KNRM
HELPS

PREPARE. TRACK. SHARE. ALERT.

SAFE OUT SAFE HOME

User guide KNRM Helps app

Safe out and safe home for people
on the water

'The free 'all in one KNRM app' for people on the water.

KNRM Helps app

This manual contains a description of the KNRM Helps app's main functions as well as those of the accompanying website knrmhelps.nl

While using the app you will come across functions, messages and options other than the ones described here.

This manual has been based on the use of iPhones with operating system iOS 10 or higher. There is no separate manual for Android smartphones, since the app functions equally on Android smartphones as from operating system OS 4.2 or higher. Some control buttons - such as the main menu icon - are positioned on other places on Android smartphones.

Use of the app requires setting up an account and registering the minimal required personal data. If you want to register one or more craft, you will need to register the minimum required fields of your vessel(s). The app will not work without your personal account.

If you want to stop using the app, you first have to delete your account in the app. Then you can remove the app from your smartphone.

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1. Introduction

KNRM Helps app's primary objective is to improve safety on the water for water sports enthusiasts as well as professional shipping, and to improve and speed up assistance and aid rendered by the Coast Guard and the KNRM and in specific situations by the 112 alarm centres.
Next to that the app can be used in trip preparation and when you are underway providing useful, relevant information.

KNRM Helps consists of:
- An app for smartphones, developed for operating systems iOS version 10 or higher (Apple) and Android version 4.2 or higher (Google);
- An accompanying website with the following address: knrmhelps.nl with access to your personal pages and information;
- The call centre, KNRM Helps Assistance Centre, for receiving and processing Assistance calls (non-urgent assistance requests);
- In Emergency situations, depending on your position, automatically setting up a direct telephone connection to the designated emergency response organization.

Specifically for smartphones
The app has been specifically developed for smartphones, given the necessary telephone function. It is therefore not intended to be used on tablets. However, the app will work on iOS operated tablets (iPads), provided the iPad has a direct connection to the mobile network, via a SIM card and an adequate subscription for voice- and data communication. The app can only be installed on iPads via the smartphone section in the App Store. The display has not been specifically modified for larger screens. Due to the too-wide range of makes and models, the app cannot be used on Android-operated tablets.
The app, and the use of it from KNRM's are, are provided free of charge, apart from your phone subscription cost.

Registration and setting up an account
Setting up an account requires the registration of the minimum set of mandatory personal data. Without an account, the app cannot be used.

Ending the usage of KNRM Helps

> PLEASE NOTE!
> Removing the app from your smartphone will not delete your account!

To stop using KNRM Helps you first need to delete your account. To do so, go to My Profile via the main menu and press Delete Account in the red bar at the bottom of the screen.
In principle KNRM and KNRM Helps Assistance Centre will not delete your account for you.

Benefit from a complete registration

Complete and up-to-date registration of your personal and vessel data are important. If you register one or more craft, please include an actual image of your vessel(s). The information you provide is important for your own personal safety and for your crewmembers. Assistance will be improved and rendered more speedily.

Consistent use of the app, both prior to and during your trip, including the use of the tracking function are important for your safety and those on board with you.

International collaboration

Identical versions of the app, with country-specific items, have been available in a number of countries in North Western Europe. When using the Emergency bar in those countries, your call will automatically be transferred with the national authority responsible for the assistance, being the coordinating Search And Rescue (SAR organisation). Usually this will be the national Coast Guard. Currently these include Finland, Norway, Denmark, Germany, The Netherlands, United Kingdom, Ireland, Spain, South Africa and Australia.

In some countries there is no service for non-urgent assistance. In that case when touching the green Assistance bar, your call is being transferred to the KNRM Helps Assistance Centre in the Netherlands.

Main or Home screen

The app has a Home screen 🏠 which provides direct access to four main functions. In addition, these and many additional functions may be accessed from the main menu ☰ .

VHF use

In emergencies, within the Netherlands Coast Guard - KNRM catchment area (see Annex II), KNRM's preferred method of communication is the use of VHF radio. The advantage being that nearby VHF equipped vessels are well informed and could help. If and when this can be combined with the use of the Sail Plan mode or Track only mode in the app KNRM Helps, assistance may be improved and rendered more speedily. This thanks to the provision of information on your actual position and registration details.

The Netherlands Coast guard and KNRM catchment area contains the following waters:
North Sea, Waddenzee, Lauwersmeer, IJsselmeer, Markermeer, Randmeren and South Holland's and Zeeland' estuaries.

When abroad set Roaming on in Settings so that data can be sent to and received from the central system. Also see under Phone settings.

In non-urgent situations it is advised to use the green Assistance bar in the Call for help screen. With that the Coast Guard can concentrate on its primary emergency co-ordination task.

When you have mobile network coverage activating one of the two tracking functions in the app is important, both in emergency situations and when you require assistance. Your actual position and your registration data will automatically be available for co-ordinators and rescue crews.

