Test Account
SEAFARER
test@adizen.ai Gender: MALE | Age: 23

Edit Profile

Additional Details

Aadhaar Number 123456781234	Mobile Number 3214321121	Last/Current Ship's Name Not provided
IMO Number Not provided	Seafarer's Identity Document (SID) Not provided	INDoS Number test-1234

Update your profile fields and click [Submit] to persist changes. INDoS is mandatory for Your Progress.

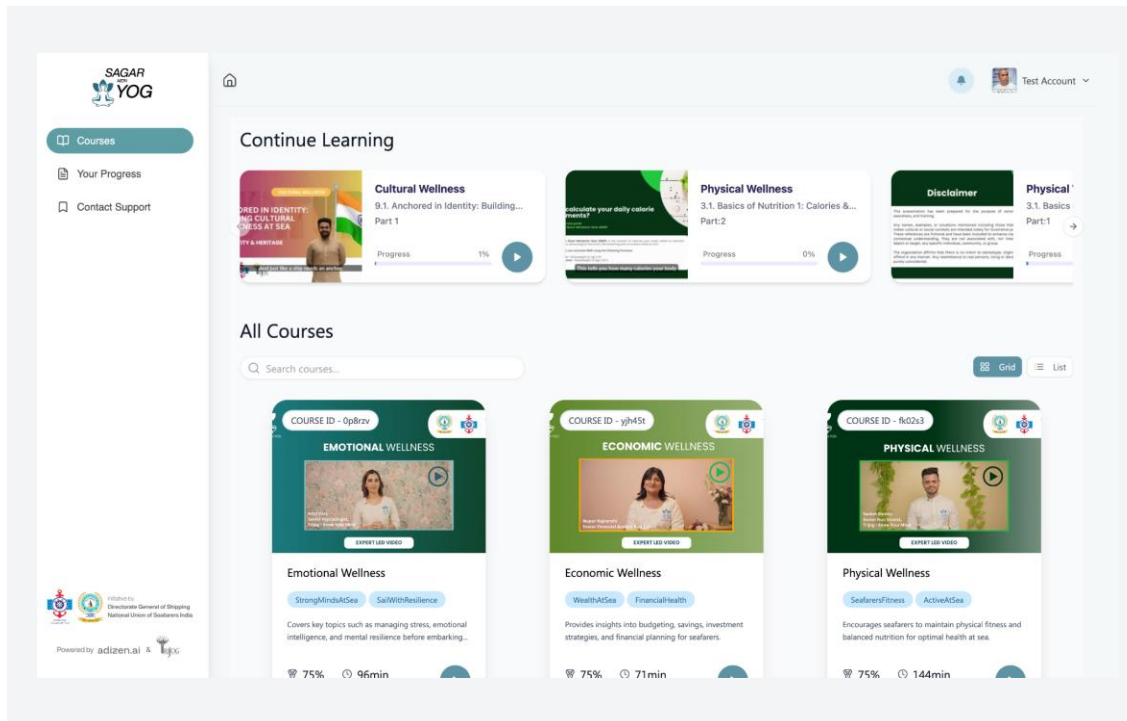
Figure 8 – Profile Page

3.4 COURSES

The Courses area is the catalogue of all training programmes assigned or available to you. Content is organised in three levels: each Course contains one or more Topics, and each Topic contains one or more Learning Materials (typically videos or documents). A material may have a chapter quiz attached, and a course may have a formal end-of-course Assessment.

3.4.1 BROWSE COURSES

24. Sign in to the portal.
25. Select Courses in the sidebar — the catalogue appears at /dashboard.
26. Optionally, enter text in the search box, or move through pages using the pagination controls.
27. Select a course card or course title to open the course detail page.



Use search, or pagination to find a course.

