

## Quick Start Guide STCW-on-Web<sub>2</sub>

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## 1. Contacts (CSA 'Certification Seafarers Antwerp')

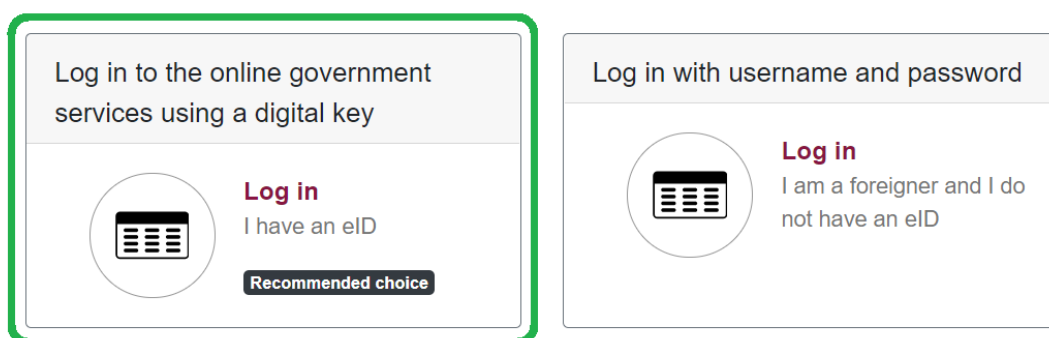
- Questions regarding certification requests (STCW-on-Web<sub>2</sub>) can be addressed to [STCW95@mobilit.fgov.be](mailto:STCW95@mobilit.fgov.be) or +32 3 286 68 90.
- Account related questions and technical issues may be directed to [Stefan.Himpens@mobilit.fgov.be](mailto:Stefan.Himpens@mobilit.fgov.be)

## 2. Create an STCW-on-Web<sub>2</sub> account (login)

### 2.1 STCW-on-Web<sub>2</sub> account (login) for an Individual Belgian eID User

Individual Belgian eID users can login via the link <https://es.mobilit.fgov.be/stcw> and make the choice as shown on the following screenshot:

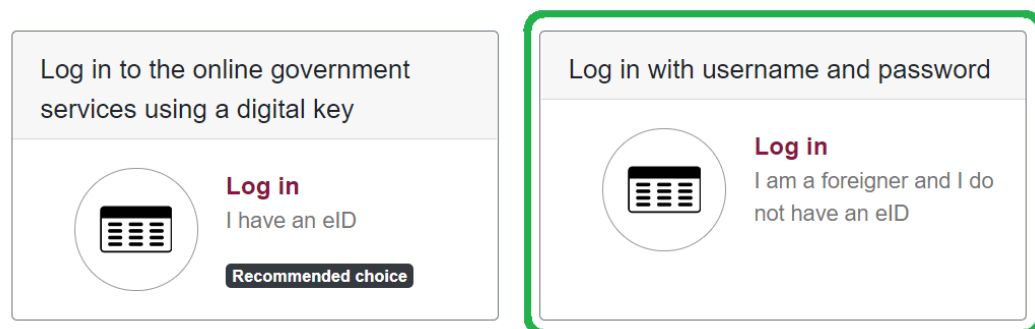
How do you want to log in to STCW-on-Web?



### 2.2 STCW-on-Web<sub>2</sub> account (login) for an Individual Foreign User

Foreign individual users (no Belgian eID) can login via the link <https://es.mobilit.fgov.be/stcw> and make the choice as shown on the following screenshots:

How do you want to log in to STCW-on-Web?



## How do you want to log in to STCW-on-Web?

in own name (citizen)  
 in the name of a company

Next

Register  
No username and password yet?

### 2.3 STCW-on-Web<sub>2</sub> account (login) for a Corporate Belgian eID User

Personen met een Belgische eID die werkzaam zijn binnen een onderneming of onderwijsinstelling kunnen toegang krijgen tot STCW-on-Web<sub>2</sub> via CSAM waarbij de identificatie van elke gebruiker zal gebeuren d.m.v. de e-ID of Itsme. Deze manier van inloggen biedt de mogelijkheid om de optie 'Search seafarer' te gebruiken wat toelaat het profiel van een zeevarende te downloaden, op voorwaarde dat de persoonsgegevens in het verleden werden geregistreerd. Het gebruik van deze optie resulteert in een versnelde opmaak van certificatie aanvragen (requests).