2. Downloading, installation and registration

2.1 Downloading
Downloading the app in the Apple App Store for iPhones. Or from the Google Play Store for Android smartphones. Extra information such as instruction video's, an infographic and frequently asked questions can be found on knrm.nl/helps
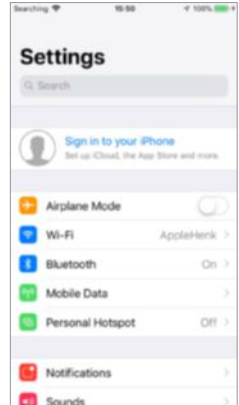
2.2 Phone settings
For a good and easy registration and functioning of the app, the following general settings on your smartphone are recommended (A) and in some cases necessary (!). Settings are based on iPhone use.

> **PLEASE NOTE!**
> In the Android phone operating system different denominations are used by phone producers. It is therefore not possible to produce universal descriptions.

Mobile network, Mobile data:	On (!)
Mobile network, Options mobile data, Roaming:	On (!)
Please note: on long(er) trips, where mobile connections may be intermittent or subject to interference, Roaming may be temporarily disabled. On arrival at the final destination if and when using Sail Plan mode, Roaming should be On or re-activated.	
Sounds Volume, recommendations for on-board use:	Maximum volume (A)
Display & Brightness, recommendations for on-board use outside:	Auto or high (A)
Display Zoom:	Set view to Standard
Battery, recommendations for on-board use:	Show percentage remaining (A)
Messages, send as SMS:	Turn iMessage off (!)
Privacy, Location settings:	On (!)
Please note: this may be set per app under Settings in the list of all installed apps. The KNRM Helps app should be set at:	'Always' on iOS; 'Allow all the time' on Android
Privacy, Contacts:	Allow access from
Please note: If not allowed, Emergency contacts will have to be entered manually.	KNRM Helps (A).
Notification, Allow Notifications:	Advice is to show Notification on the starting screen of your phone.

Phone settings
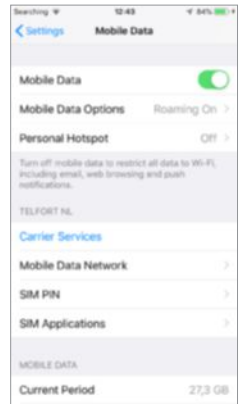
Settings Mobile Data

2.3 Installation and registration

Install the app and read and accept the End user licence agreement.
The basic registration, containing your name, logon credentials and contact information are concerned should be performed in the app itself. Chose the function Register.

Enter the e-mail address you wish to use on your trips and choose a safe password containing at least 8 characters, preferably uppercase and lower-case letters, figures and possibly symbols.

The hidden characters in the password field can be made visible, in order to avoid errors while typing, by pressing the 'eye icon' on the right side of the field. This can be switched on or off.

Keep the login details on a safe place, since they also provide access to your personal pages on the website knrmhelps.nl

On knrmhelps.nl you can change your e-mail address and adapt, supplement or delete your User data including your settings, Vessel and Emergency contact data, Contact information and manage your Trip history and pre-trip checklist. A print option is available to print your Vessel Registration data. All other information can only be consulted.

You can also generate a personalised start of season and end of season checklist via the website. These season checklists are only available in the website knrmhelps.nl and not in the app.

Login

Eye icon

IMPORTANT!
1. In your own interest and that of the emergency services, please ensure your registration is as complete and as kept up-to-date as possible.

2. Completion of fields marked * is mandatory.

3. Completion of any field with an orange border is vital to speedy and effective Search And Rescue actions.

4. Add an actual, representative picture of your vessel. This is of importance during assistance and Search And Rescue actions!

5. At the bottom of the initial screen of personal data, please indicate if you are prepared to render assistance to others. Here you can also register for the KNRM newsletter with, among other things, important and useful tips and information on new functions within the app.

6. Press Save at the bottom of the screen.

2.4 Define your own Sail Plan checklist

Once you have entered the type of vessel, the app and / or the website knrmhelps.nl will give you the option of defining your personal Sail Plan checklist for each vessel.

This checklist will - optionally - be presented in the app to go through when generating a Sail Plan. The elements applicable to your vessel and / or of your choice or interest can be added from a comprehensive list provided. You can add personal items to the checklists for each heading.

Please remember to Save your choices once you have completed your lists.
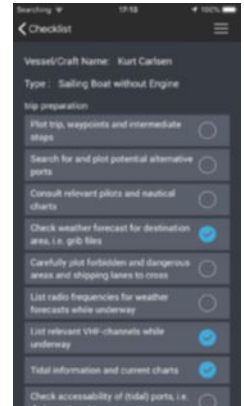
Sail Plan checklist

2.5 Downloading and synchronizing Historic trips

In My profile via the main menu at the right hand top of the display, among other functions, you will find Trip history. When opening this screen, the app will check any deviations between the smartphone and the central KNRM Helps system.

