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Certification Seafarers Antwerp (STCW)
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CrewCert user manual for manning agents

This manual is an aid for the use of CrewCert.

If any problems arise, please contact:

- Questions regarding certification requests (STCW-on-Web2) can be addressed to
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

1. Content

2. Introduction

CrewCert is an application developed by the Belgian Federal Public Service Mobility and Transport for **issuing and managing electronic certificates** for **seafarers** employed on board of **ships flying the Belgian flag**.

Usage of electronic certificates on board ships has been approved by the International Maritime Organisation (IMO) since 20 April 2016 in FAL.5/Circ.39/Rev.2.

Digitally signed electronic documents are becoming easier, more secure and more common in all industries, shipping included. Ship owners and managers, as well as flag state and port state authorities, recognised organisations (RO), vetting agencies and many other companies will benefit from a paperless class and statutory regime.

The certificates issued by the **Certification Seafarers Antwerp (STCW) department** will be managed via CrewCert. It is our objective to issue the **navigation licenses**, the **certificates of proficiencies** and **recognitions** electronically for **seafarers employed on the Belgian flagged vessels**.

The personal certificates which are not issued by the CSA (STCW) department can voluntarily be upload in a document folder.

3. Seafarer Consent / Mandate

Every individual **seafarer** is **owner** of his or her **personal certificates**. For professional purposes a seafarer can grant access to other stakeholders such as a Shipping Company and the associated Manning Agencies. Furthermore, the individual seafarer can authorize the Shipping Company to provide his/her personal certification on board. For this, the individual seafarer must give a formal **"consent" or "mandate"** to a **Shipping Company** and **the associated Manning Agencies**.

Only when this consent has been given by the individual seafarer, the relevant Shipping Company and/or Manning Agent can have the necessary rights in the CrewCert application. The consent is a formal document that contains the rights under the EU GDPR legislation and the applicable disclaimers, as well as the assignment of the rights of use for stakeholders involved.

4. User roles in CrewCert

There are four user roles in existence within CrewCert:

- **Shipping Company** (employee)
    - o This is an employee of the shipping company, where this company has received the responsibility from the shipowner to provide the ships with qualified manning. When the ship is required to comply with the ISM code, the Shipping Company is the entity who is provided with a Document of Compliance, unless the responsibility of the crew management is delegated to a Crewing Manager. In the latter case, the Shipping Company will be the entity of the crew manager.
    - o The Shipping Company has access to the certificates of all seafarers who have signed a valid consent for the Shipping Company and the associated Manning Agencies.
- **Manning agent** (employee)

o This is an employee of the manning agency, where this agency was contracted by the Shipping Company or Crewing manager for recruitment of seafarers. The Manning Agent is partly responsible for crew certification.

o The Manning Agent has access to the certificates of all seafarers who have signed a valid consent for the Shipping Company and the associated Manning Agency.

- **Vessel**

o The role "Vessel" is linked to a particular Belgian flagged ship of the Shipping Company and will be able to access the crew certificates of the seafarers who are employed or scheduled for employment on board the ship.

- **Seafarer**

o This is an individual seafarer who has access to their personal STCW certificates and uploaded documents.

5. Access to CrewCert

1. Log in

CrewCert is a web based application accessible via https://crewcert.apps.mobilit.fgov.be/ on all modern web browsers. The user interface is also "smartphone friendly", but the best user experience is available via laptop or desktop computer.

There are three options to log in as a user:

a. As an employee of a Belgian organisation with a Belgian eID or itsme®

This is the default option for employees of a Belgium-based company having the Belgian nationality or having another nationality, but living in Belgium.
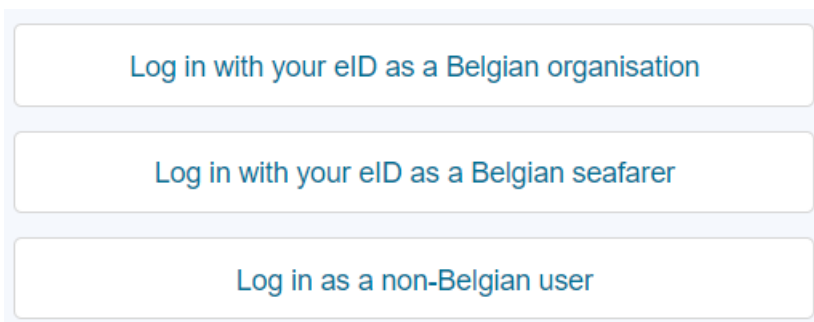
b. As a Belgian seafarer with a Belgian eID or itsme®.