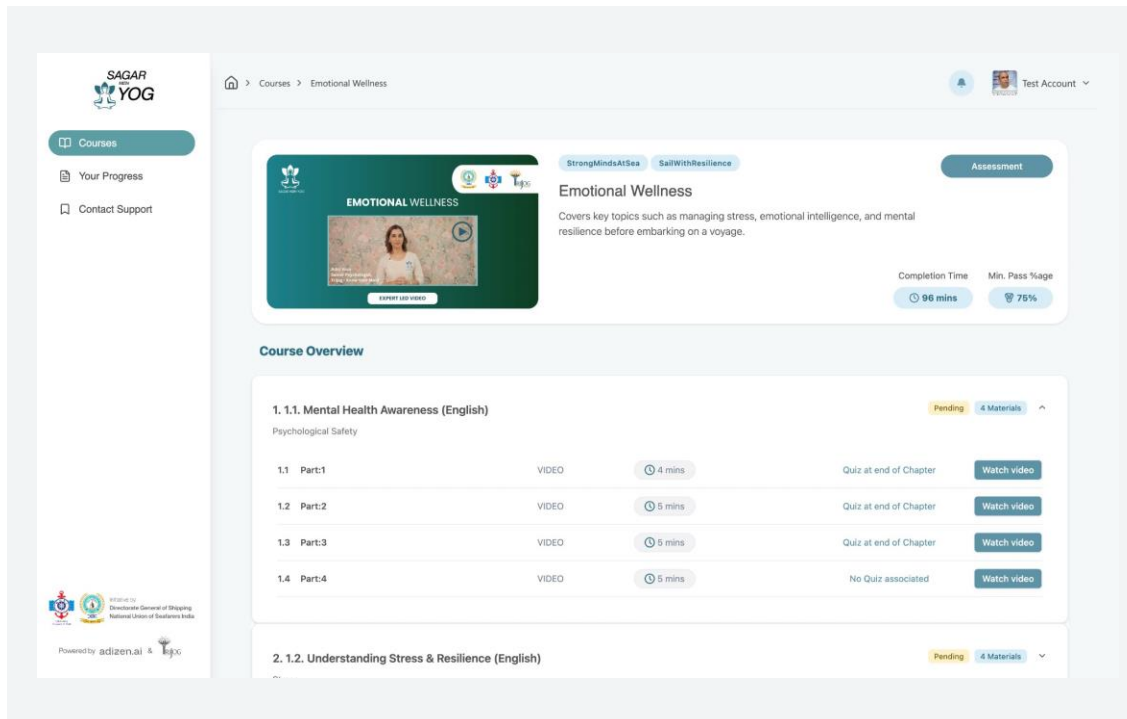
Click the course card or title to open the course detail page.

Figure 9 – Courses Catalogue

3.4.2 COURSE DETAIL PAGE

The course detail page displays the course title, tags, description, Completion Time, and the Minimum Pass Percentage required on the assessment (when configured).

Below the description, the Course Overview section lists every Topic. Select a topic row to expand the accordion and reveal its learning materials. Each material row shows its type, duration, and whether a quiz is attached.



Read the course title, description, and pass criteria.

Expand a topic accordion to view its materials and quizzes.