If you deleted the app from your smartphone and install it again, the Trips saved in the central KNRM Helps system can be downloaded again on your smartphone with the button Sync Trips.
Each time you touch the button, the latest three Trips will be downloaded on your smartphone. The button indicates how many trips remain to be synchronized. Depending on the amount of data - longer and shorter trips - download time will be longer or shorter.

Once trips are deleted in the app, they also will be deleted from the central KNRM Helps system and cannot be downloaded on your smartphone anymore. You can also view your completed trips on knrmhelps.nl as long as they are not removed.

Sync Trips

App review

After you have run and stored at least three trips we will ask you to rate the app through the Google Play Store or the Apple App Store.
You will be asked maximum three times per year to rate our app.
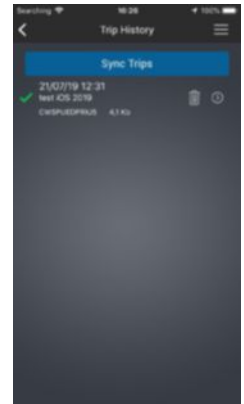
The rating, by giving stars, is displayed in the Trip Summary Screen.

★★★★☆

3. Start or Home screen

3.1 Home screen and main menu

The Home screen allows direct access to a number of the app's vital functions. You will always return to this Home screen ☰ by touching Home in the main menu button at the right hand top of the display.

When activating the Call for help function from this Home screen, your position will be forwarded to the recipient of your call, the Netherlands Coast Guard in an Emergency and KNRM Helps Assistance Centre in case of required Assistance. In case of emergencies within the Netherlands, but outside the catchment area of the Netherlands Coast Guard and KNRM, your call is directed to the alarm number 112, but your position can not (yet) be received with this call.

> PLEASE NOTE!
> Also read the related text 3.6 Alert-Tracking Activation.
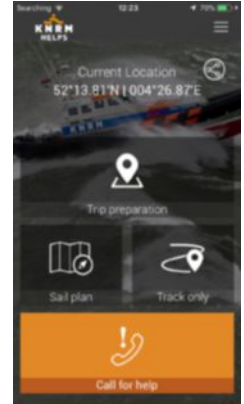
Home screen

In order for this procedure to work, you will have to activate Mobile data and Roaming in your smartphone's setting. From then on, your personal and vessel data can be seen by the Netherlands Coast Guard and KNRM.

Icon Main menu

The main menu button allows you to navigate through the app. The menu opened can be right-swiped (for Android smartphones to the left). The main menu also allows you to activate the help function ⑦ for a number of other functions in the app as follows:

1. Choose any of the app's operational functions in the main menu;
2. (re)Call the main menu;
3. Touch the question mark ⑦ at the right hand top of the display;
4. Information will be shown in sequence per field;
5. Touch the information text displayed to move to the next field.
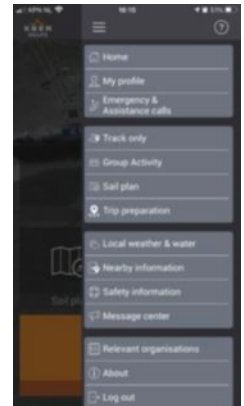
> PLEASE NOTE!
> The Call for help display does not have a help function.
> See 3.6.

Main menu

3.2 Sharing your position via social media

When pressing the Share icon ⊰ at the right hand side of the Home screen showing your current position, an overview of the message services and social media installed on your smartphone will open on the display below. Choose your preferred way of sharing. A standard notification will be made - containing an URL that links to the coordinates of your position - which you can adapt and send.

The recipients are able to see your position on a KNRM webpage and can resend the URL to others (without your permission).

By pressing the More icon [···] at the right hand side, you can select whether you want to turn on or off a social media channel for KNRM Helps. Messages and Mail are always turned on.

2 options:
- Weather & Water Info
- Nearby information

3.3 Trip preparation

In the Trip preparation screen, the option for Trip preparation, nautical chart presentation (Map) or Google Maps presentation (Sat) is offered at the bottom. The nautical charts used are based on those of the Hydrographic Service of the Royal Netherlands Navy and are updated around once per month. As such they are intended for reference rather than for navigation. The Netherlands Coast Guard and the KNRM Helps Assistance Centre are using the same type of charts.

The app will display a map of your actual position, which you can zoom in or out. By touching a position, like a Waypoint en-route or your Sail Plan's final destination, an icon with two options appears:
- Weather & Water Info related to your immediate surroundings (left hand option);
- Nearby information (right hand option), including among other functions the VHF channels in use, Port information, Lifeboat Stations, Waterways, Junctions, Bunker stations, Shipyards and Repair shops.

By touching the icon again the options for Weather and Water Info and Nearby information will disappear.

Weather & Water Info

Map Information

At the left hand side at the bottom of the map, a map layer icon ⬙ is shown. When pressing it, icons which you can turn on and off independently are unfolding. When turned on, the map shows extra information.