Vooraf aan de eerste login dienen de nodige rollen toegekend worden door de CSAM-(hoofd)toegangsbeheerder van de eigen organisatie. Meestal is de CSAM-hoofdtoegangsbeheerder de CEO/directeur van de onderneming/opleidingsinstelling. Meer informatie over het toekennen van rollen zie verder in dit puntje.

De CSAM-(hoofd)toegangsbeheer dient aan het eID van elke medewerker een de volgende rollen toe te kennen:

- Één persoon de rol van DPC: **'FodMob STCW DPC'**
- Één of meerdere personen de rol van DPC Backup: **'FodMob STCW DPC'**
- Één of meerdere personen de rol van Employee: **'FodMob STCW Employee'**

Informatie aangaande het aanstellen van een **CSAM-(hoofd)toegangsbeheerder** en het **eGov-Rollenbeheer** ('FOD BOSA-toegangen beheren'):

#### 1°) Een **CSAM-(hoofd)toegangsbeheerder** aanstellen of wijzigen:

Het principe van rollenbeheer binnen de CSAM-omgeving is gebaseerd op een hoofdtoegangsbeheerder en toegangsbeheerders binnen de organisatie.

De hoofdtoegangsbeheerder wordt per organisatie aangesteld door de wettelijk vertegenwoordiger van de organisatie.

De hoofdtoegangsbeheerder kan 'optioneel' toegangsbeheerders aanstellen binnen de organisatie voor één of meerdere domeinen (bv.: mobiliteit, financiën, economie, ...).

De (hoofd)toegangsbeheerder kan de toegangen beheren voor medewerkers binnen de organisatie.

Binnen uw organisatie zou reeds een **CSAM-(hoofd)toegangsbeheerder** aangesteld moeten zijn.

Indien dit niet zo is, gelieve de procedure beschreven op volgende link te volgen zodat jullie toegangsbeheerder zo snel mogelijk gekend is. [<https://www.csam.be/nl/beheer-toegangsbeheerders.html>]

#### 2°) eGov-Rollenbeheer (toekennen van een eGov-rol door CSAM-(hoofd)toegangsbeheerder aan een medewerker met een Belgisch eID, en de rol laten accepteren door de medewerker):

Deze toegangsbeheerder kan dan via het **eGov-rollenbeheersysteem** ('FOD BOSA-toegangen beheren') [<https://iamapps.belgium.be/rma>] aan iedere betrokken werknemer binnen uw

organisatie een STCW-rol toekennen en een uitnodiging versturen naar die werknemer(s), zodat die een aantal functionaliteiten binnen de webapplicatie kunnen gebruiken. Zie tabel hieronder met het overzicht van de drie mogelijke rolbenamingen. Een STCW-on-Web<sub>2</sub> gebruiker (werknemer) mag slechts een van de drie onderstaande rollen toegekend krijgen door de (hoofd)toegangsbeheerder. Meer bepaald mag er maar één 'FodMob STCW DPC' toewijzing zijn, en voor de ander werknemer(s) de dient rol 'FodMob DPC Backup' of 'FodMob STCW Employee' te worden toegewezen.

**Procedure:**

Toekennen van een rol door de (hoofd)toegangsbeheerder:

1°) Via het menu 'Roltoekenningen beheren' → '•een nieuwe roltoekenning maken voor een bestaande werknemer'

2°) Via het menu 'Uitnodigingen beheren' → '•een uitnodiging voor een roltoekenning versturen'

Accepteren van een rol door een gebruiker:

3°) Als beide bovenstaande stappen goed werden doorlopen door de (hoofd)toegangsbeheerder, heeft de gebruiker een e-mail ontvangen met een link om de STCW-rol te accepteren.

Toekennen van een rol door de (hoofd)toegangsbeheerder:

4°) Via het menu 'Mijn openstaande taken' → '•aanvragen goedkeuren of afwijzen'

**Opgelet:** De STCW-on-Web<sub>2</sub> administrator ([Stefan.Himpens@mobilit.fgov.be](mailto:Stefan.Himpens@mobilit.fgov.be)) dient vooraf het KBO-nr. van uw onderneming te laten registreren op de Whitelist van de FOD BOSA, om de drie onderstaande rollen zichtbaar te maken voor CSAM-(hoofd)toegangsbeheerder.