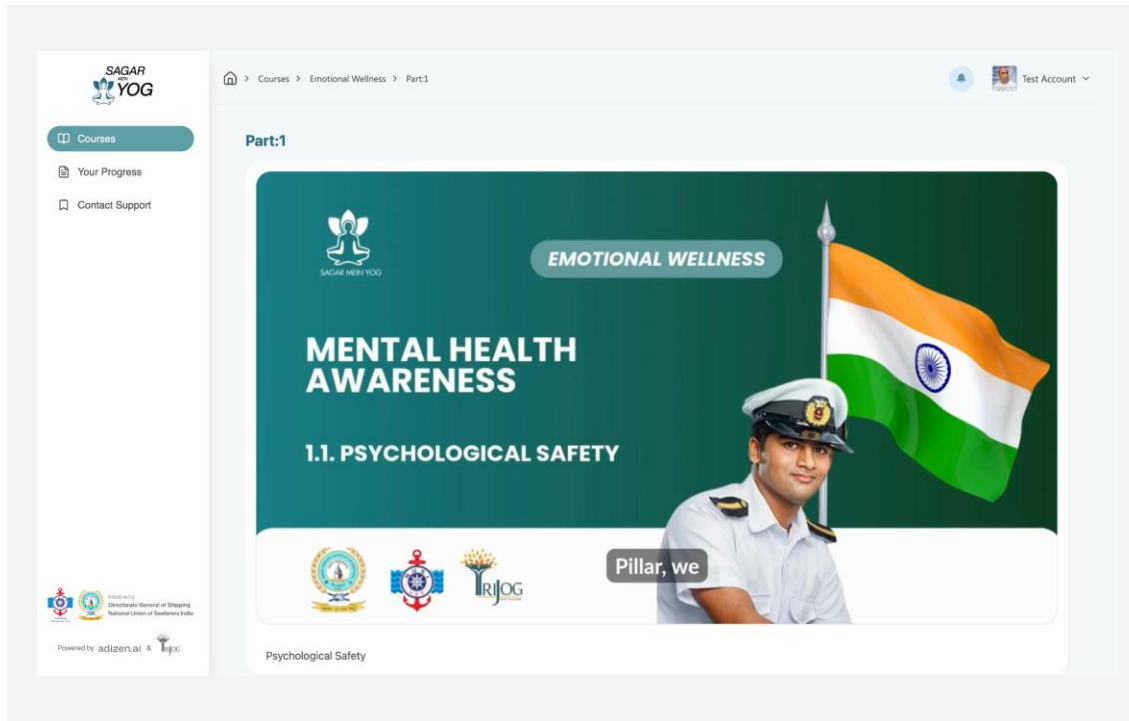
Click [Assessment] (top-right) to start the end-of-course test when all materials are complete.

Figure 10 – Course Detail Page

3.4.3 STUDY A LEARNING MATERIAL

28. On the course detail page, expand a topic in Course Overview.
29. For the material you want to study, select Watch (for videos) or View (for documents and other types).
30. Wait for the material viewer to load at /dashboard/courses/<courseId>/<materialId>.
31. Play the video or read the document until the application records completion (follow any Mark Complete control shown).
32. Use the browser back button or breadcrumbs to return to Course Overview and pick the next material.

Progress data — completion percentage, last position, and completed status — is stored per material against your user account. When all materials in a topic are completed, the topic header shows a Completed badge; Pending indicates at least one material is still outstanding.



Watch or read the material to record completion.

Use [Previous] / [Next] (when available) or return to the course page for the next material.

Figure 11 – Material Viewer

3.4.4 CHAPTER QUIZ

Some materials have a chapter quiz attached, indicated in the Course Overview row. Chapter quizzes help you check understanding and are separate from the formal course assessment.

33. Open or complete the material that has the quiz.
34. Follow the on-screen link or button to start the chapter quiz.
35. Answer the questions and submit using the on-screen Submit control.
36. Review your past chapter quiz attempts via Quiz History at
/dashboard/courses/<courseId>/quiz-history.

Part 2

Video Completed!

You have completed the video. Would you like to proceed to the quiz?

Start Quiz
Skip Quiz

Practice your learning! Question 1 of 2

Not For Grading

Question: Which of the following is a visible cultural difference that can affect day-to-day work onboard a merchant navy vessel?

(Select one answer)

☐ A crew's belief about authority

☐ The crew's tone of voice in disagreement.

☐ The types of meals preferred by crew from different nationalities

☐ How quickly crew members adapt to time zone changes.

Submit

Identity & Heritage

Answer each question and click [Submit] when complete. Quiz attempts are recorded in Quiz History.

Figure 12 – Chapter Quiz

3.4.5 START COURSE ASSESSMENT

The Course Assessment is the formal end-of-course test used for certification. The Assessment button on the course detail page becomes active when every required learning material in the course is marked completed for your account.

37. From the course detail page, select Assessment.
38. Read the confirmation dialog:
 - If eligible — the dialog displays Start Assessment and a confirmation that required content is complete.
 - If not eligible — the dialog displays a Warning indicating not all materials are completed.
39. If eligible, select Start Assessment to begin; or Cancel to stay on the course.
40. If not eligible, select X to close and continue studying. Yes, Proceed may be available to start anyway — only use this option if your organisation allows it.