By pressing ⟩ more details are shown. The following information is available with position and contact information:
- Port information with VHF channel;
- KNRM Lifeboat Stations;
- Bunker Stations;
- Water sport shops;
- Shipyards and repair shops;
- Boat rental companies;
- Most KNRM Lifeboats are always visible via their AIS data so the icon cannot be turned on and off.
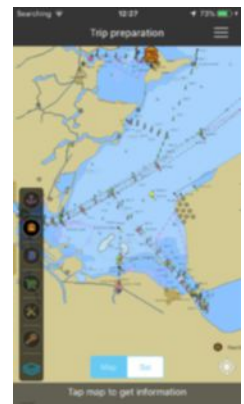

Map information

3.4 Sail Plan mode

Create Sail Plan

For start, a message displays, saying that a Sail Plan mode registers a
Sail Plan and informs Emergency contacts when the Estimated Time of
Arrival (ETA) is surpassed. Tap OK.
Then, choose your vessel if you have registered more than one and set your
expected ETA at your Sail Plan's destination (End Point) by scrolling through
date and time, then touching Select. The ETA must be greater than fifteen
minutes from the current time.

Enter the number of People on board, making the distinction between
Adults and Children under 16, by scrolling with the up and down arrows.

Then select the type of trip you are undertaking, touch Select and then
tap Next.
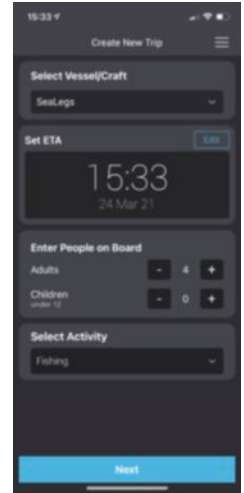
Set Sail plan

Add or choose Emergency contact(s)

At least one Emergency contact with mobile number has to be registered,
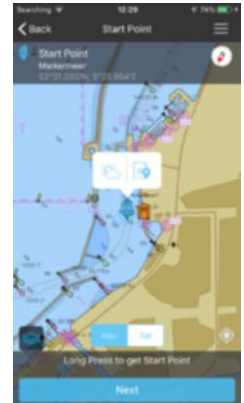imported from your smartphone's address book, or added manually.
Tap Save.

Or activate one or more Emergency contacts set earlier with the switch at
the left hand side. With the icon ⊙ at the right of each Emergency con-
tact, you can manage the data.

Define Start Point

A map of your actual position's surroundings appears. You may add that
position or any other as a Start Point to the map by touching the desired
position. If necessary the map may be scaled down first and then again
scaled up for a more specific location indication.

Weather and Water Info and Nearby information are available for any posi-
tion on the map, including your Waypoint and your destination, both at this
stage and during the entire trip. For using it touch the pop up screen above
the boat icon at the left hand side for Weather and Water Info and at the
right hand side for Nearby information.

Set Start Point

Touch Next and, if and when desired, add a Waypoint. This can be done
maximum one time each Sail Plan and works the same way as defining a
Start Point.

Defining End Point

Once the End Point has been defined, like is done with Start Point and Waypoint, touch Next.

If a Sail Plan checklist has been generated for the selected vessel, it will be presented with the option of running through it. If you wish you can add elements to the checklist, delete or save the checklist.

Tap Next and Se
t Sail to start your trip. You are being asked if you would like to text your Sail Plan to your selected Emergency contacts.
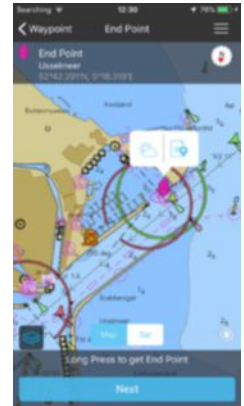
Definding End Point

Trip in Progress

While en-route you have the option of modifying your trip details, for instance if your ETA, Waypoint, destination or persons on board need such modification. Or if you want to add an Emergency contact.

> IMPORTANT!
> If and when your Sail Plan's ETA has expired, you will receive requests via your smartphone to modify your Sail Plan, 5 minutes before ETA and when you ETA becomes 15, 90 and 120 minutes overdue. Even without an active mobile connection.
>
> After 120 minutes ETA overdue, your Emergency contacts will be alerted by SMS message.
>
> After 130 minutes ETA overdue + 40% of the total time of your plan's expected duration, the Netherlands Coast Guard will be notified.
>
> Do remember to end the Sail Plan when completing your trip or adjust your ETA in time to avoid messages and (Search And Rescue) actions.
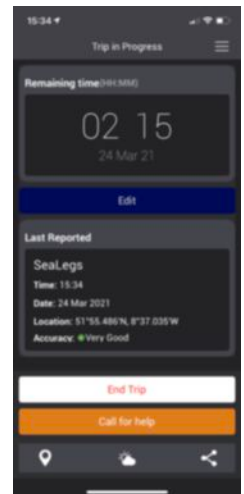
Trip in Progress

For the message type and actions undertaken we refer you to Annex I: Notifications and actions for Sail Plan mode. This may also be viewed in the app under the heading About in the main menu.