This is the default option for seafarers having the Belgian nationality.

c. As a non-Belgian citizen or other account logging in with e-mail address and password.

This is the default option for all users of an organisation based outside of Belgium (also including their employees having the Belgian nationality), for all vessel log-ins, for all non-Belgian citizens working for a Belgium-based company and for all non-Belgian seafarers.

A user has to select the appropriate link on the CrewCert homepage to log in.

Log in with your eID as a Belgian organisation

Log in with your eID as a Belgian seafarer

Log in as a non-Belgian user

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2. Registration of users in CrewCert

a. Employees of a Belgian organisation with a Belgian eID or itsme®

In the CSAM interface, the **Access Manager of the company** has to assign the appropriate role to an employee of their company. For this purpose, the full name of the CrewCert roles in CSAM are **"FodMob CrewCert Shipping Company"** for a Shipping Company employee and **"FodMob CrewCert Manning Agency"** for an employee of a Manning Agency, and a combination of both roles is not required. The full name may differ depending on your browser language. The translations are listed below.

English	Dutch	French
FpsMob CrewCert Shipping Company	FodMob CrewCert Rederij gebruiker	SpfMob Crewcert Utilisateur de compagnie maritime
FpsMob CrewCert Manning Agency	FodMob CrewCert Bemanningsagentschap	SpfMob Crewcert d'agence de recrutement

The CSAM interface can be consulted on the following website: https://iamapps.belgium.be/rma. A How-To manual can be found at the website.

Important: When an employee leaves the organisation, it is of utmost importance that the Access Manager revokes the role assignment of this person in the CSAM interface. Otherwise the former employee will continue to have access to Navicert. Since BMI cannot interfere in the CSAM role management of another company, this remains the sole responsibility of the company.

The Certification Seafarers Antwerp (STCW) department advises to limit CSAM role assignments in time, e.g. 1 year. Shortly before the due date, the user will receive a notification from CSAM that the role assignment is about to expire and he/she can easily apply for an extension, which must be approved by the Access Manager.

b. Belgian seafarers with a Belgian eID or itsme®

Seafarers with the Belgian nationality, where the national registration number is known to the Certification Seafers Antwerp (STCW) department, have readily access to the CrewCert platform. They do not have to register in the CrewCert application. The national registration number is known to the CSA department when a certification request of the seafarer himself or by his/her Shipping Company/Manning Agent was succesfully processed by the CSA department.

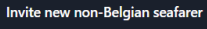### c. Non-Belgian citizens (employees of an organisation, seafarers and vessel accounts)
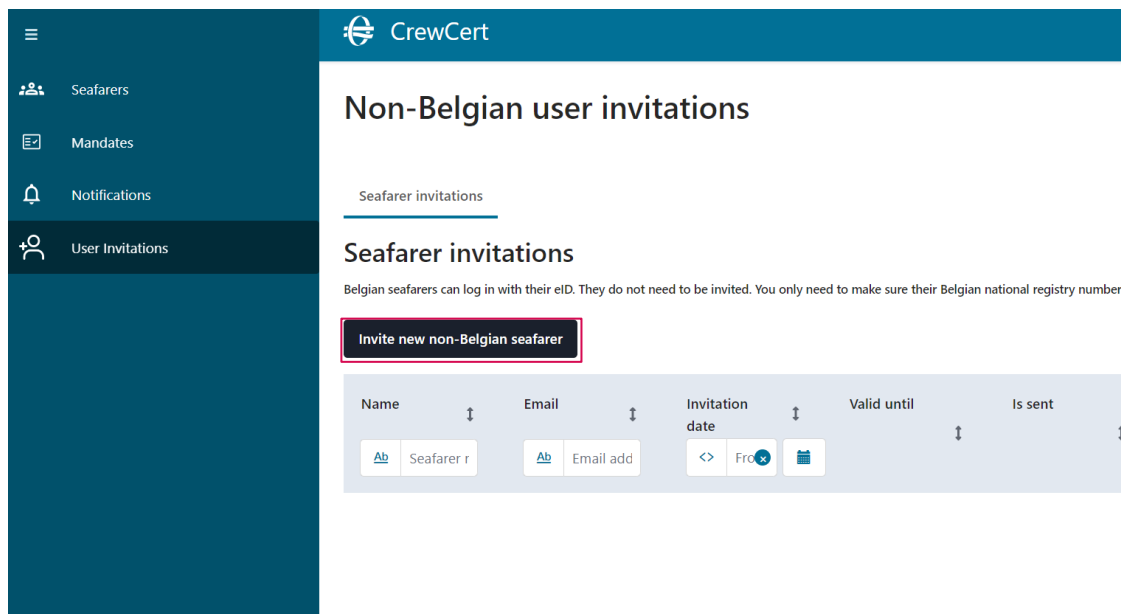
i. For organisations

All users of an organisation based outside of Belgium (also including their employees having the Belgian nationality), and all non-Belgian citizens working for a Belgium-based company are registered by the STCW Department. Please contact stcw95@mobilit.fgov.be to have your account created.