<b>NL</b> Naam	<b>FodMob STCW DPC</b>
<b>NL</b> Beschrijving	Uniek aanspreekpunt bemanning
<b>FR</b> Naam	SpfMob STCW DPC
<b>FR</b> Beschrijving	Point de contact unique marins
<b>EN</b> Naam	FpsMob STCW DPC
<b>EN</b> Beschrijving	Designated Person Crewing

<b>NL</b> Naam	<b>FodMob STCW DPC Backup</b>
<b>NL</b> Beschrijving	Plaatsvervanger Uniek aanspreekpunt bemanning
<b>FR</b> Naam	SpfMob STCW DPC Backup
<b>FR</b> Beschrijving	Remplaçant Point de contact unique marins
<b>EN</b> Naam	FpsMob STCW DPC Backup
<b>EN</b> Beschrijving	Backup Designated Person Crewing

<b>NL</b> Naam	<b>FodMob STCW Employee</b>
<b>NL</b> Beschrijving	Medewerker van de DPC
<b>FR</b> Naam	SpfMob STCW Employee
<b>FR</b> Beschrijving	Coopérateur du DPC
<b>EN</b> Naam	FpsMob STCW Employee
<b>EN</b> Beschrijving	Employee of the DPC

De rol voor het gebruik van het STCW-on-Web<sub>2</sub> zal enkel kunnen toegekend worden door de (hoofd)toegangsbeheerder van uw organisatie. DG Scheepvaart heeft niet de machtiging om een rol toe te kennen.

Wij willen u er ook nog op wijzen dat de verantwoordelijkheid van de toegangen tot STCW-on-Web<sub>2</sub> bij uw organisatie ligt. Indien een medewerker uw organisatie verlaat of de machtigingen niet meer nodig heeft, is het de verantwoordelijkheid van de (hoofd)toegangsbeheerder van uw organisatie om de rol van die medewerker ook terug in te trekken.

De FOD Mobiliteit & Vervoer kan niet verantwoordelijk gesteld worden voor het onrechtmatig toegang verkrijgen tot STCW-on-Web<sub>2</sub> van medewerkers binnen uw organisatie.

3°) Medewerker met aan zijn eID gelinkte rol logt voor de eerste keer in op STCW-on-Web<sub>2</sub>:

Van zodra de bovenstaande procedure onder puntje 2°) succesvol werd doorlopen, kan de medewerker met zijn eID een eerste keer in te loggen via <https://es.mobilit.fgov.be/stcw> en de stappen te doorlopen zoals aangegeven op onderstaande screenshots:

## How do you want to log in to STCW-on-Web?

Log in to the online government services using a digital key

**Log in**

I have an eID

Recommended choice

Log in with username and password

**Log in**

I am a foreigner and I do not have an eID

## How do you want to log in to STCW-on-Web?

in own name (citizen)

in the name of a company

Next

Na het ingeven van de persoonlijke contactgegevens en het aanvinken van de disclaimers, verschijnt ofwel onmiddellijk het STCW-on-Web<sub>2</sub> hoofdscherm ofwel de boodschap 'Your account requires an action from the STCW-on-Web administrator'. In het tweede geval dient de STCW-on-Web<sub>2</sub> administrator uw organisatie nog te creëren en of te activeren.

## 2.4 STCW-on-Web<sub>2</sub> account (login) for a Corporate Foreign User

Foreign corporate users (no Belgian eID) can login via <https://es.mobilit.fgov.be/stcw> and make the choices as shown on the following screenshots:

### How do you want to log in to STCW-on-Web?

Log in to the online government services using a digital key

**Log in**  
I have an eID  
Recommended choice

Log in with username and password

**Log in**  
I am a foreigner and I do not have an eID

### How do you want to log in to STCW-on-Web?

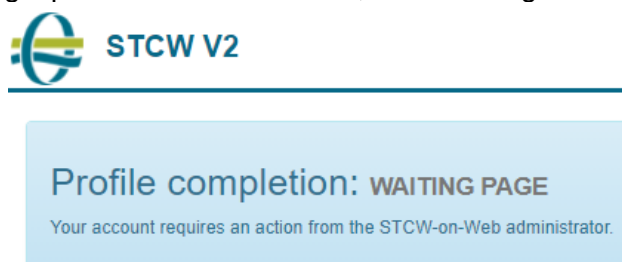
in own name (citizen)

in the name of a company

Next

Register  
No username and password yet?

If the above login procedure is successful, the following message will appear:



The STCW-on-Web<sub>2</sub> administrator will now have to assign a certain role (DPC, DPC Backup or Employee) to your profile and will link it to your organisation.