> PLEASE NOTE!
> In order to transmit any of said modifications, a data communications connection (GPRS, 3G or 4G) to any mobile network or a Wifi connection is essential. Details of your position are transmitted to the central KNRM Helps system approximately once every kilometer travelled or, if you are stationary in one position, once every 5 minutes.

At the bottom of the screen above the Call for help bar three icons are visible:

Tracking your trip on the map;

Weather & Water Info for your position;

For sharing your trip with others via the message services and social media installed on your smartphone.
Choose the way of sharing you prefer (see 3.2).

Trip Summary
When ending your Trip you are being asked whether you would like to notify your Emergency contacts to let them know you ended your trip. After that the Trip Summary screen is shown with - in the lower part - the option to share your trip 🔗 with others, replay your trip ▶ or go to the Home screen 🏠 .

Trip Summary

IMPORTANT!
Do remember to end the Track only mode when completing your trip. If you fail to do so, you will receive an e-mail after about 24 hours, informing you of the - presumably - accidental omission to end the Track only mode.

By pressing the URL in the e-mail, the Track only mode of your trip, the registration of it in the app and the transmission of the position details to the KNRM Helps central system, will still be ended.

If needed by a telephone request from you the operators of KNRM Helps Assistance Centre can also end your Trip and with that the tracking function.
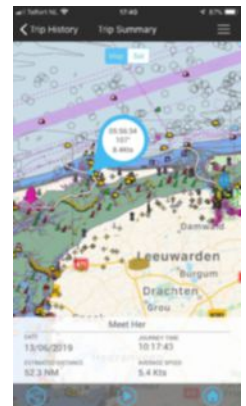
3.5 Track only mode

If you chose Track Only no Sail plan is being filed and your emergency contacts are not being informed automatically.
In track only there is no destination and no ETA defined.
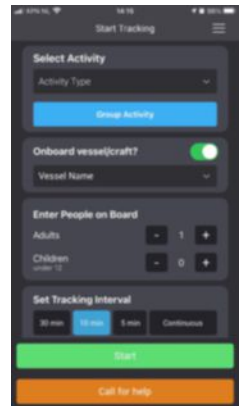
Press OK and select your activity. Enter a Private Group Code or Event Code by pressing the 'Group Activity' option.

Select whether or not you are on a vessel or not for this trip. Choose your vessel if you are on board a vessel or board.
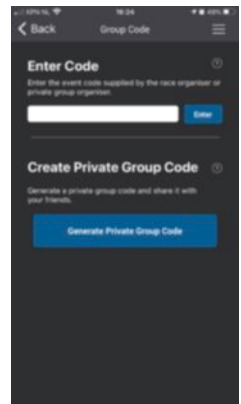

Start Tracking

Group Activity

After pressing Group Activity you can enter that code or create a Private Group code. The Group Event Code will be provided by the organiser of an organised trip, regatta or race to you as a participant.

The code allows your trip to be tracked in website by the organiser from the moment that you activate your trip in Track Only mode. The organiser will decide beforehand if the website is restricted for their own use or made public. The validity period of the Event code is restricted and related to the Event duration.

The Private Group Code is being generated by the application and will be presented in the screen. You can, by sending them the code, share this code with maximum of 6 other participants of your group. The participants have to enter the code in their Track only screen of the app and they have to press Start when commencing the trip.

Participants can view each others last reported location using the map button on the Track Only screen. The trip can be shared with Emergency contacts of every participant by sending them a link to a webpage.

Enter a Group Event Code or generate a Private Group code

> PLEASE NOTE!
> If a participant makes an Emergency of Assistance call, other participants will receive a notification in their phone and in the Message centre of the app.

Set Tracking Interval

The information on your position is transmitted to the central KNRM Helps system with a frequency of your choice, so as to conserve your smartphone's battery power, should you wish to do so.

The standard frequency is once every 10 minutes and may be reduced to once every 30 minutes by sliding the blue button to the left, or to the right to 5 minutes or to Continuous by sliding it completely to the right.

Our advice is to set it to 5 minutes or Continuous when engaged in fast types of water sports, like kite surfing or catamaran sailing. For longer trips and slower vessels we recommend a lower frequency of transmission in order to preserve battery power. In any case, the frequency of transmission will be reduced as soon as the smartphone's battery power is less than 30% remaining. It will be discontinued automatically at 10% remaining.

By means of the Call for help button on the lower part of the Start Tracking screen, you will enter the Call for Help screen for making an Emergency or Assistance Call (see 3.6).

The icons at the bottom of the screen allow you to opt for:

Tracking your trip on the map;

Weather & Water Info for your position;

Sharing your trip with others via one of the message services or social media channels installed on your smartphone.