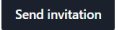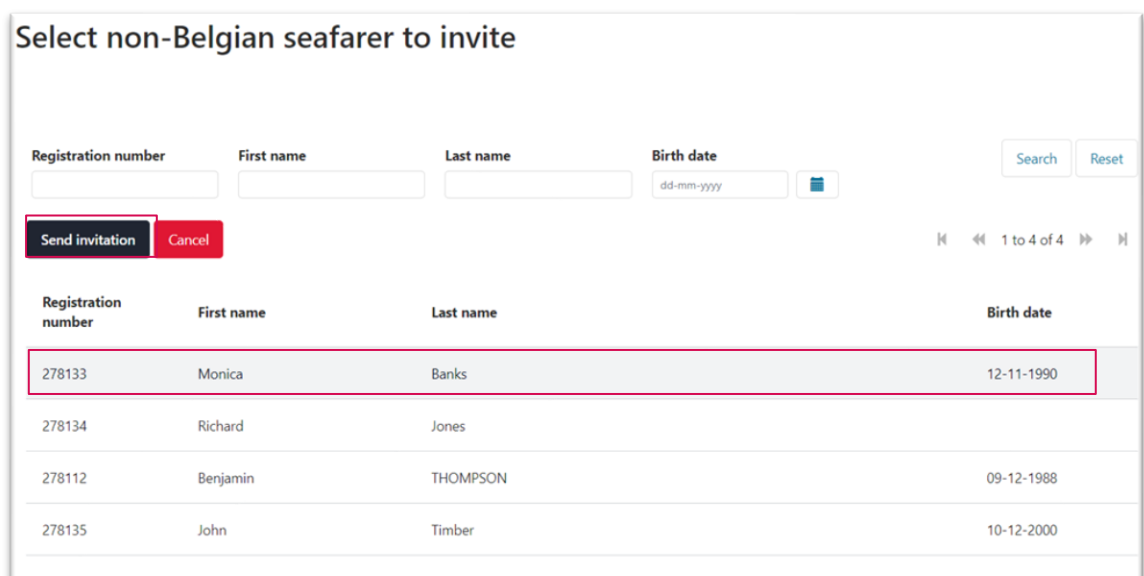ii. For non-Belgian seafarers

All accounts for access for non-Belgian seafarers have to be created on the platform by the Shipping Company or Manning Agent. The application has an easy-to-use invite system for registering these accounts.

To add a new user, the employee of the Shipping Company or Manning Agent has to log onto the CrewCert platform and click the 👤 symbol in the left Navigation pane. To invite a non-Belgian seafarer, click on Invite new non-Belgian seafarer . The non-Belgian seafarers who have a valid consent for the Manning Agency can be invited.

Select a seafarer on the list and click on Send invitation .

Select the invitation language and click on Send invitation .

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2600 Antwerpen-Berchem, Belgium
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Invite seafarer   ×

Seafarer

Banks Monica

Email   Invitation language

monica.banks@yahoo.com   nl

Send invitation   Cancel

An overview of the invites can be consulted on the Seafarer invitations list afterwards.

Name	Email	Invitation date	Valid until	Is sent	Is closed		
Seafarer name	Email address	From to					
	gino.socias@one-g.be	07-12-2022	14-12-2022	Yes	No		