Emotional Wellness Assessment
75% Minimum Passing Score

1 2 3 4
5 6 7 8
9 10

End Test

1 out of 10
Question 1
What is the key difference between normal sadness and depression?
(Select one answer)

☐ Sadness lasts longer than depression.

☐ Depression improves with cheering up, sadness doesn't.

☐ Sadness causes more physical symptoms than depression.

☐ Sadness comes and goes; depression lingers, affects your whole body and functioning.

< Previous Next >

Eligible: Click [Start Assessment] to begin.

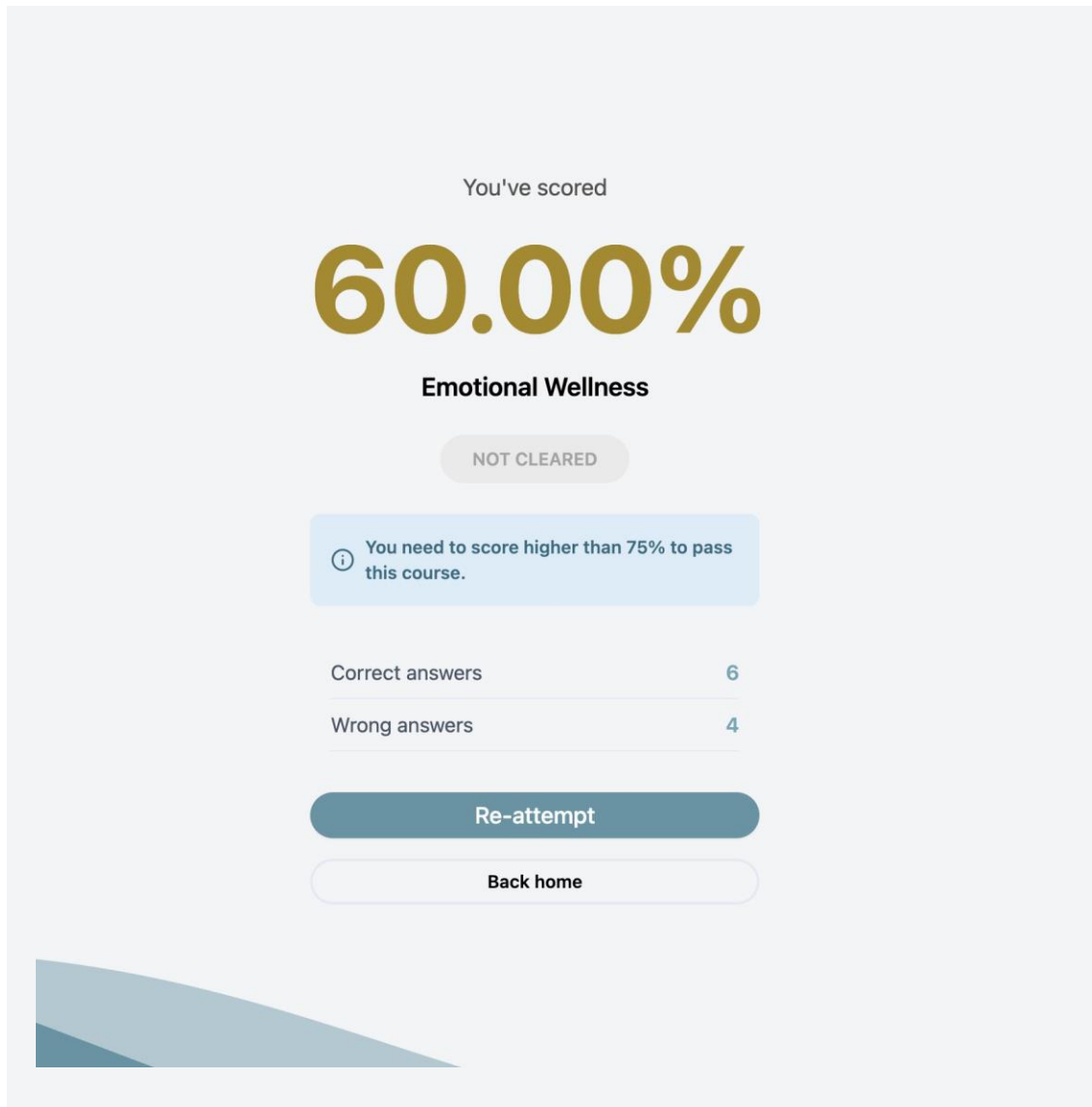
Not eligible: Click [X] to continue studying, or [Yes, Proceed] only with explicit permission.