3.6 Call for help screen (Emergency and Assistance Calls)

You can access the Call for help screen either from the Home screen, via the main menu and Sail plan and Track only mode.
In case of Emergency press the red bar and for non-urgent Assistance use the green bar.

> IMPORTANT IN CASE OF EMERGENCY!
> Depending on your position, the correct emergency number will be called. If, in an emergency, you touch the red bar and you are inside the Netherlands Coast Guard - KNRM catchment area, you will be connected to the Netherlands Coast Guard directly.

If none of the two tracking functions (Sail plan or Track only) are initiated and you start a call from the Call for help screen, the Alert-Tracking function will automatically be activated. This function works in both Emergency calls - the red button – in the Call for help screen and in Assistance calls - the green button -.

With this feature, the often changing position of the caller remains available for the incident coordinators and rescue services. Another advantage is that the satellite position will become more accurate over time.
The position frequency of Alert-Tracking is set to record and transmit once every 5 minutes.

You will be informed about the Alert-Tracking activation via the Alert-Track Activation screen. (see example).

If Track only has been activated earlier with the position frequency interval of 10 or 30 minutes, the Alert-Tracking will change that frequency to every 5 minutes.

Cancellation of your call and Alert-Tracking
You can cancel your Call for help - and with that the Alert-Tracking activation - by sliding the button at the bottom of the Alert-Track Activation screen to the right. A confirmation screen will be presented to confirm your cancellation (see examples of the two screens).

The operators of the Netherlands Coast Guard and of KNRM Helps Assistance Centre will be informed about your cancellation.

Cancelling Alert-Tracking
You can cancel Alert-Tracking via the screen as described before.

Operators of the KNRM Helps Assistance Centre and from the Netherlands Coast Guard can top Alert-Tracking on your phone.
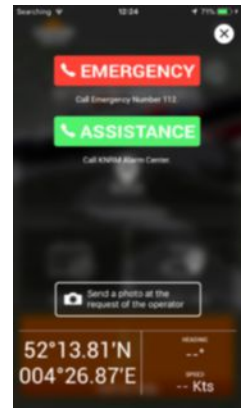
Call for help screen

Call for help

Canceling Call for help

I f you stop the app or if it runs in the background and you forget to close Alert-Tracking, you will be reminded via email. If you do not react the system will stop Alert-Tracking after 48 hours.
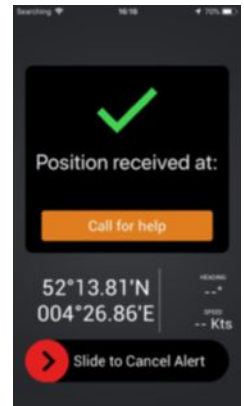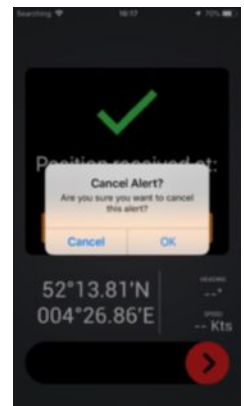
> IMPORTANT!
> The Alert-Tracking function is not intended to replace the normal tracking functions of the app (Sail plan and Track Only). Sharing your trip is not supported from Alert-Tracking and your trip will not be stored in Trip history. The purpose of Auto-Tracking is to keep hold of your position after a Call for help.

If you find yourself within the Netherlands, but outside of the Netherlands Coast Guard - KNRM catchment area, your Emergency call will be connected to the general emergency number 112. The General Incident Room (Gemeenschappelijke Meldkamer Driebergen) operator will connect you to the relevant Regional incident room if necessary.

If and when you are abroad in a country with a SafeTRx app licensee (KNRM Helpt is based on the internationally distributed SafeTrx application), a telephone connection will be set up with the relevant national Search And Rescue (SAR) organisation. Usually this will be the national Coast Guard.

In order to prevent unintended alert calls a sub screen is being presented where you are asked to confirm the call setup before the connection is being established

> IMPORTANT IN CASE OF ASSISTANCE!
> If you touch the green bar for non-urgent assistance, you will be directly connected to the KNRM Helps Assistance Centre.
>
> If you are abroad, you will be connected to a similar organisation if and when available. If not available, only the Emergency bar and no Assistance bar will be shown in the app.
>
> If there is no SafeTRx app licensee present in a foreign country, the green Assistance bar will transfer your call to the KNRM Helps Assistance Centre. Operators at the Netherlands Coast Guard and the KNRM Helps Assistance Centre have immediate access to information on your position and other details, or they can query it.

The wording below the red and green bars will automatically change to show the details of the organisation to be called, depending on your position.

The phone numbers listed in the app may also be called separately outside the app. In that case, information regarding your position will not be transmitted with the call and your personal information will not be available to the Netherlands Coast Guard and the KNRM Helps Assistance Centre. This is why this method is not being advised. Next to that your position will be more accurate if the call is being made while tracking is activated.