When this is done, you will need to log in a second time, which will result in the display of the main user screen.

## 2.5 STCW-on-Web<sub>2</sub>: GDPR for Corporate eID Users

A corporate eID users with a certain role (...DPC, ...DPC Backup, ...Employee), pre-assigned by the CSAM (Chief) Access Manager ('CSAM-(hoofd)toegangsbeheerder') of the own organisation, can use the prefill option Search seafarer in STCW-on-Web<sub>2</sub>.

The search option allows to prefill the requested data fields with the personal information of a seafarer, on the condition that the seafarer has been registered in the past.

In the context of the GDPR, there will be a continuous logging of who will download which data by means of the prefill option Search seafarer.

### 3. STCW-on-Web<sub>2</sub> 'User types' with their functionalities

Each user in STCW-on-Web<sub>2</sub> has certain functionalities according their chosen role (user type):

**Employee:** Has the ability to create, follow up, and submit request towards the DPC and DPC\_Backup for verification.

**DPC and DPC Backup:**

- Can create, follow up and submit requests towards CSA.
- Can verify and update requests submitted by an Employee, or return a request to an Employee for update, and submit requests towards CSA.

**Individual seafarer:** Can create, follow up, and submit request towards CSA.

### 4. View own 'User profile' and other users

To display your own user profile and the overview with the other users within the same organization, click on your own name in the upper right corner:

STCW V2 testUserSTCW\_Fdpc en Log out

My certificate requests + Create request

Search

Creation Date: dd/mm/yyyy   Status:

Seafarer:  Dossier Number:  Search

Dossier Number	Creation Date	Document Type	Sail Type	Request Type	Initiated By	Organisation	Seafarer	Status	Status Date
20000296	28/10/2020 10:24	Recognition	Merchant Shipping	NEW	Greg Plitt	MSC Bahamas Ltd	DPC Submitted en Refused	REFUSED	28/10/2020 10:48
20000295	28/10/2020 10:15	Recognition	Merchant Shipping	NEW	Rachel McLish	MSC Bahamas Ltd	Employee Submitted en Refused	REFUSED	28/10/2020 10:40
20000293	28/10/2020 09:34	Recognition		NEW	Danny Hester	MSC Bahamas Ltd	DPC Backup Initial	INITIAL	28/10/2020 09:34
20000292	28/10/2020 09:25	Recognition	Merchant Shipping	NEW	Greg Plitt	MSC Bahamas Ltd	DPC Draft	DRAFT	28/10/2020 09:25
20000291	28/10/2020 09:23	Recognition		NEW	Greg Plitt	MSC Bahamas Ltd	DPC Initial	INITIAL	28/10/2020 09:23
20000289	28/10/2020 09:05	Recognition		NEW	Rachel McLish	MSC Bahamas Ltd	David Initial	INITIAL	28/10/2020 09:05

Consult details  
Update request  
Validate request  
Cancel request  
Submit request  
Print receipt  
Launch ePayment  
Payment document

## 5. Requests

### 5.1 Requests: Important principles

As from STCW-on-Web<sub>2</sub> each navigation license and additional proficiency will be certified separately and must be requested separately.

This is also the case for recognitions (Endorsements of national certificates). Navigation licenses and advanced tanker competencies will be endorsed separately. Exception: when the national certificate specifies advanced tanker competencies, the tanker competencies can be selected as a Limitation\* during the creation of the request for an endorsement of the national navigation license in STCW-on-Web<sub>2</sub>.

\* Procedure: When creating a request for a recognition, select the respective tanker competencies in the screen with the dropdown 'Limitations (if any apply)'

## Request for Recognition

Make a selection

Certificate Type \* RECOgnition of a Foreign Certificate (COC,COP) ▼

Regulation + Capacity \* II/1 (Officer in charge of a navigational watch >=500GT) + IV/2 GMDSS Global ▼

Limitations (if any apply)

See specific limitations on national certificate

.

Not valid for service on ships equipped with ECDIS

Not valid on ships fitted with ARPA

..

This certificate is not valid for service on ships with High Voltage systems

Not valid for service in ships where steam boilers form part of the ship's propulsion machinery

Not valid for service in ships powered by internal combustion engines

...