Figure 13 – Assessment Confirmation Dialog

3.4.6 SUBMIT ASSESSMENT & VIEW RESULT

After confirming, the application opens the test page at `/dashboard/courses/<courseId>/test/<quizId>`. Read each question and select or enter your answer. If a timer or attempt limit is displayed, monitor it throughout the test. When you have answered all questions, select Submit.

On submission, you are taken to the result page at `/dashboard/courses/<courseId>/assessment/result/<attemptId>`. The screen displays your score, pass/fail status against the configured passing percentage, and any feedback.



Review your score and pass/fail status.

If eligible, click [Download Certificate] to download the PDF certificate.

Figure 14 – Assessment Result Page

3.4.7 DOWNLOAD CERTIFICATE

The SMY LMS issues a Certificate of Completion (PDF) for a course when you pass the course assessment. The certificate references the course name, topics covered, your name and INDoS number,

an optional rank/designation line, a certificate number, the issue date, and may include your profile photo if uploaded.

Certificate Eligibility Rules:

- The course must have an Assessment-type test configured.
- You must have at least one assessment attempt on record.
- Your best assessment score (percentage) must be greater than or equal to the configured passing score.

Certificate Number Format:

Certificates carry an identifier of the form SMY followed by a short alphanumeric suffix derived from your best qualifying attempt — for example, SMY-A1B2C3D4.

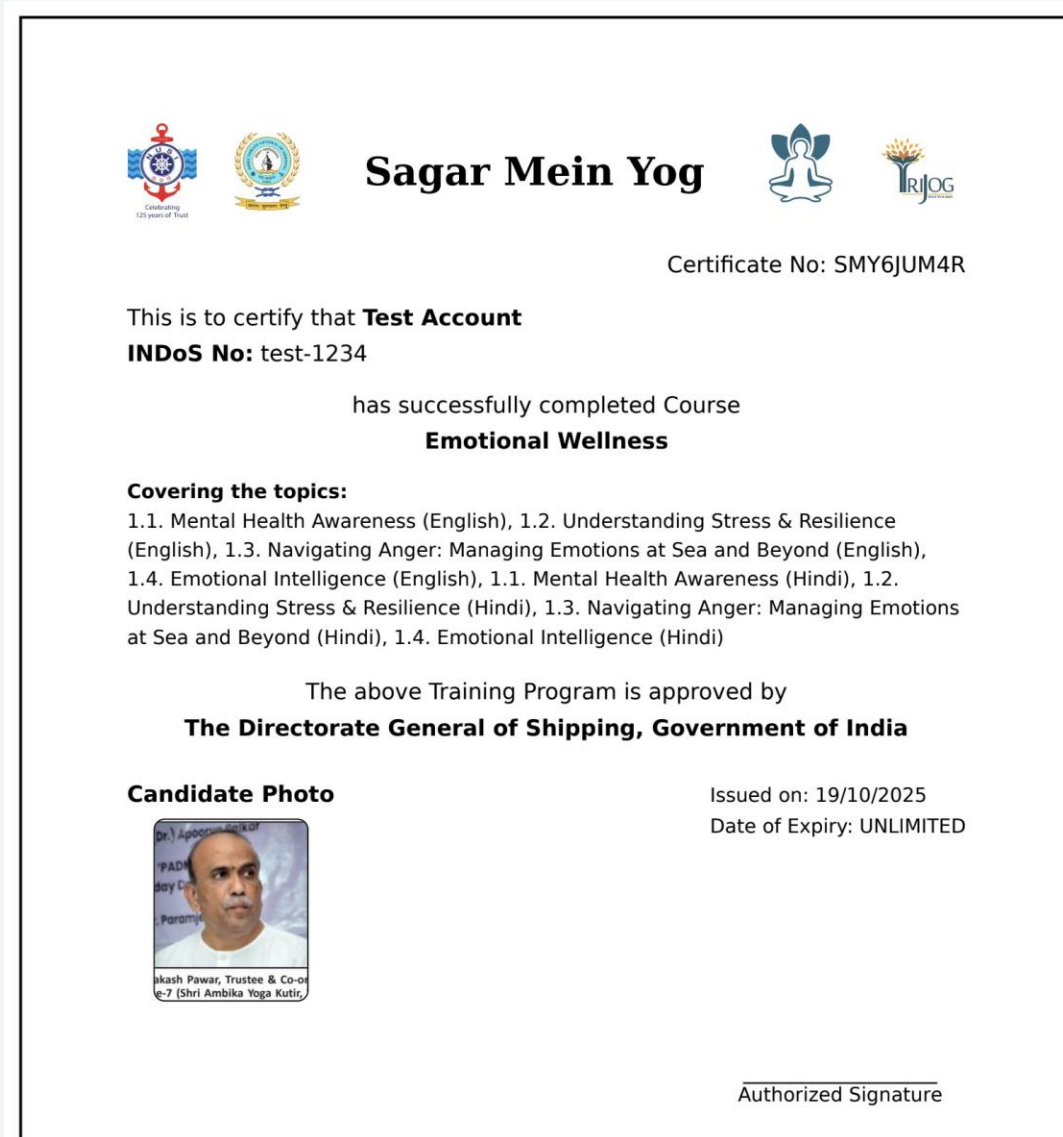
Two Download Paths:*Path A — From the assessment result page*

