

# FAQ MSW Reportal

**I cannot log in to MSW Reportal. I receive an error message saying "Logon credentials not accepted".**

The password or username has been entered incorrectly more than three times. Therefore, the account has been locked and you will not have access for the next two hours.

To unlock it earlier, please contact MSW Support for assistance at [support@mswreportal.se](mailto:support@mswreportal.se) or call +46 771 40 00 50.

**How do I get access to MSW Reportal?**

Apply via our website [here](#).

You are also welcome to contact Swedish Maritime Administration Port Call Support at [portcall@sjofartsverket.se](mailto:portcall@sjofartsverket.se) or call +46 10 478 58 00 for assistance.

**The vessel I need to report is missing in MSW Reportal. What should I do?**

If you have searched for the vessel's name and IMO number and still cannot find it, you have to do an extended search in MSW Reportal. Select "Toggle search mode" enter the vessel's IMO number and try again. The vessel is then retrieved from an external register. In case of problems, you are welcome to contact the Swedish Maritime Administration Port Call Support at [portcall@sjofartsverket.se](mailto:portcall@sjofartsverket.se) or call +46 10 478 58 00 for assistance.

Make sure you have the International Tonnage Certificate ready.

**The vessel that I will report in MSW Reportal has changed its name. What am I supposed to do?**

Please contact the Swedish Maritime Administration Port Call Support for assistance at [portcall@sjofartsverket.se](mailto:portcall@sjofartsverket.se) or call +46 10 478 58 00.

**The port I want to register is not an option for the "previous port" or the "last 10 ports".**

You can only select a port that has been approved according to the UN Locode list. Enter [here](#), and you will find all available ports. All approved ports in MSW Reportal have number 1 as their "Function". If the UN Locode is not selectable in MSW Reportal, you need to select a port nearby.

**Where can the latest version of MSW-Template be found?**

You will find the templates at the Swedish Maritime Administration's website [here](#) or you can log in to MSW Reportal and download your template there.

### **Which vessels are mandatory to report in MSW Reportal?**

You have to report:

Vessels with a gross tonnage of at least 300 tons. Fishing vessels, culture-historical vessels and leisure boats with a length of 45 meters or more, if you bound a Swedish port or anchorage within Swedish maritime territory.

The vessel must be reported at least 24 hours before arrival. If the voyage is less than 24 hours or if the port of call is unknown, you need to report at the port of departure. If the port of arrival changes, you have to report the correct one as soon as possible.

### **Can you unlock/change the status of my fairway declaration from final to preliminary?**

Please contact the Swedish Maritime Administration Port Call Support for assistance at [portcall@sjofartsverket.se](mailto:portcall@sjofartsverket.se) or call +46 10 478 58 00.

### **How do I book the informational passage at relevant pilot area?**

Unfortunately, it is not possible to order an informational passage in MSW Reportal. It must be ordered to relevant [pilot area](#).

### **The preregistered ATA/ATD is not correct. How do I change it?**

It is not possible to change ATA/ATD in MSW Reportal once it has been registered. Send an email including the vessel's name, visit id, incorrect ATA/ATD and correct ATA/ATD to the Swedish Maritime Administration at [portcall@sjofartsverket.se](mailto:portcall@sjofartsverket.se).

### **How do I report a barge in MSW Reportal?**

When a barge and a tugboat bound for a Swedish port, you need to report them separately. Please use this [guide](#) to read about the reporting requirements. If there are any uncertainties, please contact MSW Support at support at [support@mswreportal.se](mailto:support@mswreportal.se) or call +46 771 40 00 50.

### **Can I review in what number of call the vessel will be registered?**

You can review the number of call in MSW Reportal if you press on "Open details in new window" next to the vessels name. A new window will be opened, press on "Show ship info" to see the information.

### **Is it possible to review the reported vessel's environmental class?**

You can review if the vessel has an environmental classification in MSW Reportal if you press on "Open details in new window" next to the vessels name. A new window will be opened, press on 'Show ship info' to see the information.

**Why is it important to enter MSW Reportal with correct customer number?**

By using correct customer number, you reduce/eliminate the risk of vessel registration, pilot order, fairway declaration and invoicing being registered with incorrect customer.

**Why is it important to report the correct vessel in MSW Reportal?**

Each vessel is unique. Therefore, the report will contain incorrect information, unless the correct vessel is reported in MSW Reportal. As a consequence, all the authorities involved will receive misleading and incorrect information.

Tip: When reporting, use the IMO number to ensure that the correct vessel is reported.

**I need to share the call with another user. What is the meaning of the different permissions in MSW Reportal?**

The meaning of the different permissions can be found below:

- Reader is able to review
- Writer is able to both review and edit
- Administrator is able to review and edit, delete calls and add/remove licenses
- Support is able to review and access organization-specific information

**I often report the same vessel. Is it possible to replicate previous calls?**

Log in to MSW Reportal and select the call you want to replicate. Then select “Next visit” and a new call will be created with some of the information included. In this way, you can save time when reporting. It is also possible to use a timetable, if you prefer that. You find more information in the [user guide](#).

**I need to review costs regarding the port call, such as fairway declaration and pilot dues. Is it possible to do that before receiving the invoice?**

Yes, it is possible. In MSW Reportal, you will find the link “Show fees”, in the tab for fairway declaration and Pilotage/movement. You can also review it in the response messages in the log.