Not valid for service in tankers other than oil tankers

Not valid for service in tankers other than chemical tankers

Not valid for service in tankers other than liquefied gas tankers

----

Not valid for service on ships other than contracting material

Not valid for service on ships other than contracting material within 200NM of a coast

Not valid for service on ships other than contracting material within 30NM of a coast

Not valid for service on ships other than contracting material of less than 3000GT, however valid for service on all contracting material within 200NM of a coast

## 5.2 Request: Create and follow up

- An Employee can create requests and submit them towards the DPC and DPC Backup. The DPC or DPC Backup should verify these requests profoundly before submitting towards CSA (Certification Seafarers Antwerp).
- An Employee can only see his own requests (next upgrade STCW-on-Web: everyone within the same organization will be able to see and adjust each other requests).
- The DPC and DPC Backup(s) can see all requests, with exception of requests with the status Initial or Draft. Both are entitled to perform submits of requests towards CSA (Certification Seafarers Antwerp).
- A request with the status Initial or Draft is only visible to the user who created the request.
- The mandatory text fields are marked with an \* (during the creation of a new or modification of an existing request, all text fields are always displayed, with the difference that the compulsory filling in varies according to the type of request).
- A chronological overview of the possible statuses of a new request:
 

<b>Initial</b>	An unfinished request.
<b>Draft</b>	A finished request for which no Submit has yet been executed and can therefore still be updated.

### When an Employee is involved:

- |                 |   |
|-----------------|---|
| <b>Pending</b>  | The Employee has done a Submit of his request towards the DPC and DPC Backup for verification. The DPC and DPC Backup can check the request and perform a Submit towards CSA or send it back to the Employee for correction ('Return to employee' via the menu 'Validate request'). However the DPC and DPC also have the possibility to update the request by themselves ('Update request') before submitting towards CSA. |
| <b>Reviewed</b> | The DPC or DPC Backup has returned the request to the Employee for correction. The Employee can update his request.   |
| <b>Updated</b>  | The Employee updated the request and performed again a Submit towards DPC and DPC Backup.   |



**Submitted** The DPC or DPC Backup submitted his own created request or a request initiated by an Employee, towards CSA.

Other subsequent statuses caused by an action of CSA (Certification Seafarers Antwerp) are:

**In\_Progress** Submitted request is opened by CSA.

**In\_Verification** Authentication of one or more submitted documents.

**Approved** The request has been approved by CSA.

[Shipping Owner/Manning Agent:](#)

**Invoiced** The fee has been automatically invoiced to the ship owner or manning agent. Even if the fee is equal to 0Euro (for free), the status will become 'Invoiced'.

[Individual seafarer:](#)

As soon as the status becomes Approved, an e-mail with the payment invitation will be sent automatically to the Individual seafarer.

**Not\_Paid** Individual seafarer has not yet paid the fee.

**Paid** Individual seafarer selected the option 'Launch ePayment' and paid online the fee.

If the fee is equal to 0Euro (for free), no payment invitation will be sent, and the status will become automatically 'Paid'.

**Transferred** Seafarer's personal information and submitted documents are registered.

**Refused** The request has been refused by CSA and comments can be found in the 'Remarks' fields. The request can be updated by the DPC and DPC Backup, and by the Employee in case that he/she initiated the request.

**Ready** Requested document is ready for collection.

**Delivered** Requested document has been collected.

**Cancelled** The request has been cancelled by the user by selecting 'Cancel request'.

### **5.3 Request: prefill option 'Search seafarer' for Corporate eID Users**

Only corporate users with a Belgian eID and a pre-assigned role ([2.5 STCW-on-Web2: GDPR for Corporate eID Users](#)) can use the prefill option 'Search seafarer i' when creating a new request. When hovering the cursor over 'Search seafarer i' the following explanatory note will appear 'You can search a person based on the combination of either first name, last name and date of birth, or registration number'.

☞ The full name and first name must be entered together with date of birth for a successful search.