41. Confirm your score meets or exceeds the passing requirement.
42. Select Download Certificate.
43. Save the PDF when prompted by your browser.

Path B — From Your Progress

44. Select Your Progress in the sidebar.
45. Locate the row marked ASSESSMENT (quiz rows show Certification as not applicable).
46. In the Certification column, select Download Certificate.
47. Save the PDF.

If you are not eligible, the Certification column shows Not Eligible. Review course materials again and re-attempt the assessment, if the course allows additional attempts.



Click [Download Certificate] either from the result page or the ASSESSMENT row in Your Progress.

Figure 15 – Certificate Download

3.5 YOUR PROGRESS

Your Progress is a single, sortable table covering all your test attempts — both chapter quizzes and course assessments — along with scores, dates, and certification actions.

48. Sign in to the portal.

49. Select Your Progress in the sidebar (route: /dashboard/progress).
50. Wait for the table to load (Course, Test Title, Type, Scores, Percentage, Dates, Certification).
51. Optionally apply search, filters (status, type, dates), column sort, or pagination using the table toolbar.
52. To download a certificate, locate the ASSESSMENT row and use Download Certificate in the Certification column.
53. If an Export control is visible, use it to download data (for example CSV) for your own records.

INDoS is required to view this dashboard. If redirected to Profile, complete and save INDoS first.

The screenshot displays the 'Your Progress' dashboard for SAGAR YOG. The main section is titled 'TEST PERFORMANCE ANALYTICS' and features a table with columns: S.No, Test Title, Test Type, Difficulty, Passed, Passing Score, Material Title, Topic Name, and Material Co. The table lists 10 entries, including Course Assessments and Quizzes. The first five entries are Course Assessments with a 'Passed' status of 'YES' and a 'Passing Score' of 75%. The remaining five entries are Quizzes with a 'Passed' status of 'YES' and a 'Passing Score' of 0%. The table includes a search filter for 'Test Title' and dropdown menus for 'Test Type', 'Difficulty', and 'Passed'. A 'Download CSV' button is located in the top right corner of the table area. The bottom of the table shows 'Rows per page' set to 10 and 'Page 1 of 3' with '23 total entries'.

Filter or search to find an attempt.

Click [Download Certificate] next to a passed ASSESSMENT row.