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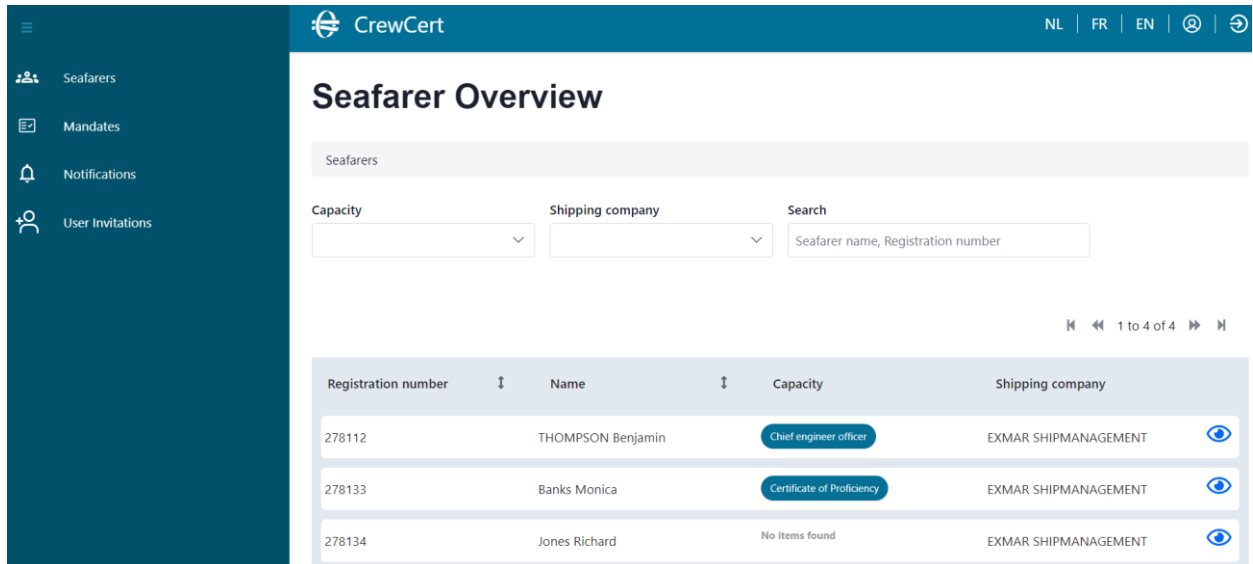
6. CrewCert functionalities
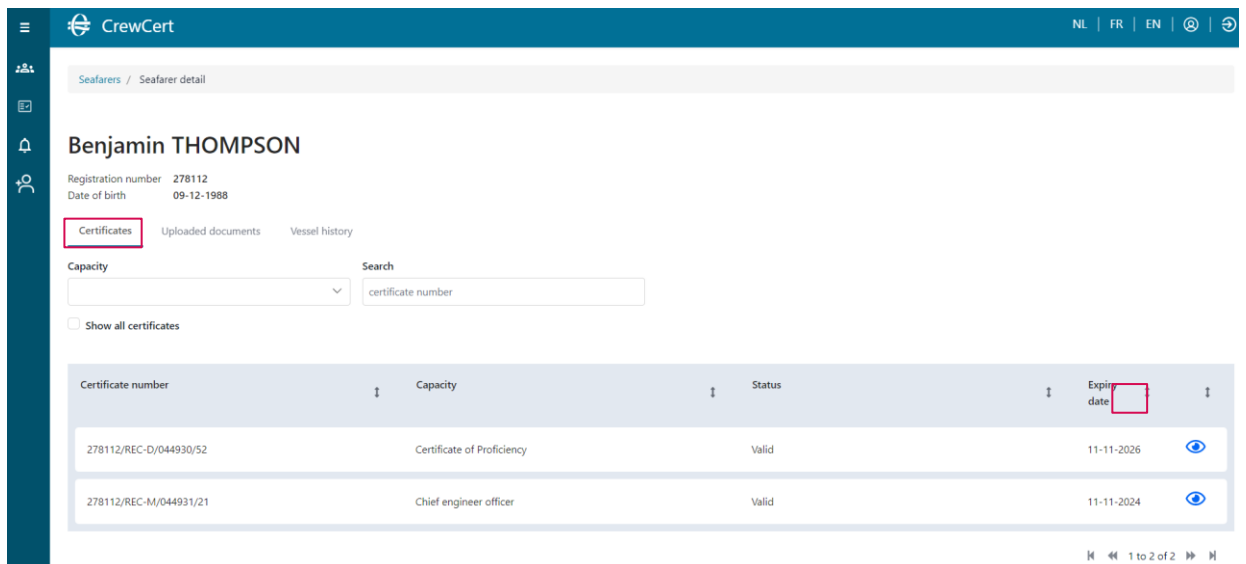
1. Seafarers

When you select the 👥 icon in the left navigation pane, you see an overview of all the seafarers who have signed a valid consent/mandate for your Manning Agency.

When you click on the 👁 icon next to a seafarer, an overview of the electronic certificates, uploaded documents and history of service onboard the vessels will be shown.