## Request a certificate

[Home](#) / [Navigation License](#) / [Seafarer](#)


## Seafarer for whom the certificate is requested

**Search seafarer** ⓘ

You can search a person based on the combination of either first name, last name and date of birth or registration number

Last Name

First Name

Date of Birth  

Registration Number

**5.4 Request: First Name, Other Names, House Number, Postcode**

- The information fields 'First Name' and 'Other names':
  - 'First Name': To be completed with only the first name (except for Philippine names which can consist of two first names).
  - 'Other Names': to be completed with the second, third, ... names.
- If there is no 'House Number', please use the symbol / instead (fill in).
- Whether or not it is mandatory to enter 'Postal Code' depends on the selected Country:

## Request a certificate

[Home](#) / [Recognition](#) / [Seafarer](#)

## Seafarer for whom the certificate is requested

**Person Information**

Registration Number

Last Name \*


First Name \*

Place of Birth \*

Gender \*  Male  Female

National Number

Other Names

Date of Birth \*  

Nationality \*

**Address Information**

Street

House Number

Country \*

Postal Code

Box

City

## Request a certificate

Navigation License / Seafarer

Seafarer for whom the certificate is requested

**Person Information**

Registration Number

Last Name \*

First Name \*

Place of Birth \*

Gender \*  Male  Female

National Number

Other Names

Date of Birth \*

Nationality \*

**Address Information**

Street \*

House Number \*

Country \*

Postal Code \*

/ is not allowed  
E.g. 12345 followed optionally by (space or -)1234

Box

City \*

**5.5 Request: Select Limitations and Special Mentions**

When selecting the desired 'Regulation + Capacity', only the relevant Limitations and Special Mentions are to be checked.

When applying for a Recognition, the option 'See specific limitations/conditions on national STCW certificate' may only be used (checked), if none of the other choices are relevant or when one or more required choices are not displayed:

Request for Recognition

Make a selection

Certificate Type \*

Regulation + Capacity \*

Limitations (if any apply)

See specific limitations on national STCW certificate

Not valid for service on ships equipped with ECDIS

..

Not valid for service in ships with High-Voltage systems

Not valid for service in ships where steam boilers form part of the ship's propulsion machinery

Not valid for service in ships powered by internal combustion engines

...

V/1-1 §4 - Adv. training oil tanker cargo operations (Not valid for service in tankers other than oil tankers)

V/1-1 §6 - Adv. training chemical tanker cargo operations (Not valid for service in tankers other than chemical tankers)

V/1-2 §4 - Adv. training liquefied gas tanker cargo operations (Not valid for service in tankers other than liquefied gas tankers)

.....

Not valid for service on ships of 3000GT or more, however valid for service on all contracting material, supply vessels and tugs within 200NM from a known port of operation

Not valid for service on ships with a propulsion power of 3000kW or more, however valid for service on all contracting material, supply vessels and tugs within 200NM from a known port of operation

Special Mentions (if any apply)

See specific conditions on national certificate

Visual aid required

Defective colour vision: no lookout duties

Auditory aid required

Medical restrictions: see medical certificate

**5.6 Request: Upload documents!**

- Important remark (dummy files):

All requested documents must be uploaded, the setting optional will be available at the next application upgrade. For the time being a dummy file (pdf) should be uploaded instead, when a requested document is no (longer) relevant.

The following requested (transitional) documents may be eligible for a dummy file:

- MRM (Maritime resource management)
- ECDIS
- High Voltage (advanced course)
- Seagoing Service
- Refresher course ... (when Seagoing Service may be accepted as an alternative)

(The next STCW-on-Web<sub>2</sub> upgrade will make a differentiation between mandatory and optional documents).

- File name:

A file name can't contain any of the following characters: \ / : \* ? " < > | \$ %

- File format (extensions):

The following formats are allowed for uploading documents: **jpg, jpeg, pdf, png**.

The **extensions** of the files must be **in lowercase** letters! Converting to lowercase can be done as follows in Windows Explorer: select file, right-click, Edit, File, select the desired extension via "Save as type:" and Save.

- Seafarers' employment agreement:

The contract of maritime employment should be according Belgian model.

- Seagoing Service:

should be proven by means of the electronic Certificates of Seves with barcode (e-COS: <https://mobilit.belgium.be/nl/scheepvaart/koopvaardij/stcw>) signed by the master. The scan can be uploaded during a request in STCW-on-Web<sub>2</sub> or sent to STCW95@mobilit.fgov.be.

### 5.7 Request: Refresh screen 'My certificate requests'

The screen 'My certificate requests' can be refreshed by clicking on the logo at the top left corner of the screen:

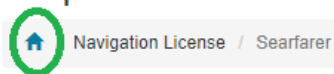
Dossier Number	Creation Date	Document Type	Sali Type	Request Type	Initiated By	Organisation	Seafarer	Stat
20000288	27/10/2020 15:46	Reconition		NEW	Gree Piltt	MSC Bahamas Ltd	Marco De Rutter	INITIAL

### 5.8 Request: Return to 'My certificate requests' when handling a request

Returning to the overview screen 'My certificate requests' while handling (creating, consulting, updating) a request, can be done by clicking on the logo at the top left corner of the screen or the cottage:



## Request a certificate



When returning to 'My overview request' during the creation of a new request, the request will be saved with the status Initial. Later on the request can be completed via the menu 'Update request'.