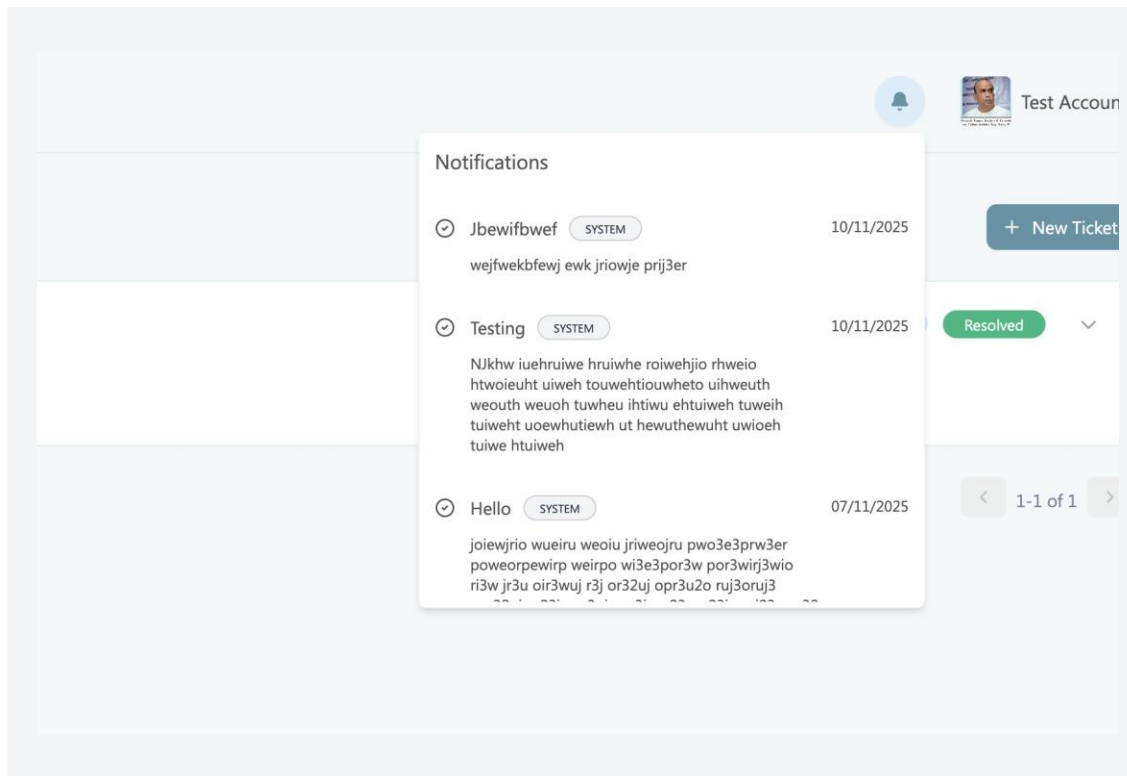
Figure 16 – Your Progress Dashboard

3.6 NOTIFICATIONS

Administrators can send announcements that arrive as in-app notifications, often in real time without requiring a page refresh.

54. While signed in, select the notification (bell) icon in the top header.

55. Read each item in the list; select an item to open the detail view, if available.
56. Use Mark as Read on an item, or Mark All as Read, when shown.
57. Close the panel or click outside it when you are finished.



Click the bell icon, read each notification, and mark items as read individually or in bulk.

Figure 17 – Notifications Panel

3.7 CONTACT SUPPORT

Contact Support is the channel for raising any operational issue — technical problems, account issues, billing questions, or general feedback. Each ticket has a category, subcategory, status, and a thread for status updates from the support team.

3.7.1 CREATE A TICKET

58. Select Contact Support in the sidebar (/dashboard/tickets).
59. Select New Ticket — the Create New Ticket form opens.
60. Enter a short Title summarising the issue.
61. Select the Category (Technical, Account, Billing, General).
62. Select the Subcategory matching your issue (see Section 3.7.3).

63. Enter a clear Description — what happened, what you expected, and any error text.
64. Optionally provide additional information (screenshot links, reference numbers) in the extra field, if shown.
65. Select Submit. Note your ticket ID or title for later reference.

New tickets typically start in Pending status.

