



FPS MOBILITY AND TRANSPORT
DG SHIPPING

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CrewCert user manual for seafarers



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@mobiliteit.fgov.be or +32 3 286 68 90.
- Account related questions and technical issues may be directed to Stefan.Himpens@mobiliteit.fgov.be



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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. 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 two options to log in as a seafarer:

a. **As a Belgian seafarer with a Belgian eID or itsme®.**

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

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

You will be redirected to the CSAM platform to log on to online public services. Choose your digital key to continue the steps log in to CrewCert.

idp.iamfas.belgium.be/fasui/fodmob-masag69ckdg947jxixx0gzs171o77oxgg8#

nl fr de en

CSAM Log on to online public services

Choose your digital key to log in

eID or digital keys of recognised partners

LOG IN with eID card reader

LOG IN via itsme

[Create your itsme account](#)

After logging in you will be redirected to CrewCert.

My certificates

Certificates Uploaded documents

Capacity Search

certificate number

Show all certificates

Certificate number	Capacity	Status	Expiry date
/REC-D/045000/35	Certificate of Proficiency	Valid	17-04-2023



- b. As a non-Belgian seafarer logging in with e-mail address and password.

This is the default option for all non-Belgian seafarers.

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

Crewcert

Log in als Belgische organisatie met je eID

Log in als Belgische zeevaarder met je eID

Log in als niet-Belgische gebruiker

Insert your e-mail address and password log in to CrewCert.



How do you want to log in to crewcert.apps-acc.mobiliteit.fgov.be?

Log in with username and password

Username

Password

[Forgot password ?](#)

Log in

After logging in you will be redirected to CrewCert.

CrewCert NL | FR | EN

My certificates

Certificates | Uploaded documents

Capacity: Search:


Show all certificates




Certificate number	Capacity	Status	Expiry date
/REC-D/045000/35	Certificate of Proficiency	Valid	17-04-2023



5. CrewCert functionalities

1. My Certificates

On the home page after logging in or when you select the  icon in the left navigation pane, you see an overview of all your electronic certificates issued by the Certification Seafarers Antwerp (STCW) department.

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  .

Under the **tab “Uploaded documents”**, you and the Shipping Company or Manning Agency with a valid consent, 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:

- 'Medical reports of examinations by doctors'



- 'Medical reports issued on board'
- 'Financial documents'
- 'Evaluation reports'
- 'Documents containing confidential information'

Maximum total file size allowed: 50.00 MB
Current total file size: 0.14 MB

Document name	Document type	Issue date	Expiry date	Size (MB)	Actions
Buck-Max_STCWBasicSafetyTraining_20230203_stcw_other-2.png	STCW Basic Safety Training	05-02-2023	11-02-2023	0.07	
Buck-Max_MedicalCertificate_20230203_stcw_other.png	Medical Certificate	01-02-2023	25-02-2023	0.06	

Registration number: 278112
Date of birth: 09-12-1988

Rank on board: Vessel:

Vessel	Rank on board	Period	Action
WAASMUNSTER	CHIEF ENGINEER	01-01-2022 - 31-01-2022	

2. Mandates

When you select the icon in the left navigation pane, you see an overview of valid mandates which were signed by you for the Shipping Companies and Manning Agents. They are listed under each corresponding tab and details can be consulted by clicking on the icon next to each mandate.



Mandates

Mandates are maintained in [STCW-on-web](#), adjustments will be made there.

Shipping companies | Manning agencies

Search: Shipping company name | Expires on or after: dd-mm-yyyy

Show expired mandates

Registration number	Seafarer	Sequence number	Shipping company	Sign date	Expiry date	Acti...
224703	Deckmyn Tim	1	EXMAR SHIPMANAGEMENT	01-01-2022	01-04-2027	

3. Vessel History

When you select the icon in the left navigation pane, you see an overview of the history of vessels where you were employed on board.

Vessel history

Range: MM/DD/YYYY - MM/DD/YYYY | Search: | Total days on board: 14

Imo number	Call sign	Vessel name	Rank on board	Period on board	Days on board
9237747	ONHG	BASTOGNE	2ND ENGINEER	28-08-2022 - 11-09-2022	14 days

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.



Subscribed	Notification	Other recipients	Manage
<input type="checkbox"/>	Certificate will expire - notification to seafarer		Manage recipients
<input type="checkbox"/>	Certificate has expired - notification to seafarer		Manage recipients
<input type="checkbox"/>	Mandate that will expire - notification to seafarer		Manage recipients

5. 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.mobiliteit.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 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.



Certificate number / Endorsement No
278112/REC-M/044931/21

Registration number Seafarer
278112

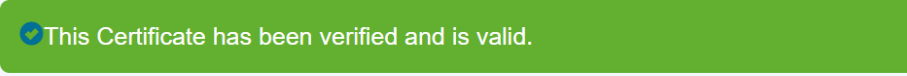
Expiry date
11-11-2024


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		
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.