As soon as the required documents are uploaded in the final screen of a request, the button 'Save as draft' will be activated. When the request has been saved, the status will change to Draft. The request can later on be submitted or if modified via the menu 'Update request'.

### 5.9 Request: Options

The overview 'My certificate requests' offers several options which can be selected on the right side of the screen:

The screenshot shows the 'My certificate requests' page. At the top right, there is a 'Create request' button. Below the header, there are search filters for Creation Date, Seafarer, Status, and Dossier Number. A table lists several requests with columns for Dossier Number, Creation Date, Document Type, Sail Type, Request Type, Initiated By, Organisation, Seafarer, Status, and Status Date. The row for Dossier Number 20000262 is highlighted in blue. To the right of the table is a sidebar with a green border containing the following actions: Consult details, Update request, Validate request, Cancel request, Submit request, Print receipt, Launch ePayment, and Payment document.

Dossier Number	Creation Date	Document Type	Sail Type	Request Type	Initiated By	Organisation	Seafarer	Status	Status Date
20000265	08/10/2020 10:45	Recognition	Merchant Shipping	NEW	Greg Plitt	MSC Bahamas Ltd	Jean Billie	REFUSED	08/10/2020 10:51
20000262	06/10/2020 14:08	Navigation License	Merchant Shipping	NEW	Greg Plitt	MSC Bahamas Ltd	Stark Arya	DRAFT	06/10/2020 14:09
20000255	02/10/2020 16:18	Recognition	Merchant Shipping	NEW	Greg Plitt	MSC Bahamas Ltd	Dunbar John Junior	IN_PROGRESS	05/10/2020 09:19
20000254	02/10/2020 16:13	Recognition	Merchant Shipping	NEW	Greg Plitt	MSC Bahamas Ltd	Dunbar John Junior	PAID	02/10/2020 16:16
20000243	30/09/2020 15:00	Recognition	Merchant Shipping	NEW	Greg Plitt	MSC Bahamas Ltd	Max Maxwell	PAID	30/09/2020 15:14

For a selected line (blue) several actions are possible depending its status:

**'Consult details'** Consult all the data and uploaded documents of a request.

**'Update request'** Update the data and (uploaded) documents of a request.

**When one or more 'Employee's are involved:**

**'Validate request'** The DPC and DPC Backup can verify the data and uploaded documents of a request which was created and submitted by an Employee. The request can be submitted towards CSA or be returned to the Employee 'Return to employee' for an update/correction. However, the DPC and DPC also have the possibility to update the request by themselves ('Update request') before submitting towards CSA.

**'Cancel request'** Delete the request.

**'Submit request'** Submit the request immediately towards CSA.

**'Print receipt'** Proof that the application (request) is submitted.

**'Launch ePayment'** In case the Individual seafarer received a payment invitation by e-mail, he must pay the fee online. When the payment has been made, the certificate will be printed by CSA.

**'Payment document'** Proof of payment by Individual seafarer.

### 5.10 Request: How to resubmit a request with status Refused

In case CSA refuses a request the status becomes 'Refused'. The reason can be read in the field 'Remarks by CSA' and or in the comment field behind each uploaded document.

There are two possibilities to update (modify) the rejected request:

- 1) The DPC or DPC\_Backup adjusts the request himself via 'Update request' and does a Submit towards CSA.
- 2) The Employee corrects the request via 'Update request' and does a Submit towards DPC and DPC\_Backup. The DPC or DPC\_Backup checks the updated request via 'Validate request' and finally performs a submit towards CSA.