The image shows a screenshot of the SAGAR YOG Tickets page and a modal for creating a new ticket. The top part of the screenshot shows the 'Tickets' page with a search bar, a filter dropdown, and a list of tickets. The bottom part shows the 'Create New Ticket' modal with the following fields:

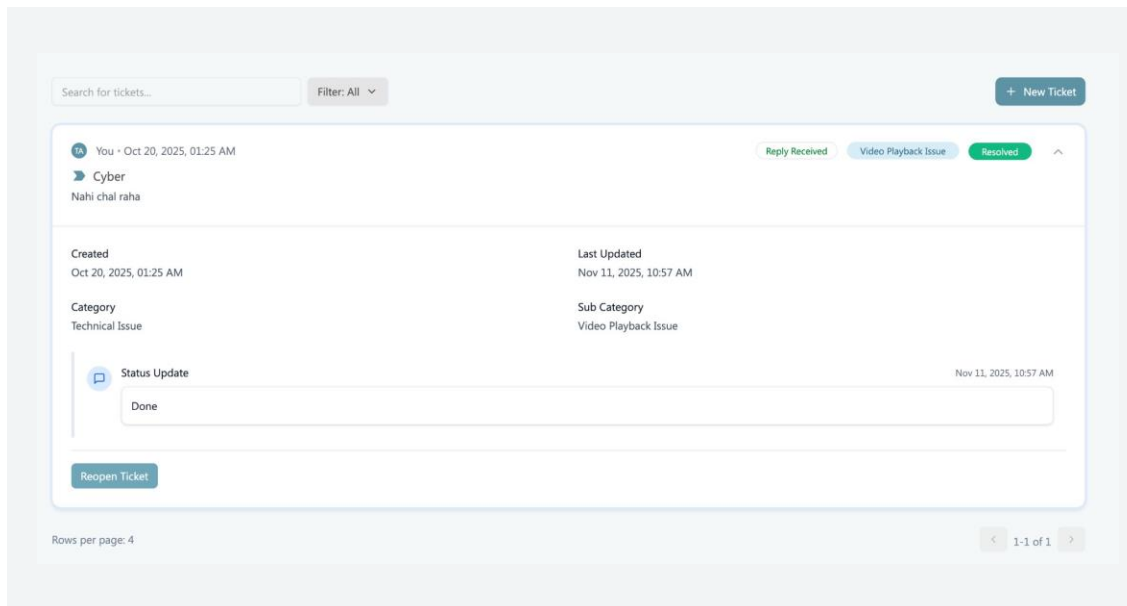
- Subject of the Ticket ***: A text input field with placeholder text 'Enter name...' and a character count of '0/100 characters'.
- Category of ticket ***: A group of four buttons: 'Technical Issue', 'Account Issue', 'Billing Issue', and 'General Inquiry'.
- Ticket description ***: A text area with placeholder text 'Describe your complaint or issue here...' and a character count of '0/1000 characters'.
- Buttons**: 'Cancel' and 'Submit' buttons at the bottom.

Fill in Title, Category, Subcategory and Description, then click [Submit] to raise the ticket.

Figure 18 – Create New Ticket

3.7.2 VIEW OR REOPEN TICKETS

66. Open Contact Support (/dashboard/tickets).
67. Scan the list of your tickets; apply search or status filters if shown.
68. Select a ticket row to open the details, including current Status and any update notes from support.



Click a ticket row to view details and the status thread.

Use [Reopen] for a Resolved ticket if more help is needed

Figure 19 – Ticket Details & Status

3.7.3 TICKET CATEGORIES & STATUSES**Categories and Subcategories****Technical Issue**

- Video Playback Issue
- Download Problem
- Quiz Error
- Mobile App Issue
- Missing Content
- Content Error

- Quiz Question
- Course Access

Account Issue

- Login Issue
- Password Reset
- Email Change
- Profile Update
- Certificate Issue

Billing Issue

- Billing Problem

General Inquiry

- Feedback
- Suggestion
- Other

Ticket Statuses

- Pending — newly created, awaiting triage by support.
- In Progress — support is actively working on the issue.
- Resolved — support believes the issue is fixed; you may Reopen if not.
- Closed — ticket is finalised and no further action is required.