The number of the Netherlands Coast Guard is:
+31 (0) 223 54 27 00

The number of the KNRM Helps Assistance Centre is:
 +31 (0) 88 999 61 00

Incident Photo function (See Call for Help screen screenshot above)
The KNRM Helps 'Incident Photo' feature allows you to send a photo of an incident or sighting to the Coast Guard Netherlands or KNRM Helps Assistance Centre if requested by the operator.

This could be a navigational hazard or a photo to help the operators and SAR authorities to assist you (or somebody else) in an Emergency or Assistance situation.

Presently the 112 Alarm Centres cannot yet receive an Incident Photo from the KNRM Helps app.

4. Local weather & water

From the Home screen under Trip preparation and from the main menu, you can request Local weather and water information. Scroll down for weather forecast, tide and barometric pressure and trend.

With the tide, the water levels are shown in relation to NAP (Nieuw Amsterdams Peil) or LAT (Lowest Astronomical Tide). Please note that LAT is lower than the, for a long time in the Netherlands used, reduction level GLWS (Gemiddeld Laag Water Spring).

Weather data is sourced from KNMI and water information from Rijkswaterstaat. The information is imported and put together by Surfcheck, the provider of the app Zeeweer.

5. Nearby information

Here, useful information is given for an area **within a radius of 10 Nautical Miles** (NM) around your position, or around any position on the map chosen via the options Trip preparation, Sail Plan or Track only. Information is listed in order of proximity.

Nearby Information

You will find contact details and locations of:
- VHF channels in use, block channels, with channel number and call sign (source: ANWB);
- Port information with VHF channel number. Also see Map information (source: ANWB);
- Lifeboat Stations **within a radius of 25 NM** around your position, or around any position indicated on the map. Also see Map information (source: KNRM);
- Waterways and junctions with instructions for navigation. Also see Map information (source: Varen Doe je Samen);
- Bunker Stations. Also see Map information (source: ANWB);
- Water sport shops. Also see Map information (source: KNRM);
- Shipyards and repair shops. Also see Map information (source: ANWB);
- Boat rental companies. Also see Map information (source: ANWB).
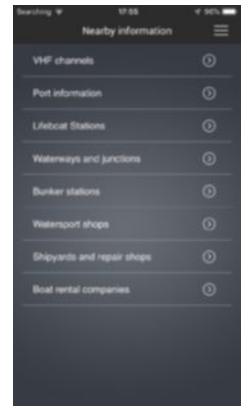
6. Safety information

A range of Safety information is available offline for your trip preparation and while en-route, without the need for a mobile connection.

Safety information

From the main menu under Safety information, choose the relevant information, such as: Emergency procedures on board, Light and day signs on board, Maritime weather forecasts, Aids to navigation, Light characteristics, Sound signals, Primary markings, NATO alphabet, Signal or semaphore flags, Windforce and Sea state.
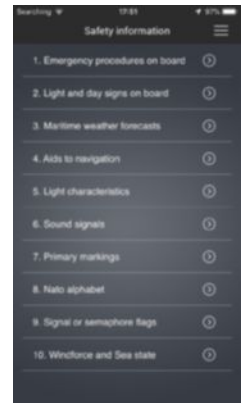
7. Message center

Permission to receive messages
For the receipt of messages within KNRM Helps and to activate the message counter at the KNRM Helps app icon and in the main menu, you must first choose Notifications within the settings of your smartphone. Then please allow notifications for the app KNRM Helps.

New messages
If there are new messages for you, the KNRM-app icon shows a counter with the number of new messages. After starting the KNRM Helps app, a pop up named New messages appears in the Home screen with underneath a number of messages with abbreviated titles. The Read button gives you direct access to the Message centre . Choose the Cancel button for reading the message later.
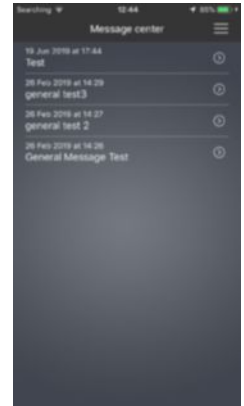
Message center

If the KNRM Helps app is already active, the message counter is also visible in the Message centre in the main menu. Once you get to the Message centre, both counters will be reset to zero, regardless of whether you have read the messages. The Message centre indicates the title of every message in order of entry. To read or delete the messages, touch the button to the right of each message.

Messages can be sent by us to KNRM Helps users who are in a particular water area. The messages in the Message centre will remain available during 24 hours for the one who activated KNRM Helps after the messaging and only if this person enters a water area where a message applies or applied.

KNRM Helps may, in addition to the messages in the Message centre, also send SMS messages. For example linked to a Sail Plan or if a user is in a particular water area. That only happens in exceptional cases. The SMS messages, you will only see in your standard text messaging app and not in the Message centre.