- Under the **tab "Certificates"**, an overview of all certificates issued by the STCW department are shown. The detail of a certificate can be shown when clicking on the 👁 icon next to the certificate. The certificate can be downloaded or printed by clicking on the respective icons 📥 🖨.

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- Under the **tab "Uploaded documents"**, the seafarer and the Shipping Company have to possibility to upload other personal certificates and documents. The maximum total file size allowed is 50 MB. The following type of documents may not be uploaded due to the confidential nature of the data:
    - o 'Medical reports of examinations by doctors'
    - o 'Medical reports issued on board'
    - o 'Financial documents'
    - o 'Evaluation reports'
    - o 'Documents containing confidential information'
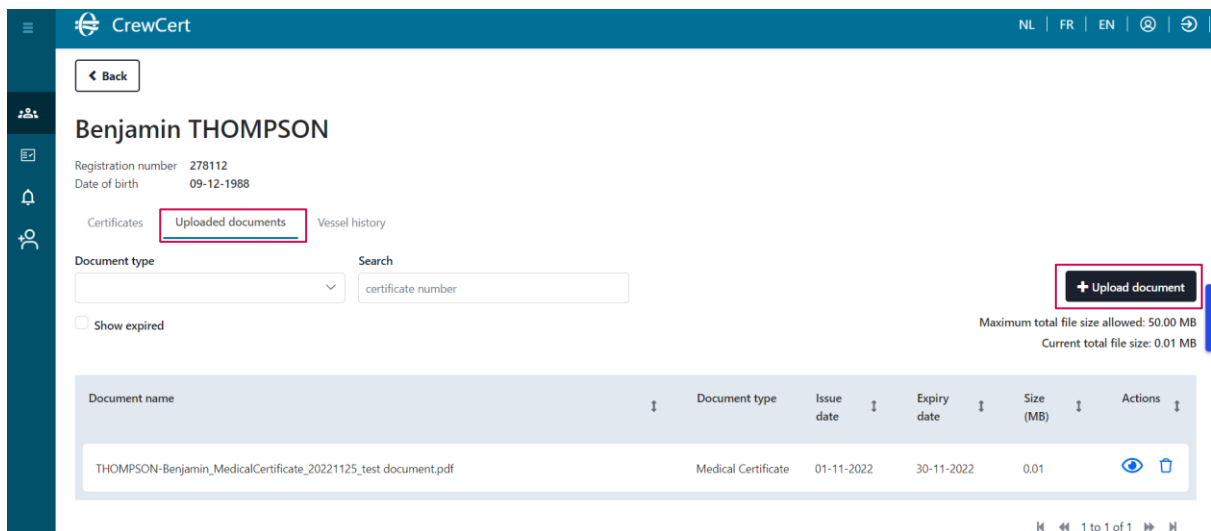
Add document

Name	Jonny Dep
Registration number	278103
Date of birth	11-11-1977

Document type

[▼]

Issue date

[dd-mm-yyyy] [📅]

Expiry date

[dd-mm-yyyy] [📅]

File

[...] [Browse...]

A file should be .pdf | .png | .jpg | .msg

[⬆ Add document] [Cancel]

- Under the **tab "Vessel History"**, an overview of the services on board of the seafarer can be shown.

2. Mandates

When you select the ▦ icon in the left navigation pane, you see an overview of valid mandates which were signed by the seafarer for your Manning Agency.

Registration number	Seafarer	Shipping Company	Sign date	Expiry date
278112	THOMPSON Benjamin	EXMAR SHIPMANAGEMENT	01-01-2022	01-04-2027
278133	Banks Monica	EXMAR SHIPMANAGEMENT	17-08-2022	17-11-2027
278107	Mister Smith	EXMAR SHIPMANAGEMENT	01-08-2022	01-11-2027
278134	Jones Richard	EXMAR SHIPMANAGEMENT	01-08-2022	01-11-2027

3. Validate certificates

The up-to-date crew certificates can only be retrieved by a registered CrewCert user (e.g. BMI, an employee of the shipping company or Manning Agent, the Master of the vessel, the seafarer itself). However, to validate an electronic STCW certificate issued by BMI, it is not required to be a registered user in CrewCert. This allows third parties (e.g. PSC officers, vetting inspectors, local port authorities,…) to check the validity and authenticity of the certificate.

Checking the validity and authenticity of a certificate can be done in 4 different ways, but you always need to have either a hard copy or a soft copy of the certificate at hand:

1. Go to the CrewCert homepage (https://crew.apps.mobilit.fgov.be/). Enter the certificate number the seafarer registration number and the expiry date of the certificate on bottom side of the screen under "Certificate verification". These data are are mentioned on the electronic certificate.

