

Crew Communications:

Make the Most of User Notifications

June 8, 2022

FAREHARBOR
webinars



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today's agenda

**Crew Roles
and
Permissions**

**Crew
Notifications**

**FareHarbor
Mobile App**



crew roles & permissions



define roles
within your
Dashboard in a
way that suits
your business
needs

Crew Roles & Permissions

Crew Roles

- Keep track of staff assignments and responsibilities
- Add another layer of organization for the Crew members in your Dashboard
- Assign roles to your Crew members



poll

What user roles do you have in your Dashboard?

- Tour guide
- Instructor
- Driver
- Deckhand
- Check-in staff
- Other



control what staff
members can
access in your
Dashboard

Crew Roles & Permissions

Crew Permissions

- View crew assignments
- Create and edit crew assignments for self
- Create and edit crew assignments for anyone
- Create and edit crew roles
- View only assigned bookings and availabilities



plan out your crew members' schedules to use notifications effectively

Crew Roles & Permissions

Assign Crew to Availabilities

- Add or remove crew for a single availability
- Make bulk assignments and changes using the Availability Updater tool
- Add roles and notes when adding a crew to an availability



crew notifications



poll

What notifications have you set up for your crew?

- Email
- Push notifications on FareHarbor app
- Both
- I don't use notifications

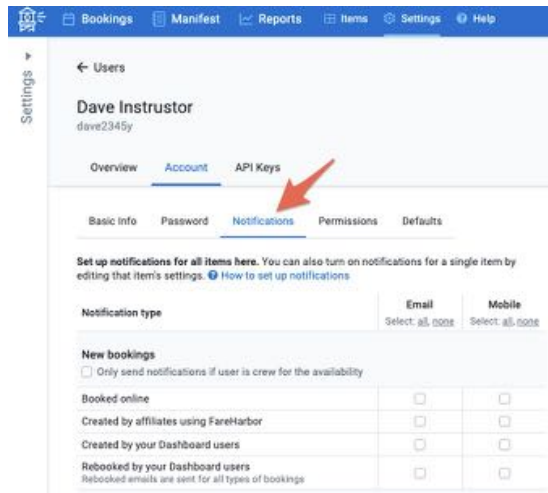


Crew Notifications

Essential notifications

- Daily manifest link
- When added or removed as crew
- Crew reminder
- New bookings

notifications can be in the form of an **email** or a **push notification** on the FH app



notification
options create a
streamlined
experience for
staff

Crew Notifications

Options and timing

- Crew members choose when they want to receive the daily manifest link and crew reminder emails
- Crew members choose to receive emails only if they have been assigned as crew on the availability



FareHarbor mobile app



poll

Do you currently use the FareHarbor mobile app?

- Yes
- No
- I didn't know there was a FareHarbor app!



download the app
to stay organized
and access
important info on
the go

FareHarbor mobile app

Make the most of the app

- Enable push notifications to receive crew notifications
 - You must do this in your phone settings AND in your Dashboard
- Use biometrics (face or fingerprint scanning) to quickly sign in from anywhere!
- Coming soon! Offline QR code scanning



thank you!



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