8. Relevant organisations

Via the main menu, you will find contact information of the following water sports related organisations by choosing Relevant organisations:
- Nautical organisations;
- Insurance companies specialised in water sports;
- Other online information and apps;
- Water sport organisations, associations and umbrella organisations;
- Water sport shops supporting KNRM;
- Boat rental companies supporting KNRM.
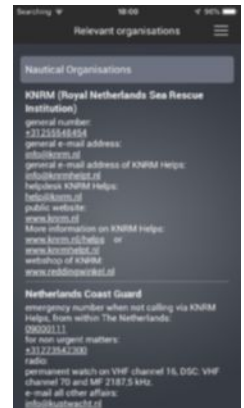
Relevant organisations

9. About

Using the main menu, opt for About. Here, you will find the version number of the app KNRM Helps, a Help Centre option containing Frequently Asked Questions, the Userguide, a Quick Reference Guide, Operational Area and Notification and Actions in Sail Plan Mode (Annex I). The About section also contains a link to the KNRM Helps website, the Privacy Statement, Disclaimer and End User License Agreement.

We recommend that you pay particular attention to Notifications and Actions in Sail Plan mode (Annex I).
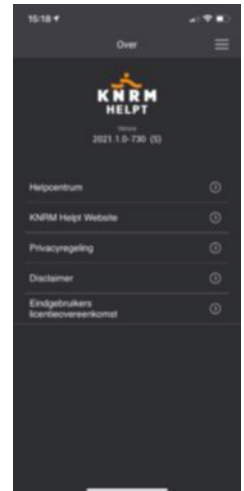
About KNRM Helps app

10. Logging out

Normally you do not have log out.
If and when you log out (sign off) you will have to log in again later.

When logging in re-enter your earlier registered e-mail address and password instead of your username, if that differs from the e-mail address.

When you delete the app form your phone and install again you do not need to register again.

> PLEASE NOTE!
> When you remove the app from your phone, your account will remain active in the central system.

Annex 1 Messages and actions for Sail Plan mode

ETA	Recipient	Message type	Message content
- 5 min.	User	Internal telephone notification	"Your KNRM Helps Sail Plan is to expire 5 minutes from now. Please either extend or close your Sail Plan."
+ 15 min.	User	Internal telephone notification	"Your KNRM Helps Sail Plan has expired. Please either extend or close your Sail Plan."
	User	TXT	"Your KNRM Helps Sail Plan has expired. Please either extend or close your Sail Plan."
+ 90 min.	User	Internal telephone notification	"Your KNRM Helps Sail Plan has expired. Please either extend or close your Sail Plan."
	User	TXT	"In 30 minutes, your Emergency contact(s) will be notified of the expiration of your Sail Plan by an automated text message."
+ 120 min.	User	Internal telephone notification	"Your KNRM Helps Sail Plan has now expired. Please either extend or close your Sail Plan. As and when your Sail Plan ETA becomes overdue by 130 minutes + 40% of the total time of your plan's expected duration with a maximum of 4 hours and 10 minutes, the NL Coast Guard will be notified."
	User	TXT	"Your Emergency contact(s) will be notified of the expiration of your Sail Plan by an automated text message."
	Emergency contact	TXT	"The KNRM Helps Sail Plan with reference number [Sail Plan number] has now expired. Until now we have not received any confirmation from those on board. Should you have more information, please contact KNRM Helps Assistance Centre at the following telephone number: +31 (0) 88 999 61 00?"
+ 130 min. + 40% of the total of submitted Sail Plan's duration	User	TXT	"The NL Coast Guard has been notified of the expiration of your plan and will be taking action at their own initiative."
	Emergency contact	TXT + E-mail	"The NL Coast Guard has been notified of the expired Sail Plan with reference number [Sail Plan number] and will be taking action at their own initiative. You may contact the NL Coast Guard at the following telephone number +31 (0) 223 54 27 00, should you wish to do so."

Annex II Netherlands Coast Guard and KNRM catchment area

Operational area
Netherlands Coast Guard:
General / all activities:
TZ and EEZ

– – – Pre-established
International borders

The Netherlands Coast Guard
and KNRM catchment area
consists of:
- The North Sea and coastal
  regions as indicated;
- The Wadden area and
  the Lauwersmeer;
- The IJsselmeer;
- The Randmeren region;
- South of Holland and Zeeland
  waterways and estuaries until
  Woudrichem.

The Netherlands

Den Helder
(Netherlands Coast Guard)

IJmuiden
(KNRM headquarters)

KNRM

Royal Netherlands Sea Rescue Institution (KNRM)
KNRM rescues people in distress free of charge and helps at sea and in the larger inland waters. Swiftly with professional volunteers. KNRM is being financed by voluntary donations and gifts. Your donation is tomorrow's rescue!

Become a donator. You are our rescuer ashore.
knrm.nl

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The Netherlands

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Website : knrm.nl
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ING Bank : NL40 INGB 00000 26363
Rabobank : NL27 RABO 03735 46181

Chamber of Commerce:
Registration number: 411 99789

Helpdesk voor KNRM Helpt only via e-mail:
help@knrm.nl

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