### 5.11 Request: My certificate requests 'Search'

The overview My certificate request allows to perform a search by means of a combination of the following information: Creation Date, Status, Seafarer, Dossier Number

To return to the full overview the request, click on the logo at the top left corner:

The screenshot shows the STCW V2 web application interface. At the top left is the STCW V2 logo. At the top right, there is a user profile 'testUser@TCW Fdpc' and a 'Log o' link. The main heading is 'My certificate requests' with a '+ Create request' button. Below this is a search bar and several filter fields: 'Creation Date' (with a date range from 01/01/2020 to 12/12/2020), 'Status' (set to DRAFT), 'Seafarer', and 'Dossier Number'. A 'Search' button is located to the right of these filters. Below the filters is a table with the following columns: Dossier Number, Creation Date, Document Type, Sail Type, Request Type, Initiated By, Organisation, Seafarer, Status, and Status Date. The table contains three rows of data. To the right of the table are several action buttons: 'Consult details', 'Update request', 'Validate request', and 'Cancel request'.

Dossier Number	Creation Date	Document Type	Sail Type	Request Type	Initiated By	Organisation	Seafarer	Status	Status Date
20000294	28/10/2020 09:37	Recognition	Merchant Shipping	NEW	Danny Hester	MSC Bahamas Ltd	Draft DPC Backup	DRAFT	28/10/2020 09:37
20000290	28/10/2020 09:07	Recognition	Merchant Shipping	NEW	Rachel McLish	MSC Bahamas Ltd	Draft David	DRAFT	28/10/2020 09:08
20000262	06/10/2020 14:08	Navigation License	Merchant Shipping	NEW	Greg Pittt	MSC Bahamas Ltd	Arya Stark	DRAFT	06/10/2020 14:09

### 5.12 Request: 'Troubleshooting' (What to do in case of ....)

#### 1) The Buttons Next, Submit, Save as draft, ... do not respond

When a button (Next, Submit, Save as draft, ...) does not respond, is an indication that:

- o a mandatory choice on the screen has not yet been made,
- o an information field has not been filled in (correctly), or
- o a mandatory document has not been uploaded or the format is not jpg, jpeg, pdf, png.

#### 2) Certain dropdown menus seems to be empty

The STCW-on-Web<sub>2</sub> application is not compatible with Internet Explorer. The Browser Google Chrome is recommended.

#### 3) The file is not allowed

The following formats are allowed for uploading documents: **jpg, jpeg, pdf, png**.

The **extensions** of the files must be **in lowercase** letters! Converting to lowercase can be done as follows in Windows Explorer: select file, right-click, Edit, File, select the desired extension via "Save as type:" and Save.

Using uppercase for an extension result in the following notification:

The screenshot shows a notification box with the title 'Attachments'. It contains a text input field with the value 'Passport \* 003743.JPEG' and a 'Browse' button. Below the input field, a red error message states: '003743.JPEG is not allowed.'

#### 4) Mandatory upload document is irrelevant

All documents to be uploaded are mandatory. When a requested document is no (longer) relevant, a dummy file (pdf) should be uploaded instead.

The following requested documents may be eligible as dummy file:

MRM (Maritime resource management)

ECDIS

High Voltage (advanced course)

Seagoing Service

(The next STCW-on-Web<sub>2</sub> upgrade will differentiate between mandatory and optional documents).

#### 5) Address details seafarer are incomplete

- If there is no 'House Number', please use the symbol / instead.

- Whether or not it is mandatory to enter 'Postal Code' depends on the selected Country:

Request a certificate

Recognition / Seafarer

Seafarer for whom the certificate is requested

Person Information

Registration Number

Last Name \*

First Name \*

Place of Birth \*

Gender \*  Male  Female

National Number

Other Names

Date of Birth \* dd/mm/yyyy

Nationality \*

Address Information

Street

House Number

Country \*

Postal Code

Box

City

Request a certificate

Navigation License / Seafarer

Seafarer for whom the certificate is requested

Person Information

Registration Number

Last Name \*

First Name \*

Place of Birth \*

Gender \*  Male  Female

National Number

Other Names

Date of Birth \* dd/mm/yyyy

Nationality \*

Address Information

Street \*

House Number \*

Country \*

Postal Code \*

/ is not allowed.  
E.g. 12345 followed optionally by (space or -):1234

Box

City \*

#### 6) 'An unknown and unexpected error occurred while processing your request'

It is possible that after a number of requests or if the login session has expired the message 'An unknown and unexpected error occur while processing your request' appears at the top of the screen (pink information bar). You will then need to close STCW-on-Web<sub>2</sub> and log in again.

If the error or another problem persists, please contact the administrator [Stefan.Himpens@mobiliteit.fgov.be](mailto:Stefan.Himpens@mobiliteit.fgov.be) , describe the problem with screenshots and mention the date and time when the problem occurred. This will allow our service to investigate the problem.

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