2. Scan the QR-code at the bottom of the electronic certificate with a mobile device.

3. Click on the QR-code at the bottom of the electronic certificate.

4. Click on the link to the CrewCert homepage in the text next to the electronic signature at the bottom of the electronic signature.

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Certificate number / Endorsement No

278112/REC-M/044931/21

Registration number Seafarer

278112

Expiry date

11-11-2024

✓ Ik ben geen robot

reCAPTCHA
Privacy - Voorwaarden

Check

Options 2, 3 and 4 lead immediately to the CrewCert homepage where the certificate data are already filled in.

After completing the reCAPTCHA, CrewCert will show the validation page of the certificate. This page only shows limited information about the validity and authenticity of the certificate. If more detailed information is required, you have to check the certificate.

☑ This Certificate has been verified and is valid.

Certificate		Seafarer	
Certificate number	278107/REC-D/045019/72	Name	Mister Smith
Capacity	Chief Mate	Registration number	278107
Regulation capacity	II/2 (Chief mate >=3000GT) + IV/2 GMDSS Global	Date of birth	01-01-1988
Limitations	NONE	**Photo seafarer**	
Special mentions			
Issue date	17-08-2022	PassportPhoto	
Expiry date	28-10-2023		

Important: The only valid form of the electronic certificate page is the document consulted in or retrieved from CrewCert. Any printed document or saved document on your computer is an uncontrolled document, since changes may have been made to the document in CrewCert since the last time you printed or downloaded it.
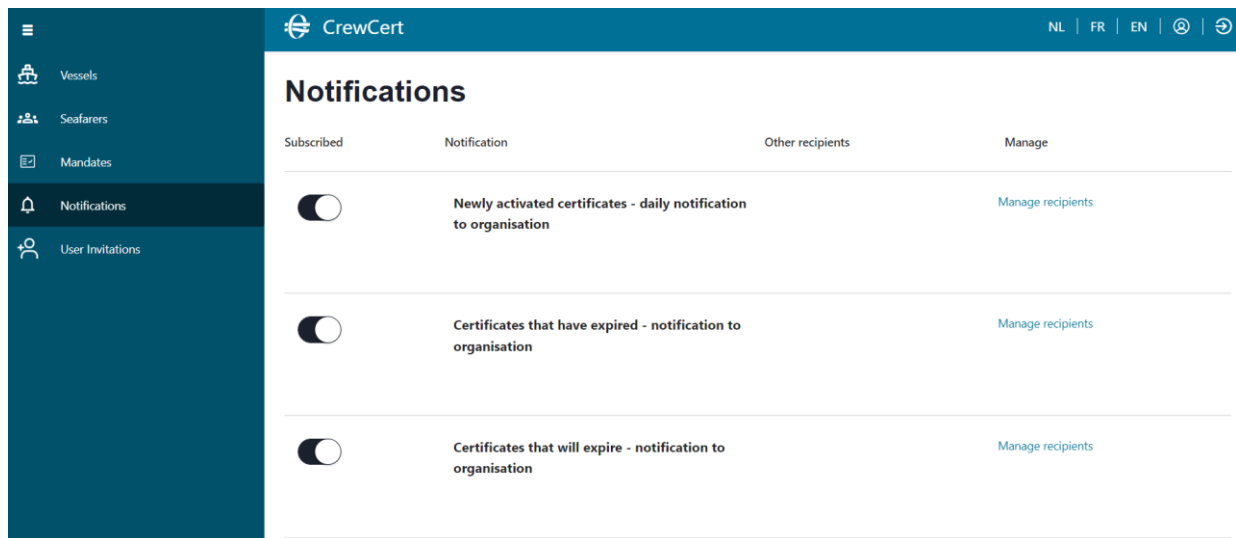
4. Notifications

When you select the 🔔 icon in the left navigation pane, you see an overview of the notifications which are automatically generated by Navicert. They can help you in keeping track of the certificate status and planning surveys and audits, but it is not required to use this feature.

You can easily unsubscribe by deactivating the slider to ⬭ . To subscribe again to the notification, you can move the slider back to ⬤ .

You also have the possibility to add more recipients for the notifications for the crew certificates, e.g. to a group e-mail address used within the company.

Important: These notifications are not sent instantaneously, since the related scripts only run once or a limited number of times per day. You may only receive the notification e-mail several hours later.